



Engineering Responsible Supply Chains for a Complex World

2026 ESG REPORT



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LEADING IN SUSTAINABILITY

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IN FEBRUARY 2025, ALOM ACHIEVED DMSCA CMP LEVEL 3 CERTIFICATION—THE HIGHEST LEVEL POSSIBLE.

This ESG Report presents initiatives and results for the 2025 calendar year.

Sustainability in Action 



A Letter From Our CEO

Recently, I attended a customer event where a new product was being introduced to the market. Everything unfolded seamlessly, from the presentation to the availability of product samples and supporting materials.

Moments like that often appear simple on the surface. But they are the result of hundreds of decisions made across sourcing, manufacturing, logistics, and fulfillment, most of which remain invisible.

That experience stayed with me because it reflects the reality of today's global supply chains. What happens behind the scenes has a direct impact not only on business outcomes, but also on environmental footprint, resource use, and the people involved at every stage.

As supply chains become more complex and less predictable, the importance of consistent execution becomes even more apparent. The ability to deliver reliably, across geographies, partners, and systems, is what ultimately creates confidence for customers and stakeholders.

I have long believed that how work gets done matters just as much as the outcome itself. **When I founded ALOM, my vision was to build a company that does right by its customers, employees, suppliers, and the broader community.** Over time, that vision has evolved into a more structured and

measurable approach to Environmental, Social, and Governance (ESG) practices embedded into how we design and operate supply chains.

As a partner to companies in highly regulated and complex industries, we recognize the responsibility that comes with our role. The decisions made within supply chains, like how products are sourced, assembled, packaged, delivered, and returned, carry real and lasting impact.

We approach this responsibility with a focus on execution and accountability. In our experience, trust is not built through commitments alone, but through consistent, day-to-day execution that holds up under real-world conditions. This is especially true in environments where precision, quality, and compliance are essential.

For ALOM, that means **continued investment in the fundamentals of quality, planning, collaboration, and follow-through** so that our programs perform reliably, even in complex and changing conditions.

This includes reducing environmental impact through more efficient transportation and packaging strategies, supporting circular lifecycle programs that extend product use and reduce waste, and working with suppliers and partners who share our commitment to responsible practices.



It also includes maintaining high standards for quality, compliance, ethics, and transparency, ensuring that the products we manage are handled with care, accuracy, and integrity throughout their lifecycle.

Equally important is the role our employees play. Their engagement, expertise, and commitment to doing the right thing are what make meaningful progress possible.

We know that ESG is not a static goal. Expectations are evolving, and so are the challenges facing global supply chains. Our focus remains on continuous improvement: strengthening our processes, improving how we measure impact, and working closely with our customers and partners to build more responsible and resilient supply chains.

This report reflects both the progress we have made and the work that continues.

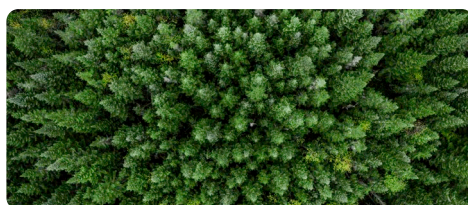
Our commitment remains clear: to operate with integrity, to deliver with precision, and to contribute to supply chains that are not only efficient but responsible.

Hannah Kain
President & CEO

ESG at a Glance

ALOM's Actions

Environmental



Transition to renewable energy across operations

Reduction in freight-related emissions through network optimization

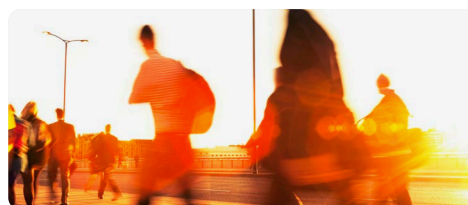
Circular programs supporting reuse, refurbishment, and recycling

Measurable reductions in energy use and packaging waste

100%

ALOM U.S. facilities fully powered by green electricity generation sources

Social



Workforce engagement programs driving continuous improvement and excellence

Technology-enabled talent management (UKG HCM) supporting hiring, development, and performance

Comprehensive programs for upskilling, succession planning, and IDPs

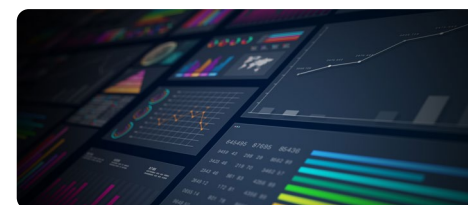
Employee well-being, mental health, and flexible work policies supporting retention

Strong safety culture with industry-leading training and low incident rates

2025

excellence in workplace safety and risk management award for 3rd consecutive year

Governance



Structured ESG measurement and reporting frameworks

Third-party certifications and adherence to global standards

Robust data validation and audit processes

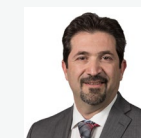
Ongoing participation in ESG rating frameworks and assessments

23%

reduction in scope 1-3 GHG emissions compared with 2021 baseline



The scale of our operations provides ALOM the opportunity and responsibility to improve our communities and the environment through the way we do business. Our approach is simple but disciplined. We measure what matters, improve how we operate, and deliver real, consistent progress over time.



KAVEH MORAGHEBI
Vice President, Quality, Regulatory, and Sustainability, ALOM

About ALOM



Delivering Supply Chain Success to Leading Global Brands for 3 Decades

In a world increasingly challenged by global supply chain uncertainties, ALOM pushes the limits of technology innovation and service excellence to produce and ship every order on-time and in perfect condition.

Tailored Services to Meet Your High Compliance Needs



SOLUTIONS THAT FLEX TO FIT YOUR BUSINESS

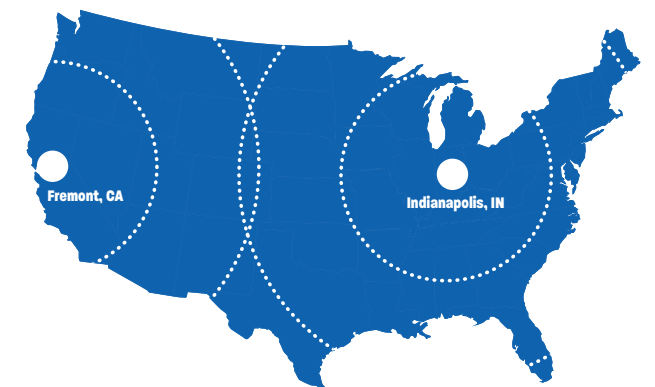
ALOM excels in the design and implementation of innovative and sustainable global supply chain strategies — regardless of scale and complexity. We don't force your supply chain into a mold. Instead, we collaborate to engineer flexible solutions aligned with your unique objectives.

By taking full ownership of each customer's supply chain goals we free them to apply their resources to what they do best—the crucial work of innovation.

THE LEADING EXPERT FOR HIGH COMPLIANCE, COMPLEX SUPPLY CHAINS

Healthcare • Technology • Utility/Regulated Industries

HEADQUARTERED IN SILICON VALLEY INNOVATION HUB



ALOM'S 2-NODE FULFILLMENT CENTER FOOTPRINT SERVICES 95% OF THE CONTIGUOUS U.S. POPULATION IN 48 HOURS OR LESS VIA GROUND SHIPPING — AVOIDING THE HIGHER EMISSIONS OF AIR FREIGHT

Our Approach to Responsible Supply Chains

ESG is embedded across ALOM’s full supply chain lifecycle, from sourcing and production through fulfillment and returns, with no part treated as a standalone initiative.

HOW WE CREATE IMPACT

We work with our customers to design and operate supply chains that reduce environmental impact while improving efficiency and performance.

This includes:

- Optimizing transportation networks to reduce emissions and lead times
- Implementing packaging strategies that minimize waste and damage
- Supporting circular economy initiatives through returns, refurbishment, and recycling programs
- Collaborating with partners to improve sustainability across the value chain

By integrating ESG into supply chain design, we help customers achieve both operational and sustainability goals.



HOW WE OPERATE

Our internal operations are guided by structured processes, measurable targets, and a commitment to continuous improvement.

We focus on:

- Reducing energy use and increasing reliance on renewable energy
- Monitoring and improving environmental performance through defined metrics
- Fostering a culture of responsibility through employee engagement and training
- Maintaining strong governance through certifications, audits, and data validation processes

This operational foundation ensures that ESG performance is consistent, measurable, and aligned with industry expectations.



In operations, small decisions add up quickly. The way a product is produced, packaged, and shipped impacts people and the planet. By evaluating every process and touchpoint, ALOM implements high sustainability solutions that deliver measurable and positive outcomes across the board.



ERIC SCHELM
Vice President of Operations, ALOM



ESG Built into Every Step of the Supply Chain

Supply chain sustainability is not achieved through isolated initiatives.

It requires a lifecycle approach.

SOURCING

- Partnering with suppliers aligned to responsible practices
- Supporting reduced emissions through nearshoring and supplier optimization

MANUFACTURING

- Efficient use of materials and packaging
- Integration of quality and compliance standards
- Deploying digital solutions to facilitate shorter productions, generating less risk of waste

FULFILLMENT & DISTRIBUTION

- Optimized logistics networks to reduce transport distances and emissions
- High-accuracy fulfillment to minimize waste, returns, and rework

RETURNS & LIFECYCLE MANAGEMENT

- Refurbishment and reuse programs to extend product life
- Responsible recycling and e-waste management
- Circular solutions that reduce landfill impact
- Ultra-fast returns processing to get product back in the sales cycle, where possible, to minimize waste due to obsolescence

This end-to-end approach allows ALOM to deliver supply chains that are both high-performing and responsible.



Our customers trust us with more than their products, they trust us with the precious relationship they have with their customer. That means every step in the supply chain has to execute to the absolute highest standard.



FIONA LOWBRIDGE
Chief Commercial Officer, ALOM



ENVIRONMENT

Decarbonizing and Optimizing Supply Chains

OUR APPROACH

We focus on practical improvements that reduce environmental impact while strengthening operational performance: optimizing transportation, minimizing material use, and improving efficiency across the supply chain.

ENVIRONMENTAL IMPACT

Supply chain decisions directly influence emissions, waste, and resource consumption. By redesigning logistics flows and integrating circular programs, we reduce environmental impact without compromising speed or quality.

NET ZERO FOCUS

We are working toward net-zero carbon emissions across global operations. Our goal: achieve net zero carbon footprint by 2045.



Reducing environmental impact starts with visibility and transparency. Through our ISO 14001-certified processes, we continuously measure and improve how we operate to lower GHG emissions and deliver meaningful results.



MINA LEE
Sr. Supply Chain Quality & Sustainability Manager, ALOM

23% reduction in scope 1-3 GHG emissions compared with 2021 baseline

289.5 tons of corrugate recycled: reduced landfill waste and emissions

322.8 tons of e-waste recycled: Rare metals responsibly recovered

1,041 reams of paper eliminated: Single digitization project saved 62 trees, removing 1.5 tons of CO₂ annually

13,000 cartons eliminated: Single dimensional packaging project saved 26 trees, removing 0.52 tons of CO₂ annually



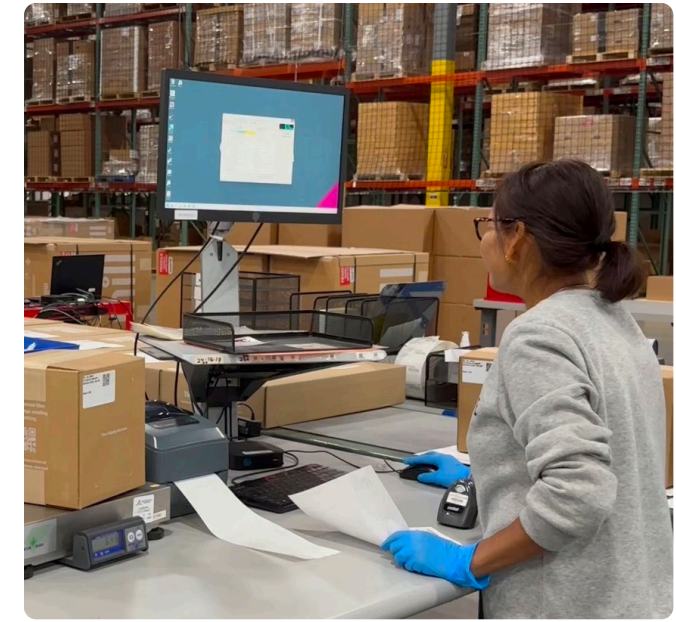
Nearsourcing to Reduce Cost and Risk

CHALLENGE

Fluctuating costs and extended lead times from overseas packaging suppliers.

SOLUTION

ALOM implemented a domestic nearsourcing strategy, identifying and qualifying U.S.-based suppliers to supplant offshore materials. This was paired with a vendor-managed inventory (VMI) program to stabilize supply, reduce lead time risk, and improve cost control while aligning with sustainability objectives.



RESULTS

- 30%** of packaging materials nearsourced from U.S. suppliers
- 70%** reduction in freight distance for ALOM-sourced materials
- 100%** on-time delivery from nearsourced supplier

Case Study

Best-in-Class Lithium-Ion Battery Storage: Built for Safety and Compliance

CHALLENGE

Storing lithium-ion batteries safely and compliantly presents significant operational risk. Many 3PLs lack the infrastructure and fire code approvals required, leading to costly program disruptions, or a total warehouse shutdown.

Combined with controlled Hazmat certified safe handling processes and state-of-the-art charge level verification, this infrastructure reduces risk, ensures compliance, and enables customers to scale battery programs with confidence.

SOLUTION

ALOM designed and constructed a fire-marshalled lithium-ion battery storage warehouse at its Sacramento facility to meet strict safety and compliance requirements. Designed to comply with next generation fire codes, the space integrates advanced protections including fire-rated containment, in-rack ESFR sprinklers, VESDA smoke detection, and thermographic heat monitoring.



RESULTS

- 1,296 fire-rated Li-ion pallet positions meet tightening insurance requirements
- Advanced detection and containment systems exceed current fire code safety standards
- Reduced disruption risk from non-compliant storage environments
- Scalable, secure infrastructure for high-growth, high-compliance programs

[Sacramento](#) [Battery Storage](#)

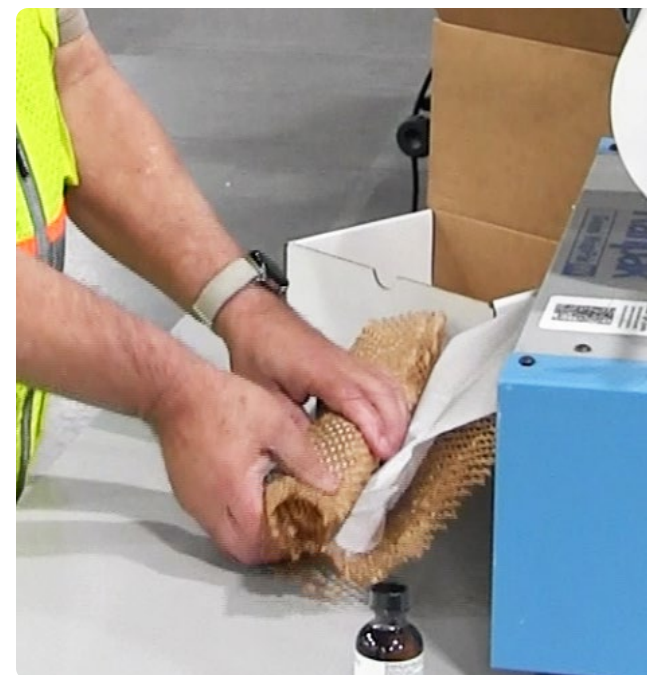
Dimensional Packaging Eliminates Waste and Breakage

CHALLENGE

Skincare products packaged in glass required excess dunnage and oversized cartons to prevent breakage—driving up material use, shipping cost, and packaging waste.

SOLUTION

ALOM redesigned the packaging approach using a dimensional packaging strategy that right-sized shipper cartons and eliminated unnecessary void fill. Each glass product was individually protected with Geami wrap—a curbside recyclable solution that delivers strong cushioning without added bulk. This approach reduced packaging material, optimized carton dimensions for shipping efficiency, and maintained product protection standards.



RESULTS

30,000 “one-size” cartons eliminated in first 7 months .

100% curbside recyclable and cost-saving Geami wrap implemented to protect fragile products.

0.03% transit damage. This is an incredible result! The industry benchmark is 2-4%.

[Case Study](#)

[Packaging](#)



SOCIAL

People, Quality, and Responsible Operations



OUR PHILOSOPHY

We believe responsible operations start with people. A strong culture grounded in accountability, consistency, and respect enables teams to deliver reliable outcomes in complex environments.

QUALITY THROUGH PEOPLE

Quality is not only a process, it is a reflection of how teams are trained, supported, and empowered. From product handling to fulfillment accuracy, workforce performance directly impacts customer outcomes, waste reduction, and overall supply chain integrity.

OUR COMMITMENT

ALOM is committed to diversity through hiring processes that prevent discrimination and eliminate bias, as well as fair, competitive compensation for long-term retention. Professional development and promotion from within are integral to our credo.

We continue to invest in our workforce through equitable access to upskilling resources that include mentoring, skills training, and tuition assistance. These practices ensure that our teams are equipped to deliver with precision, uphold high standards, and support responsible supply chain execution at scale.



The quality our customers rely on is a direct reflection of the people, culture, and accountability we build inside our operations.



PAUL VAGADORI
Head of People, ALOM

In 2025, ALOM strengthened its people operations by implementing a centralized Human Capital Management (HCM) platform, enabling a more integrated approach to hiring, performance management, learning, and compensation.

This foundation allows us to better identify, develop, and retain high-performing talent while ensuring consistency across global operations.



A Culture of Ownership and Performance

OUR PEOPLE ARE OUR GREATEST ASSET AND THE FOUNDATION OF OUR SUCCESS

Employees are encouraged to think creatively and contribute ideas that improve results. This mindset empowers a quality-driven performance culture and reinforces team-based continuous improvement.

Employee engagement is reinforced through open communication channels, including participation in ALOM's NetZero sustainability initiative, where individuals contribute ideas to reduce waste, improve efficiency, and lower environmental impact.



ALOM STAFF CONDUCT ANNUAL DONATION DRIVES THAT SUPPORT COMMUNITY ORGANIZATIONS SERVING PEOPLE AFFECTED BY DOMESTIC VIOLENCE, HUNGER, AND HOMELESSNESS.

TALENT MANAGEMENT

We strive to create a work environment that values diverse perspectives and fosters an inclusive culture that strengthens collaboration and team performance.

Our company culture promotes the understanding and respect for different cultures, beliefs, and practices. This ensures employees can contribute fully and engage effectively across roles and locations.

Minorities in Management	Male / Female Staff	Staff Promotions
39%	45 / 55%	12%

ALOM leverages technology-enabled talent management to support the full employee lifecycle:

- Identifying and attracting high-performing talent
- Structured onboarding and integration
- Performance and goal alignment
- Individual Development Plans (IDPs) and succession planning

Our transition to the UKG platform enhances visibility into workforce capabilities and enables more targeted development and upskilling across the organization.



64.2%
of ALOM staff currently HazMat trained and certified

47
employee suggested sustainability projects implemented or in progress

WORKPLACE SAFETY AND RISK MANAGEMENT

ALOM maintains a strong safety culture supported by comprehensive training programs, including:

- Workplace violence prevention
- Harassment and bullying prevention
- Emergency evacuation procedures
- Hazmat training and certification aligned with domestic and global regulations

TRAINING AND PROFESSIONAL DEVELOPMENT

Ongoing training empowers employees to grow, upskill, and advance their careers. Role-specific learning, leadership development, and compliance programs create opportunities for

promotion from within, resulting in higher job satisfaction, stronger retention, and sustained operational excellence.

EMPLOYEE WELL-BEING AND WORK ENVIRONMENT

We prioritize employee well-being through programs that support both physical and mental health. Employees have access to:

- Mental health education and resources
- Employee Assistance Program (EAP) services
- Ongoing communications and training on well-being and safety
- Flexible work arrangements



Delivering Accuracy, Integrity, and Trust

The customer programs ALOM supports touch the lives and well-being of millions of people and even their cherished pets. Every product and order must be perfect. Every process must perform flawlessly. That's the six sigma quality standard of perfection we meet.

ACCURATE EXECUTION

High inventory accuracy and extremely low error rates help ensure every order is configured, handled, and delivered perfectly.

VERIFIED COMPLIANCE

Exemplary quality and process audit performance reflect disciplined and proven controls and readiness for regulatory scrutiny.



ALOM PRESENTED **WORKPLACE SAFETY EXCELLENCE AWARD** FROM HEFFERNAN INSURANCE

REDUCED RISK

Quality-focused execution virtually eliminates stock outs, production line fallout, and service disruptions, protecting customer experience and brand trust.

CONTINUOUS QUALITY IMPROVEMENT IN ACTION

In 2025, ALOM implemented a centralized cloud-based Quality Management System (QMS) running on the Greenlight Guru platform that brings quality processes, documentation, and reporting into a single, globally integrated platform.

This accomplishment strengthens audit readiness, improves process visibility, and enables faster and verifiable quality reporting across all customer programs, earning ALOM the 2025 SDCE Top Supply Chain Projects Award.



These improvements support continued gains in accuracy, compliance, and risk control across all operations.



Reimagining The Global Supplier Footprint

80% OF ALOM SUPPLIERS ARE LOCATED WITHIN 100 MILES OF AN ALOM FACILITY

ALOM has purposefully enacted a supplier nearsourcing strategy to reduce reliance on overseas suppliers to increase reliability and reduce the carbon footprint across its supply base. Nearsourcing places key suppliers close to manufacturing and fulfillment operations.

Benefits include:

- Reduced risk and faster response to change
- Lower transportation costs
- Decreased emissions through shorter transit distances



IRTRONIX NAMED ANNUAL SUPPLIER EXCELLENCE AWARD RECIPIENT FOR OUTSTANDING SERVICE AND ALIGNMENT WITH **ALOM SUSTAINABILITY STANDARDS**.

STRENGTHENING SUPPLIER PARTNERSHIPS

We understand the crucial role our suppliers play in delivering unparalleled customer satisfaction. We treat our suppliers with fairness, ensure timely payments, and engage in close collaboration, so mutual growth and success can thrive.

While cost is always a factor, ALOM buyers build partnerships with suppliers that exemplify our commitment to reliability, quality, human rights, economic impact, and environmental protection.

SUPPLIER EXCELLENCE AWARDS

ALOM annually evaluates suppliers on operational and ESG performance. Based on scorecard results, top-performing suppliers are recognized with the ALOM Supplier Excellence Award.

Operational metrics include on-time performance, quality, and responsiveness. ESG criteria include human rights, emissions monitoring, environmental certifications, and sustainability ratings.



23.7%
supplier diversity spend

EXPANDING THE SUPPLY BASE

ALOM recognizes that building inclusive supplier networks strengthens supply chain outcomes while supporting broader economic impact.

100%
of our suppliers adhere to ALOM anti-corruption policies

89%
ALOM print suppliers FSC or equivalent certified



GOVERNANCE

Accountability, Transparency, and Control

OUR APPROACH

Governance at ALOM is built on transparency, consistency, and control. We establish clear frameworks to measure performance, manage risk, and ensure accountability across all aspects of our operations.

ESG PROGRAM FRAMEWORK

- GHG scope 1-3 measurement and reporting across operations
- Structured ESG data collection and validation processes across operations
- Ongoing participation of ESG benchmark rating frameworks, including EcoVadis
- Responsible use of AI and automation

OUR COMMITMENT

We continue to strengthen our governance practices by improving data accuracy, aligning with global standards, and maintaining the systems and controls required to operate with integrity in complex, high-compliance environments.



Governance is how we ensure that what we say translates into what we consistently deliver.



BRANDON MARUGG
Chief Operations Officer, ALOM

100% of compliance reports submitted complete and on-time

23% reduction in total 2025 scope 1-3 GHG emissions compared with 2021 baseline

Top 7% achieved EcoVadis Silver sustainability rating in 2025

2045 year ALOM working to achieve Net Zero carbon footprint



Internal Governance Structure and Controls

As we navigate the evolving business, financial, and regulatory landscape, we proudly demonstrate transparency, accountability, and ethical governance that include:

- **Regulatory compliance:** Adherence to international ethics and anti-corruption standards
- **Financial governance:** Policies and controls ensure compliance with laws, regulations, and best practices
- **Data security and privacy:** SOC 2 Type 2-certified controls protect customer and partner data
- **Fair labor practices:** Safe, respectful and equitable workplace
- **Ethical sourcing:** Internationally accepted human rights and material safety mandate compliance

CODE OF CONDUCT

ALOM's Code of Conduct defines the standards for performance and behavior across our organization. Led and enforced by senior management, it reinforces a culture of integrity and accountability. All employees are expected to follow these standards, make ethical decisions, and reflect our core values in their work.

ALOM SUPPORTS

- Zero-tolerance policy toward modern slavery in our operations and supply chain
- The right of workers to join trade unions and engage in collective bargaining
- Fair wages and safe and healthy working conditions for all workers involved in our supply chain

FINANCIAL CONTROLS

Regular internal audits assess the effectiveness of financial controls and identify areas for improvement. Annual external audits or reviews by an independent accounting firm ensure accurate, reliable financial reporting in global regions we operate.

Senior management sets financial strategy and oversight, while the finance team manages daily operations and compliance with applicable laws and regulations.

DATA SECURITY, PRIVACY & TRAINING

ALOM maintains a strong culture of data protection and cybersecurity awareness across the organization. In 2025, all employees completed required privacy and security training programs, including GDPR/CCPA and cybersecurity awareness training, achieving a 100% completion rate. Training is delivered through structured programs and reinforced through ongoing quarterly modules to ensure continuous awareness of evolving threats and regulatory requirements in their work.

ACCESSIBILITY & DIGITAL COMPLIANCE

ALOM is committed to ensuring accessibility across its digital platforms. In 2025, enhancements were made to customer-facing systems, including the implementation of a compliance plug-in for alom.com to support ADA and WCAG accessibility standards.

DATA LIFECYCLE & ASSET MANAGEMENT

ALOM applies strict controls to the handling and disposal of data-bearing assets. All retired equipment is processed through certified vendors with documented chain-of-custody and certificates of destruction to ensure secure and compliant data disposal.



EVERGREEN IT SOLUTIONS
CERTIFICATE OF RECYCLING

This Certificate of Recycling serves as our guarantee to our valued customers that our facility has met the strict standards for responsible processing. We verify that all electronic materials have been thoroughly recycled in accordance with state and federal regulations, ensuring environmental responsibility and compliance. Our commitment to sustainability is being ISO 9001 and ISO 14001 (ANSI Z39.50) certified ensures that your materials are handled with care and recycled in an eco-friendly manner.

Certification, Sustainability, and Registration Information

Account Name: Alom
Phone Number: (925) 240-3600
Address: 48700 Warm Springs Blvd., Fremont, CA 94538
Order Date: 03/20/2024
Order Number: 0116330
Collection Description: Laptop Bin - Total 471 lbs.
Collection: 100% Electronic Devices, Circuit Boards, Mixed Cable, Flat Screen Monitors
Description of Electronic Waste:

Collection Bin Organization	Weight (lbs)

Materials Recycled Through the California EDR Program

Material Type	Weight (lbs)

Signature
Account Manager

November 29, 2024
Date Issued

9700 Greenway Pl., Fremont, CA 94538 | 925-240-3600 | www.evergreenitmanagement.com | 800-511-5417

Sustainable Procurement Policy



Responsible Use of AI and Automation

ALOM recognizes that artificial intelligence and automation can significantly affect our environmental, social, and governance performance.

During the reporting period, ALOM implemented a Responsible Use of AI and Automation Policy that defines where and how AI and automation may be used in our fulfillment and manufacturing services.

The policy applies to a risk-based approach, prohibits the use of unapproved public AI tools with confidential or personal data, and requires documented validation and human review before relying on AI outputs in quality- or safety-critical processes.

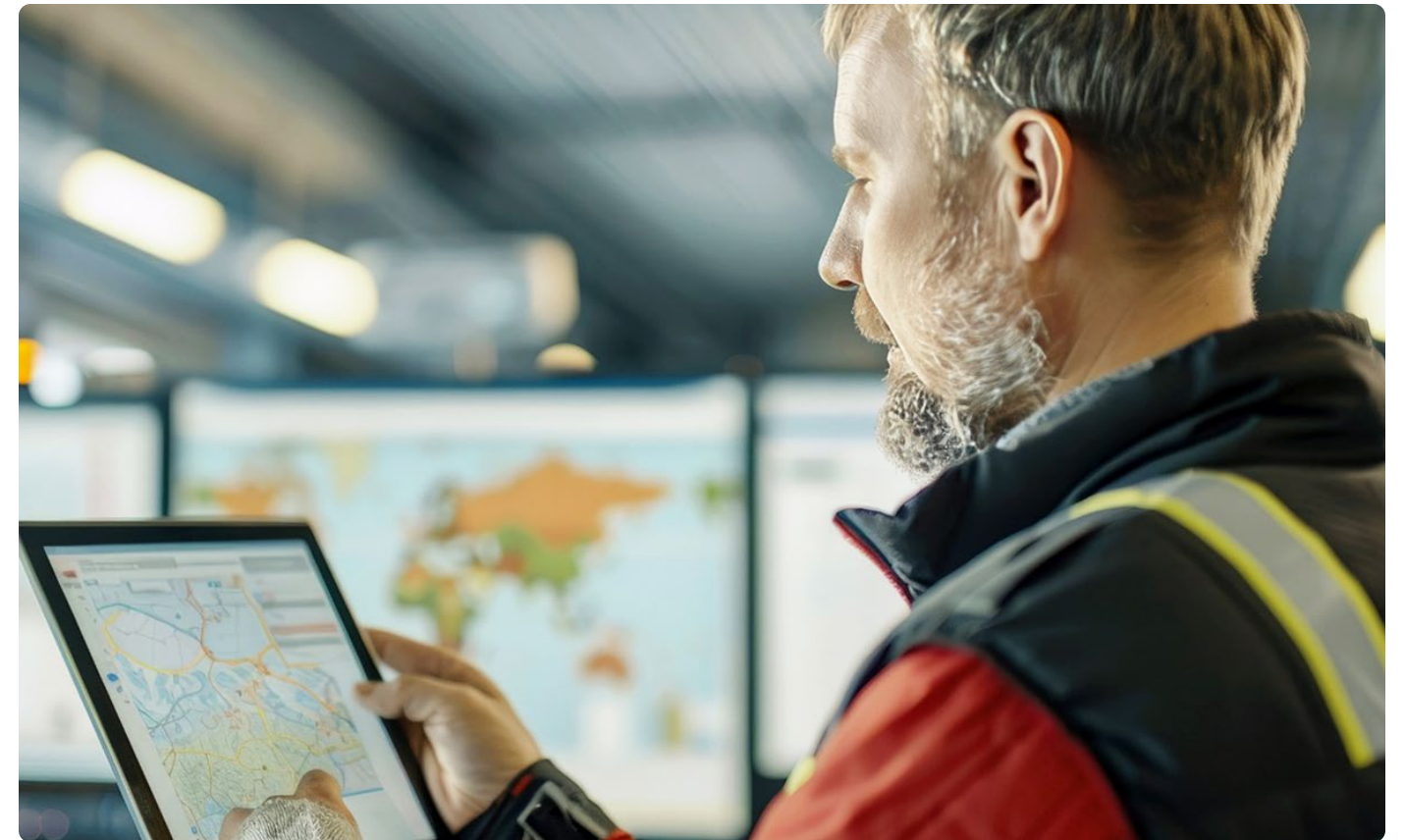
We thoroughly assess third-party AI and automation providers for security, privacy, and contractual safeguards. This framework is designed to ensure that AI and automation support our ESG commitments by improving efficiency and quality while protecting our customers, employees, and other stakeholders.



Responsible AI is now part of ALOM's security and risk culture. Our policy sets clear guardrails for how AI and automation may be used, from protecting sensitive information to preventing reliance on automated decisions. Just as important, it reinforces a simple principle: technology can support our teams, but accountability for doing the right thing will always rest with our people.



DAVID EDWARDS
Vice President of
Technology, ALOM



ALOM'S USE OF AI AND AUTOMATION MUST BE:

- **Lawful and compliant** – Meets applicable laws, regulations, contracts, and customer requirements
- **Risk-based and proportionate** – Stronger controls for higher-risk uses (regulated activities, customer and employee impact, safety, financial decisions, and personal or confidential data)
- **Human-led and accountable** – People remain responsible for decisions; AI and

automation support, but do not replace, accountable human judgment

- **Transparent and explainable** – Uses and limitations are documented; critical decisions can be explained to customers, regulators, and auditors
- **Secure and privacy-respecting** – Protects confidentiality, integrity, availability, and privacy of data used and produced
- **Fair and reliable** – Aims to avoid harmful bias and is validated to perform as intended in its approved context of use



Verifiable ESG Data and Analysis

Reliable data is essential to responsible operations. ALOM has tools and systems in place for collecting, validating, and analyzing ESG data, supported by ISO audits, cross-functional oversight, and compliance with third-party standards, including EcoVadis.

REPORTING AND DATA PROTECTION CONTROLS

In today's world, sophisticated cybercrime organizations increasingly target supply chains. ALOM meets internationally accepted standards to safeguard the security of our own valuable data and also that of our customers and their end users.

ALOM is a SOC 2, Type 2 certified company. We adhere to strict information security policies and procedures that encompass the security, availability, processing, integrity, and confidentiality of customer data. Each year ALOM must pass a rigid SOC 2 audit and demonstrate complete compliance to evolving and ever tightening data protection standards.



BUSINESS CONTINUITY AND DISASTER RECOVERY

ALOM maintains a formal Disaster Recovery and Business Continuity Plan designed to ensure operational resilience.

Backup systems are tested on a routine basis

- Recovery Time Objective (RTO): 12 hours
- Recovery Point Objective (RPO): 1 hour

These controls ensure rapid recovery and minimal disruption to customer operations in the event of an incident.

SECURITY MONITORING AND INCIDENT RESPONSE

ALOM maintains continuous monitoring and incident response capabilities to detect and address cybersecurity threats.

In 2025, security events were identified and resolved with an average mean time to resolution (MTTR) of under 2 hours, demonstrating rapid response and containment capabilities.



DATA MANAGEMENT AND REPORTING SYSTEMS



Customer order management, status, and reporting



Shipment scheduling, tracking, and reporting



Monitor and measure performance and KPI achievement



Quality management and centralized ISO/ESG document repository



Advancing Responsible Practices Together

Engagement with suppliers goes beyond compliance to strengthen environmental and social practices across the supply chain. Collaboration and visibility into supplier operations support continuous improvement and alignment with ALOM ESG program objectives.

SUPPLIER GOVERNANCE

- Supplier selection aligned to quality, compliance, ESG, and human rights standards
- Ongoing collaboration and monitoring for improved, measurable ESG program management
- Materials and product integrity to protect end users, the environment, and customer brands
- Local and regional sourcing to reduce risk, shorten lead times, and lower emissions

COMPLIANCE THROUGH PARTNERSHIP

By having ALOM compliance teams working side-by-side with suppliers, we ensure consistent compliance with regulatory requirements — spanning environmental standards, human rights, and the elimination of heavy metals and other toxic materials from the supply chain.

We maintain zero tolerance for forced labor, child labor, and human trafficking, working with suppliers to ensure all workers are treated with dignity, respect, and fairness. This emphasis protects both people and customer brands.

VENDOR RISK MANAGEMENT

ALOM evaluates the security, compliance, and ESG posture of its vendors and technology providers through structured risk assessment processes.

In 2025, vendor risk assessments were conducted using centralized tools to ensure alignment with ALOM’s security, privacy, and ESG standards.



NEARSOURCING TO REDUCE EMISSIONS AND LEAD TIME

Collaboration with a U.S.-based supplier established distribution points closer to fulfillment operations—**reducing freight mileage by 30%**, lowering emissions by 100+ metric tons of CO₂, and **shortening lead times from 70+ days to 2–3 days**.

PRODUCT SAFETY THROUGH SUPPLIER PARTNERSHIP

When producing a sensory touch children’s book for a state agency, ALOM worked with the supplier to **eliminate 100% of harmful materials** and engaged an independent lab to ensure the product is safe for infants.



DATA APPENDIX

2025 ESG Metrics Dashboard

100%

ALOM U.S. facilities fully powered by green electricity generation sources

Top 7%

achieved EcoVadis silver sustainability rating in 2025



289.5

tons of corrugate recycled

77%

reduction in paper-based training for ISO documentation following centralized QMS implementation

100%

curbside recyclable Geami wrap implemented to protect fragile products

70%

single customer reduction in freight distance for ALOM-nearsourced materials

30%

single customer packaging materials nearsourced from U.S. suppliers

80%

suppliers less than 100 miles from an ALOM facility

64.2%

ALOM staff currently HazMat trained and certified

322.8

tons of e-waste recycled

95%

of contiguous U.S. population serviced in 48 hours or less by ALOM ground shipping



89%

ALOM print suppliers FSC-certified or maintain equivalent certification



12%

employees promoted to higher level position

23%

reduction in scope 1-3 GHG emissions compared with 2021 baseline



100%

staff completion of mandatory data privacy and security training

100%

of our suppliers adhere to ALOM anti-corruption policies

0.05%

transit damage across all ALOM customers. Industry benchmark: 2-4%

100%

of compliance reports submitted complete and on-time

100%

QMS electronic workflows align with 21 CFR Part 11 requirements

23.7%

supplier diversity spend



DOING IT RIGHT

Internationally Trusted Process Excellence



LOOKING AHEAD

Meeting Increased Compliance Expectations

BUILDING IN EPR COMPLIANCE

2026 marks the end of the “wait and see” period for Extended Producer Responsibility (EPR).

Across the United States, packaging EPR programs are moving from planning into enforcement, and expectations for accurate, transparent data are rising accordingly. For ALOM, this is not just a new set of rules; it is a test of how well our operations live up to our commitments.

EPR is sometimes treated as a paperwork exercise. In reality, compliance is only as strong as the data created on the warehouse floor and in the fulfillment center. If packaging information is not traceable and validated at the source, reporting, no matter how well-intentioned, will not stand up over time.

Our view is that supply chain partners share the responsibility for getting this right. Brand owners carry the legal mandate, but the quality and integrity of the data start with how we run our processes. At ALOM, we are embedding

packaging visibility, traceability, and data integrity into everyday operations so that the information our clients rely on is both accurate and durable.

This is about more than passing an audit. By aligning quality, regulatory, and sustainability practices, we help our clients reduce waste, lower emissions, and build a more resilient, transparent supply chain. EPR is one expression of that work. **The underlying goal is the same: turning sustainability commitments into measurable, verifiable action.**

WHAT IS EPR?

EPR shifts responsibility for end-of-life packaging waste from **governments to the companies** that place products on the market.

Companies are now responsible for actions after the sale of products, including:

- **Collection**
- **Recycling**
- **Reporting**
- **Eco-modulated fees**



Extended Producer Responsibility (EPR) and Your Company



Examples of Products in Scope





Tailored Supply Chain Solutions

For High Compliance Industries



ALOM GLOBAL HEADQUARTERS

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LEARN MORE

[Our Commitment](#)

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ADDITIONAL INFORMATION

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