

Our Commitment to Corporate Citizenship

2022 Corporate Responsibility Report

For over 40 years, RTE has remained a dedicated partner to refrigerated transport operators, providing innovative solutions in collecting and managing critical data of perishable cargo.

We are a company with a global footprint yet remain committed to our local community. As a company that values honesty, integrity, and commitment to our many stakeholders, we offer this report to highlight our corporate stewardship efforts and our focus on our people, environment, and governance practices.

Image: Tinker Falls in Cortland County near our office in McGraw, New York

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A Message from our President

Over 40 years ago, RTE's founder, Larry Brickner, moved his family to Central New York so that they could enjoy growing up amongst the natural resources our area of the world provides. When Larry started RTE on the second floor of an old building in Marathon, NY, the workforce consisted of Larry and several part-time high school students, me included. Larry had been all over the world with his work in the Air Force and later with the shipping company, SeaLand. He would tell us about all the places he had been and things he had seen, which seemed like another world for a bunch of teenagers from a small town where the primary industry was farming. However, Larry treated us all like family, teaching us skills and work ethic and giving us all the opportunity to grow.

We like to think that we have kept those fundamental qualities that Larry showed us all those years ago. Often, RTE is the first job many of our employees have had. We still teach the value of hard work and education and are happy when one of our interns or a high school kid who worked here during summers goes off to college or finds a great job using the skills we taught. We are even happier when they decide to come back to RTE and remain in the "Family" as many have.

Many of the stories that Larry would tell in those early days have become a reality for our employees. RTE has made products in our little town where cattle have outnumbered people for 40 years. These products are all over the world, and many of our employees have been to many places installing them and seeing world wonders that get passed down to those high school kids joining us today. We are fortunate to be in an area where we can impact people's lives, and we hope to continue to do so for many years.

Donald A. Vinson

President

Refrigerated Transport Electronics, Incorporated (RTE)



Our Stakeholders

Fundamental to our success.
Moving our business forward.

Our People

Our employees, like our community, are a tight-knit and supportive team. And the success of our company depends on this valued group. We are a family-owned company that cares for our employees' safety, well-being, personal and professional growth, and ability to provide for their families.



Our Customers

We focus on our customers by working with them to develop innovative solutions that help them realize financial success and sustained growth. Together we overcome unique challenges in the refrigerated transportation industry.



Our Suppliers

Building strong vendor relationships through trust, cooperation, and communication ensures a successful supply chain. By sharing our successful processes, we create lasting business partnerships that benefit our suppliers and customers while ensuring our continued business success.



Our Environment

We are fortunate to be headquartered in what we believe is one of the most scenic locations in the world. Our small county of Cortland, located in beautiful Central New York State, is full of abundant natural beauty and offers unparalleled outdoor recreation. With this appreciation for nature, RTE prioritizes preserving our shared environment for future generations.



Our Global and Local Communities

RTE is a recognized local community member, offering opportunities to local youth and investments in local businesses. On a global scale, we are proud that our products and services significantly impact the sustainability of food transported to our local and international communities.



Our Business and Reputation

RTE was founded on hard work, honesty, integrity, and accountability principles. Today, those qualities are integrated throughout our business through the certification of our processes and committing ourselves to uphold the highest values of quality and trustworthiness.



Caring for People

Investing in our future.
Ensuring our success.
Sharing our ideas.

RTE: A Family Company

RTE was founded over 40 years ago by Larry Brickner, a devoted family man, church deacon, relentless entrepreneur, and inventor. And like many family businesses, family members provide the backbone of support as the business grows. Today, Larry's legacy lives on as his son-in-law and two daughters continue to expand upon his success.

With strategically located operations based in the USA and Panama, and our customers, agents, and suppliers from around the world, RTE understands and appreciates the diversity of culture and ideas, reflecting our values of professionalism, integrity, and honesty.

Our team comprises individuals who come to work every day eager to contribute positively to our company's success. In turn, we make it our mission to ensure our employees have financial security and the skills to advance their careers.

We believe that investing in our employees' health and safety, professional growth, and financial success is the path to ensuring the long-term success of our company. To this end, RTE provides our valued employees:

- Health and dental insurance plans and a Health Savings Account to help offset the rising costs of healthcare
- In-house training opportunities and available tuition reimbursement for continuing education
- Access to retirement investment planning resources and a 401k with company contribution
- Profit-sharing benefits for a financial stake in the success of our company
- An inclusive family culture where everyone is welcome

[Download: RTE-Health and Safety in the Workplace](#)

Did you know?

Today, RTE women serve in the majority of our executive and managerial positions and form nearly 50% of our workforce.



Join our team. Visit: www.rte-usa.com/careers

The Customers We Serve

Building relationships.
Providing solutions.
Growing together.

For over 40 years, we have maintained our position as a global leader in refrigerated transport by developing real product solutions that help our customers realize financial success and sustained growth by overcoming unique challenges in managing refrigerated cargo.

We satisfy our customers through:

- **Listening** - Understanding our customers' challenges is key to providing the right solution. Therefore, we take the time to fully appreciate what is at stake to get it right the first time.
- **Our Breadth of Products and Services** - Through our diverse catalog of hardware and software offerings, we can work with operators of various sizes and configurations, including multiple modes of reefer handling within the same operation. This flexibility allows our team to zero in on the most environmentally efficient and cost-effective solutions while maximizing productivity and profitability for our clients.
- **Product Integrity** - We ensure customer satisfaction by providing reliable products designed to work in the environment of their intended use.
- **Customer Support** - Our team of engineers and support specialists provide quick, knowledgeable, and reliable after-sale support.

Addressing inflationary trends

While inflation is a cost that all of us share, we recognize that it is also an impediment to our customers' success.

To combat rising costs, we continue to promote and advocate for repairing and remanufacturing valuable electronic components as a less expensive solution over purchasing new ones.

Additionally, we strive to maintain fair and reasonable prices for our services with only necessary and infrequent price adjustments over the last 20+ years.

Did you know?

Our global customers include transport operators for container terminals, seagoing transport, and over-the-road trucking companies.



Managing Risk with Our Suppliers

Partnerships for our success.

Achieving operational success and fulfilling customer expectations depend on a steady and timely flow of raw materials and parts. Notably, recent supply chain disruptions due to the Covid-19 Pandemic have put considerable strain on supply chain management. Yet through RTE's commitment to building solid supplier relationships, we can mitigate disruptions in our supply chain and maintain operational efficiencies.

RTE evaluates suppliers by verifying their ability to meet our time and material operational requirements. For new vendors of our most critically needed components, we take the extra step of performing on-site inspections and audits whenever possible. And we maintain a growing list of qualified suppliers for all our materials to safeguard against unexpected supply chain delays.

As an ISO9001:2015 Certified company, our customers look to us to provide a level of quality and service that match. We recognize that not all of our upstream suppliers may meet ISO requirements. So, to fulfill our customers' expectations, we work with our non-ISO-certified Critical Parts Vendors to achieve compliance for the parts we order. Our documentation and testing process allows our suppliers to reach otherwise unattainable markets. We maintain our supply chain with vendors we trust, and our customers receive exceptional products at the quality they have come to expect. Communication and transparency are the keys to our supply chain management success.

[Download: RTE - Vendor Evaluation Survey](#)

Did you know?

RTE is an ISO9001:2015 Certified company for our new-product manufacturing, which holds us accountable for monitoring and evaluating our suppliers for quality and ensuring high standards.



Environmental Stewardship

Reduce. Reuse. Recycle. Recoup.
That's Remanufacturing.

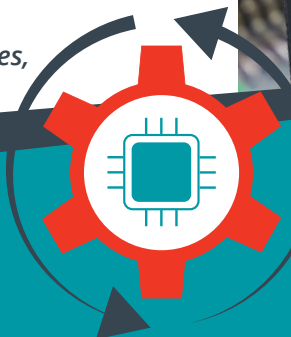
Reducing the impact on our environment is a critical part of what we do. In fact, it is how RTE came to be in 1981 when we began as a remanufacturer of electronic controllers for the refrigerated transport industry.

Electronic remanufacturing has a positive impact on the environment by reducing waste and emissions.

- **Increases product life spans** - Our processes allow otherwise broken products to re-enter a new life cycle, often with a warranty guarantee.
- **Conserves resources** - We reuse functional components, effectively reducing the consumption and subsequent need for mining additional raw materials that are becoming scarcer and more costly to source.
- **Reduces energy consumption and emissions** - By remanufacturing broken parts into like-new conditions, we are using less energy than it takes to produce a brand-new product and reducing overall emissions.
- **Lessens impact on landfills** - We repair and remanufacture electronics that could otherwise end up in landfills, potentially harming the environment and our water supply.
- **Creates jobs** - Remanufacturing is a global industry that supports multiple careers and skills, from technicians and engineers to sales and marketing.
- **Saves money** - Our customers benefit through reduced costs and increased profitability through remanufacturing.

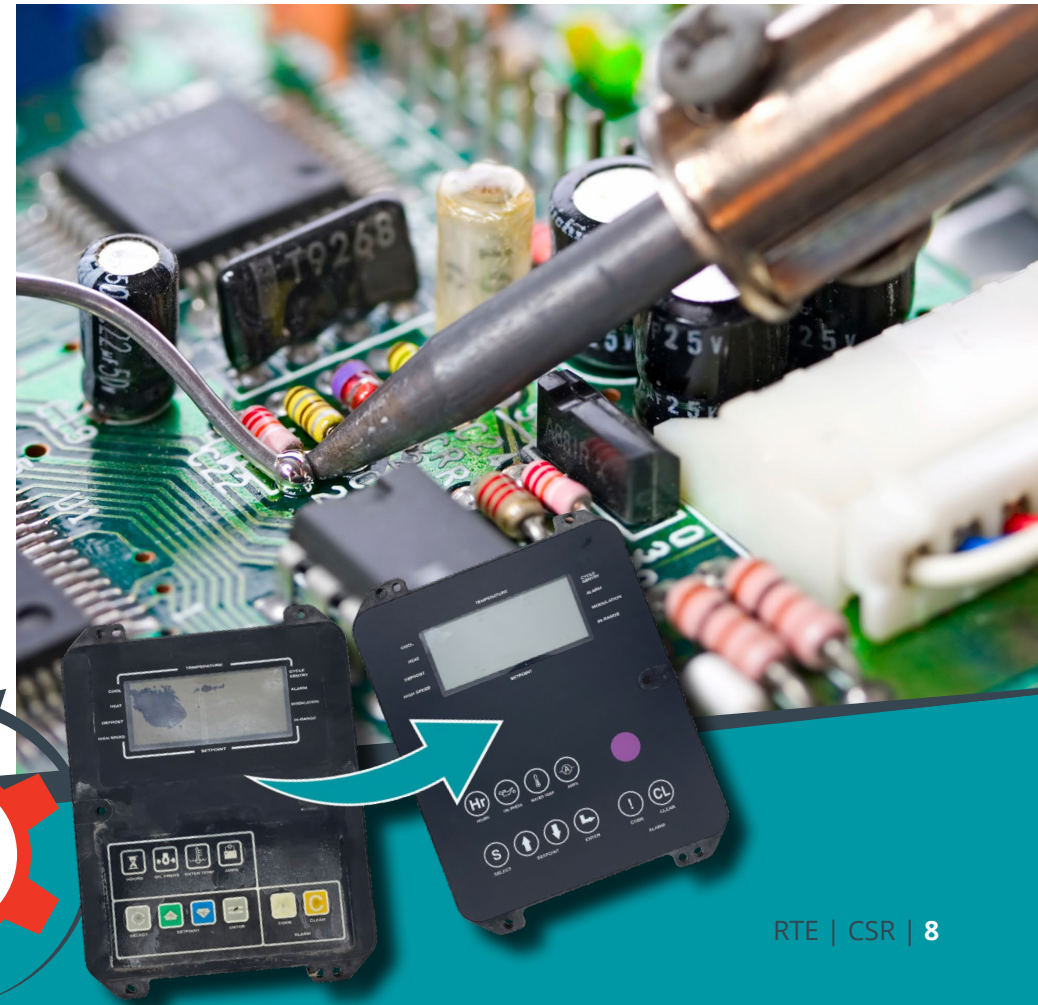
Our remanufacturing process repairs broken or inoperable electronics, returning them to like-new working products. Rather than throwing them away and purchasing new ones, we ensure sustainability through reuse and reducing the negative impacts on our environment while lowering the overall investment cost of ownership to end-users.

It's a win-win-win solution for our business, customers, employees, and the environment.



Did you know?

RTE dedicates an entire company division expressly for remanufacturing reefer controllers.



Environmental Stewardship

Energy conservation.
Waste reduction.

Reefer transport operations worldwide trust RTE's innovative monitoring products to provide data on refrigerated container use and to identify opportunities to conserve energy waste. We build products that can last longer and do more yet consume less energy and produce less waste.

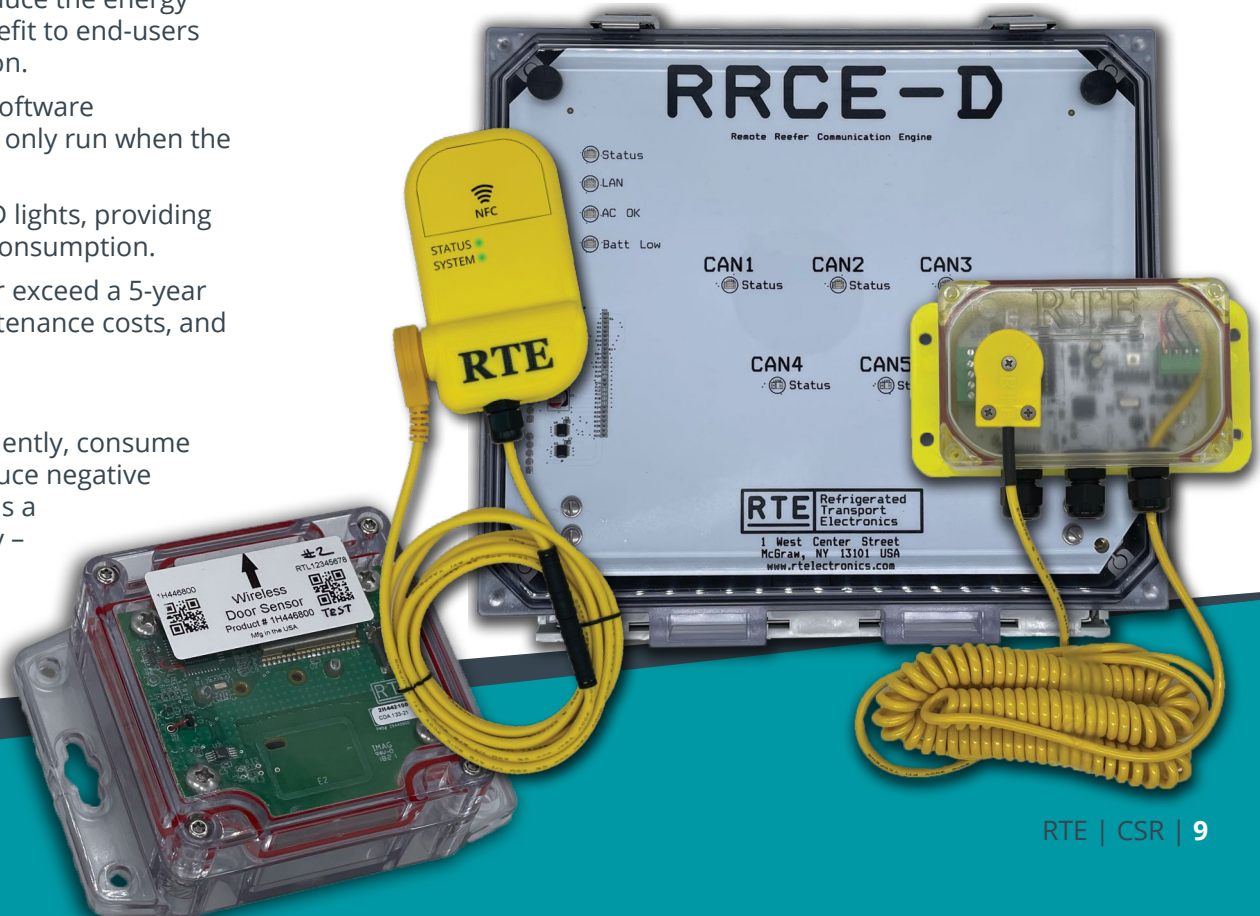
How we are helping with energy management:

- **Power-saving technology** - By engineering power-saving technologies, our products help users save energy. We effectively reduce the energy requirements of our products, providing an added benefit to end-users looking to minimize the impact of electrical consumption.
- **Managing energy consumption** - Through innovative software architecture and creative hardware circuitry, processes only run when the product is in an active state.
- **LED technology** - Our products use only low-power LED lights, providing end-users with long-lasting durability and less energy consumption.
- **Reducing waste** - Our wireless products aim to meet or exceed a 5-year interval between battery replacements, trimming maintenance costs, and reducing waste.

With our efforts to create products that operate more efficiently, consume less energy and provide long life cycles, we are helping reduce negative environmental impact. And when brought to scale - RTE has a growing list of over 70,000 reefer points monitored globally - we are effectively reducing energy production emissions at the global level.

Did you know?

Conserving energy in refrigerated transport operations can be as simple as closing an open container door or shutting down a unit after the cargo is removed. RTE wireless technologies provide remote visibility into container conditions, increasing efficiencies and conserving energy.



Enriching Our Local Communities

Focusing locally.
Growing globally.

RTE, a global company, recognizes the importance of a robust local economy for the communities where we are located. We want to do our part to ensure our employees, their families, and our neighbors can thrive.

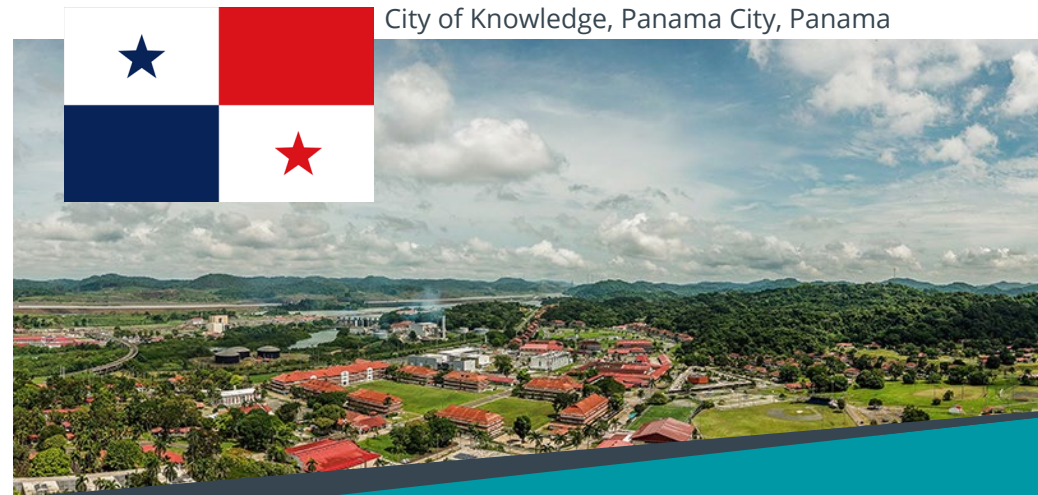
How RTE invests in our local communities:

- We source as many raw materials and services as possible from local suppliers, helping our community businesses provide for their employees.
- As a member of the Cortland Area Chamber of Commerce, representing 500 members and over 14,000 local employees, RTE is a partner to a growing list of business leaders advocating for and supporting each other in our community.
- Education is the foundation of a sustainable community and is a priority of RTE, and we understand that this begins with getting our young community members the resources they need to succeed. Therefore, RTE contributes monetarily to the McGraw and nearby Marathon, New York school districts to provide added help for their educational needs. We also host summer employment opportunities for qualified high school-aged students.
- RTE provides valuable learning opportunities for our local college-level students through internships by working with regional community colleges and universities.
- Our Panama office is a member of the City of Knowledge, a private, non-profit Panamanian organization. Created to promote sustainable urban development, the City of Knowledge is a community of entrepreneurs, leaders, scientists, government, and international experts working together to develop initiatives that drive social change.*

[*Learn more about the City of Knowledge](#)



McGraw, New York, USA



City of Knowledge, Panama City, Panama

Sustaining the World

Reducing waste through data.

Protecting the food chain.

Transporting temperature-sensitive perishable goods around the globe requires special care and attention to ensure they arrive at their destination fresh and undamaged.

And as a global company, RTE is proud to play an integral part in the vast worldwide transportation of perishable cargo. The products we manufacture and the services we provide center on the fundamental concept of protecting one of our most essential resources – our food.

At RTE, we take this seriously and understand that ensuring food safety and integrity sustains and nourishes our global communities.

How we do this:

- Our remote reefer monitoring solutions provide terminal operators and shipping lines with valuable insight into the condition of the cargo while in port, on ships, or during intermodal transport.
- Our products deliver essential data to stakeholders in perishable cargo logistics, allowing them to react quickly to temperature fluctuations and prevent cargo spoilage.

Did you know?

Two and a half billion tons, nearly 1/3rd of all food produced globally, is wasted annually. And of that, 350 million tons is lost before ever reaching retail markets.*



*Source: <https://www.ifco.com/stopping-food-waste-and-food-loss/>

Governance

Grounded in ethics.
Defining values.

Doing the right thing by our business partners, suppliers, customers, and employees comes naturally to us at RTE.

Our leaders and employees hold themselves to the highest standards of integrity in everything they do so we can be the trusted first choice for our products and services. Likewise, we expect our partners to maintain the same ethics and integrity.

We strive to be the trusted first choice for our products and services.

- Honesty, integrity, and transparency in all communications
- Objectivity and fairness
- Accountability and responsibility
- Inclusion and teamwork for the sharing of ideas
- Equal opportunity without discrimination
- Respect for others and treating people as we would want to be treated
- Lawfulness
- Quality of work

We laid our foundation over 40 years ago on these guiding principles. As a result, our integrity, reputation, and credibility are non-negotiable.

Did you know?

RTE ensures that 100% of our new-product manufacturing undergoes a rigorous quality control schedule before leaving our door.



Governance

Setting standards.
Verified by choice.

We implement and maintain processes and standards at RTE to ensure accountability, quality, and a positive customer experience.

ISO9001:2015 Certification

RTE maintains ISO9001:2015 certification for the Design, Development, and Manufacturing of Electronic Hardware, Software, and Integrated Systems for Transportation and Other Industries.

Our Quality Commitment:

Refrigerated Transport Electronics, Inc. is committed to continuously improving its products and services to maintain or exceed its ultimate goal, customer satisfaction.

The principles of RTE's quality program are

- The customer determines quality specifications. RTE's management philosophy and operational methods focus on meeting and exceeding customer expectations.
- Quality is integral to RTE's products, services, and processes, thus ensuring stability, performance, and reliability.
- Employee development through ongoing education, training, and opportunities for continuing growth is the foundation of RTE's quality program.
- RTE is committed to satisfying applicable requirements and continuously improving the quality management system.
- RTE's quality improvement plans include measurable objectives for improving products and related processes.

[Download: RTE ISO 9001:2015 Certificate of Approval](#)



Rebuilding the Past,
Developing the Future



To learn more about our company,
please visit our website for the
latest information.

RTE

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