

Carrier Services Group, Inc. Enhances Sustainability Reporting



Carrier Services Group, Inc.

Carrier Services Group, Inc. (CSG) provides asset recovery services to some of the largest telecommunications companies and corporations in the world. In addition to providing equipment refurbishing, salvaging for recycling, and waste disposal, CSG maintains expertise in equipment specifications and values for equipment manufactured by more than eighty-five suppliers/OEMs.

Challenge

CSG requested assistance from the New York State Pollution Prevention Institute (NYSP21) to develop a sustainability plan that will position CSG as a leader in the recyclable material merchant industry and inspire confidence and trust from their customers. Although CSG and many of its industry peers rely heavily on certifications such as R2 and ISO 14001, there is a lack of transparency about specific sustainability efforts and performance. The focus of this project was to develop a sustainability plan and implementation roadmap enabling CSG to demonstrate greater sustainability leadership and enhance the level of detail in its customer reporting.

Solutions

There are many approaches to pursuing sustainability within the supply chain, from suppliers to customers. Strategies recommended by NYSP21 to CSG include the following:

- Enhance monthly customer reporting by including environmental impact performance and environmental management system objectives and targets in customer scorecard responses.
- Expand downstream vendor vetting of proper recycling practices beyond electronics recycling vendors by applying existing processes to all downstream vendors who receive other material types from CSG for recycling.
- Request an annual “vendor materials pathway” report from downstream vendors that includes data for materials going to recycling, reuse, waste-to-energy incineration, landfill, etc. This is particularly important for managing

Challenge

- To develop a sustainability plan that will position CSG as a leader in the recyclable material merchant industry and inspire confidence and trust from its customers.

Solution

- Enhance monthly customer reporting by including environmental impact performance and environmental management system objectives and targets in customer scorecard responses.
- Publish an annual sustainability report and publicly communicate sustainability efforts on CSG’s website to remain competitive and inform current and potential customers.

Results

- Developed an environmental impact data-reporting tool to improve CSG’s customer scorecard responses, and enable CSG to monitor and assess performance on a monthly and annual basis.
- Created a sustainability dashboard highlighting key environmental impacts and related performance in a one-page snapshot for use as a publically available annual sustainability report with transparency.

plastic component waste with greater transparency for recycling or landfill. It also ensures that CSG has the opportunity to collaborate with both its downstream and upstream supply chain partners to ensure the greatest level of asset recovery and avoid landfill.

- Incorporate “Zero Waste to Landfill” (and “Labor and Human Rights” and “Ethics”) statements into CSG’s upstream supplier evaluation survey and downstream vendor vetting survey.
- Publish an annual sustainability report and publically communicate sustainability efforts on CSG’s website to remain competitive and inform current and potential customers.

Results

NYSP2I developed a sustainability plan and two-year roadmap specifically tailored to CSG’s goals and commitments. To support CSG’s implementation efforts, NYSP2I also provided the following:

- Established a baseline year and metrics for CSG’s environmental impacts including electricity, natural gas, water, waste, and carbon dioxide equivalent (CO₂e) emissions to enable on-going performance comparisons.
- Developed an environmental impact data-reporting tool to improve CSG’s customer scorecard responses, and enable CSG to monitor and assess performance on a monthly and annual basis going forward.
- Created a sustainability dashboard highlighting key environmental impacts and related performance in a one-page snapshot for use as a publically available annual sustainability report with transparency.
- Created templates for a supplier code of conduct and supplier scorecard that aligns with CSG’s sustainability values and efforts for use with upstream suppliers and downstream vendors.

Testimonial

“I would like to thank Patricia and her staff at NYSP2I for their efforts over the last eight months in helping us develop a sustainability plan. Throughout the course of the development Patricia and her team’s efforts were characterized as focused, professional, detailed, thorough, and very educational.

Again, thanks for all you have done to enable us with a best-in-class sustainability plan.”

James W. Leonard, Jr.

Carrier Services

1151 Hoyt Avenue
Binghamton, NY 13901
Phone: (330) 373-1777
E-mail: james.leonard@csgroupint.com
www.csgroupint.com

Results

RIT



Cornell CALS
College of Agriculture and Life Sciences



For more information please contact us:

585-475-2512
nysp2i.rit.edu
nysp2i@rit.edu

111 Lomb Memorial Drive, Bldg 78
Rochester, NY 14623

Funding provided by the State of New York. ©2021 Rochester Institute of Technology. Any opinions, findings, conclusions, or recommendations expressed are those of Rochester Institute of Technology and its NYS Pollution Prevention Institute and do not necessarily reflect the views of New York State.