

Telecommunications Industry Association

ASSESSOR

SUCCESS STORY

ICT SERVICES COMPANY GETS INNOVATIVE WITH SUSTAINABILITY

Since 1999, Teltech Group has successfully solved business challenges in the Information and Communications Technology (ICT) industry through network asset management, warehousing and logistics, personnel expertise/shortages, and practical utilization of evolving technologies. With one of their key services being the reuse, refurbishment, and recycling of ICT equipment that successfully diverted more than 135 million pounds from landfills in their first two decades of operation, Teltech has always had an eye on sustainability.



As an ISO 14001 and TL 9000-certified company, Teltech was familiar with Assessor, the online sustainability assessment tool developed by TIA QuEST Forum's Sustainability Working Group. In looking for ways to further enhance their sustainability efforts, Teltech was initially skeptical about their ability to perform in the ten different areas rated by Assessor because they believed the tool was more suited for large corporations. However, the decision to leverage the Assessor tool was one that incited a renewed company-wide enthusiasm for sustainability and ultimately gave rise to innovative ways that Teltech has further reduced their environmental impact—all while saving money.

Leveraging Employee Engagement

When Teltech ran the Assessor for the first time in 2019, they knew that they didn't have the resources to tackle everything at once and instead chose to focus their efforts on the top two priorities—and they did it without breaking the bank.

"Thankfully Assessor prioritizes the areas that give you the most bang for your buck and for us that was reducing our carbon footprint and improving resource efficiency—both of which would also help us save money," says Nancy Patterson, Teltech's Director of Quality and Sustainability. "We leveraged free tools like the EPA's carbon footprint and WasteWise waste reduction calculators and found simple ways to improve—from tracking energy usage in our facilities and changing out fluorescents for LED lights, to alternative packaging materials and even making our own bubble wrap."

Teltech also got smarter in how they handled their shipping by tracking fuel usage on all trucks and working to consolidate shipments as much as possible to cut down on fuel and emissions. The company also looked to its own people for help, asking for innovative ideas to improve carbon footprint and resource efficiency, which provided employees with a sense of ownership in the process.

For more information on Teltech Group, visit www.teltech.com



Two of the innovations proposed by Teltech employees that the company is most proud of include:

- Capturing run-off from chillers at Teltech's large Colorado warehouse location to replace distilled water previously purchased for forklift batteries, preventing hundreds of gallons of water from being wasted.
- Using organic ice melt leftover from the winter to create a dust abatement mixture for Teltech's large equipment yard, eliminating the need to pay for dust abatement services and preventing ground water contamination potentially caused by abatement chemicals.



In addition to employee innovations, Teltech also implemented more preventative maintenance practices and conducted an energy inspection that discovered facility leakage and led to building repairs. From 2019 to 2020, they managed to reduce energy usage by 17%.

Worthy of the Accolades

Teltech's use of Assessor not only fulfills their TL 9000 sustainability assessment requirement, it also helps them when it comes to doing business in the ICT industry as more companies than ever are factoring sustainability into their decision making.

"It's amazing how the landscape has changed, and sustainability has become far more important to our customers. They want to work with companies that have certifications and who are able to demonstrate sustainability efforts—and all things being equal, they're going to go with a company that can show they care about the environment versus one who doesn't," says Patterson. "While it's important to be objective and not go into it with any perceived notion of how well you're going to do, I definitely recommend the use of Assessor—even for a small company like ours. It's an inexpensive way to continually monitor your sustainability and it gives you a guide that lets you know how your company can improve."

"I definitely recommend the use of Assessor—even for a small company like ours. It's an inexpensive way to continually monitor your sustainability and it gives you a guide that lets you know how your company can improve."

- Nancy Patterson, Teltech Group

Based on their use of Assessor and innovative sustainability efforts, Teltech received the 2019 award for Excellence in Field Services as part of the annual TIA QuEST Forum Global Sustainability Awards and recently won again in this category for 2020. They were also recently selected as a Gold Leader by the Colorado Environmental Leadership Program. These awards are something Patterson is extremely proud of that she believes definitely makes others in the industry sit up and take notice.

"Winning the awards is extremely prestigious and it has brought more life to the program, helping to re-energize our corporate culture of sustainability," she says. "While there are

some areas that we may not be able to perform on at a higher level due to our size and resources, it's not about the score; it's about improving where we can. We've seen a little difference in a lot of areas, and that's a very gratifying part of my job that makes me feel like I'm making a difference."

**Ready to begin your company's sustainability journey?
Get started today at www.tiaassessor.com**