



**Celebrating our love for the planet,
our teammates, and our communities.**

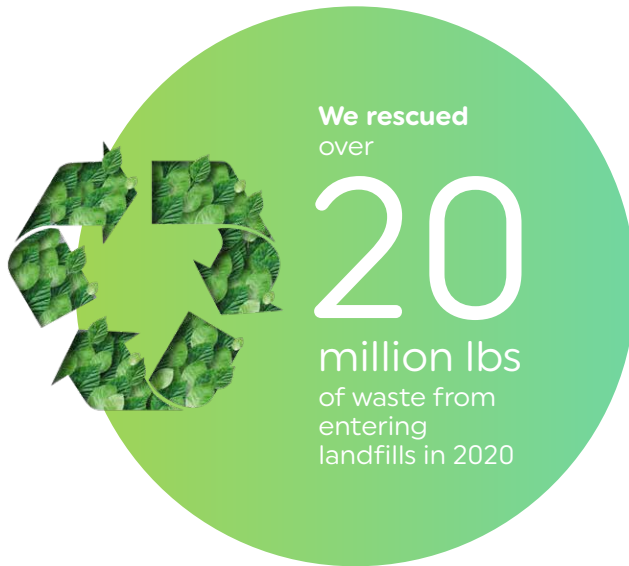


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“Amidst the uncertainty and challenges, this year was the most successful and sustainable one yet.”

Sender Shamiss
CEO and co-Founder



Our Sustainable Returns Solutions

One of our core missions is to solve the unsustainable returns crisis through technology and innovation. Today, almost 40% of retail returns get liquidated, tossed away, or donated. When you think about total returns across the globe, that adds up to 5 billion pounds¹ of waste worldwide; and that's just a typical year.

When you add COVID-fueled online returns, which doubled in 2020², you get \$428 billion worth of merchandise inflicting harm in the form of product waste, packaging waste, and excessive transportation emissions. Technology-driven solutions are the world's best hope to tackle the problem.

goTRG's AI-driven innovations helped prevent over 15,000 metric tons of CO2 from entering the atmosphere while rescuing 20 million lbs. of waste from landfills. Here's how we did it:

- We have 15 facilities where we receive, process, and resell returns from retailers across the US and Canada. By managing every aspect of the returns process in these centralized hubs, we help retailers significantly reduce transportation emissions.
- We use our AI-based technology to determine the most efficient resale channels for returns so that these products can live longer and more sustainable lives.
- We employ certified refurbishers at every facility to restore gently used returns to mint condition, so they never have to see a landfill.

Our Launch of goMINT

At goTRG, we've been refurbishing millions of products for more than 12 years. This year we decided to make our best-in-class refurbishment services even bigger.

To support more sustainable returns this year, we partnered with major retailers to launch goMINT, the refurbishment arm of goTRG! goMINT takes returned electronics, restores them to mint condition, and resells them in branded kiosks at big-box stores throughout the country.

¹ Source: <https://www.bbcearth.com/blog/%3Farticle=your-brand-new-returns-end-up-in-landfill>

² Source: <https://nrf.com/media-center/press-releases/428-billion-merchandise-returned-2020>



goMINT offers a win, win, win for everyone involved. It takes the pressure off retailers who don't have the time, expertise, or shelf space to devote to refurbishment. It allows goTRG to change public perception of refurbished electronics by offering beautifully packaged devices in impeccable condition. It also provides consumers with ample opportunities to buy planet-friendly products at significant discounts!

goMINT's Sustainable Products Are:



Carefully cleaned and sanitized



Certified and rigorously tested to mint condition



Compliant with the highest data-wiping standards



Equipped with verified battery health and charging capability



Updated with new software



Fully accessorized

Our Planet-Friendly Workplace

This year, we went above and beyond to promote environmental practices throughout our facilities while always prioritizing safe distancing and adhering to the CDC's best guidance. Amidst the challenges, we implemented enhanced recycling practices and expanded the use of reusable and eco-friendly materials wherever possible.

- We prevented nearly 600 lbs. of plastic waste in 2020 by switching to reusable kitchenware at our headquarter office
- We provide filtered water and glass water bottles to teammates, saving the waste of 90 water bottles per day
- We replaced non-reusable cutlery with ceramic plates and silverware, preventing nearly 60,000 plasticware pieces from getting tossed in the trash
- We used 100% recyclable printer paper and fully recyclable feminine products
- We placed recycle bins prominently throughout every facility for our teammates to use
- We implemented a machine to condense Styrofoam into cubes for recycling and reuse

Our Community

Every year we seek to strengthen ties with the communities we serve throughout the US and Canada. Our returns solutions help reduce our environmental footprint, but of equal importance is our local outreach mission. By donating our resources and time, we have contributed to elevating the collective good.

Volunteering & Donations

- We donated more than \$50,000 of furniture, electronics, and household items in 2020
- 40+ teammates volunteered during the holidays to provide meals for nearly 250 families
- We partnered with Camillus House, a South Florida organization that serves indigent and homeless populations, to donate goods and services
- In February, we donated almost two dozen computers to the Fienberg-Fisher K-8 Center
- Last April, our Milton, Ontario facility donated pallets of diapers and toilet paper to the community who couldn't access supply due to COVID shortages



- In November, we donated \$10,000-worth of furniture from our Blacksburg, South Carolina facility to their local Habitat for Humanity
- In October, we donated \$20,000 of tablets, laptops, and headphones to the Greater Miami – Miami Beach Police Foundation
- For Breast Cancer Awareness Month, our teammates at the Miami headquarters donated \$400 of hats and scarves to the Florida Breast Cancer Foundation

These are just a few examples of how we partnered with our communities to help uplift those in need. We also supported sustainability by finding deserving homes for overstock and returned items we have in our warehouses through our efforts. Another win-win!

Our 2021 Looks Even Greener

2020 was our best year yet, but we're on track to make 2021 even better. As the remainder of our 3,000+ teammates across 14 locations, in four countries, across 2 million square ft all safely return to the office, we're on track to ramp up sustainability efforts and community outreach.

This April, we hosted an incredibly successful electronics recycling drive at our Arkansas facility where hundreds of Bentonville residents donated their old electronics instead of tossing them away! We collected enough items to fill almost 30 pallets, or a full truck trailer. All items will be refurbished and donated or responsibly recycled through our trusted vendors. This Earth Day-inspired event was significant because only 20% of electronic waste gets appropriately recycled. In fact, a full third of Americans said they don't know how or where to recycle used devices (according to our recent consumer survey).

We were so grateful to host this event; just one example of the fantastic initiatives we have planned for 2021.



Our 2021 Goals



Donate at least \$200,000 collectively in product donations and sponsorships



Volunteer over 250+ hours in our local communities



Partner with a sustainability consultant to improve our efforts towards zero waste



Help our retail clients achieve a more sustainable approach to returns, waste management, and air emissions



Develop new, innovative technology to prevent products and packaging from ending up in landfills



“As a child of the 90s, I remember listening to the slogan, reduce, reuse, recycle (in that order). That is the model under which goTRG operates. We don't want to touch just one part of the inefficient returns ecosystem. We want to solve the entire problem at every step along the way.”

Sender Shamiss

CEO and co-Founder