

A close-up, low-key photograph of a person's hands working on a complex electronic circuit board. The person is wearing a dark blue long-sleeved shirt, a black wristwatch on their left wrist, and a thin gold ring on their right ring finger. The background is blurred, showing what appears to be a laboratory or workshop environment with various equipment and components. The lighting is focused on the hands and the circuit board, creating a sense of precision and technical expertise.

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# Our Responsible Journey

2024



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# A Message from Our CEO

Since Neat's inception, we've geared our design processes towards creating responsible products and practices.

While being 100% sustainable is an extremely high bar to achieve as a hardware company, we strive to implement the most responsible and sustainable practices throughout Neat with the utmost care and attention.

At our core, Neat designs and develops video meeting devices for all your spaces. We are a remote-first, hybrid work-oriented video conferencing company, helping other organizations execute their company, helping other organizations execute their less need for travel.

Everyone who operates throughout our offices feels a sense of accountability, resulting in enhanced job pride, satisfaction and a shared cultural commitment to always do better. This philosophy is shared with employees and global partners alike to continually shrink our ecological footprint via responsible design, packaging and supplier selection practices. Neat devices are designed and developed for circularity and are simple to repair, refurbish and recycle.

Neat's HQ is in Oslo, Norway. Scandinavian design philosophies have molded our approach to simplicity, durability, longevity, versatile functionality, timeless aesthetics and minimized impact with our hardware and software. For us, it's the small efforts across the board that, in total, lead to a more sustainable outcome.

In the following eBook, you'll discover our steps so far and our genuine commitment to being continuously more responsible.



**Janine Pelosi**  
Chief Executive Officer



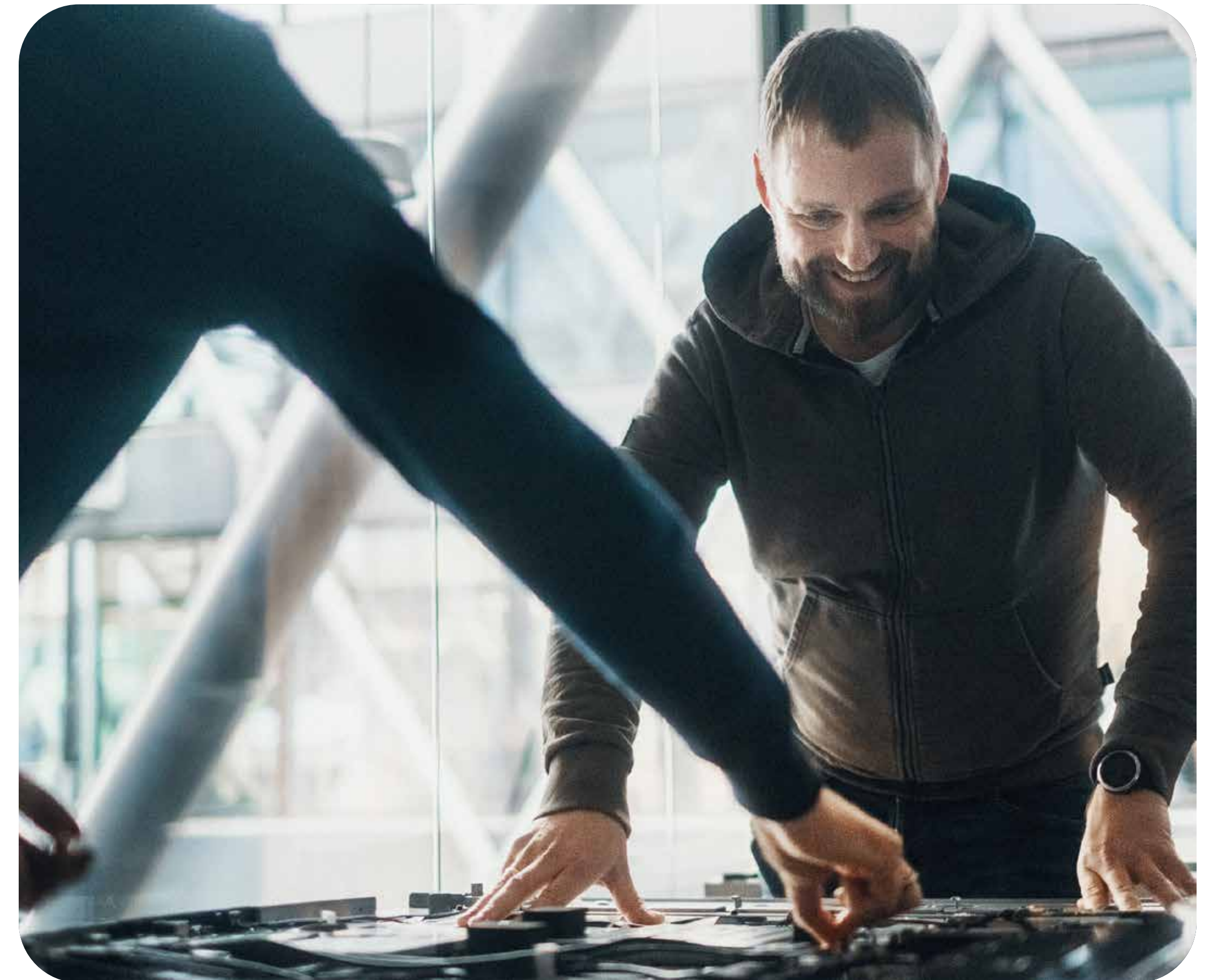
# Product Design

At Neat, sustainability is an inherent part of our design process. It directly impacts what materials we use and their recyclability. We continue to seek new ways to simplify our portfolio, reduce waste and increase the useful life of our devices. We apply this mindset to every aspect of Neat product design.

## **Uncompromising quality**

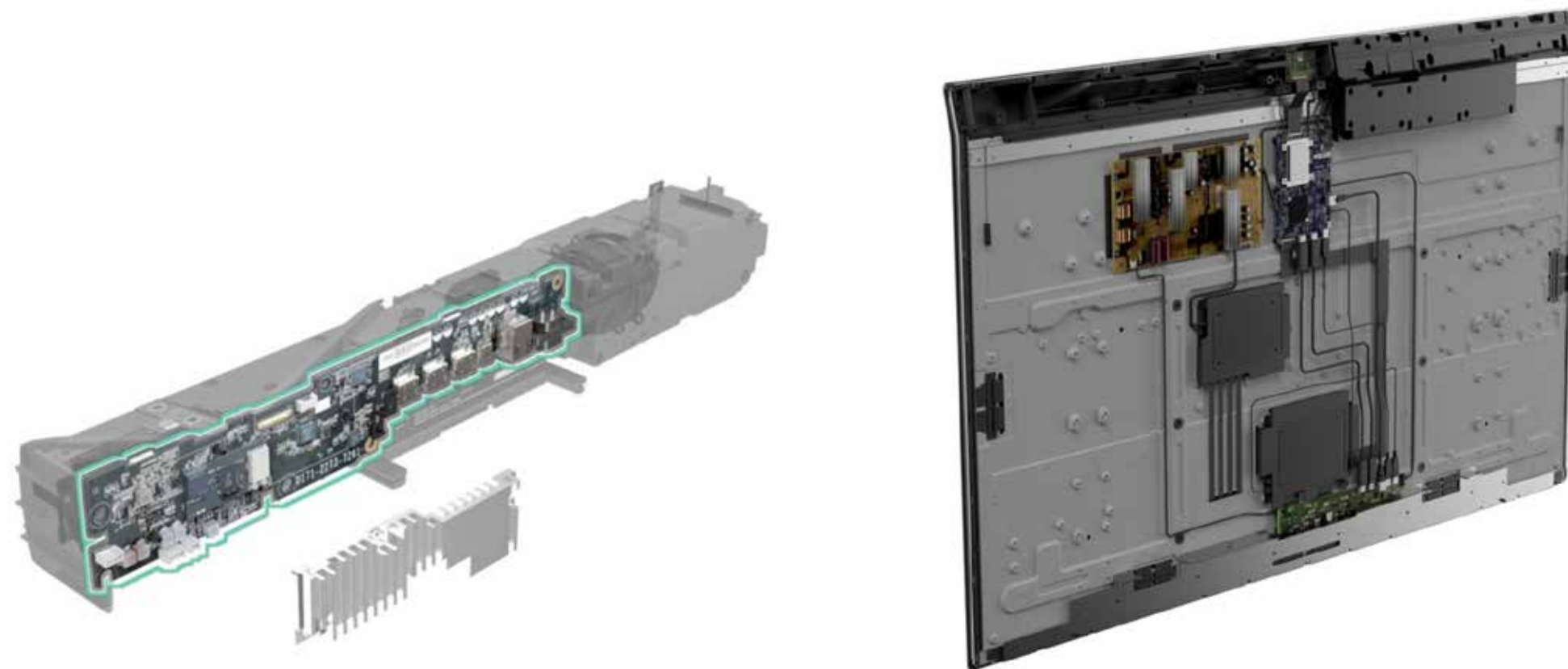
Neat's commitment to sustainability extends to the durability and quality of our devices. We achieve some of the lowest breakage and return rates in the video hardware industry by ensuring they are built and perform to the highest standards.

This endeavor contributes directly to our sustainability efforts by minimizing electronic waste and prolonging the lifespan of our products, helping our customers meet their sustainability goals.



## Minimalist portfolio

Neat strives to create simple, logical experiences for people. All our devices and products have fewer cables and components, reducing clutter and making setup easy. For example, we integrate every necessary bit of hardware into our meeting devices, reducing the need for peripherals while removing complexity and points of failure.



Sustainability applies to almost every aspect of our development, whether it's the ease of serviceability in our products or the use of recycled plastics where possible. It's a journey where you never really arrive at a destination. Hence, we continuously strive to keep improving as we go.



**Simen Andresen**  
Industrial Designer



# Moving Forward

Neat strives to be more sustainable when designing and creating new Neat devices and products, as with our Neat Board series. For example, Neat Board 50's box design enables us to ship 37% more units in a single container.

## **Incorporating recycled plastic**

The house casing materials of our Neat Board Pro is made out of 50% post-consumer recycled plastic. Additionally, the felt room dividers in the Neat Board Pro and Neat Board 50 adaptive stands are made from 50% recycled plastic.









## **Enhanced Repairability**

Increasing repairability extends product lifetime to align with a sustainable model focused on reduced waste. Neat Board 50 gives people easy access to all main components to promote repairability.



# Power Usage and CO<sub>2</sub> Emissions

Minimizing the power consumption of our devices is a design objective that improves customer satisfaction through efficiency while reducing our CO2 emissions. Power consumption figures for our most popular devices demonstrate the impact of this intentional effort.\*

								
	Neat Bar	Neat Frame	Neat Bar Pro	Neat Pad	Neat Bar 2	Neat Board 50	Neat Center	Neat Board Pro
Power consumption standby	3.5 W	10 W	4.8 W	5.6 W	6W	92 W	2 W	128 W
Power consumption standby (screen off)	N/A	3 W	N/A	3.8 W	N/A	10.6 W	N/A	13.2 W
Power consumption in a call	10-11 W	14-19 W	12-17 W	5.6 W	10-13 W	97-104 W	6-9 W	135 W
Average power consumption per year**	33 kW	43 kW	57 kW	49 kW	59 kW	215 kW	20 kW	286 kW

\*The range of power consumption values may vary in some instances due to system volume, number of screens connected, and other user variables.  
Readings were measured on 230V 50Hz AC using a Christ Electronix CLM 1000 Professional + with a subjective average.  
\*\*at two hours in video call and four hours active in room per day.





# Resting to Save Energy

Energy-Efficient Auto Wake System: Neat devices have included an auto wake system from the outset. This intelligent feature saves 80% on the power consumption of an endpoint when not in use, putting the system and connected screens into sleep mode. The system awakes when people enter the room, ready to be used. Our devices adhere to Consumer Electronics Control (CEC) standards to communicate with screens to power down when not in use.



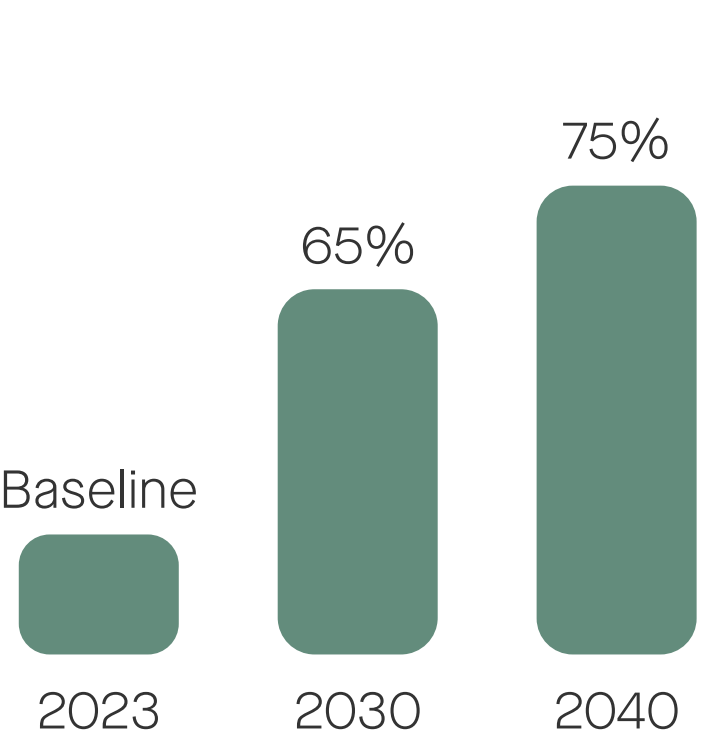
# Manufacturing

We seek and maintain partnerships with suppliers who share our values and commitments to ethical practices, sustainability and a positive social footprint. 100% of our manufacturing partners’ employees have completed social and environmental responsibility training.

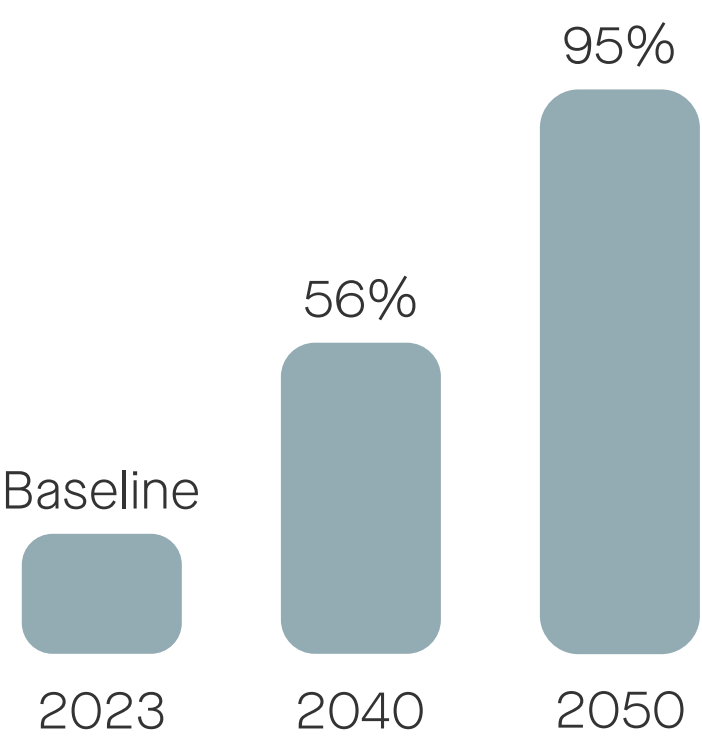
Here are the collective transition plans that our manufacturing partners have in place.

## Manufacturers’ transition plans

Renewable energy



Carbon reduction



At Neat, we see sustainability as a responsible choice we make every day. Our commitment to sustainability in our manufacturing and supply chain reflects our dedication to a better future.



**Helle Bekkeli**  
Head of Supply Chain & Operations

## Other sustainability efforts from our manufacturers



100% ISO 50001 certification, ensuring efficient energy management



20% water reduction goal by 2030



Our manufacturers follow the RBA code of conduct with plans for third-party audits of their sites in the coming years



# Material Management

Our suppliers adhere to international regulations monitoring the inclusion and sourcing of materials. This is also true of regulations involving the management and usage of hazardous materials.

100%

Conflict-free  
mineral sourcing

100%

RoHS compliant <sup>1</sup>

100%

REACH compliant <sup>2</sup>

<sup>1</sup> The Regulation on the registration, evaluation, authorization and restriction of chemicals (REACH) is the main EU law to protect human health and the environment from the risks that can be posed by chemicals

<sup>2</sup> The Restriction of Hazardous Substances (RoHS) impacts the entire electronics industry and has 10 restricted substances.

<sup>2</sup> The Organization for Economic Cooperation and Development (OECD) develop policy standards to promote sustainable economic growth.

## Conflict mineral management

- Our mineral suppliers have signed pledges prohibiting the procurement of materials like Tungsten, Tin, Tantalum, and Gold that are not sourced from conflict-affected and highrisk areas.
- OECD<sup>3</sup> regulations are to be followed concerning responsibly sourced minerals, ensuring their supply chains do not help fund armed conflict or other illegal practices.

## Hazardous material management

- Substances of Very High Concern (SVHC) are not used according to REACH regulations.
- In response to customer demands, our manufacturing suppliers avoid the use of halogen materials.



# Packaging

We ensure all aspects of our packaging support easier recyclability, reducing the number of different packaging materials we use to a minimum without compromising our products' quality, performance or safety.



Neat aims to develop single-source packaging – everything comes from one material source and can be recycled together, such as paper. Or, where not possible due to product weight and regulations, we use as few material sources as possible, ensuring the different sources can be separated for recycling.



**Markus Høy-Petersen**  
Industrial Design



# Neat Packaging Materials

- Recyclable packaging
- FSC-certified kraft paper
- Water-based inks
- Environmentally safe and recyclable EPE foam inserts
- Paper pulp box interiors instead of plastic
- Prioritizing paper tape over plastic tape
- Minimizing usage of metal staples
- Smaller / consolidated boxes to reduce shipping

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Raccolta Carta





# Rethinking Inside the Box

After launching Neat Bar Pro, we redesigned Neat Pad's packaging to reduce the overall size of the bundle by 20% midway through its lifecycle.

Original



Redesigned  
with 20%  
reduction



A new bracket we designed to secure the Neat Board 50 table stand while in transit increased shipping efficiency by allowing 37% more units to fit inside the same container volume.



# Logistics

As transportation represents a significant source of greenhouse gas emissions, selecting the appropriate shipping and logistics partners is one of our most important decisions.

Our commitment to sustainability doesn't end with our devices. Our strategic transportation partners have established initiatives to reach carbon neutrality by 2035 - 2050. Two key providers have signed on to the Climate Pledge, a commitment to reach net-zero emissions by 2040. Additional facets of the Climate Pledge include:

- Measuring and reporting greenhouse gas emissions
- Implementing decarbonization strategies in line with the Paris Agreement
- Neutralizing any remaining carbon emissions

Voluntary goals for the next two decades established by our transportation partners include:

- Leveraging more alternative fuels
- Increasing renewable electricity at facilities
- Transitioning to more sustainable aviation and marine fuels
- Deploying more EV trucks
- Progressing to sustainable and recyclable packaging

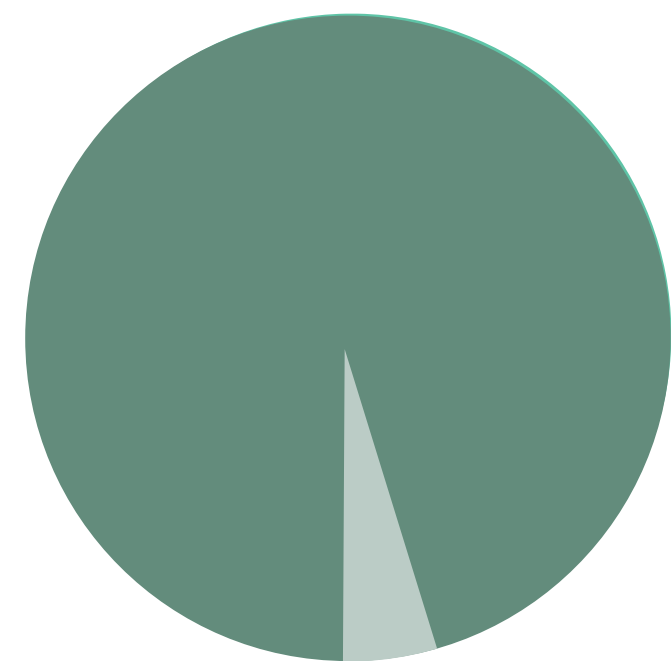




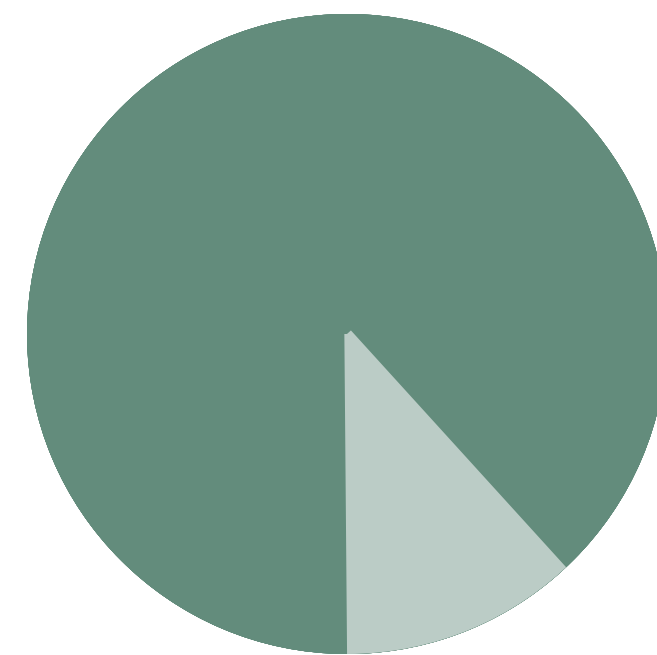
# Giving Neat Devices New Life

All good things must come to an end, and that includes the useful life of products. We believe in giving our products a second life or purpose while reducing electronic waste. Neat reinforces responsible waste management through design and manufacturing processes that support exceptionally high recycling and recovery rates.

Recoverable and recyclable rates for Neat devices.



98% recovery rate



88.8% recycling rate



## Recycling

Neat leverages our logistics partners and their networks of local recyclers to dispose of devices properly and recycle components responsibly according to the WEEE<sup>1</sup> Directive. We also work with our manufacturing partners to ensure they recycle products that are costprohibitive to repair. Our network (RJ45) cables are made of halogen-free TPE materials.

<sup>1</sup> WEEE: EU Waste Electrical and Electronic Equipment Directive. These stats represent the collective average across our devices.

# Refurbishment

Neat's environmentally conscious factory recertification program ensures equipment reuse whenever possible to reduce waste in the world's landfills.

Neat's Iowa-based Asset Recovery Center (ARC) receives returned devices or ones used for demo purposes. When returned devices are not defective, they are given new life as factory-recertified equipment and sold at a discounted price. We meticulously test each factory-refurbished Neat device to ensure we uphold the highest quality standards before it is repackaged with its original accessories and protected by a standard 1-year warranty.

Future-wise, Neat is also piloting international factory recertification facilities in the Netherlands and United Kingdom.



Neat Refurbished program is a testament to our commitment to sustainability. By extending the lifespan of products, we reduce waste and minimize our environmental footprint.



**Matt Hansen**  
Head of Operations



# A Neat Workplace

Neat's highly functional hybrid workplace headquarters in Oslo, Norway, is environmentally responsible by design and has established exceptionally high sustainability standards with a zero-carbon goal by 2030.

## Some notable stats from our Oslo office in 2024:

**86%**

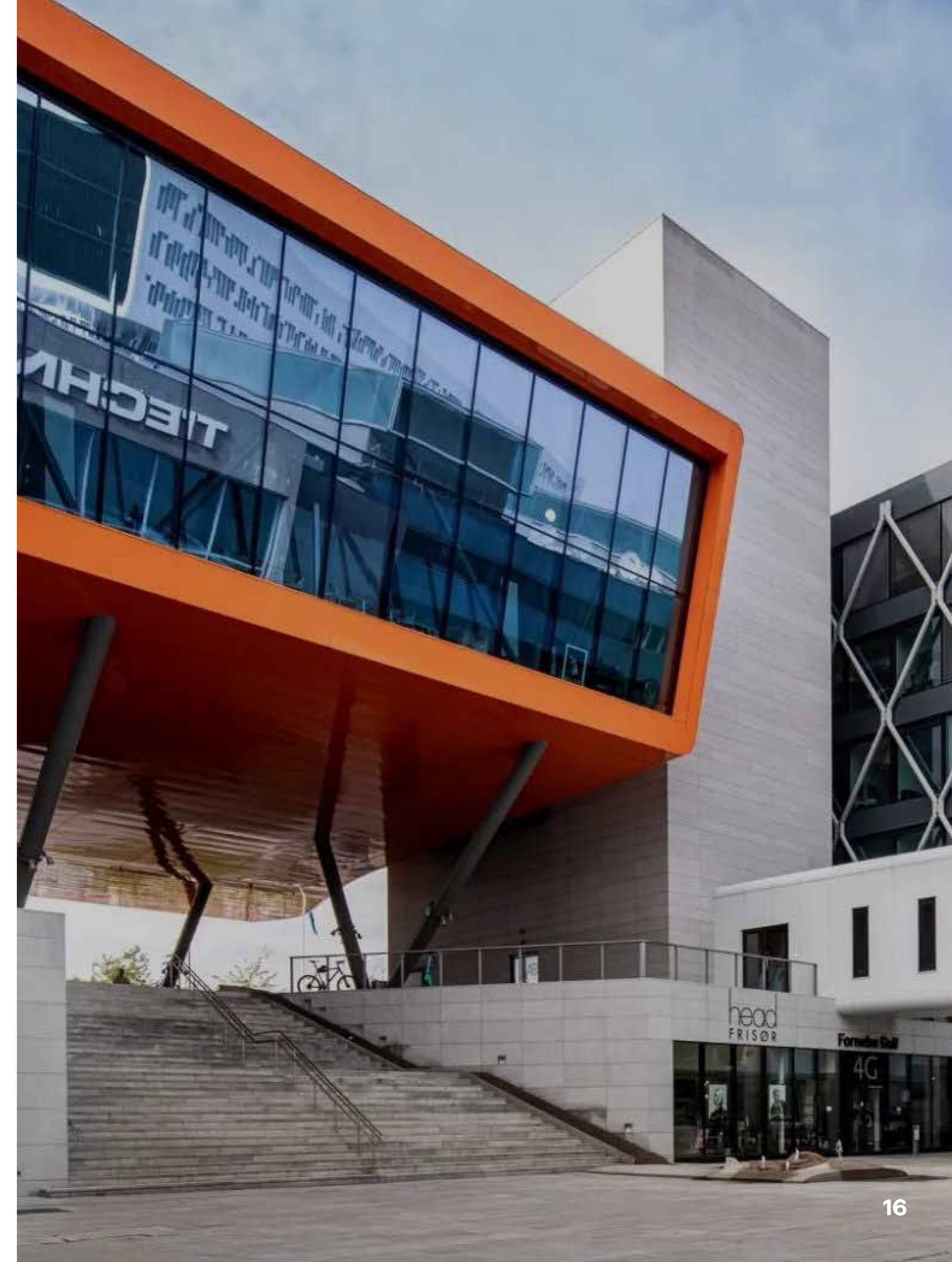
environmental  
certification rate.\*



electricity certified  
as carbon neutral

**97%**

recycling rate including  
the incineration of  
waste into energy.



\*Calculated as a percentage of gross building area and excludes parking structures



## Certifications

In recognition of management, minimization and measurement practices and the resulting environmental impact, Neat's Oslo headquarters has received certifications from the following organizations:



## Recycled office furniture

Minimizing the carbon footprint of our workplace means paying close attention to details. So, we incorporated Flokk office chairs made from 70-75% recycled materials, including seats made from 94% post-consumer plastic and back shells constructed from 97% recycled aluminum.



# Our People

## Being hands on

Neat actively contributes to local environmental initiatives, including the Fjord CleanUP project in Norway. We are committed to positively impacting the environment at the grassroots level.

## Giving back

In addition to contributing to environmental causes, our employees around the globe participate in charitable acts and efforts to raise money for social organizations for positive missions and causes. These include:

- Alzheimer Foundation
- Doctors without Borders
- National Institute of Canine Service and Training
- Team Jak Foundation
- Zac43 Foundation



## Neat social and governance policies

### Modern Slavery Statement

Our policies, supply chain ethics, due diligence, and anti-slavery commitments.

### Code of Business Conduct

Our commitment to integrity, transparency, trust, respect, and compliance.

### Privacy Policy

Data collection, usage, security, user rights, compliance, and privacy practices.



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