

CREATING A MORE SUSTAINABLE WORLD WITH EVERY DEVICE WE MANAGE

RENT – REFURBISH – REPURPOSE

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This is our **Communication on Progress** in implementing the Ten Principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

CREATING BETTER VALUE WITH SUSTAINABLE IT LIFECYCLE MANAGEMENT

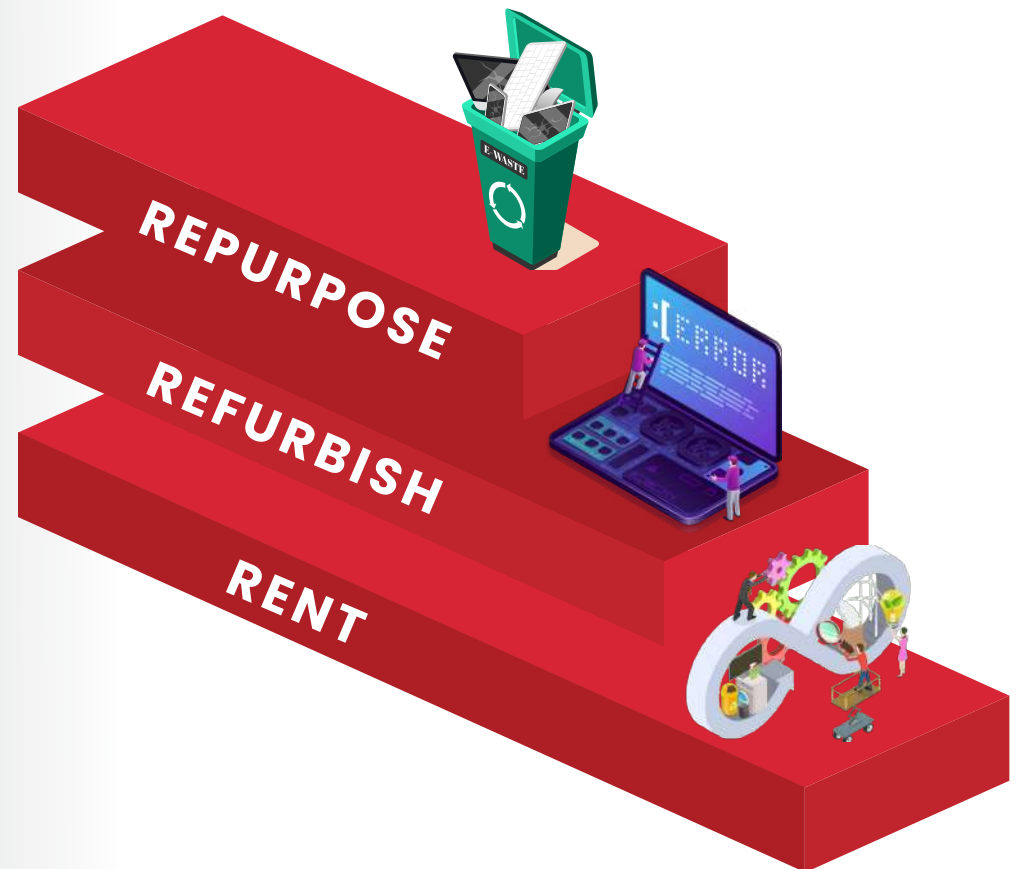
At Rentalworks, we believe that business should serve a greater purpose. That is why we are committed to building a better future through our advocacy of Sustainable IT practices.

The constant need to keep up with the latest trends shortens the usable lifespan of devices, leading to frequent replacements. This contributes significantly to rapid resource consumption, carbon emissions, and toxic e-waste.

Managing technology consumption responsibly is key to sustainable IT consumption. That's why Rentalworks is actively refining our IT solutions to fulfill our vision of Sustainable IT.

Our purpose is clear: provide integrated Device-as-a-Service (DaaS) solutions that raise your efficiency level, while improving the IT circular economy and reducing electronic waste.

We call this our **3R Approach** to Sustainable IT Lifecycle Management:



TOWARDS A BETTER WORLD, ONE DEVICE AT A TIME

In today's data-driven world, businesses need to balance between robust IT asset requirements and sustainable practices to stay ahead of the game. That's where Rentalworks' affordable Device-as-a-Service makes the difference. We provide seamless leasing and IT support services that are sustainable for both the environment and the bottom line.

Established in 2007, Rentalworks is an environmental and sustainability-focused company with a vision to help businesses of all sizes navigate the complex world of IT asset management sustainably.

We believe that every business should get the best value for their money - with excellent device performance, reliable technical services and solutions, and environmental responsibility.



COMPANY MILESTONES



2007

Rentalworks Malaysia established

Alan Puah founded the company with the vision of providing sustainable IT business solutions



2009

Introduced certified software-based data erasure

Pioneered secure and eco-friendly data destruction service for end-of-lease devices



2011

Introduced IT Services bundled with Rental

Pioneering the Device-as-a-Service (DaaS) concept with end-to-end IT solutions



2015

Launch ITAD & Asset Recovery Services

A programme to extend the useful life of IT assets, as part of Rentalworks' commitment to Sustainable Technology Lifecycle Management



2017

Launch of Rentalworks Singapore



2018

Launch of Teleworks Hong Kong

Mobile device buyback programme with diagnostics grading app launched in Hong Kong, Thailand, Malaysia and Singapore



2020

Became a pre-approved vendor under EnterpriseSG

Providing assistance to SMEs in need during the pandemic



2022

Launch of Rentalworks Indonesia

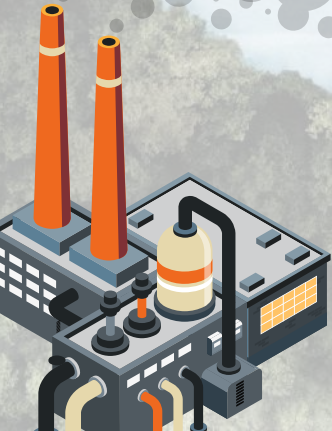
Introducing Sustainable IT services via DaaS into the Indonesian market



2023

Commitment to Low Carbon Mark

Rentalworks Singapore pledged to lower carbon emissions in the IT industry by helping businesses adopt a circular economy via DaaS





WE HAVE BEEN DRIVING SUSTAINABLE IT SINCE 2007

**OVER
50,000**
assets processed

5,000
clients and
counting

Our offices:

Malaysia

Indonesia

Singapore

Hong Kong

RECOGNITION FOR OUR WORK IN SUSTAINABLE IT

Today, Rentalworks has grown to become an award-winning provider of Sustainable IT Lifecycle Management services.

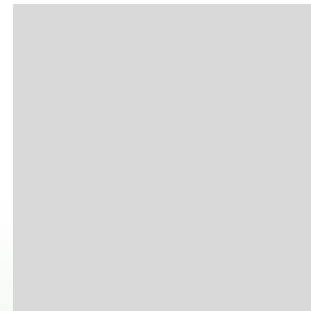
Our suite of seamless end-to-end DaaS solutions helps customers achieve more for their budget. Whether for PCs, notebooks, tablets, and even smart boards, Rentalworks seamlessly manages your IT assets - from initial tech financing services, to acquisition and maintenance, to device refurbishment, to responsible asset end-of-life management.

Our team of experts is always developing innovative solutions that not only extend the lifecycle of electronic devices but also reduce the environmental impact of e-waste. Assembled from diverse industries, including finance, IT, cyber security, and logistics, Rentalworks' team has deep insights into what our clients really need, so that we can tailor solutions that maximise efficiency, minimise downtimes, and improve the bottom line for clients.



Rentalworks Group is honoured to be recognised as "**Most Sustainable IT Solutions Provider 2023**" at the prestigious APAC Insider South East Asia Business Awards.

More importantly, this award underscores the importance of bridging the gap between sustainability and IT. We will continue to create business-friendly solutions that positively impact the environment. Together with our partners who believe in our vision of Sustainable IT, we can transform the IT industry.



Rentalworks Group has pledged to embed the Ten Principles of the United Nations Global Compact into our strategy, culture, and operations, focusing on human rights, labour, environment, and anti-corruption. We are committed to advance the UN's Sustainable Development Goals and to be accountable to our stakeholders and the public on our progress in implementing the Ten Principles.



Rentalworks successfully achieved the LowCarbonSG mark, affirming our commitment to measure and monitor our carbon footprint. LowCarbonSG is helmed by Carbon Pricing Leadership Coalition (CPLC) Singapore, the decarbonisation arm of the UN Global Compact Network Singapore (GCNS), and is supported by the National Environment Agency (NEA) and Enterprise Singapore (ESG). With this achievement, we are able to provide clients with concrete data to support their efforts to implement Sustainable IT practices.



At Rentalworks, everything that we do is driven by our vision to make a meaningful difference in responsible IT device consumption and sustainable practices. Ultimately, our goal is to help achieve a Circular Economy, thus lowering the environmental impact of the industry.



OUR VISION

Rentalworks Group as the leading Sustainable IT Asset Lifecycle Management service provider that adopts an integrated IT asset management where processes are sustainably curated and end-of-life devices disposed of responsibly within the context of Circular Economy.



OUR MISSION

Rentalworks Group is committed to assist businesses and organisations reduce carbon footprints throughout the lifespan of the IT devices. The Group will provide cost effective solutions, encouraging adoption of leasing of IT devices and in the process supporting these entities in achieving their sustainability goals.



OUR BUSINESS VALUES

- Open and honest in our relationship via transparent communications
- Constantly on the search for opportunities to improve via leadership mentoring
- Consistently maintain high standards of results via professional and ethical behaviour



WHY RENTALWORKS?

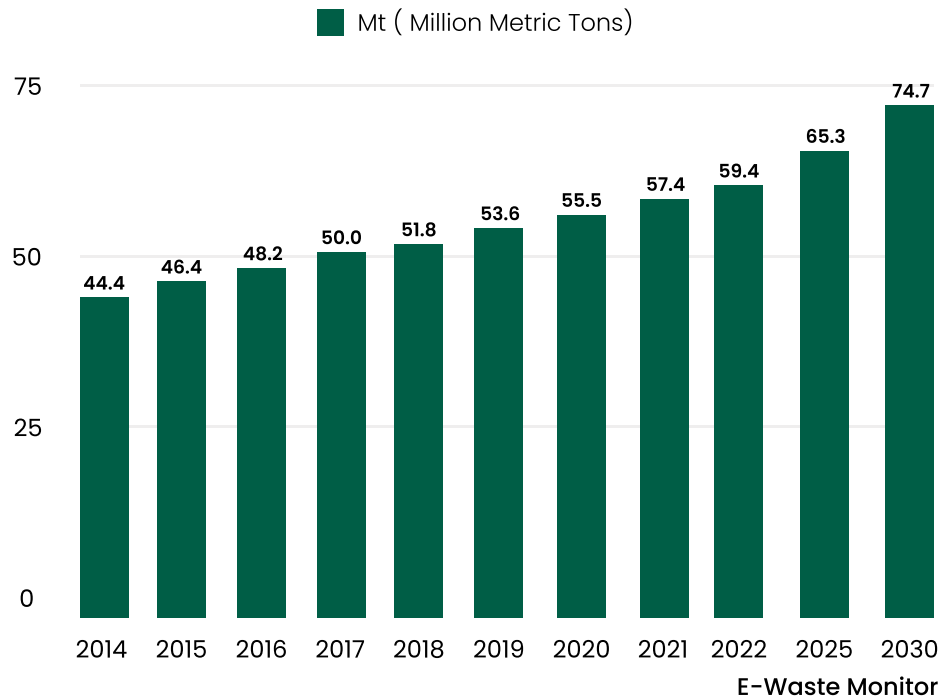
While IT technology is resulting in great benefits in every sphere of human activity, the increasing demand for devices also come at a cost to the environment.



40 million tons

of e-waste generated annually, worldwide

Total Annual Global E-WASTE GENERATION

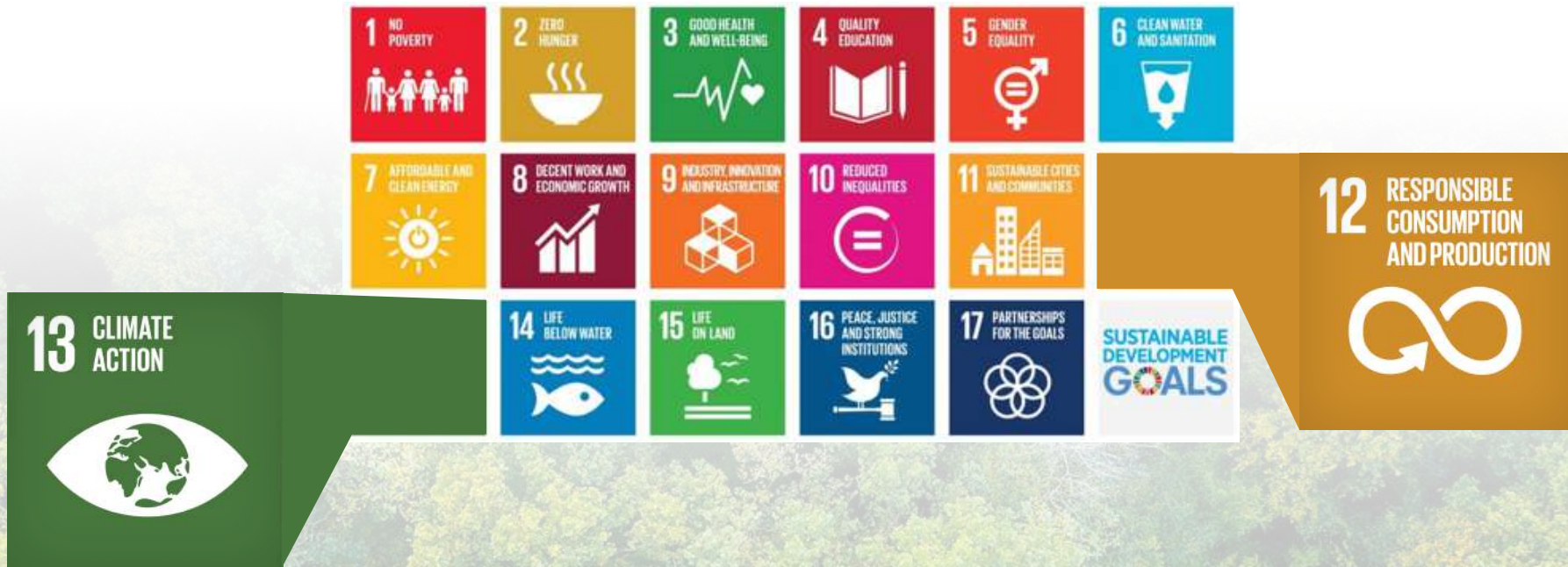


Global e-waste generation 2014-2023.
Source: [The Roundup](#)

- E-waste comprises 70% of our overall toxic waste.
- 40 million tons of e-waste generated annually, worldwide (800 laptops disposed every second!)
- Only 12.5% of E-Waste is recycled.
- 85% of our E-Waste are burned, releasing harmful toxins in the air
- 300 million computers and 1 billion cellphones are produced annually.
 - This is expected to grow by 8% per year.
Source: <https://www.theworldcounts.com/stories/electronic-waste-facts>
- An estimated 347 Mt of unrecycled e-waste in 2022
Source: <https://theroundup.org/global-e-waste-statistics/>

The solution is to adopt more sustainable IT consumption patterns that strike a balance between fulfilling IT needs with environmental responsibility. A 2019 joint report "[A New Circular Vision for Electronics – Time for a Global Reboot](#)" envisions a circular economy concept for the IT industry, where a regenerative system minimises wastage.





Companies are increasingly adopting DaaS as a sustainable IT asset management solution. This is in line with the UN Sustainable Development Goals (SDG) specifically addressing climate action, responsible consumption and production, and enabling sustainable cities and communities.

With our 3R Approach and DaaS solutions, we are enabling companies to fulfill their ESG goals as we transform IT device consumption together for a more sustainable future.



OUR 3R BUSINESS CONCEPT ENSURES QUALITY, RELIABILITY AND SUSTAINABLE IT

From consultancy on asset selection and to asset deployment, to maintenance throughout the lifecycle of the device, to end-of-life management, our 3R Business Concept (Rent, Refurbish, Repurpose) manages the entire IT asset lifecycle for you to create a sustainable and efficient IT ecosystem. Whether you need PCs, notebooks, tablets, and even smart boards, customized to enterprise needs, retail requirements or even mobile network operator's requirements, we have the device for every need.



OUR 3R BUSINESS CONCEPT

Beyond providing IT asset management solutions, our 3R Business Concept ensures you get the best mileage for your operations, for your bottom line, and for the environment.

Our team of highly-experienced experts ensure your devices are always running smoothly. Additionally, we refresh your devices to extend their productive lifespan, which reduces toxic e-waste ending up in landfills. Find out more **HERE**.

We help you manage your end-of-life assets to ensure that devices are disposed of safely and properly. We also refurbish viable devices to be re-leased as Preloved or Premium Preloved assets, thus extending their productive lifespan and reducing e-waste. Find out more **HERE**.

At Rentalworks, our Circular Economy approach provides the most sustainable and cost-effective leasing solutions. Find out more **HERE**.





RENT

We offer IT device leasing and tech support solutions that are customizable to any requirement, making it easy for you to get the equipment you need, when you need it, and where you need it. New, Preloved and Premium Preloved Device-as-a-Service solutions provide exceptional performance at a fraction of the cost of new devices, while our Tech Support Hub ensure that you always have reliable solutions and equipment to keep your business at peak productivity.

Long Term Rental

Reduce your capital costs and environmental impact of IT device consumption with our long-term DaaS solutions.

Our long-term leasing programme offers a variety of benefits, including:

- Always best-fit IT equipment for your environment
- Equipment coverage in case of loss or accidental damage
- Hassle free replacement of obsolete IT equipment
- No high upfront cost

Short Term Rental

We offer IT products to suit any timeframe and customisable to meet any need, whether for opening ceremonies, launches, trainings and seminars, events, or exhibitions.

Other benefits of our short-term solutions include:

- Sustainable device utilisation
- Secure data sanitisation
- No-long term commitment
- Affordable product portfolio
- End-to-end solution
- 24/7 service on request

Tech Support Hub

Keep your assets running optimally while reducing consumption of resources with our Tech Support Hub services.

Whether you sourced your IT equipment from single or multiple vendors, we provide turnkey regional support and preventive maintenance services covering the entire range of known IT issues.

Benefits of our Tech Support Hub services:

- **On Time, Every Time:** O-the-dot turnaround times keep your operations running smoothly.
- **Experienced Experts:** Have full confidence with tech support experts that have depth and breadth of experience.
- **No Upfront Cost:** Choose a subscription package that suits your specific requirements.
- **Dedicated Case Manager:** Deal with just one person, who will stay with you until your case is resolved.

Solutions

Take your IT system to the next level of performance with world's leading software solutions on:

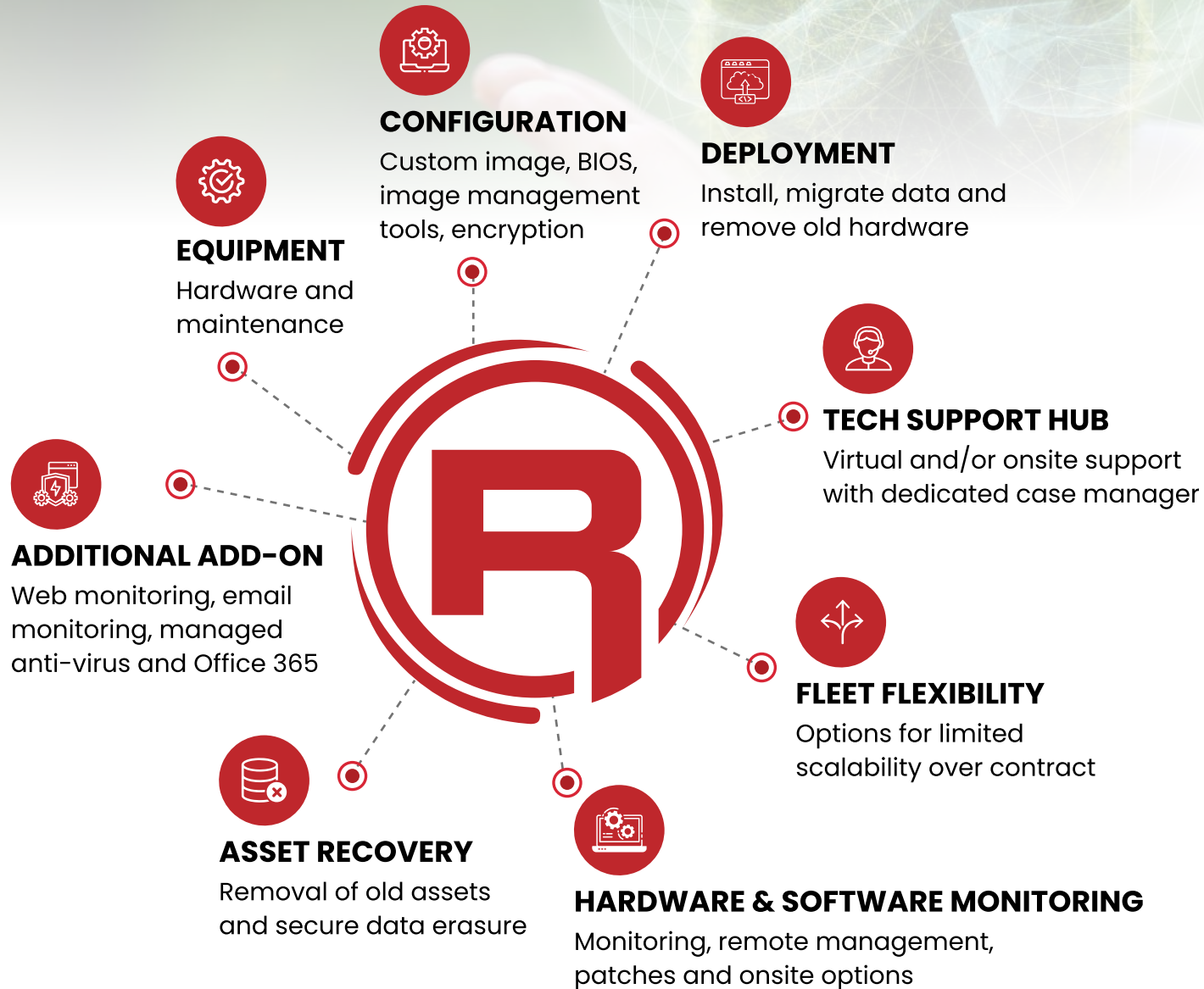
- Productivity
- Device management
- Cyber Security
- Backup Solutions

Services

Our team of highly-experienced technicians will advise you on the best asset acquisition process to suit your needs. Our services include:

- **Logistics management.** We track your delivery for single or multiple locations in the region.
- **Customised imaging.** We ensure "all systems go" before deployment to ensure enterprises enjoy seamless integration,
- **Asset management tools.** Provides you with updates and location of each IT asset.

TOTAL DEVICE LIFECYCLE MANAGEMENT





REFURBISH

Refurbishing and repairing your devices ensures that they are always optimised to meet robust enterprise requirements. It also extends their productive lifespan by minimising the need for upgrades and replacements, thus saving on costs and consuming fewer resources. That is a positive gain for both sustainability and business efficiency.

Our preventive maintenance services is available for all devices leased from us and includes protection coverage plans, and other value added services such as:

Secure Data Sanitisation

There are great risks associated with the improper disposal of IT assets that contain sensitive data. As such, we partner with Securaze, one of the world's top names in IT security, to ensure complete data sanitization before disposing of, recycling, reusing, or donating IT assets. We comply with all legal requirements and industry standards related to data privacy and security to ensure clients avoid fines, civil liability, and irreparable damage to brand image.

Recycling

We ensure the responsible and sustainable disposal of IT assets that are no longer economically valuable in the market.

Diagnostic Test/ Grading

Accurate device diagnostics ensures seamless device lifecycle service delivery, including device trade-in, repair, support calls, and responsible recycling.



REPURPOSE

At Rentalworks, we take end-of-life asset management seriously as disposing of IT devices can have tremendous impact on the environment, as well as personal and business security risks.

Our end-of-lifecycle asset management methods focuses on reducing toxic e-waste in landfills and ensuring full compliance with local environmental standards. We harvest all usable parts to ensure the devices can be repurposed for new purposes, after ensuring secure sanitisation of all sensitive information from IT assets to ensure maximum privacy and security.

Device Buyback

This programme Repurposes pre-loved devices and redeploy them in different market segments. Our end-goal is to extend device lifespan and reduce resource consumption.

This programme includes deployment of high technology device diagnostics and grading solutions on-site. This is ideal for mobile network operators, chain retailers and OEM manufacturers who require up-to-date, reliable and secure device management.

This programme is available for the following asset classes

- Smartphones
- Notebook PCs
- Tablets
- Desktops PCs

Resell Value

Rentalworks is committed to maximising the return of value on assets to our clients, even when their IT assets reach the end of their life. We'll manage the logistics of reselling IT equipment that still has residual value at market prices that fairly reflect its worth.

Sustainable IT Thought Leadership and Education

At Rentalworks, Sustainable IT is not just a practice but a passion. We lead the way in sustainable Device-as-a-Service solutions, driven by our commitment to transform device procurement practices and reduce environmental impact. To scale up Sustainable IT practices adoption, we are always seeking thought leadership and education platforms to empower industry-wide change through knowledge sharing.

OUR PARTNERS IN PURPOSE



OUR LEADERS WITH PURPOSE



Mr. Alan Puah
Managing Director & Shareholder

“

At Rentalworks, our business model goes beyond Device-as-a-Service. Our vision is to help reshape the IT value chain to enable more circularity for a more sustainable future. Our aim is to empower businesses with more cost efficient and seamless solutions while adopting more sustainable and circular business models, thus making a positive impact on our planet and communities. To this end, we are actively fostering a culture of responsible business that prioritizes environmental sustainability, business efficiency, and social impact without compromising on any one.

”

Alan is the founder and group Managing Director of Rentalworks. He started Rentalworks in 2007 with a vision to provide Device-as-a-Service (DaaS) solutions that would improve circularity and sustainability in IT while raising the standard of service to clients. He is leading voice in the Asian market on Sustainable IT and IT Circular Economy due to his strong reputation for innovation, excellence, and ethical business practices.

His finesse in the DaaS industry has made him a recognized thought leader in this field, and he is sought after by media around the region for his insights. He has been a columnist for The Edge Financial Daily newspaper, as well as a guest speaker on BFM, the only Malaysian business radio station, and Hong Kong's Office of the Government Chief Information Officer, sharing on the importance of proper IT asset lifecycle management process for a more sustainable IT industry.

Alan has extensive experience building successful tech companies in the Asian market. Alan pioneered the Southeast Asia business for Blancco Technology Group, a public company and market leader listed on the AIM board of the London Stock Exchange. He was on the board of Blancco APAC Pte Ltd in Singapore and Blancco Technology Co, Ltd in China until 30th September 2020. He also co-founded a successful IT distribution and IP telephony business, which was acquired in 2015.





Mr. Andrew Puah
Executive Director & Shareholder

“

We believe that sustainability and responsible business practices are essential to not only our success, but to the success of our clients and the well-being of the planet as a whole. Rentalworks' vision is to foster a circular IT economy where technology is used efficiently and effectively, thus reducing waste and maximizing value for our clients and the environment. We believe that our business can play a significant role in shaping a better future for generations to come.

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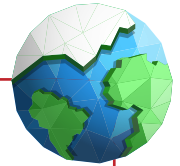
Andrew is a shining beacon for the industry, championing the company's mission to support businesses in achieving greater ESG goals. Under his leadership, Rentalworks achieved greater heights across the years, raising the quality, efficiency, and sustainability of our services - from asset acquisition, leasing, and maintenance, to device repurposing and recovery.

He began his career in the financial audit industry with the Big-4 and joined Rentalworks in 2013. Throughout the years, Andrew gained in-depth insight into the circular economy and channeled his passions into the IT device lifecycle management sector.





Mr. Primawan Badri
Country Director (Indonesia),
Partner & Shareholder



“

Rentalworks has the unique opportunity to redefine the Device-as-a-Service space in Indonesia. I look forward to leading company’s growth in this market, with purpose, innovation, and a relentless commitment to sustainability. By integrating technology and responsible practices, we can drive a circular IT economy, empower business efficiency, and create a more sustainable future.

”

As Country Director of Rentalworks Group Indonesia, Primawan brings more than 20 years of leadership experience within the tech and business development space. His leadership and stellar achievements, together with his vast knowledge of the Indonesian market, augurs well for Rentalworks ambitions to scale sustainable IT asset lifecycle management across the region.

Primawan is a veteran business builder, with experience in technology, telecommunications, consumer electronics, and international trade. As a strategic business leader, he has decades of experience in senior operations, marketing and business development leadership roles. He has worked for multinationals such as Panasonic, Blackberry, HP and Dell. He was also the Director of Operations and Marketing of state-owned enterprise PT Perikanan Nusantara. Under his leadership, the businesses grew tremendously. In 2022, he set up his own trading and services company, PT Primera Optima Sejahtera, serving both domestic and international markets.



Jerry Yeoh
Group Head of Finance

“

Rentalworks is pioneering the future of technology consumption, where sustainability and innovation converge. As a global device-as-a-service company, we're not just offering solutions, but a commitment to a greener tomorrow, one device at a time.

”

With a distinguished career spanning over two decades, Jerry emerges as an exemplary leader with an extensive background in management and advisory roles across SMEs and large multinational corporations. His expertise traverses diverse industries including InfoTech, Information Services, Media & Advertising, Oil & Gas, Event Management, and Auditing, with an impactful footprint across the regions of Asia, Middle East, and Europe.

Jerry's track record is underscored by his unwavering commitment to delivering tangible outcomes. His strategic acumen and revered leadership have consistently harnessed industry best practices to drive success. A visionary thinker, he excels at identifying nuanced strengths and weaknesses, seamlessly steering the curation of ingenious solutions that defy convention.





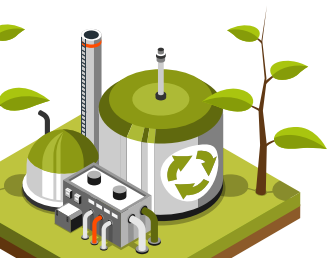
Ms. Mathilda Lai
Head of Marketing & Lead on ESG

“

In the years that I have been involved in IT and marketing, I have realised how big an impact IT usage has on the environment. I believe we all have a responsibility to use technology sustainably to reduce our carbon footprint and create a better future. Rentalworks' end-to-end DaaS solutions is a great platform to help businesses do their part to reduce their environmental impact and foster a circular IT economy.

”

Mathilda's passion and curiosity has given her a deep understanding of B2B and B2C businesses as she navigated her career in digital marketing and project management. She has over 10 years' experience in helping businesses achieve their goals by effectively communicating their unique strengths to the market. Her experience spans a variety of industries, including technology, banking, product development, security, education, sustainability, FMCG, and F&B.





Ms. Chloe Le
Country General Manager, Singapore

“

At Rentalworks, we are committed to using our expertise to help our customers reduce their environmental impact and improve their ESG performance. As a leader in sustainable IT solutions, we are always looking for better ways to help our customers consume technology sustainably and reduce the IT industry’s impact on the environment. Working together, we can make a difference.

”

Chloe’s strong relationship-building and problem-solving skills are vital skills that enable her to effectively lead Rentalworks’ Singapore market. She is also a creative thinker with a keen eye for consumer trends, which has delivered a proven track record of business development.

Chloe joined Rentalworks in 2018. Since then, her positive and proactive approach has continuously built up the company’s ability to deliver exceptional customer service and customer satisfaction at every stage of the customer lifecycle.





Mr Wilson Wong
Head of IT

“

At Rentalworks, we believe that Sustainable IT is not only cost-efficient, it can help customers fulfill their ESG goals as well. Our Tech Support Hub services extends the productive lifespan of devices while minimizing downtimes. Keeping devices in service for longer helps reduce carbon footprint of IT consumption, so that we can create a more sustainable future together with our customers.

”

Wilson is passionate about IT with a solid track record of delivering effective IT solutions. He entered the IT industry in 2003 and has developed a deep understanding of how IT systems should be tightly integrated over the years. His first-principles approach, lifelong learning mindset, and innovative thinking skills enables him to create the most efficient solutions for a need.

In 2013, Wilson joined Novate Solutions, where he played a key role in the company's growth and success. In 2016, Wilson joined Rentalworks and quickly rose to become IT Manager. Under his leadership, the IT Support Department has become a formidable force providing on-point technical support to clients.



Mr. Saw Ken Wye
Advisor & Shareholder

“

Rentalworks has a grand vision to be a leading advocate and gamechanger in sustainability within the IT industry. I look forward to supporting Rentalworks' drive to make Device-as-a-Service model the norm in business. This not only helps organisations substantially reduce capital expenditure, it also significantly pushes back the end-of-life of IT assets to reduce the environmental impact and push towards a more circular economic model.

”

With a career spanning 4 decades, Ken is a respected and accomplished business leader with a reputation for driving growth, market leadership, and sustainability. This makes him a strong fit for Rentalworks' vision to raise sustainable practices in IT assets use and management.

Ken started his IT career with the National Computer Board (NCB) in 1983 and rose up the ranks to assume the role of Assistant Chief Executive (Industry) in 1997. He then joined Microsoft where he spent almost 16 years, ending his tenure as Vice President for Public Sector (Asia). In 2013, Ken was appointed as CEO of CrimsonLogic, a company that focuses on digital government and trade solutions, with 19 offices worldwide. Ken now serves as the senior advisor to CrimsonLogic and is the founder of a boutique Tech consultancy firm, En-Vivo Pte Ltd.

Ken is also a vocal advocate of sustainability and responsible business practices, emphasising the need for companies to consider the long-term impact of their operations on the environment and society. He is a Board member of the Singapore Environment Council and the Singapore Business Advisors and Consultants Council (SBACC) Limited as well as a Justice of the Peace.





Mr. Renzo C. Viegas
Advisor & Shareholder

“

Rentalworks commitment to enabling Sustainable IT is a testament to our belief that our technology consumption today should harmonize with preserving the environment. We are championing a vision where Sustainable IT practices are enablers of innovation, efficiency, and a world that thrives in harmony with technology and nature.”

”

Renzo carries with him extensive experience in the financial industry. Started his career with Citibank in 1985 he has progressively made his mark in the financial industry; moving up the corporate echelon holding key leadership roles including regional responsibilities in various Asia Pacific countries. In 2008 he joined RHB Bank Berhad as Director, Retail Banking covering consumer lending and deposits, insurance, hire purchase and SME business banking before assuming a bigger leadership role as Deputy Chief Executive Officer overseeing, Retail & International of RHB Bank Berhad.

Renzo was the Group Deputy Chief Executive Officer of CIMB Group and Executive Director of CIMB Bank from 2012 to 2015 where he was instrumental in the development and transformation of the Group's Consumer and Commercial banking franchise to be the growth engine for the Group. He was then named CEO of the Group's Consumer business from 2015 to 2016 following which he was named Advisor to the Group CEO till March 2019. He was pivotal in spearheading the franchise as a regional platform reaping synergies across the Group's regional footprints.

Renzo was also a board member in CIMB Bank Berhad, CIMB Vietnam and CIMB Cambodia in addition to Sunlife Malaysia Assurance Berhad and Sunlife Malaysia Takaful Berhad. Presently he is an Independent Director with Astro Malaysia Holdings Berhad where he is Chairman of the Strategic Business and Transformation Committee as also Chairman of the Audit and Risk Committee and a member of the Nomination/Remuneration Committee. He is also an Independent director in Manulife Holdings Berhad and Manulife Insurance Berhad and is a member of all the board committees. Renzo is also founder and executive director of Crescer Sdn Bhd which is a management consultancy company.

THANK YOU!

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