

SUSTAINABILITY REPORT

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For more enquiries, please contact Procurri's Investor Relations at +65 6486 1300 or ir@procurri.com

INTRODUCTION

Headquartered and listed in Singapore, Procurri Corporation Limited is a leading global independent provider of IT Lifecycle Services and Data Centre equipment. It offers Lifecycle Services, which includes Third-Party Maintenance Services and IT Asset Disposition (“ITAD”), alongside IT Distribution, which includes both new authorised parts and refurbished hardware. Procurri employs more than 400 employees across its 21 offices and 6 warehouses worldwide, with extensive operations and services coverage spanning over 100 countries.

Procurri works to keep its environmental, social and governance (“ESG”) performance positive by being a responsible, diverse and equal opportunities employer, extending product life where possible to reduce society’s carbon and waste footprint. This is exemplified by ITAD which seeks to ensure a sustainable balance between recycling and disposal of retiring equipment while ensuring maximum values are captured. Procurri provides this service to recycle end-of-life products in an environmentally sound manner to become raw materials for reuse. ITAD strives to minimize electronic waste through efficient recycling and reuse of hardware, diverting materials away from landfill and incinerators as well as preserving resources by avoiding virgin material extraction for new products.

ESG IN THE CONTEXT OF BUSINESS

Technology is rapidly evolving and changing our lives in ways that were unimaginable just a decade ago. All modern economies rely on technology and information services to develop and grow. The combined use of software and hardware systems helps in the development of economically important products by increasing efficiencies and providing new services. With the continued overhaul of existing systems and technologies due to innovation in Information Technology and Communications, our challenge is to deliver in an environmentally sustainable way. New technology brings with it new social and environmental externalities that need to be addressed in order to protect stakeholders.

Procurri has reviewed and identified key sustainability areas of focus. Focusing on these key issues allows Procurri to manage the risks and opportunities that sustainability poses to the company.

Understanding the environmental and social impact will allow Procurri to capitalise on the services it provides. Our sector has tremendous potential not only to fuel economic growth but to also help economies progress in a sustainable manner. Therefore, Procurri considers responsible management of ESG issues to

be critical to successful business practice. It strives to continuously improve its ESG performance and, as such, had set a series of public targets in 2017 to achieve in the short, medium and long term:

- Expand social data coverage to include employee training hours for all three regional headquarters by 2020.
- Expand ISO 14001 & 9001 certification to the US office, in line with its Singapore and UK regional headquarters, by 2022.

In 2018, Procurri’s Investor Relations Policy was formalised. It sets out the ethos of Procurri’s communication with its shareholders and the key principles built on the virtues of good corporate governance, adequate corporate transparency and fair disclosures.

Procurri’s growth and expansion would only bring more positive impacts to the global waste challenge through our business practice and strategies. Procurri is on track to meet the rest of the targets.

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BOARD STATEMENT



ENVIRONMENTAL



SOCIAL



GOVERNANCE

As a leading global player in the enterprise IT services and hardware industry, Procurri is aware of the importance of good corporate citizenship.

The ethos of our business is deeply entrenched in the three Ps of the Triple Bottom Line – People, Planet and Profit – coined by John Elkington, a world authority on corporate responsibility and sustainable development. We are driven by our commitment to addressing pressing sustainability issues, most notably global waste and electronic waste challenges. Thus, our business strategies and approaches are closely aligned with ESG principles that aim to create a sustainable world for all. Our IT Distribution encourages the use of pre-owned or refurbished equipment and our Lifecycle Services enable companies to prolong the lifespan of their enterprise hardware, while our ITAD empowers companies to dispose of e-waste responsibly and sustainably. Furthermore, our UK and Singapore sites are certified and operate according to the environmental management system standard ISO 14001 and quality management standard ISO 9001. Procurri has set a target to achieve these standards across the Group's US operations by 2022.

In compliance with the SGX-ST sustainability reporting framework, we are proud to be publishing our third Sustainability Report 2019. This complements our ongoing environmental initiatives with the electronic dissemination of our Annual Report 2019 to shareholders via our corporate

website. This report evidences the ESG Key Performance Indicators (“KPIs”) that are material to the practices of Procurri, identified using established materiality assessment of the Sustainability Accounting Standards Board (“SASB”) and refined for purpose by an independent consultant.

Procurri recognises good governance is essential for continued growth and investors' confidence. Furthermore, it has set targets for the short, medium and long term to strive to improve its performance. Analysis has identified the most significant cause of Green House Gas (“GHG”) emissions in Procurri's operations is associated with electricity consumption. In contrast to many companies in the IT sector, embedded energy of equipment is not the most significant impact as Procurri sources the majority of equipment from pre-used sources, resulting in a net benefit carbon footprint for the products.

Having considered sustainability issues as part of its strategic formulation, the Board has approved the material ESG factors identified, and ultimately oversees the management and monitoring of all ESG factors. The Board is always looking to assess, review and update the ESG factors with guidance of the company's ever-changing risks and opportunities.



ABOUT THIS REPORT

Identifying the impacts that are material to investors and other stakeholders is crucial for IT companies in order to streamline available resources.

Procurri recognises the importance of identifying issues that are significant to the financial operation of the business, as well as stakeholders, such as investors, society and customers. This report focuses on the regional head offices of Procurri. These offices are: Procurri Global Headquarters in Singapore - Asia Pacific region APAC; Procurri LLC (Procurri's United States' subsidiary in Atlanta); and Procurri Europe (the United Kingdom) - EMEA. Data from Boston, Massachusetts-based Rockland Congruity LLC, a joint venture set up in January 2017 and acquired by Procurri LLC in 2019, is fully included in our 2019 sustainability reporting scope. These sites represent our key locations and cover 90% of the total employees of Procurri's global operations. The remaining 10% of employees are widely spread across numerous geographical bases.

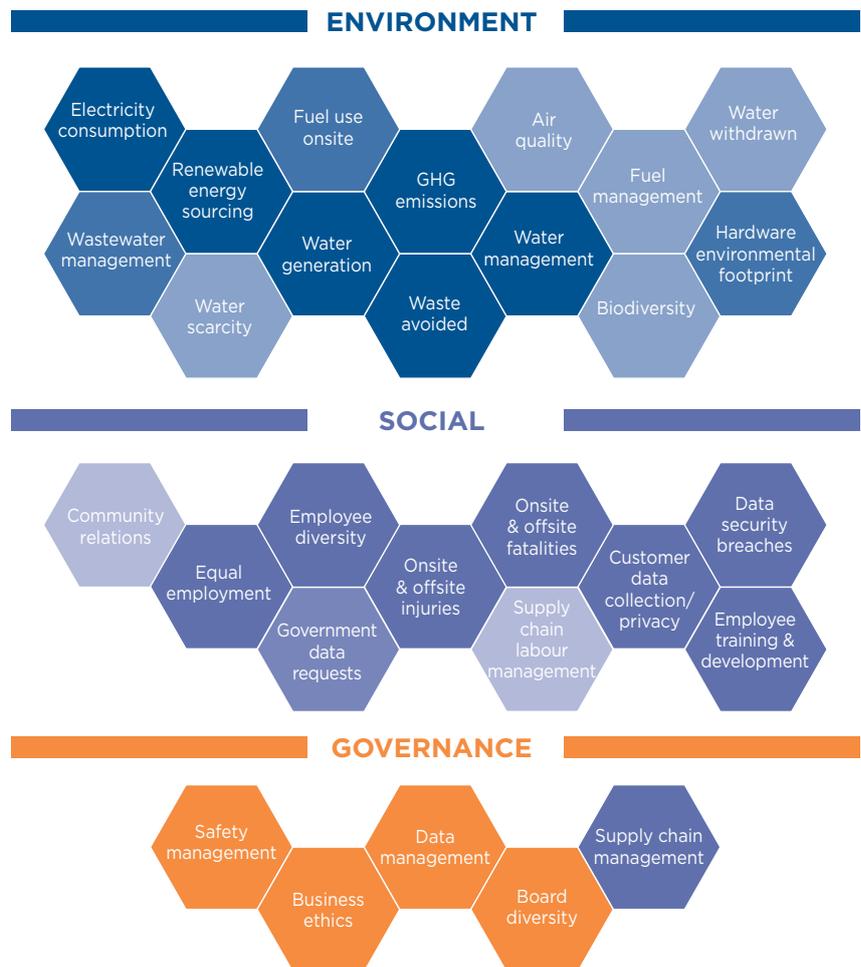
When considering sustainability materiality, Procurri conducted a two-phase assessment in 2017. We initially considered all sector-level materiality to identify all issues relevant to companies operating in the sector. These themes were identified using the SASB Hardware, Software and IT standards, investor trend reviews and a wider literature review. Sector-level materiality was identified and refined based on specific practices of the company through an internal stakeholder engagement process with Procurri staff and the Board in 2017. Issues that are not applicable to Procurri due to its specific operations were removed from the list of key material

issues. To give an example, one of the most significant causes of environmental impact in the sector is the production of the hardware itself - including sourcing of raw materials, such as rare metals. However, as Procurri sources its equipment from recovered units, and is essentially replacing the need for additional original equipment manufacturing, few virgin raw materials are required. As such, the environmental footprint of equipment is not relevant to Procurri.

Procurri is looking to review and update the materiality assessment in FY2020.

Figure 1 highlights the material ESG issues identified for Procurri. Sector material issues that are not relevant to Procurri, but were considered, are represented with dark grey shading, while issues that are immaterial for the sector and operations are coloured light grey.

FIGURE 1: MATERIAL ESG ISSUES FOR PROCURRI OPERATIONS



Source: Analysis by independent consultant with input from SASB materiality review

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Procurri does come into contact with data through the disposal of assets, and this is therefore reported as relevant within the Governance section of the report. However, Procurri does not collect personal customer data, such as home telephone numbers or home addresses, as part of its business operations or for use in its business operations.

Table 1 displays how and where these themes are reported within this report.

TABLE 1: ESG METRICS AND RELEVANCE TO COMPANY REPORT

TOPIC	ACCOUNTING METRIC	STATUS
Environmental Footprint of Site	Total energy consumption, percentage of grid electricity and renewable energy	Included, Table 2
	Water withdrawn, percentage recycled, percentage from regions with High or Extremely High Baseline Water Stress	Partially included, Table 2 & Figure 4. Water scarcity and recycling not relevant for Procurri operations due to small volumes and limited stress regions
	Waste generated by type and management processes	Included, Table 2
	GHG emissions, by scope	Included, Table 2 & Figure 3
Lifecycle Management of Equipment	Weight of products and e-waste recovered through take-back programs, percentage of recovered materials that are recycled	Included
Data Privacy and Data Security	Discussion of policies and practices related to collection, usage and retention	Included
	Amount of legal fines and settlements paid associated with customer privacy	Included, Table 7
	Number of data security breaches and percentage involving customers' personally identifiable information	Included, Table 7
	Discussion of firm's approach to identifying and handling data security and related risks	Included
Recruiting and Managing a Global, Diversified Workforce	Percentage of employees that are foreign nationals and those that are located in another country	Not applicable; Procurri operates across the globe and has national and international representation
	Employee training	Included, Table 4 and 5
	Percentage of gender and racial/ethnic group representation for executive roles and other employees	Partially included, Table 3

ENVIRONMENTAL IMPACTS

REUSE & RECYCLING OF IT EQUIPMENT

Procurri's IT Distribution and Lifecycle Services serve to optimise the performance and lifespan of IT assets, thereby empowering partners and clients to retain the value of their IT assets as much as possible and contributing to a circular economy.

Refurbishment and reuse of equipment prolong its shelf-life to ensure environmental cost is minimal. This is Procurri's preferred approach for a sustainable waste management solution.

In 2019, Procurri conducted 19,958 service and maintenance jobs and 500,576 parts reused in the three reporting regions combined. In the APAC region (Singapore), Procurri completed 3,404 tickets and 39,023 equipment were processed for reuse in the ITAD segment; the United Kingdom (EMEA) completed 2,755 tickets and 14,100 parts of 439,644 items made available for reuse were installed into customer environments; the United States (Americas) completed 13,799 tickets and installed 14,311 parts into customer environment as well as spared out 7,598 parts.

Procurri 2019-at-a-glance

- Procurri expanded its operation into Germany as part of the Group's continued globalisation efforts. This includes Procurri Europe's development of warehousing premises, and staff recruitment, in Germany.
- An ITAD facility was built in Warrington, UK. 3 sales head were recruited to help drive the ITAD sales effort.
- In the US, an 8000 square feet ITAD bay was also built in Procurri's Boston facility to process and sort programmatic ITAD equipment. The bay has racks and enclosures to conduct ITAD wiping via the Blancco platform. Procurri has staffed the bay with 5 dedicated employees.

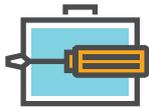
FIGURE 2: WASTE HIERARCHY AT PROCURRI



SUSTAINABILITY REPORT

OPERATIONAL FOOTPRINT

2019 HIGHLIGHTS



19,958

Service and Maintenance jobs conducted



> 500,00

Parts reused



22.9%↑

Increase in waste recycled



27%↓

Decrease in operational water withdrawal

Procurri considers environmental responsibility to be crucial to the successful operation of its business. The Group operates both its UK and Singapore sites according to the environmental management system standard ISO 14001, and quality management standard ISO 9001. In 2019, Procurri UK site's ISO 9001 and 14001 were renewed. Procurri has set a target to achieve these standards across US operations by 2022.

Procurri's operational environmental footprint was analysed based on onsite energy use, water use, vehicle fuel and business travel.

For the purposes of this report, GHG emissions are reported in line with the Greenhouse Gas Protocol, an international corporate accounting and reporting framework developed by the World

SCOPE 1

Includes direct emissions from sources which a company owns or controls. This includes direct emissions from fuel combustion and industrial processes.

SCOPE 2

Covers indirect emissions relating solely to the generation of purchased electricity that is consumed by the owned or controlled equipment or operations of the company.

SCOPE 3

Covers other indirect emissions including third-party provided business travel.

Resources Institute and the World Business Council for Sustainable Development. The Greenhouse Gas Protocol differentiates between direct and indirect emissions using a classification system across 3 different scopes:

TABLE 2: GROUP ENVIRONMENTAL IMPACTS

ITEM	UNITS	2017	2018 ¹	2019 ¹
ENERGY USE				
Purchased electricity ²	kWh	1,418,671	1,548,619	2,399,418
Natural gas consumption	kWh	468,483	599,921	700,598
BUSINESS TRAVEL				
Air - international	km	1,842,837	642,726	1,548,834
Air - domestic	km	1,307,362	548,021	193,121
Private vehicle	km	302,819	489,267	215,804
Company vehicle	km	316,635	233,449	183,970
Rail	km	15,076	24,533	26,813
GREENHOUSE GASES				
Scope 1	tCO ₂ e	144	111	129
Scope 2 (location-based)	tCO ₂ e	571	528	742 ³
Scope 2 (market-based)	tCO ₂ e	720	348	359
Scope 3	tCO ₂ e	374	277	284
WATER WITHDRAWAL				
Operational	m ³	1,213	3,534 ⁴	2,580
WASTE ARISING				
Waste sent to landfill or incinerator	kg	31,041	11,912	124,263 ⁵
Waste recycled	kg	205,076	224,420	273,794

¹ 2018 and 2019 figures, with the exception of waste arising figures for 2018, include data from Rockland Congruity LLC which was acquired in April 2019. Waste arising 2018 figures exclude Rockland Congruity LLC due to lack of available data.

² 2018 data for Rockland Congruity LLC has been estimated by headcount based on figures of the Atlanta Office, while 2019 data was based on actual figures. The increase in purchased electricity over the years was due to an increase in operations in Rockland Congruity LLC.

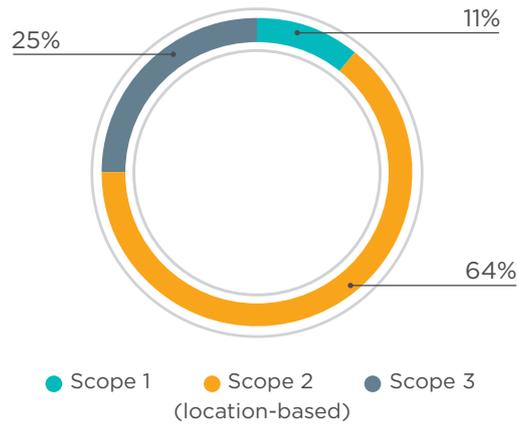
³ The increase in Scope 2 (location-based) GHG emission in 2019 was due to increase in operations in Rockland Congruity LLC.

⁴ 2018 data for Rockland Congruity LLC has been estimated by headcount based on figures of the Atlanta office, while the 2019 data was based on actual figures.

⁵ The increase in Waste sent to landfill or incinerator was due to inclusion of Rockland Congruity LLC in 2019.

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FIGURE 3: GHG EMISSIONS BY SCOPE



The majority (64%) of the captured GHG emissions were associated with purchased electricity across the sites. Business travel was included in our assessment as Scope 3 emissions.

FIGURE 4: WATER WITHDRAWAL BY SOURCE



Procurri used only supplied water across all its sites globally, and the majority of use was associated with domestic requirements, such as toilets and hand basins. Water withdrawal volume was reduced from 3,534 cubic meters in 2018 to 2,580 cubic meters in 2019.

SOCIAL IMPACTS

Procurri aims to create an environment that encourages and values diversity within its workforce and builds on the differences individuals bring. It aims to draw upon the widest possible range of views and experiences in order to meet the changing needs of employees, clients and partners.

EMPLOYEE DIVERSITY & INCLUSION

Procurri believes diversity and inclusion:

- Are imperative to its business;
- Drive its business results, enhance its reputation, and help attract, recruit, engage and retain a diversified team of business talent;
- Recognising that individuals differ in all ways – nationality, religion, race, culture, gender, education, experience, belief and ideas. These are what make all of us unique individuals; and
- Enable it to leverage and value employees' differences, believing that this will lead to greater innovation and creativity, leading to superior business results.

As such, business activities, such as hiring, training, compensation, career progressions opportunities, terminations and recreational events, are conducted without discrimination, based on merits and unhampered by artificial barriers, prejudices or preferences.

TABLE 3: GROUP DIVERSITY AND EMPLOYEE REPRESENTATION

ITEM	2017		2018		2019	
	NUMBER OF EMPLOYEES	PERCENTAGE	NUMBER OF EMPLOYEES	PERCENTAGE	NUMBER OF EMPLOYEES	PERCENTAGE
GENDER OF EMPLOYEES						
Male	178	69%	294	74%	310	75%
Female	79	31%	107	26%	104	25%
AGE DIVERSITY						
Under 30	76	29%	114	28%	125	30%
30 - 50	146	57%	216	54%	218	53%
Over 50	35	14%	71	18%	71	17%

Employee development is important and Procurri recognises that regular performance reviews and training help keep staff motivated and the company successful. To this end annual appraisals are conducted, coupled with monthly sales meetings. The Europe office was re-certified as an Investors in People employer in 2019, which is a standard in leadership development and performance evaluation.

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TABLE 4: EMPLOYEE DEVELOPMENT

ITEM	2017		2018		2019	
	NUMBER OF EMPLOYEES	PERCENTAGE	NUMBER OF EMPLOYEES	PERCENTAGE	NUMBER OF EMPLOYEES	PERCENTAGE
EMPLOYEE DEVELOPMENT						
Percentage of employees receiving regular performance and career development reviews	257	100%	349	87%	325	79%
Employee groups not receiving reviews	0	0%	0	0%	0	0%

Procurri offers a Training and Development programme to employees, including on-the-job training, as well as training conducted by accredited institutions or organisations, where appropriate.

TABLE 5: EMPLOYEE TRAINING¹

EMPLOYEE DEVELOPMENT	2017	2018	2019
Hours of training given	1,369	1,661	2,266
Hours of training received per employee	10.5	10.2	5.47

HEALTH & SAFETY

Procurri prioritises the health and safety of its employees. All three headquarters are governed by workplace health and safety policies, including publishing Health and Safety Policy Statements signed by a director, plus inclusion of health and safety monitoring within internal audits. The Singapore headquarters is certified with bizSAFE Level 3.

The company also carries out health and safety training at induction and annually thereafter.

TABLE 6: GROUP HEALTH AND SAFETY

ITEM	2017		2018		2019	
	NUMBER OF EMPLOYEES	PER 100 STAFF	NUMBER OF EMPLOYEES	PER 100 STAFF	NUMBER OF EMPLOYEES	PER 100 STAFF
Recorded injuries	6	1.7	4	1.0	5	1.2
Exposure to hazardous substances	0	0	0	0	0	0
Recorded injuries off company premises	0	0	0	0	0	0
Exposure to hazardous substances off company premises	0	0	0	0	0	0

¹ All sites have collected data on number of training per employee in 2019 whereas only the UK (EMEA) data was reported 2017 and 2018; hence the significant difference in Hours of training received per employee.

SOCIAL ENGAGEMENT

In 2019, Procurri organised various activities for community participation and social engagement.

Employees from the Procurri US team voted to help fight hunger for their community outreach project. Employees volunteered for up to 2 days of hands-on experience at the Atlanta Community Food Bank. Groups and individual volunteers worked together to inspect, sort and pack quality grocery donations. Each shift lasted 2.5 to 3 hours. In the end, employee volunteers sorted approximately 2,896 pounds of food each day, the equivalent of 1,650 meals to communities in need. The US team also donated to the Gwinnet Chamber of Commerce, an organisation focused on job creation, small business growth and improving the quality of life in the Gwinnett County community.

Procurri EMEA's office has once again supported the annual Jumbulance Trust, which is a charity that provides convenient travel opportunities to adults and children with disabilities or chronic illness. Emily Stratford and Richard Field travelled as volunteers to Niederau in Austria with a group of adapted skiers with disabilities ranging from cerebral palsy and multiple sclerosis to autism and learning difficulties to have the opportunity to experience skiing for a week. Fundraising continued throughout the year to pay for specialist equipment and instruction as well as to provide subsidies to everyone in the group so that it is accessible to all.

The Europe office also contributed to foodbanks in conjunction with Procurri Day 2019's theme of giving back to the community. Procurri employees from Cirencester, Warrington, Wokingham, and Nottingham donated food and toiletries from lists provided by foodbanks whilst others donated money. Procurri Europe then doubled employees' efforts and delivered or presented collected supplies to foodbanks local to the individual offices around the country.

The APAC office based in Singapore organised an Orphanage Donations event in 2019. The office was also involved in organising a shoes donation drive. This involved team participation to collect shoes. These shoes were then sent to a non-profit organisation called Soles4souls which works internationally to distribute shoes to the needy. Next, Procurri Singapore and Procurri Malaysia offices organised a Cooking with the Elderly and Food Bank Donations respectively on Procurri Day in July of 2019.



(left) Procurri Europe – Food Bank drive in Cirencester, UK;
(right) Procurri Europe – Wokingham Foodbank.



Procurri USA – Food Bank drive in Atlanta, USA.



Procurri Singapore – Orphanage Donations initiative.



SUSTAINABILITY REPORT

GOVERNANCE

Procurri operates with company policies of Equal Opportunities, Code of Conduct, Employee Diversity and Inclusion, Anti-Bribery and Anti-Corruption, Grievance Process and Disciplinary Policy, all reflecting a commitment to respect workers in both its own business and its supply chain worldwide. The following section considers some of the key governance structures in place.

BOARD DIVERSITY

In 2019, the Board initially comprised six directors, three of whom were independent non-executive directors. However, in August 2019, one independent non-executive director passed away unexpectedly. Since then, the Board comprised five directors, two of whom are independent non-executive directors and one non-independent non-executive director. In April 2020, Procurri co-opted an independent non-executive director to maintain that independent non-executive directors make up half of the Board, and the Board is able to exercise objective judgment independently from management with no individual or small group of individuals dominating the decisions of the Board. At the Annual General Meeting for 2020, Procurri will be nominating the co-opted independent non-executive director for re-election to the Board. Currently, the Board consists of five males, with

combined expertise across a range of specialties, including finance, accounting, legal, business and industry knowledge. Procurri provides details of its Corporate Governance in its annual report at the Governance section.

DATA AND SECURITY

Procurri is bound by privacy regulations around the world. To ensure Group-wide compliance, the Data Protection Policy was formalised during the financial year 2018. Procurri does not collect personal client data as part of its business operations or for use in its business operations. Procurri is exposed to client data as part of its IT Asset Disposition ("ITAD") offering, when clients entrust their end-of-life IT equipment to Procurri for testing and verification, data erasure and/or disposal. Procurri handles these electronic equipment with utmost security and ensures data security is maintained at all times. Telephone numbers, customer identification numbers, address details and other personal information is destroyed as part of the ITAD process and not stored for ongoing use.

Each region operates in adherence to local requirements and best practices, though key processes are the same. Asset testing and verification premises are in a caged and secure location and only accessible by authorised personnel. All storage equipment that is erased has certificates

generated citing the type of erasure standard implemented. For data erasure the Procurri Group utilises Blancco software, an internationally recognised and accredited disk erasure software. The UK is both ISO 27001 and ADISA accredited. Procurri Europe was awarded ISO 27001 and the UK's Warrington ITAD facility was certified to ADISA standard in 2019, The Cirencester facility has been ADISA certified since 2012.

For asset disposal, the three regions use third-party vendors detailed below:

- Singapore: National Environment Agency-approved vendor.
- USA: R2-certified recycler audited annually.
- UK: UK Environment Agency licensed and authorised recycler.

Specifically, and for the purposes of transparency, data security details are given below.

ANTI-BRIBERY & CORRUPTION POLICY

The Company is committed to acting lawfully, ethically and with integrity in every aspect of its business. This policy applies to all Procurri employees, including its employees of global subsidiaries and contract and temporary workers. Procurri operates a zero-tolerance policy towards bribery and corruption in any situation or form.

TABLE 7: DATA AND SECURITY

ITEM	2017	2018	2019
Number of confirmed or suspected data security breaches that occurred in the past financial year?	Nil	Nil	Nil
Number of breaches that concerned the potential for personal identification material being compromised?	Nil	Nil	Nil
Number of breaches that led to the company incurring fines or other penalties and what was the value of these penalties?	Nil	Nil	Nil

APPENDIX

CALCULATING GREENHOUSE GAS EMISSIONS (“GHG”)

Different GHGs have different Global Warming Potentials (“GWP”)¹ or abilities to contribute to rising temperatures. Data is standardised by converting the different greenhouse gases into their carbon dioxide equivalent according to the GWP index published by the Intergovernmental Panel on Climate Change (“IPCC”)². The index identifies the radiative effects of different GHGs in the atmosphere relative to an equal mass of CO₂ over a 100-year timeframe. GWP enables all the GHGs to be expressed in terms of CO₂ equivalents, or CO₂e. Quantities of GHG emissions are derived from data on operational and vehicle fuel consumption, electricity use and business travel. Emission factors are from Singapore’s Energy Market Authority, United States Environment Protection Agency and United Kingdom Department for Business, Energy & Industrial Strategy and Procurri’s electricity suppliers in the UK.

¹ Global Warming Potential (GWP) is the ratio of the warming of the atmosphere caused by one substance to that caused by a similar mass of carbon dioxide, which is assigned a reference value of 1.

² The Intergovernmental Panel on Climate Change (IPCC) is a scientific intergovernmental body set up by the World Meteorological Organisation (WMO) and by the United Nations Environment Programme (UNEP) with a mandate to provide an objective source of information about climate change