



Sustainability at Retail Response

At Retail Response we consider caring for the environment to be a key objective of our business and we are committed to a precautionary approach to environmental challenges.

Faulty hardware comes into our Repair Centre every day, where our team of technicians are on hand to get the equipment back working as good as new and ready to be reinstalled into stores. Many would simply throw away the faulty hardware and replace it with new, but we know that it's both better for the environment and more cost effective to mend broken kit and extend its lifecycle.

At our Head Office, recycling is high on our agenda. We recycle or reuse all packaging and paper products, as well as all office waste products (such as printer toner and ink) where possible, to reduce land fill. We always endeavour to minimise the waste generated and the consequential environmental impact by seeking opportunities to reduce, reuse, recycle and recover resources if at all possible. We also have our own waste electrical and electronic equipment (WEEE) facility, which gives us the ability to safely recycle any electrical items which cannot be disposed of in the regular recycling facility.

As a technology business we take our responsibility to be energy efficient at all times very seriously. To keep energy consumption to a minimum, we utilise equipment and devices which consume the minimum amount of power. Around the office, lightbulbs are energy efficient where possible and all equipment is fully switched off when not in use.

In recent years there has been a fantastic opportunity to utilise video and voice conferencing technology in order to reduce CO2 emissions from unnecessary travel. We often used this technology internally before the pandemic, however the sharp increase in the use of Teams and Zoom in all businesses means that we can now communicate easily and frequently with our customers without the need to travel hundreds of miles around the country.

Sustainability doesn't stop once you leave our Head Office. Out in the field our team of Engineers follow the same process as our Repair Centre; the first port of call for any defective equipment is to attempt repair rather than replacing straight away. The fact that we have Engineers throughout the country means that journey times are kept short, and in London, any jobs that can be completed via public transport are done so.

We are shifting towards a Hybrid-Electric vehicle policy at Retail Response. We are well on track with our aim for all company vehicles to be Hybrid-Electric by 2025, and we plan to switch our hired van fleet to Electric vehicles as soon as the electric van mileage range increases sufficiently. Our current fleet of vans benefit from AdBlue, which is



sprayed into diesel exhausts to reduce the amount of harmful gases released into the environment by diesel engines.

If you would like to find out more about sustainability at Retail Response, please get in touch via info@retail-response.co.uk and we will be happy to answer any queries.