



rebuy

2023
Sustainability
Report

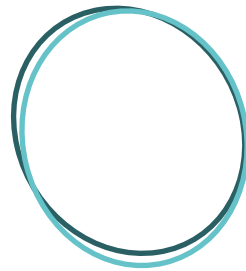


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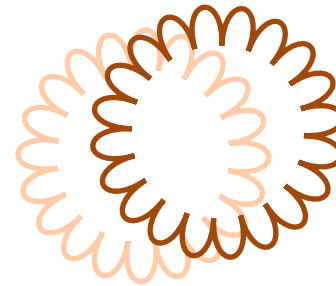
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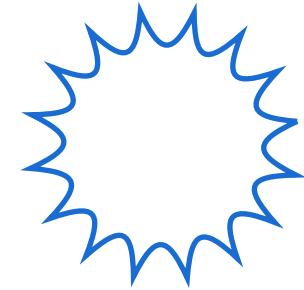
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CEO Statement

Dear readers,

Unveiling our third sustainability report, we acknowledge the pressing environmental challenges emphasising the need for sustainable practices in consumption. At rebuy, our unwavering goal is to promote a circular economy, prolonging the lifespan of consumer goods. Our success in breathing second life into millions of electronic devices and media products exemplifies our commitment to this cause.

I am particularly proud of the exceptional progress we've made - significantly expanding our operations while remarkably cutting our CO₂ emissions. This achievement resonates with our encompassing commitment to transform consumption patterns whilst caring for the environment.

Our sustainability pursuits have been channelled through three strategic goals: making a positive impact on the planet, ensuring employee well-being and equality, and striving to make circularity accessible to all. In this report, we provide an overview of our progress and achievements in each of these areas since the first version of our report.

We have made great headway, moving closer to our sustainability targets. However, there is still room for improvement, and we pledge to continuously progress.

Despite scaling, we've demonstrated that business growth and sustainability are not mutually exclusive, but rather key synergistic elements of our success. Our dedication to both has led to dynamic initiatives stretching beyond our core operations, proving that positive societal influence is a natural extension of our corporate responsibilities.

As we chart the course forward, we invite our customers, employees, and partners to take part in our continuous evolution. Our renewed focus is on refining our business model, intensifying customer engagement, and further dampening our operations' environmental footprint. As a community, our shared endeavours can normalise sustainability in our daily lives.

Please delve into this report to understand our sustainability journey - our efforts, milestones, and future commitments. We appreciate your feedback and unwavering support as we collectively strive for a sustainable future.

Yours,

Dr. Philipp Gattner
Chief Executive Officer





Purpose

Making sustainability accessible to all, one transaction at a time

founded in
2004

carbon Neutral since
2021

**ISO9001
ISO14001
CERTIFIED**

6 markets



621 employees

from 40 nations







200 tonnes¹
of electronic waste avoided

1.4m²
Additional
usage years



475k³
Electronic products
given a new life


 **36k** 
Electronic
products repaired

9m⁴
Media products
given a new life



35k⁵
Trees saved



 **9bn⁶**
litres of water saved



About rebuy





About rebuy

rebuy's mission has always been to transform the traditional linear value chain into a circular one by buying and reselling pre-owned consumer electronics and media items. Our range of consumer electronics encompasses smartphones, laptops, tablets, cameras, audio equipment, wearable tech, and gaming consoles, while our media offerings include books, CDs, DVDs, and games. Operating primarily through our website, rebuy.de, all products undergo rigorous inspection, grading, and refurbishment, as well as repair, if needed. Our dedication to quality is underscored by our 3-year warranty, exceeding the industry standard for new products by one year.

With headquarters located in Kreuzberg-Berlin, rebuy operates across four European sites. In Rudow-Berlin, we evaluate and store media products, while our Wohlrabedamm facility handles consumer electronics, mirroring our Poznań location, which also offers repair services.

We take pride in breathing new life into nearly 10 million products annually, diverting over 200 tonnes of e-waste from landfills and preserving 35,000 trees. By providing a seamless purchasing experience and alleviating concerns about second-hand products, we aim to encourage more consumers to adopt a circular lifestyle.

Each sale of a second-hand product contributes to reducing environmental harm through extraction and processing of new products. A consistent trend over the last few years is showing that the circular economy is supplanting new sales. Despite a downturn in the consumer electronics sector overall, rebuy saw a 6% increase in sales between 2022 and 2023.

This report will detail our achievements thus far and outline our future strategies for continued positive impact. We prioritise accuracy, transparency, and quality in our reporting, refining our methodologies to ensure the highest standards. We trust this report offers insight into our initiatives, progress, and objectives, and we eagerly share our journey with you.



21 day
return
policy

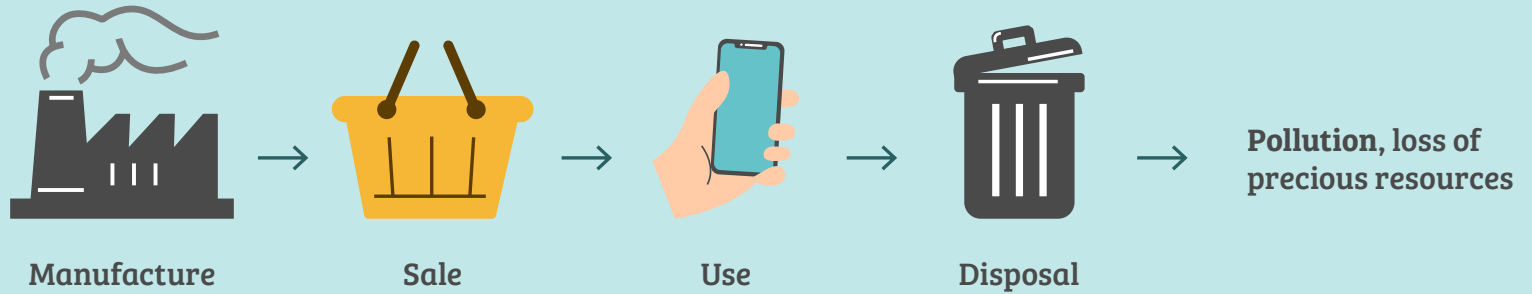
3 year
warranty

All items
checked
by rebuy



How rebuy turns a line into a circle

Linear



Circular





Materiality Matrix: Prioritising Sustainability Reporting

In order to ensure our sustainability efforts are effectively directed, we conduct a materiality assessment to determine our material matters. This tool helps to identify and prioritise environmental, social and governance topics that are most relevant to rebuys operations and stakeholders. These topics guide our sustainability goals and are reviewed in this report.

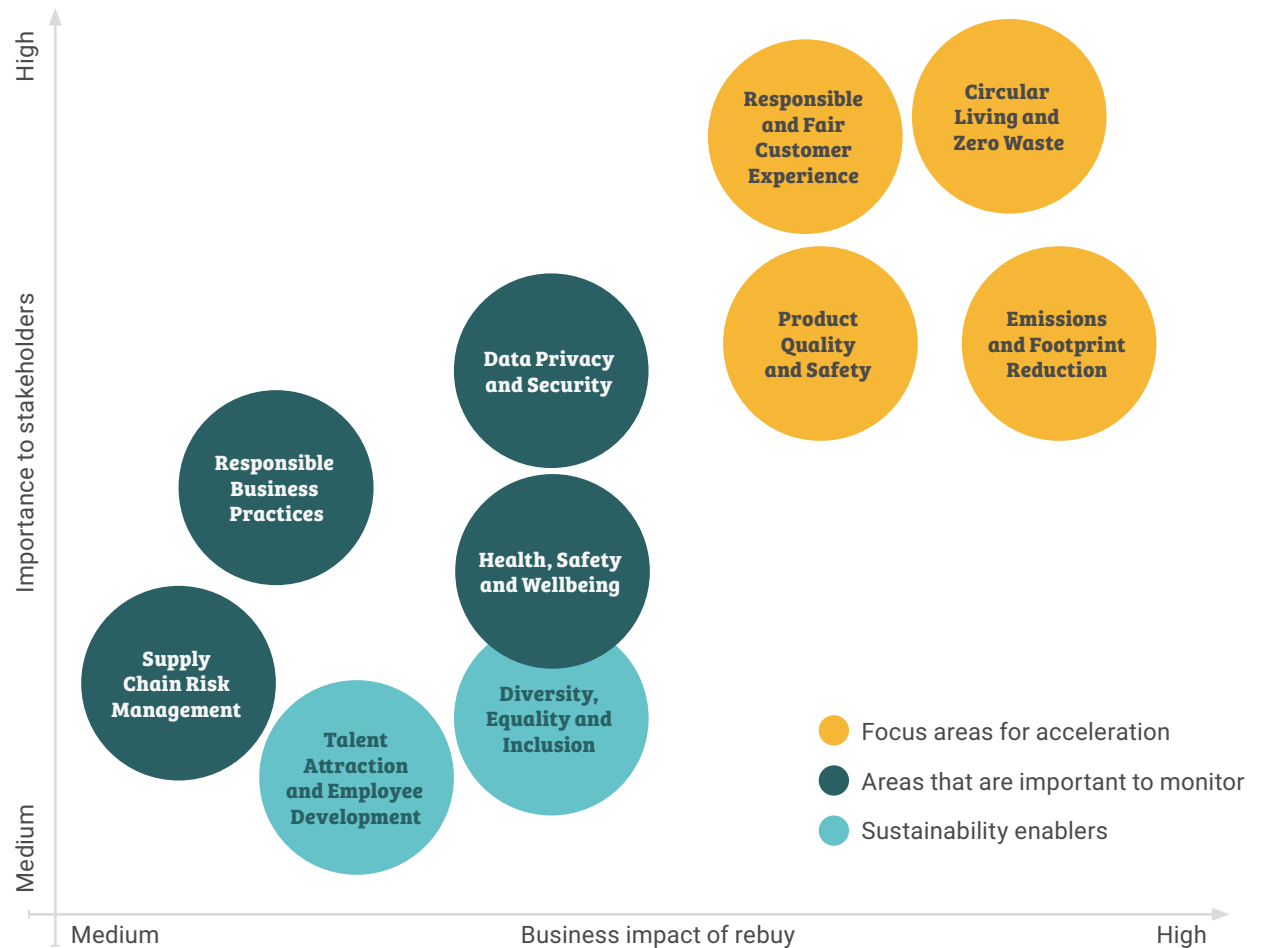
Areas of greatest materiality for rebuy are:

- * [Circular living and zero waste \(p.13\)](#)
- * [Emissions and Footprint \(p.17\)](#)
- * [Responsible and Fair customer experience \(p.25\)](#)
- * [Product quality and safety \(p.37\)](#)

In addition we report on our sustainability enablers, such as:

- * [Talent attraction and employee development \(p.33\)](#)
- * [Diversity, equity and inclusion \(p.34\)](#)

Additionally we monitor important areas such as data privacy and security, health, safety and wellbeing and our business practices





Sustainable Development Goals

In 2015, all United Nations Member States adopted the 2030 Agenda for Sustainable Development, which aims to create a peaceful, sustainable, and prosperous world through the implementation of 17 Sustainable Development Goals (SDGs).

Within these SDGs, rebuy has the potential to impact 7 of them. Throughout this report, you will see symbols indicating which SDG each section of the report is most relevant to and where rebuys progress towards our goals will have the greatest impact.



Ensure healthy lives and promote well-being for all at all ages



Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all



Achieve gender equality and empower all women and girls



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all



Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation



Ensure sustainable consumption and production patterns



Take urgent action to combat climate change and its impacts



Planet





Goals

by 2025

20%⁷
reduction in emissions
per unit sold

360t⁸
recovered electronics p.a.

45k⁹
saved trees p.a.

We aim to make a positive impact on the planet!

by 2030

35%
reduction in emissions
per unit sold

900t
recovered electronics p.a.

70k
saved trees p.a.



Circular Living and Zero Waste

The world’s current rate of consumption requires the resources of 1.7 planets annually, yet we only have one. Humanity’s demand on nature outpaces its ability to regenerate, resulting in challenges for biodiversity and our climate. A pivotal solution lies in embracing the circular economy, which prolongs the use of resources, thereby diminishing the need for continuous extraction and mitigating the associated adverse effects of processing.

Circular business models are at the forefront of the EU’s agenda, evidenced by the traction gained by the Circular Economy Action Plan. Forecasts indicate a remarkable 300% growth in the refurbished mobile market over the next decade¹⁰. Notably, amidst an 12% decline in gross merchandise sales in German e-commerce according to BEVH¹¹, rebuy experienced 6% growth.

This emphasis on circularity is imperative to remain within our planetary boundaries. A staggering 80% of a device’s environmental footprint stems from its production, with the remainder accrued during its use. Despite an average useful life of six years, smartphones are typically utilised for only half that time.

In contrast, in 2023 rebuy extended the lifespan of an iPhone 6 from 2014 by an additional three years, surpassing the current average device usage by a decade.



In 2023, rebuy acquired 507,000 electronic items, marking a 9% increase, and sold 475,000, reflecting an 12% rise. While our media business experienced a volume slowdown, our endeavours resulted in saving 35,000 trees, alongside remarkable water conservation.

Furthermore, we are witnessing a growth in both our customer base and the proportion of truly circular customers – those who both purchase and sell to us – by 16% in 2023. Our marketing initiatives and social media engagement continue to foster mindful consumption habits and incentivise engagement with our platform.

To enhance the efficiency of our transactions, we’ve invested in additional automation, storage capacity, and logistics processes. We proactively address potential customer challenges, such as pre-grading, and bolster product acceptance through expanded repair capabilities and the extension of our B2B network.





Circular Living and Zero Waste



Fun facts

- * Buying and selling a used refurbished device has a c. 94% reduction in CO₂ emissions vs purchasing new¹²
- * Investment in Media: 36 state-of-the-art storage lifts in Rudow (with capacity of 8m units)
- * Smartphones are our largest category with over 215k refurbished devices sold
- * We sold 1993 single AirPods



Circular Key Figures

	2021	2022	2023
Electronic products given a new life ¹³	391k	422k	475k
Additional usage years generated for consumer products ¹⁴	1.2m	1.3m	1.4m
Electronic products repaired	20k	28k	36k
Electronic waste recovered	193t	212t	200t¹⁵
Trees Saved	38k	36k	35k

Collaborative Efforts

At rebuy, we are committed to advancing awareness and adoption of the circular economy. As our company grows, so does our responsibility to enhance the industry's practices, impact, and knowledge sharing.

Through our partnership with Eurefas, we collaborate with policymakers to advocate for policy changes aimed at enhancing environmental outcomes. Our contributions include drafting policy letters to Members of the European Parliament, endorsing petitions and offering expertise in crucial areas such as Right to Repair, Digital Product Passports, and packaging regulation. Additionally, we actively support academic research initiatives, dedicating resources and expertise to support Masters and PhD students at esteemed institutions such as Cambridge University.

Engagement in panel presentations and public forums on environmental matters underscores our commitment to dialogue and education. Furthermore, we are actively collaborating with industry peers in the "Undress Circularity" project to assess the impacts of various circular business models, fostering a collective understanding of best practices and challenges.

“ The key strength of Undress Circularity is the collaborative approach with pioneering stakeholders, who bring in deep expertise and ensure practical relevance and alignment with actual stakeholder needs”



Our ongoing strategic partnership with Circularity, a leading professional network and do-tank dedicated to advancing the German circular economy, remains pivotal. This collaboration encompasses the exchange of best practices, participation in action track workshops, facility tours, panel discussions, and networking events. In 2024, our focus within this partnership centres on recycling and repair initiatives, aligning with our commitment to driving positive change within the circular economy landscape.



Emissions and Footprint Reduction

Secondhand books and electronics carry a significantly smaller carbon footprint compared to new ones. In fact, opting for refurbished electronics instead of new ones can result in emissions savings exceeding 90%. Every customer who purchases from rebuy rather than purchasing new is creating a positive “handprint”.

Emissions calculation and initiatives

In addition to supporting our customers’ positive impact, we are dedicated to minimising our own emissions footprint.

In line with previous years, we continue to measure, assess and offset our carbon emissions.

With support from ClimatePartner, we calculated our CO₂e emissions in 2023 of 2374t.

This equates to a year on year reduction of 4%, and a 6% absolute reduction from our 2020 baseline.

Our revenue has increased by 37% since 2020 despite a reduction in overall volumes. When viewed on a per unit basis (as is our goal) we see an increase of 12%. This compares to a reduction per unit of revenue by a staggering 32%. This is a result of a change in mix from lower value media items to high value consumer electronics. Consumer electronics is a more resource intensive area of the business where average grading and refurbishment takes 18 times as long as a media item¹⁶. Despite this operational headwind we are committed to absolute and volumised emissions reductions.

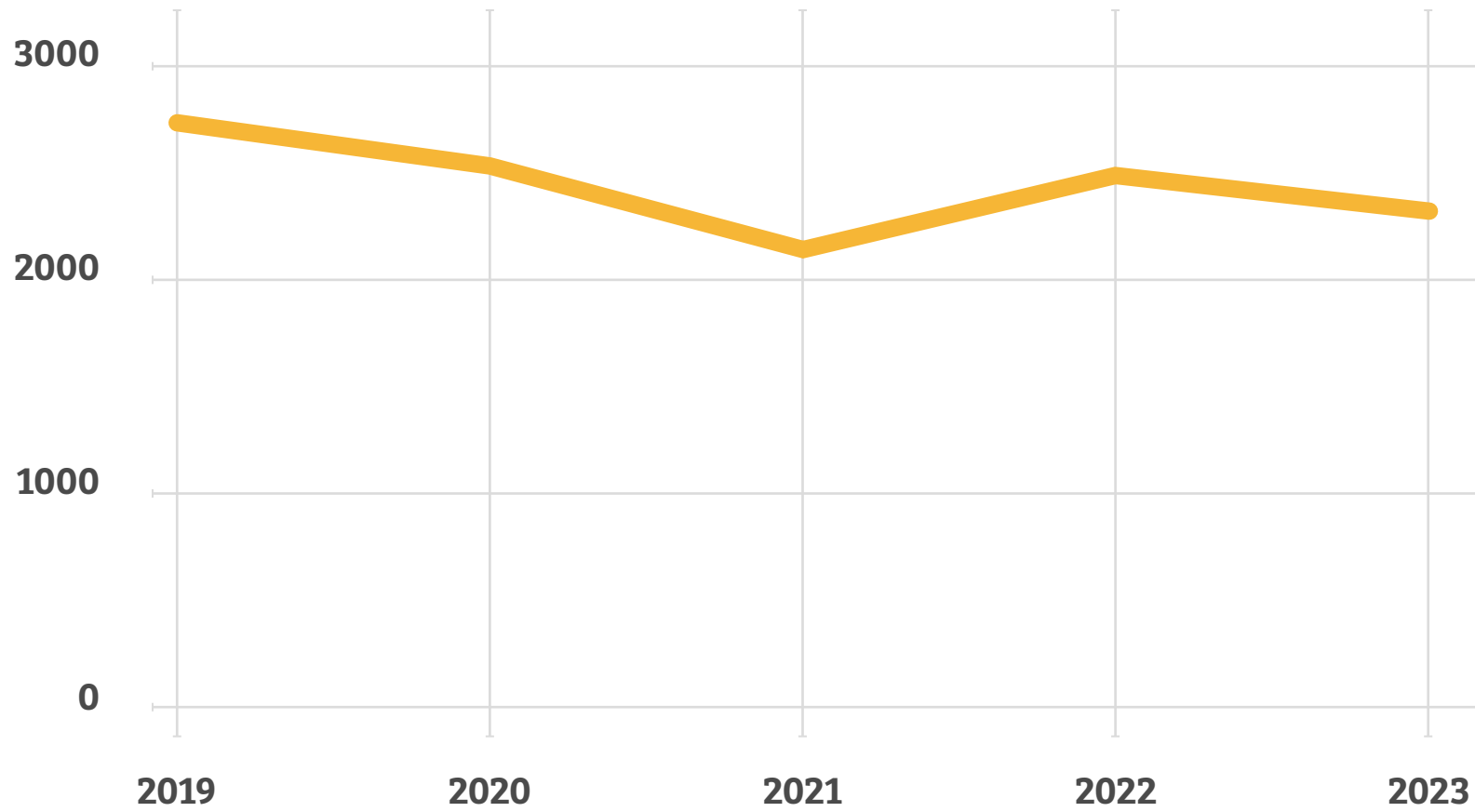


We are glad to partner with rebuy in its climate action, providing our expertise to measure and improve the emissions consumption.”



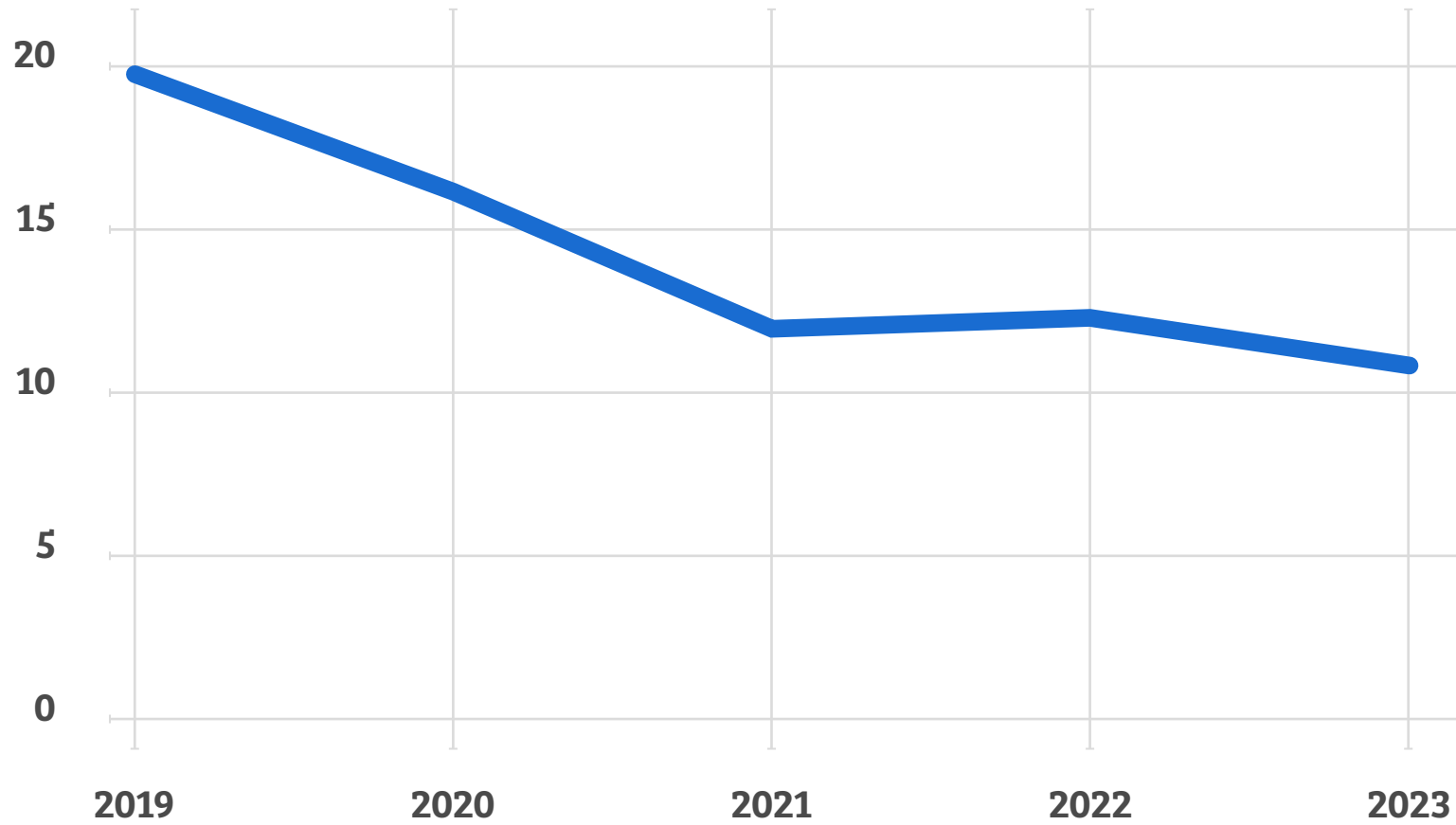


Absolute emissions (tonnes)





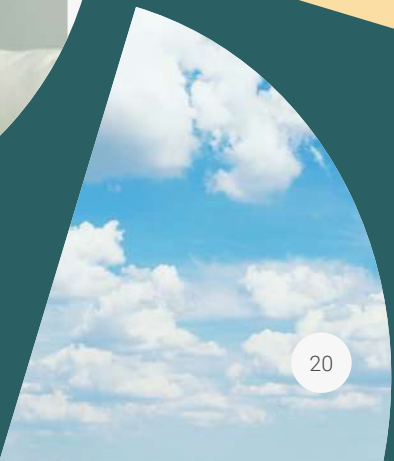
Emissions per 1m€ of revenue (tonnes)





By 2030, we aim to transform our business operations in the following ways:

- * **Green Energy:** We commit to sourcing all our electricity needs from renewable sources including electrifying our heating where possible and use of infrared heaters and heat pumps where feasible.
- * **Eco-Friendly Transportation:** Our goal is to conduct 100% of last-mile deliveries using electric vehicles. We will also strive to utilise the most sustainable fuels available for our inbound and outbound logistics. This will involve transitioning to electric transport wherever possible.
- * **Sustainable Commuting:** We envision our employees travelling to work primarily by foot, bike, or public transport. With the relocation of our Poznań site to a location closer to public transport links and the improved connectivity of our Wohlrabedamm facility, we are facilitating easier access for our staff. Additionally, we remain committed to providing incentives that promote sustainable commuting choices.
- * **Reusable Packaging:** We aim to implement reusable packaging solutions for 10% of our deliveries. For the remaining 90%, we will focus on optimising packaging size, weight, and sourcing to minimise environmental impact.
- * **Public Transport for Business Travel:** All business-related travel will be conducted via public transport whenever feasible. We will prohibit the use of flights and non-electric cars if there is a direct train available within 20 kilometres of the final destination.





In 2023, we implemented several enhancements to support our goals:

- * Achieved a 3% reduction in absolute energy consumption, despite expansions in facility size by fostering a culture of energy conservation and raising awareness throughout the company.
- * Enhanced energy efficiency through various measures including installing motion sensor lighting, use of automatic sun shades and programmable thermostats, and maximising natural light in our facilities.
- * Commenced replacement of 2600 fluorescent shelf lights with LED's saving 80% of Rudow's lighting consumption needs
- * Achieved 94% of our electricity needs under green energy contracts. We are actively collaborating with our landlords to convert the remaining 6% to renewable energy providers. In Q1 2023 our Rudow operated for one quarter under a non-green energy contract which was swiftly renegotiated to support our goal.
- * Installed 123 solar panels on the roof of our Poznań facility and electrified heating systems at the site.
- * Reduced long-distance employee commuting by car and relocated two sites to areas with better-connected public transportation.



Piotr Poźniak
Managing Director
at Poznań

“ We are setting a sustainability standard at our new warehouse with photovoltaics, LED lighting, advanced recuperation heating and greener transportation options”

- * Adopted paper tape instead of foil tape for securing packages and assessed our packaging design to optimise efficiency and minimise environmental impact. This includes reducing empty space and transitioning to fully recyclable packaging, with clear guidance on proper recycling procedures.
- * Supported logistics companies in implementing green initiatives throughout 2023 and conducted a carrier tender for 2024 awarding logistics volume based on the most sustainable options available.



Infrastructural changes in the wider market

We continue to proactively drive for more sustainable options both in our logistics and packaging operations. In our 2023/2024 carrier tender, we made a deliberate effort to prioritise sustainability by requesting carriers to provide their most eco-friendly logistics vehicles and reusable packaging options. While unfortunately our chosen partners failed to achieve critical mass for their green logistics product, we are supporting the most sustainable options still available on the market and allocate volume based on sustainability performance.

Improvements are required in the infrastructure for reusable packaging, both in return infrastructure, automated options and cost economics. We facilitated a factory tour of our Rudow facility to provide insights into our current operations and the requirements of a feasible reusable solution. Moving forward, we are committed to collaborating with providers to explore and evaluate potential options, ensuring that we continue to progress towards more circular packaging.

Introduction of Complementary new Books

We strive to be able to provide our customers with the products they desire in the most sustainable way possible. However, in Media our availability of the books customers search for is only 52%¹⁷. To streamline the shopping experience and mitigate the environmental impact of multiple shipments from multiple sources, we are piloting the inclusion of new books where used ones are unavailable.

Customers will only find it advantageous to place combined orders (new + used) due to regulated pricing of new books nationwide and shipping costs applied to rebuy orders. Our aim is to encourage customers to purchase all their media needs from one place. We will provide incentives and reminders to encourage customers to resell these books to us making them available for future customers.

The impact of this will be an increase in our Scope 3 emissions – Purchased goods and services – in 2024. Our logistics process has been optimised to ensure minimal transportation emissions and we will continue to take every opportunity to reduce our CO₂ impact. In addition we will continue to offset any additional emissions through certified offsetting projects through ClimatePartner¹⁸.

People





Goals

by 2025

10%
Achieve employee NPS
in top 10%

50%
leadership positions
filled by women

1%
EBITDA donated to
circular or e-waste
initiatives

We ensure employee well-being and equality

by 2030

5%
Achieve employee NPS
in top 5%

50%
leadership positions
filled by women

3%
EBITDA donated to
circular or e-waste
initiatives



Responsible and Fair Customer Experience

It is imperative that individuals engaging with the circular economy have a positive experience. This not only encourages them to sustain their behaviour but also motivates them to advocate for it to new customers.

Therefore, ensuring customers are treated responsibly and fairly is of high priority. By providing an enhanced customer experience encompassing quality, efficient delivery and exceptional service, we contribute to the growth of the circular economy and the related positive environmental benefits.





Customer Satisfaction

We assess our customer experience primarily through customer satisfaction, both by addressing specific issues customers may encounter and proactively focusing our efforts on enhancements that yield the most significant improvements.

Our interactions with customers occur primarily in two areas: during the grading process, where we evaluate the optical and functional condition of products they send to us, and during purchasing, where customers acquire devices from us. In grading, it's crucial that customers perceive they receive a fair and objective price for their devices. Similarly, in purchasing, it's essential that customers feel confident in their purchase decision and receive a well-functioning device.



Grading improvements implemented in 2023

-  Increase in use of automation and technology to enable greater objectivity
-  Improving processing times to enable quicker response rates
-  Providing clearer instructions for customers to pre-grade their devices online
-  Through our customer conflict resolution process, providing clearer feedback where the customers assessment of the condition of the device is different to ours

In 2023 we graded 123k devices through the automatic grading machines in our Falkensee location, up twice the number from 2022. Across all sites we purchased 90% of the consumer electronic items sent to us and 97.5% of the media items. Our high purchase rate signifies our commitment to encouraging as many people as possible to partake in the circular economy. Our NPS remains in the 'Excellent' category with a score of 67¹⁹.

On the purchasing side we improved:

-  Logistics processes
-  Packaging, including guidance on recycling
-  Investment in customer service improving organisation structure, training and call availability

Additionally, we communicate our customer service performance on a weekly basis with the entire organisation. This ensures that the customer remains at the forefront of employees' minds and underscores our commitment to prioritising their satisfaction.



Quality guarantees and performance

Quality is the cornerstone of our brand identity at rebuy, and we take immense pride in delivering exceptional quality across all our products and services. In February 2023, our commitment to quality was validated when Stiftung Warentest ranked us as the top performer in the industry for the service and quality of our refurbished smartphones. As the test winner in the online retailer category, we received the highest rating in the quality category, reaffirming our dedication to excellence.

At rebuy, we stand behind the quality of our products with a comprehensive 3-year guarantee, irrespective of the products age.



Johannes Meier
Head of Grading and Quality

“ The journey towards excellence is ongoing, and we are more committed than ever to uphold and elevate the quality that our customers expect from us.”





Employee Engagement and Values

People at rebuy

Employees in Berlin-Kreuzberg	147
Employees in Berlin-Rudow	209
Employees in Berlin-Falkensee	25
Employees in Poznań, Poland	240





Employee Engagement and Values

Employees under 24 & over 50 years old

20%



Female employees



43%

Share of women in management positions

>40%



Employee Engagement

In 2023 we implemented employee engagement surveys at all sites, providing every employee with the opportunity to provide anonymous feedback, voice concerns, evaluate managers and provide additional comments. This feedback is benchmarked to industry standards, enabling us to identify areas for enhancement, which are subsequently addressed and the results are communicated to all employees at a consolidated level.

Our headquarters consistently ranks in the top 5% of the industry for eNPS (Employee Net Promoter Score) and we have witnessed ongoing improvement across all our sites since we began measurement. We have implemented health and well-being initiatives, revised organisational structures, and enhanced career progression plans in response to the feedback provided.





Code of Conduct and Code of Ethics

In 2023, we implemented a Code of Ethics, representing rebuy's commitment to upholding ethical principles, and a Code of Conduct, which legally binds rebuy employees to operate within a safe business framework, aligning with the law, personal conscience, and corporate culture.

Our Code of Ethics addresses the following key areas:

- * Adherence to legal standards and ethical decision-making
- * Promotion of fair competition and proper business conduct
- * Zero tolerance for all forms of corruption, including bribery
- * Maintenance of maximum confidentiality, information security, and protection of intellectual property
- * Promotion of integrity and transparency in financial reporting
- * Prevention of conflicts of interest
- * Respect for privacy, data protection, and the environment
- * Commitment to upholding human rights and fair labour practices
- * Elimination of discrimination and harassment
- * Provision of a healthy and safe workplace environment
- * Commitment to being a responsible corporate citizen

Additionally, our Code of Conduct emphasises values such as integrity, truth, fairness, mutual trust, responsiveness, tolerance, honesty, and openness. It safeguards employees' rights to work in a non-discriminatory, sustainable, and legally compliant environment. Furthermore, it offers guidance on interactions with customers, business partners, and government agencies, with a focus on societal and environmental responsibility.

Employees found to be in breach of the Code of Ethics may face dismissal or disciplinary action, and contracts with business partners may be terminated as a consequence.

“ We prioritise our Code of Conduct and Code of Ethics to ensure a culture of integrity and trust, driving sustainable and ethical business”



Katja Breit
Senior Strategic
Project Manager

Whistleblowing policy and Health and Safety

In compliance with EU regulations, rebuy has implemented a Whistleblowing policy which has been distributed to all employees. This policy includes mechanisms for anonymous reporting of concerns and grievances.

Additionally, we maintain a written safety and health policy aimed at minimising on-the-job accidents and injuries among our employees. Health and safety considerations are integrated into our overall management planning process, with workers actively participating in safety planning, resource allocation, and audits. Safety and health concerns are addressed through routine safety and health training, and senior management dedicates quarterly sessions to address safety issues.

We document and address hazard controls and have an established procedure for investigating accidents and major incidents, enabling us to implement corrective actions following the identification of root causes.





Talent Attraction and Employee Development



In 2023, we expanded our training offerings for employees, with 489 individuals (representing 74% of our workforce) participating in various training programs. On average, each employee engaged in 7 hours of training.

To identify training needs and potential candidates, we conducted a comprehensive competency gap analysis. Subsequently, we provided 70 online learning licences to empower employees to enhance their functional or cross-functional skills,

including presentation, organisation, and prioritisation skills. Additionally, 12 participants benefited from Successful Collaboration training conducted in partnership with an external provider.

5% of rebuy employees received internal promotions, reflecting our commitment to fostering talent development. Of these 63% were women.

At our headquarters, all employees underwent formal training in data security, underscoring our dedication

to safeguarding sensitive information. Our sustainability onboarding program continues to achieve a 100% eNPS (Employee Net Promoter Score) rating, with new recruits actively engaged in discussions on 'what inspires change for you' and participating in brainstorming sessions for rebuy sustainability initiatives.

Furthermore, we offer flexible and remote working options to the majority of our employees, along with opportunities for sabbaticals and 4-day workweeks, promoting a healthy work-life balance.





Diversity, Equality, Inclusion and our contribution to Society

Succession planning has been a focus to ensure we trend towards our 50% of leadership positions filled by women by 2025. 43% of our workforce are women with over 40% currently in leadership positions.

To address underrepresentation of women in some areas we offer increased referral bonuses for female recruits and have a policy to interview all female applicants in underrepresented areas. We continue to host our annual Girls' Day to increase awareness and interest in technology for young women.

Social initiatives

We continue to donate used phones to Karuna, provide paid time off for volunteering and held a family day at our Poznań site.





Product





Goals

by 2025

100%

acceptance of electronic items within our categories

25%

extension of media acceptance

5%

buyback of sold products

We strive to make circularity accessible to all

by 2030

25%

of all sold electronic items have been repaired

50%

extension of media acceptance

20%

buyback of sold products



Product Quality and Safety

ISO Certification

In 2023, we achieved ISO 9001 and ISO 14001 certifications without any minor or major non conformities, a testament to our unwavering dedication to quality and environmental management. These certifications validate our commitment to maintaining effective processes and ensuring that our staff is well-trained to consistently deliver quality products and services. To attain these

certifications, we conducted rigorous assessments, including over 50 rebuyers being interviewed in 42 meetings across all four locations. These assessments encompassed thorough process checks, demonstrations, Failure Mode and Effects Analysis (FMEA) analysis, meticulous documentation preparation and review, and comprehensive audits.



ISO 9001

ISO 9001 is the most widely used quality management system in the world and ensures a strong customer focus and continual improvement. A recognised obstacle to customers engaging in the circular economy is the perceived risk of receiving a low quality product. Ensuring we have robust quality control processes in place leads to increased customer trust and satisfaction. The scope of the audit covered all processes related to our consumer electronics including inspection, grading, testing and repair and in and outbound logistics.



ISO 14001

ISO 14001 is the internationally recognised standard for Environmental management systems. It ensures a company designs and implements an EMS to continually improve their environmental performance, minimise their environmental footprint, comply with legal standards and achieve environmental goals. It includes resource usage, waste management, monitoring performance and improvement and active stakeholder engagement.

Audited documentation for ISO certification includes:

- * Significant supplier list
- * Management structure
- * Stakeholder mapping
- * EMS structure
- * Hazardous materials register
- * Supplier code of conduct

Governance and Documentation

As in previous years our board meets every quarter, board members are publicly visible on our website and all complete a conflict of interest questionnaire. The board discusses performance, remuneration, provides guidance and reviews KPI's including sustainability performance and goals.

To further strengthen our ethical standards, we aligned our supplier code of conduct with the stringent requirements of B Corp, which represents some of the highest standards for codes of conduct globally. This policy incorporates clauses addressing anti-bribery and corruption, freely chosen employment, freedom of association, prohibition of child labour, and adherence to health and safety regulations. Additionally, we encourage our suppliers to consider their environmental impact and strive for enhanced environmental performance.

Our register of significant suppliers includes their certification and sustainability credentials and tenders and business volume are awarded in line with sustainability performance.



rebuy Board of Directors



Repair and refurbishment

Repair plays a fundamental role in our commitment to expanding participation in the circular economy by ensuring that we can accept and refurbish as many products as possible. We are currently progressing steadily towards achieving our product acceptance and repair goals for both 2025 and 2030. Repair activities also support our ability to buyback items from customers, as well as ongoing marketing and customer relationship management efforts in this domain.

Operating Europe's most advanced grading facility, our automated processes ensure swift and accurate evaluations, maintaining our high standards and control. All initial reconditioning and refurbishment tasks are conducted in-house to uphold quality. Graded items requiring repair are forwarded to our repair centre in Poznań for further assessment and subsequent repairs.

Our repair team comprises 31 skilled technicians, supplemented by a network of external vendors offering specialised competencies or necessary certifications. In 2023, we completed 35,500 repairs, marking a 25% increase from the previous year's volume of 28,400 repairs. This figure is expected to rise further, with an average of over 4,000 repairs per month in the initial months of 2024.

To enhance our repair operations, we are investing in an upgraded repair management system and have restructured our operations to incorporate a dedicated repair representative at our headquarters. This ensures that repair considerations are integrated into strategic decisions, drives performance, and fosters improved communication and visibility.

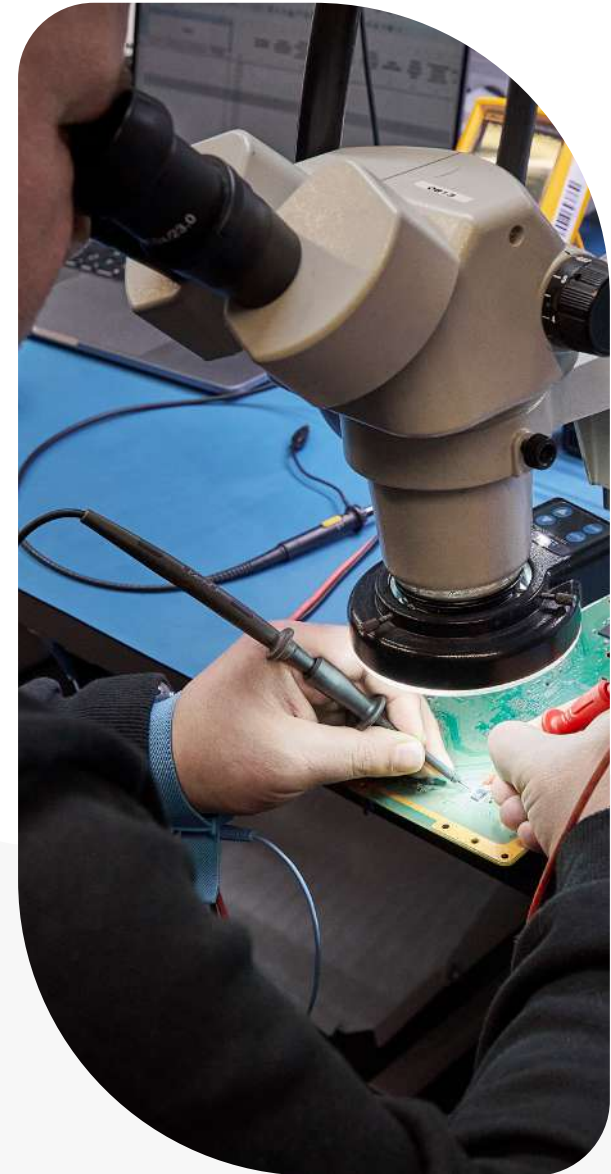
Looking ahead to 2024, we remain committed to further expanding our capabilities and professionalising our repair operations, excited to continue extending the lifespan of products through repair initiatives.



Jerzy Sawiński
Head of Repair in Poznań



Thanks to our processes, we are able to restore damaged and defective devices to a like-new condition so that users or we, as a company, do not waste such equipment but give them a new life."



Disclaimer

This sustainability report provides stakeholders with an overview of the significant environmental and social challenges that rebuy faces, as well as its progress and future strategy. Although rebuy is not subject to the publication requirements of sections 289b/315b of the German Commercial Code (HGB) for the CSR Directive Implementation Act, the company has linked its business and report content to the Sustainable Development Goals (SDG), and is actively working to improve its data collection with the Global Reporting Initiative (GRI) standards in mind.

The report, which is published electronically in pdf format in English, includes references to employees, customers, and others, and these references apply equally to all gender identities. The report is based on the assumption that most electronic and media products are disposed of after use, although rebuy recognises that this assumption may not always reflect reality. The company will continually revise its assumptions to ensure that it includes

the most accurate information available and measures itself based on updated assumptions.

The report includes forward-looking statements about the future development of rebuy, as well as potential economic and political developments. These statements are based on the information available at the time the report was written, and if underlying assumptions do not materialise or additional developments arise, actual performance may differ from what is currently expected. rebuy cannot assume responsibility for the accuracy of these statements.

rebuy plans to update and publish this report regularly in the future to keep stakeholders informed of its progress.

Endnotes

1. Weight of electronic products sold,
2. Consumer electronic products sold 2023 multiplied by additional usage years per product, assumption: additional usage years correspond to warranty period (3 years)
3. Products sold 2023, excluding returns
4. Products sold 2023, excluding returns
5. Actual weight of books sold using assumption of 16 trees per tonne of paper
6. Assumption 1000 litres of water per book
7. 20% reduction across all scopes (1, 2 and 3) on 2020 baseline
8. Calculated based on the annual weight of all consumer electronics sold per year.
9. Calculated based on the actual weight of all books sold
10. [GSMA \(Global Mobile Communication industry\)](#)
11. [bevh - Umsätze im E-Commerce erreichen Talsohle](#)
12. To calculate avoided emissions, we deducted the emissions related to the resale process from the emissions of the first product life cycle. The avoided emissions per product were calculated by allocating the resale process emissions to the different product categories (consumer electronics and media products) based on their sales volumes and revenues. The allocation value was then deducted from the product footprint. Product Footprint from PERs CE [provided by Apple](#). The fundamental assumption of this approach is that the primary (first) production of a product is always attributed to the primary user of a product. If a product is sold as a second-hand product, the primary producer receives no credit for the provision of second-hand products. Therefore, secondary (second-hand) products bear only the impact of the resale processes. Resale process emissions are as follows: inbound and outbound logistics (including packaging), energy, upstream and downstream, waste treatment, water, employee commuting, vehicle fleet, home office, and business travel CO₂ emissions
13. Products sold excluding returns
14. Products sold, excluding returns multiplied by additional usage years per product, assumption: additional usage years correspond to warranty period (3yrs)
15. Change in mix of electronic items sold, higher volumes overall but lighter products in the mix
16. 9 minutes vs 30 seconds
17. This number is variable throughout the year
18. Supported projects can be found on ClimatePartner website
19. Bain & Co.

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