

Klyk Impact Report 2023/2024

Making circular IT the most
straightforward choice on earth



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From day one, making a difference has been at the heart of what we do. We started Klyk with the purpose to make sustainable tech an easy choice for businesses and to tackle the electronic waste crisis, head-on. This report is our way of sharing our journey toward a better future - one where tech doesn't cost the Earth.



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Message from our co-founders

Welcome to our first impact report.

We're at a tipping point in the intersection of technology and sustainability. Electronic waste is increasing at a pace six times faster than we can effectively manage, and with businesses using more than 70% of this tech, it's on us to help turn things around.

Businesses have the greatest power to do good. Through helping our customers make better tech choices, we want to make a meaningful difference to the future of our planet – tackling e-waste and addressing the digital divide head on.

We're working to make tech circular, simple and transparent. Our focus is clear: building trust, reducing environmental impacts, and putting people first.

We're excited for what's next. Our goal is to get 10,000 businesses to switch to circular IT by 2027. Together, we're shaping a sustainable future for IT.

Asad Hamir & Zahid Khimji
Co-founders

“It was during a trip back to my homeland in Dar es Salaam where I saw the tech waste with my own eyes. It immediately clicked how big this problem was going to become.”

Asad Hamir



Our highlights

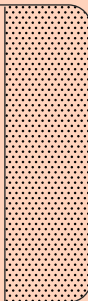
Launched **London's**
first IT recycling facility



over 200
customers



12 team members
25% female / 75% male



Partnering with some
of the biggest names
in tech



Lenovo



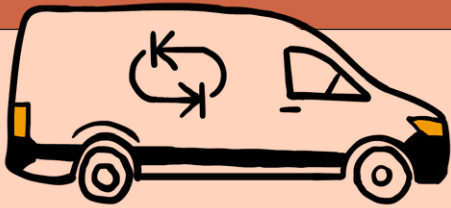
SAMSUNG

192 devices donated

100%
of our team paid
a living wage

2 new
board
members

First EV van in our fleet



20% team growth
from 2023



Launched our
rebrand



About Klyk

We are a B Corp certified, end-to-end IT partner committed to making sustainability the new standard for businesses. Through our innovative, circular tech services, we're changing the trajectory of the typical IT cycle. Redefining the outdated linear take-make-waste model and addressing the environmental and social impacts of the tech industry.

By 2027 we want 10,000 businesses to switch to circular IT.

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Our mission is simple:

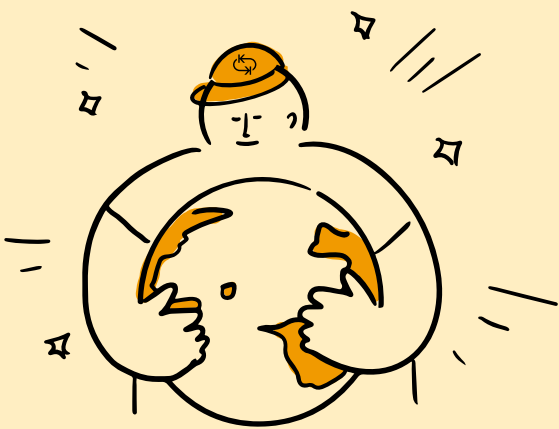
Make circular IT the most straightforward choice on earth.



Speaking our language

At Klyk we're on a mission to shape a sustainable future for IT, for all.

That means embracing circular IT, cutting down on e-waste, and doing our part to close the digital divide. So what do these terms mean?



Circular IT	E-waste	Refurbished tech	Secure data	The digital divide
<p>A circular economy aims to keep materials in use, not in landfill. For IT, this means moving away from a ‘buy, use, dispose’ model to one that prioritises sharing, refurbishing, and recycling. By extending product lifecycles, we can reduce waste and limit the demand for new resources, creating a more sustainable technology ecosystem.</p>	<p>E-waste, or electronic waste, is a term for any discarded electronic devices like laptops, phones, and monitors. It’s one of the fastest-growing waste streams globally. The UK alone produces over 1.6m tonnes annually (the second largest per capita). Unfortunately, only 20% of e-waste is recycled, leading to an estimated £14 billion in lost materials annually.</p>	<p>It’s often assumed that refurbished means outdated and unreliable. In reality it means pre-owned hardware that’s thoroughly tested, repaired, and restored to function like new. It provides a high-quality, sustainable alternative to buying new devices, and works just as well as, and sometimes even better than, new.</p>	<p>A common misconception about refurbished tech is that it might still contain previous users’ data, raising concerns about privacy and security. Data protection laws and industry standards require secure data wiping before any device is resold. At Klyk, we perform military -grade data destruction using industry leading technology to ensure complete data security.</p>	<p>The digital divide represents the gap between those with access to modern technology and internet services and those without. This affects people’s access to education, healthcare, employment, and essential services. In the UK, 1.7m households lack internet access, and by 2030, 5m workers may face significant digital skills gaps. Digital skills shortages cost the UK economy £63 billion annually.</p>



Too wasteful, for too long

With the UK being the world's worst nation per capita for generating e-waste and the poorest recycler in Europe, it's clear that a shift away from the traditional 'take-make-waste' model is not just necessary but imperative.

That's where Klyk comes in to give tech a new life and make circular IT the new standard.

Our Co-founder, Asad Hamir's, passion for technology started in childhood, working with his father, an IT engineer, repairing computers. From early on, he learnt that tech isn't disposable—it should be reused and repaired.

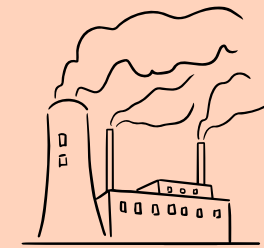
Years later, while visiting his hometown of Dar es Salaam in Tanzania, Asad saw piles of discarded tech from UK companies. This wasn't just old tech; it was electronic waste, dumped in Africa because recycling was more expensive in the UK. Shocked, Asad found that businesses, responsible for 70% of global tech consumption, continued to buy new devices despite slowing innovation, avoiding sustainable solutions

Determined to make a difference, Asad teamed up with his childhood friend Zahid, and together, they founded Klyk to make sustainable tech simple for businesses and tackle the electronic waste crisis.



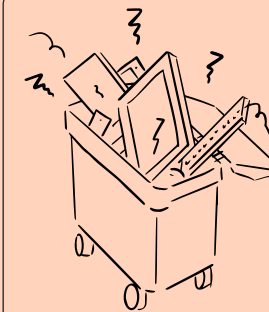
Take

The production of tech devices involve taking rare elements from earth like Cobalt, Copper, and Lithium. For instance, 75 elements make up a smartphone, many of which are rare resources.



Make

75% of the carbon emissions of a typical laptop come from its production, with just 25% from in-life use. Equipping a new employee with one new laptop and monitor exceeds the carbon emissions of a trip from London to New York.



Waste

With 33% of laptops failing within the first 3 years, IT and electronic waste is now the fastest-growing domestic waste challenge the world faces. It accounts for 3% of global emissions, surpassing even aviation emissions, which stand at 2%.



Our services

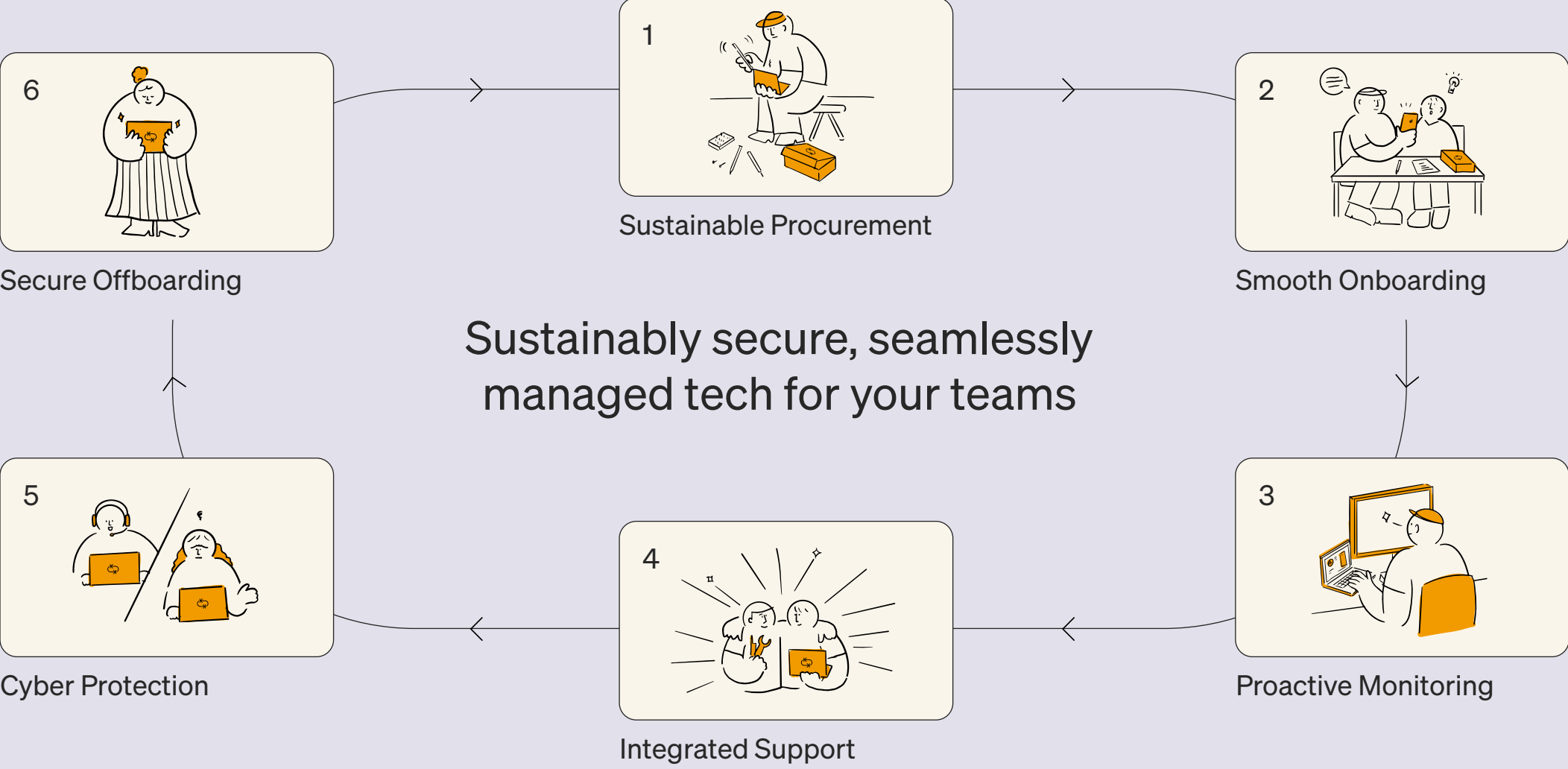
Whether it's through our refurbished devices, cyber services, or advanced IT support, we aim to make circular IT the new standard.



Sustainability is central to everything we do. Across all stages of the tech lifecycle we help our clients to reduce their environmental impact while enhancing the employee experience. Our solutions ensure technology empowers, not hinders, their progress - all while driving economic value through substantial cost savings.



Our model for circular tech



What makes us Klyk

The values that sustain us in all that we do.



We Make An Impact

We're here to build a better technology world, inspiring and empowering others to join the movement.



We Bring The Energy

We're passion-fueled problem solvers with a relentless focus on improvement, powered by a growth mindset.



We Learn & Grow

We have a never-ending determination to upgrade our own performance. We believe every challenge holds a lesson and an opportunity for growth.



We Care

With a big heart and warm smile, we look after our colleagues, customers and partners to the best of our abilities.



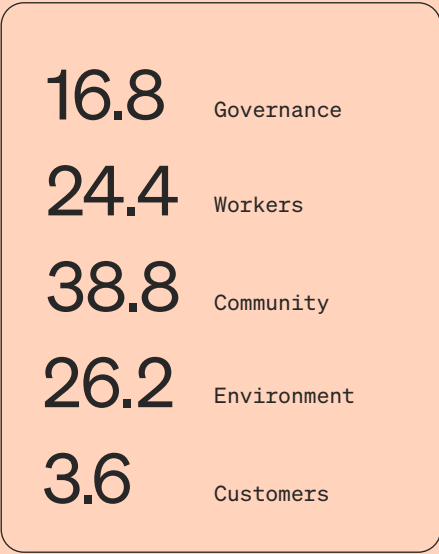
B Corp and proud

We’re part of a global community using business as a force for good.

Being a B Corp means everything to us. It’s a globally trusted and rigorous certification that reflects our commitment to delivering positive environmental and social outcomes for our customers, employees, communities and the planet.

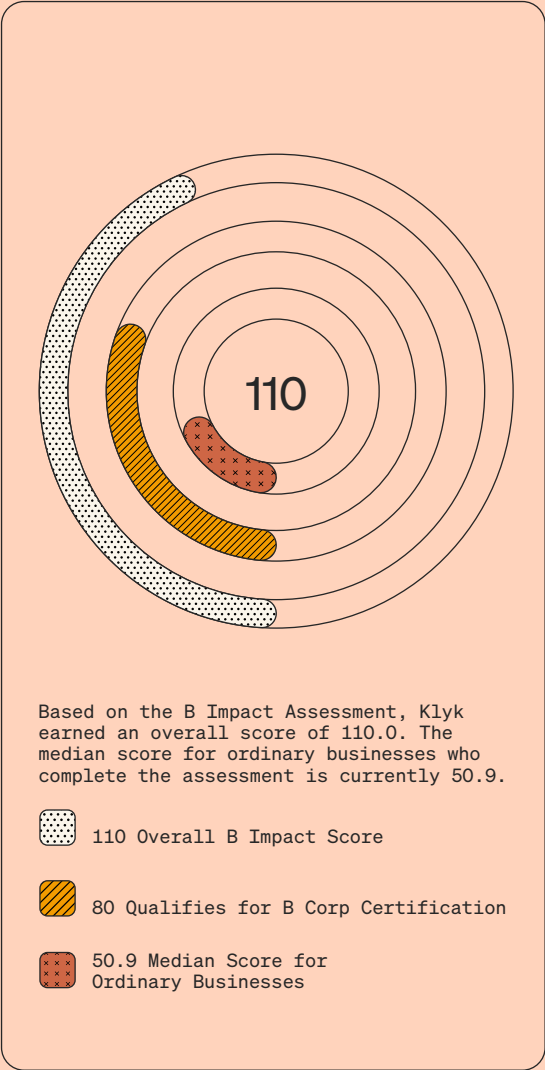
Achieving certification is no easy feat, but as a purpose-driven business championing circularity in the IT industry, we live and breathe the B Corp values. B Corp keeps us accountable, shaping how we grow and make decisions every day.

Our journey as a B Corp began soon after we were founded in 2021, with a strong starting score of 110. We’re now working towards our first recertification and aiming even higher.



“Being a B Corp anchors our mission, broadening our impact and paving the way for invaluable partnerships”

Asad Hamir



<https://www.bcorporation.net/en-us/find-a-b-corp/company/klyk/>



We're the official supplier of B Lab UK's IT

When B Lab UK were looking for an IT partner who shared their values of being impact-led and committed to benefiting people and the planet, we knew we could deliver. We're proud to be their official supplier, helping B Lab to deliver their high-quality service to thousands of B Corps in the UK sustainably.

From supplying circular hardware, to IT support, cyber services and even their new office tech fit out we've helped B Lab to transition to sustainable IT practices.

Financial savings to date:

£29,231

Carbon savings to date:

7.2 tonnes of CO₂



Our highlights

About Klyk

B Corp

Our impact

What's next

Klyk



Lab
United
Kingdom

B Lab UK's vision is to create an inclusive, equitable and regenerative economic system for all people and the planet. B Lab was created in 2006 to inspire and enable people to use of business as a force for good. Now with 1,900 B Corps in the UK - and 8,000+ across the globe - the mission is delivering significant change.

Our impact

We use B Corp's impact areas as our framework for creating a positive impact.



Governance

Accountability and transparency are at our core. Everything we do is designed to create value not just for Klyk, but for all our stakeholders, including our team, customers, and the planet.



Workers

Our team is our greatest asset. We invest in their growth, well-being, and empowerment to build an environment where everyone can thrive.



Community

We're committed to bridging the digital divide in the UK and advancing digital equity. By leveraging our skills, resources, and partnerships with like-minded suppliers, we strive to make a real difference in our communities and supply chains.



Environment

Circularity is central to everything we do. We're working to reduce e-waste and carbon emissions, driving more sustainable practices across the IT sector to protect our planet for future generations.



Customers

We partner with our customers to provide effective sustainable tech solutions that help them achieve their goals, make a positive impact, and bring them significant cost savings.



The SDGs

The IT industry is one of the planet's worst offenders. It's on track to consume 21% of the world's energy by 2030, with a carbon footprint as big as the UK.

We want to rewire this reality, turning the UK from one of the planet's worst offenders to a world leader in circular IT.

The UN's Sustainable Development Goals (SDGs) provide a roadmap for this change. They're a universal call to action to end poverty, protect the planet, and ensure prosperity for all by 2030.



Governance

Accountability and transparency are at our core. Everything we do is designed to create value not just for Klyk, but for all our stakeholders, including our team, customers, and the planet.



Founded with Purpose

From day one, Klyk has been about balancing purpose with profit. Our commitment to creating a positive impact informs every decision we make, from boardroom discussions to everyday team practices. We've embedded sustainability into every aspect of Klyk, from employee training and performance reviews to job descriptions and board-level discussions. Creating a business that doesn't just grow fast but grows right.

Strengthening our Policies

Our policies hold us accountable and form the framework for how we operate at Klyk. From our Code of Ethics to our Whistleblower Policy, and our Supplier Code of Conduct they help us to create a safe, transparent, and supportive work environment that truly reflects our values.

Rewriting our DNA

Amending our Articles of Association for B Corp means that we are legally committed to using Klyk as a force for good, creating a material positive impact on society and the environment, and considering all stakeholder interests. This fundamental shift has been transformative in shaping how we think. Success at Klyk is about growth with integrity, not growth at any cost.

Creating a business that doesn't just grow fast but grows right.



Meet the Board



Asad Hamir and Zahid Khimji
Co-founders of Klyk, Executive Directors

Friends and co-founders Asad and Zahid came together with a shared vision: to transform the increasingly resource-intensive IT industry and create a positive impact in the world. And so, Klyk was born. With Asad's experience as a tech entrepreneur and Zahid's background in cyber risk, they combine strategic vision and operational know-how to drive Klyk's mission forward.

Our board meets monthly to review our financial performance, customer success, sustainability milestones, and progress toward our vision. This year, we welcomed two new board members. With their track records in purpose-driven growth, they bring invaluable insights, ensuring we stay true to our mission as we scale.



Mark Cuddigan
Non-executive Director

Mark is a leader in the B Corp community and a champion of purpose-driven business. Formerly a board director at B Lab UK and Managing Director of Ella's Kitchen, he's now CEO of THIS, where he's focused on reducing the environmental impact of meat consumption through plant-based innovation.



James Maunsell-Thomas
Non-executive Director

James brings a wealth of strategic expertise across a range of industries including tech, telecoms, publishing, finance, and venture capital. James is passionate about entrepreneurship and offers valuable guidance to Klyk as an experienced business mentor and strategist.



Workers

Our team is our greatest asset. We invest in their growth, well-being, and empowerment to build an environment where everyone can thrive.

12 team members

(25% female / 75% male)

20% team growth

from 2023 to 2024

Employee satisfaction

+25 eNPS

Paid a living wage

100%

25% of our team

promoted in 2024



Empowering Our People

Supporting Wellbeing

Improving Our Diversity

Diverse teams are innovative teams

Our team drives everything we do, and as Klyk grows, we're equally committed to helping our people grow with us. We actively support career development through learning opportunities, regular performance reviews, and structured feedback sessions. We're proud to have promoted 25% of our team this year, making Klyk a place where careers thrive as we grow.

We're dedicated to supporting wellbeing and creating a healthy work-life balance for our team. Our benefits include private health and dental insurance, flexible working hours, a hybrid work model, a day off on your birthday and lots more.

Diverse teams are innovative teams, and inclusion drives loyalty and growth. We're proud of our cultural diversity but recognise the need for better gender balance across our team.

Women and non-binary individuals make up just 29% of the UK tech workforce in 2024, our aim is to reach 40% female representation during 2025 through inclusive recruitment, professional development, and leadership opportunities for women.



Community

We’re committed to bridging the digital divide in the UK and advancing digital equity. By leveraging our skills, resources, and partnerships with like-minded suppliers, we strive to make a real difference in our communities and supply chains.

192 devices donated

Valued at over £62,000

195 volunteering hours

Across 7 different charity organisations

54 significant suppliers

44% US / 43% UK / 13% rest of world

Tech for Good

Technology access is key to addressing inequality, yet the digital divide continues to grow. We’re committed to using tech for good and donating at least 2% of our annual revenue to charities aligned with our purpose.



Volunteering our Time

We’ve introduced 20 hours of paid volunteer leave each year for our employees. We share our digital skills via workshops, events, and mentoring programs.



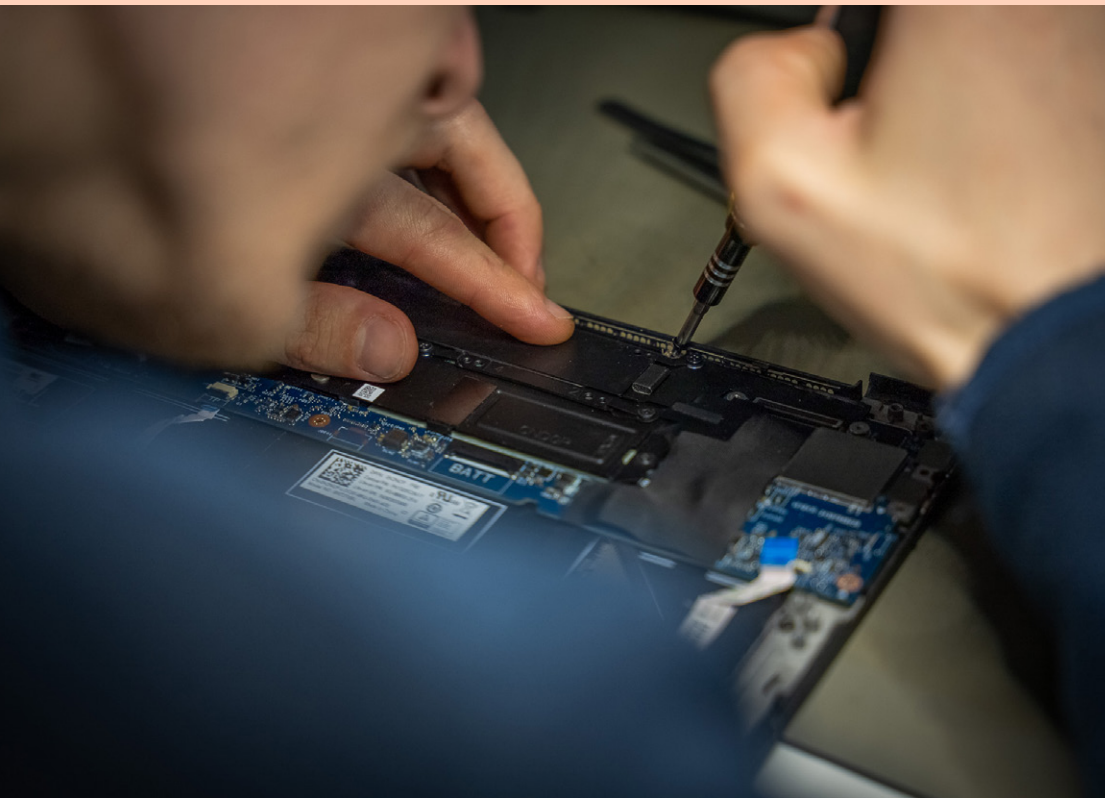
Go the Eagles

We’re all about supporting our community in every way we can. This year, we teamed up with the Letchworth Garden City Eagles to sponsor their under-10 girls’ football team. Now, the team is hitting the field in their very first kit, looking sharp and feeling like champions.



Sourcing with Integrity

We take the provenance of our hardware seriously. By sourcing devices directly from manufacturers and official returns programs, we ensure transparency and traceability for our customers. We've also developed a Supplier Code of Conduct, which we'll be sharing with our suppliers to ensure they uphold our standards.



Closing the Loop

Our state-of-the-art recycling facility in London helps us extend the life of tech products, keeping them in use longer. We make it easy for customers to return unwanted devices, which we test, securely wipe, and assess for reuse and recycling.

With 80% of environmental impacts occurring before a device hits the shelf, the biggest difference we can make is to keep devices working for longer.





Community Case Study

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BLOOM & WILD

Bloom & Wild is an online floristry service dedicated to spreading care by delivering flowers, plants and gifts right to your doorstep. Like us, they're a B Corp, committed to creating long-term positive change in their community and beyond. Together, we're giving their outdated tech a new purpose. Through our recycling hub, we've refurbished and donated 105 laptops to charities tackling the digital divide; and by recycling their old devices, we've helped Bloom & Wild avoid 24,150 kilograms of CO₂ emissions - moving them one step closer to their net-zero target for 2045.

"Our ongoing partnership with Klyk - as part of our sustainability strategy - simplifies the process of donating our devices, helping us to bridge the digital divide and make long-term positive change for our community and the world around us."



Sam Middleton
Head of IT at Bloom & Wild



Environment

Circularity is central to everything we do. We're working to reduce e-waste and carbon emissions, diverting valuable resources from landfill and driving more sustainable practices across the IT sector to protect our planet for future generations.

828 tonnes of CO₂

Saved in the last 12 months



2.7 tCO₂e

Scope 1 and 2 emissions (October 2023 - September 2024)

100% renewable energy

At our new London HQ



Expanding our Capabilities

Our new London HQ is the city's first IT recycling facility. Equipped with solar panels, air source heat pumps, energy saving features, and EV chargers for our fleet, it's allowed us to expand our recycling capabilities.

Powering the Shift to Circular IT

We're rethinking what happens at the end of life for every device to close the loop responsibly. Our sustainable tech solutions help businesses meet their carbon reduction goals and transition to a circular economy.

Low Impact Deliveries

We've gone carbon-neutral with our deliveries. For London customers, our electric van handles local deliveries, while a carbon-neutral courier service reaches those outside the M25.

Improving our Packaging

We're almost at 100% recyclable packaging. We use FSC-certified and recycled cardboard and paper, and are looking for solutions for our non-recyclable plastic air wallets which won't compromise on product protection.



Customers

We partner with our customers to provide effective sustainable tech solutions that help them achieve their goals, make a positive impact, and bring them significant cost savings.

96%

Customer satisfaction

1 hour

First response time

97% of calls

answered within 10 seconds

5 stars

on Trustpilot

205 customers

20% individuals / 80% businesses



We're educating our customers to shift behaviours

Making Circular Tech Easy

We exist to provide effortless sustainable IT for every step of the employee lifecycle. As an end-to-end partner, we help customers at each step of the journey.

Building Trusted Relationships

Trust is everything. We see our relationships with customers as partnerships, rather than transactions. That's why we prioritise delivering exceptional quality refurbished tech and IT services at every step of the process to ensure they are in safe hands. With regular feedback sessions we stay switched on to our customers' evolving needs.

Educating our Customers

Tackling e-waste and reducing the environmental impact of tech requires collective action. We're educating our customers to shift behaviours. Helping their teams to adopt better practices to get the most of their tech and extend the life of their hardware.

Cyber Security and Resilience

Robust cybersecurity measures are more critical than ever. Our tailored cybersecurity programs make digital protection a seamless part of our service, so customers can focus on their mission with peace of mind.



What's next

We recognise that we have lots to do but here is where we're starting in the next 12 months.

We are on a mission to:

Recertify as a B Corp. **Make London the Circular IT capital of the world – creating a blueprint to expand a network of Sustainable Tech hubs across the UK.**

Double our team to power up our mission.

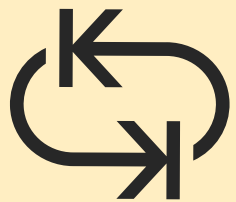
Strengthen our systems and resilience to scale Klyk's impact for the long term. Launch a tech platform offering live carbon tracking and seamless HR integration for our customers and provide crucial insights for decision making. **Develop new tools and features to make the enablement of sustainable tech even easier.** Rehoming 1,000 devices to children and households living in digital poverty.



Stay tuned to
keep up to date
with our progress
towards shaping
a sustainable
future for IT in
2025 and beyond.

Partner with Klyk and join the circular IT revolution

helloklyk.com



Klyk