

ReturnPro

2024 Impact Report



Contents

1 Introduction

4 From goTRG to ReturnPro

8 Thought Leadership: Research & Surveys

10 2024 Highlights

13 Our Contribution to Sustainable Development Goals (SDGs)

18 Environmental Impact

24 Corporate Governance Impact

26 Social Impact

30 Final Words

Introduction





Words from our CEO

As we close out another remarkable year at ReturnPro, I want to take a moment to reflect on the journey we've had and share some of the key accomplishments that have shaped our impact. Our ongoing commitment to driving innovation, sustainability, and excellence in returns management has never been stronger, and I'm proud to lead a company that continuously sets new industry standards.

This year has been pivotal, not just in the evolution of our company but in how we are positioning the future of reverse logistics. 2024 marked a significant milestone for our business, highlighted by our rebrand to ReturnPro. This move marks a new chapter in our journey. As ReturnPro, we continue to lead the charge in shaping the future of returns management by innovating and integrating sustainable solutions into our core processes.

In 2024, we also made meaningful strides in addressing the intersection of returns and sustainability. Our initiatives to reduce waste, optimize logistics, and promote a circular economy were highlighted in our Report on Returns and Sustainability, with the results published online in conjunction with Earth Day. We are proud to see the industry increasingly adopting these principles, and we remain committed to pushing the boundaries of what is possible in minimizing the environmental impact of returns.

Two other milestone achievements further underscore our dedication to innovation. First, I'm excited to share that our work in reverse logistics was recognized with the 2024 Innovation Solution Partner Award from the Reverse Logistics Association. Additionally, we were honored as the Most Innovative Company of the Year at the 2024 Silver Stevie American Business Awards, a recognition we proudly highlighted in our announcement last April. These accolades reflect our ongoing commitment to driving progress and excellence in every aspect of our business.

These accomplishments would not have been possible without the dedication of our team, the trust of our customers, and the ongoing support of our partners. As we look to the future, we remain focused on expanding our impact, strengthening our innovation, and fostering sustainability across all areas of our business. We are committed to creating lasting, positive change for our customers, industry, and planet.

Thank you for your continued support, and we look forward to another year of progress and innovation.

Sincerely,
Sender Shamiss, CEO and cofounder

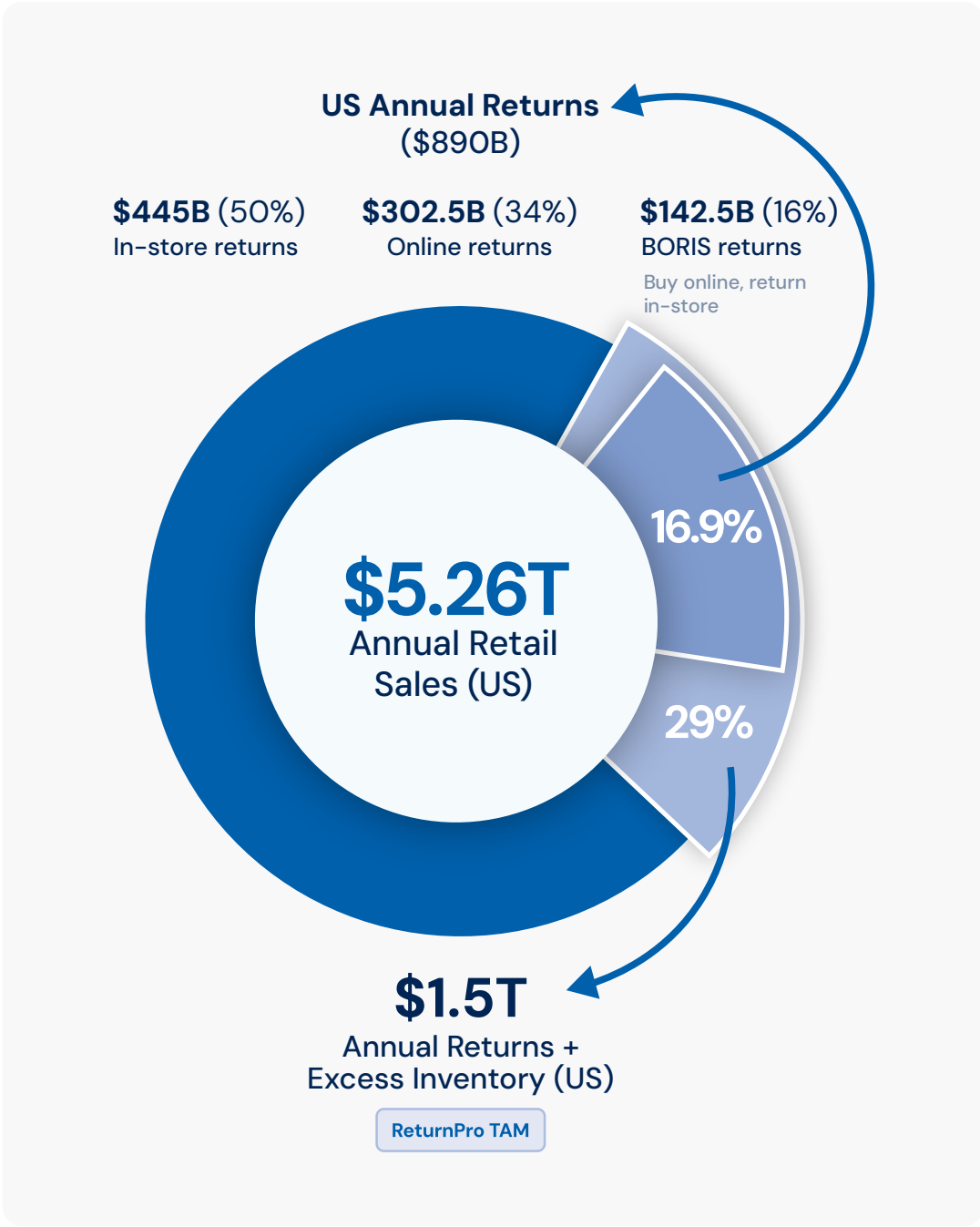
Introduction to the 2024 Report

In 2024, the reverse supply chain and logistics sector became central to advancing sustainability in the retail industry, playing a crucial role in promoting circular economy practices. Reverse logistics—the process of moving goods from consumers back to retailers or manufacturers—includes returns, recycling, refurbishment, and resale. This approach reduces waste, optimizes resource utilization, and aligns with global sustainability goals, while helping businesses minimize their environmental impact and manage increasing return volumes.

Return rates across all retail sectors in the U.S. have been rising, with an estimated average return rate of 16.9% in 2024, according to the National Retail Federation (NRF), resulting in approximately \$890 billion in returned merchandise. For eCommerce, return rates are higher, ranging from 20% to 30%, driven by factors such as the inability to physically examine products, generous return policies, and practices like “bracketing” (ordering multiple sizes or colors and returning what doesn’t fit). This surge in returned goods highlights the urgent need for retailers to implement more efficient, cost-effective returns management systems.

Sustainable reverse logistics practices offer significant benefits. By refurbishing and reselling returned products, businesses can reduce waste and conserve valuable resources, while improving cost efficiency. Optimizing returns processing also enhances customer satisfaction by preventing logistical bottlenecks and reducing environmental waste. Efficient returns management is critical to avoid increased costs and logistical challenges, aiming to create systems that quickly evaluate returned items and determine their next best step—whether that’s repair, resale, recycling, or disposal—while maximizing resource efficiency and minimizing the carbon footprint.

Reverse logistics has become integral to sustainability efforts in 2024, enabling retailers to actively contribute to the circular economy. By adopting mindful practices, businesses can reduce their environmental impact, save costs, and meet the growing industry expectations of eco-conscious consumers. This report highlights the actions we’ve taken in 2024 to align our business model with global sustainability goals and drive innovation in reverse logistics, ensuring sustainability remains at the core of our mission and vision for the future.



**From goTRG
to ReturnPro**



Rebranding Announcement

From Initiation to Second Shelf: How ReturnPro is Redefining Returns Management

On November 14, 2024, we rebranded from goTRG to ReturnPro, marking a significant step in our evolution and commitment to solving returns. This new identity highlights our position as the only fully integrated returns management solution, dedicated to addressing the \$890 billion returns challenge. ReturnPro is committed to leading the industry with innovative returns management software, reverse supply chain, and ReCommerce solutions that tackle the complexities of returns management.

ReturnPro continues the legacy of innovation that goTRG was long known for, transforming how the highly fragmented industry approaches retail returns. ReturnPro offers a connected suite of returns management SaaS, reverse supply chain, and ReCommerce services, under one roof, to address every part of the post-purchase experience from returns initiation all the way to the second shelf. From the time a return is initiated all the way to its next life, ReturnPro helps retailers, brands, and third party (3P) marketplace sellers boost returns revenue, improve customer satisfaction, drive efficiencies, and reduce environmental impact.

“Our mission has always been to solve returns,” said Co-founder and CEO Sender Shamiss. “With our rebrand and expanded services, ReturnPro is set to revolutionize the returns process, empowering retailers to operate more efficiently and sustainably in today’s competitive landscape. We have the technology, infrastructure, and expertise to tackle the industry’s \$743 billion returns challenge.”

In a market where many providers offer only partial solutions, ReturnPro stands out by managing the entire returns lifecycle through its dedicated returns SaaS, reverse supply chain, and ReCommerce solutions. Retailers often find themselves juggling multiple tools and logistics providers to manage returns, incurring unnecessary costs and inefficiencies. ReturnPro eliminates this complexity by offering a unified, in-house solution that optimizes financial outcomes for businesses.

Our Corporate Identity Evolution



Returns Management Software (Returns SaaS)

ReturnPro’s SaaS eliminates human biases from returns decisions and connects to every part of the retail ecosystem, from returns initiation all the way to the second shelf. AI is incorporated across the entire SaaS platform to optimize every step of the reverse journey from return to resale. By leveraging enriched external sources, client data, internal data, and machine learning, ReturnPro identifies the most profitable path for each item, increasing efficiency, reducing costs, and maximizing recovery.

Reverse Supply Chain

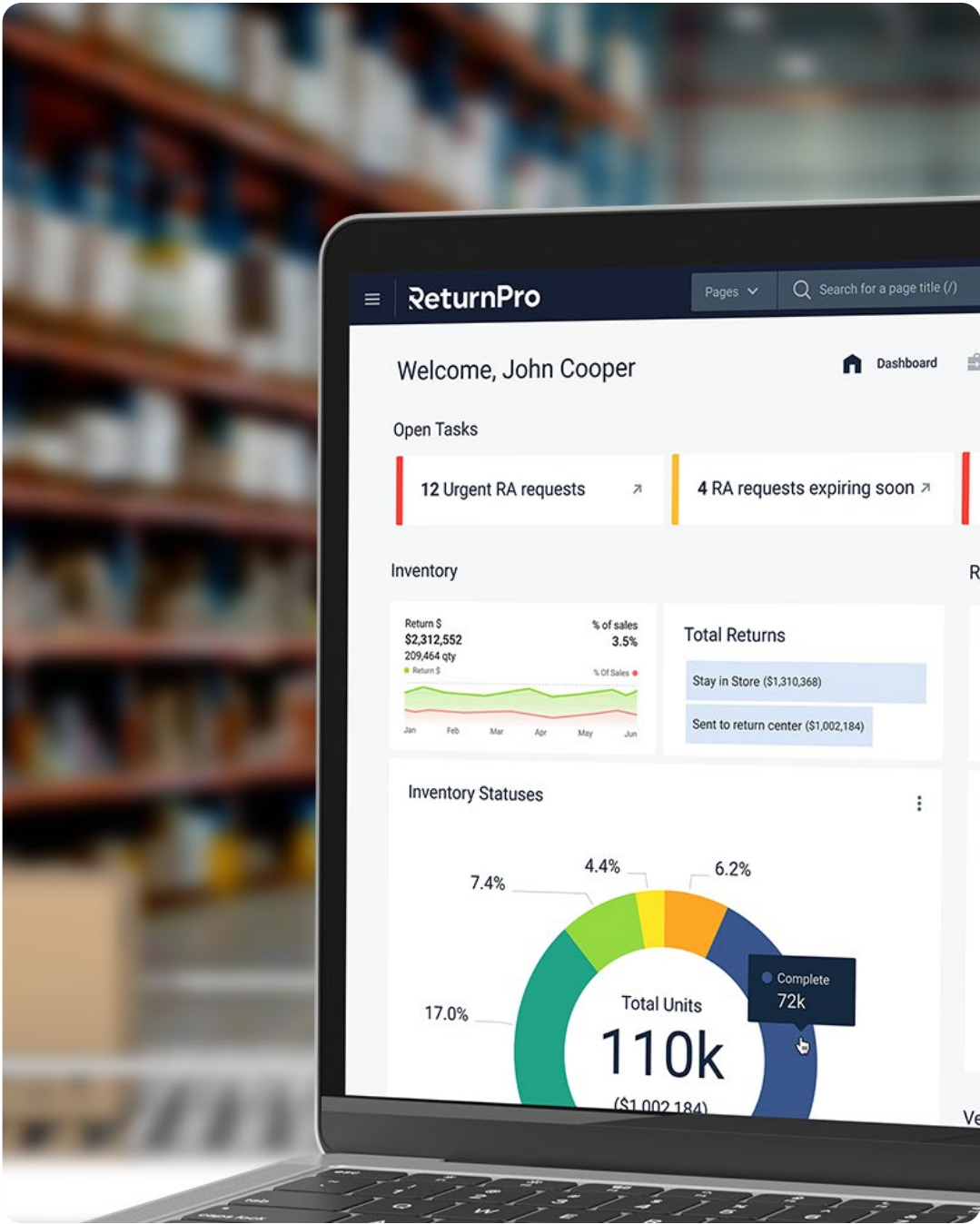
ReturnPro operates a global network of dedicated reverse logistics centers totaling 1.5 million square feet, including six in the U.S., one in Canada, two in Mexico, and one in China, all powered by ReturnPro’s proprietary reverse warehouse management SaaS. These centers efficiently process over 45 million units annually from various categories, including consumer electronics, home improvement, apparel, and appliances. Before processing any items, the system analyzes the total cost to maximize recovery and enhance item value, focusing on driving efficiencies rather than merely charging service fees.

ReturnPro’s highly trained professionals provide a comprehensive suite of services typically offered by third party logistics providers (3PLs), such as receiving, sorting, inspecting, and fulfillment, along with specialized value-added services like repair, refurbishing, sanitizing, and repackaging, enabling items to be restocked, returned to vendors, or sold on new marketplaces for optimal returns.

ReCommerce Services

ReturnPro provides managed ReCommerce services for overstock and distressed inventory, including brand protection, customer support, pricing, velocity, marketplace management, listing, catalog, and returns management. The Company operates three proprietary marketplaces – goWholesale, Direct Liquidation, and VIP Outlet – and manages sales with integrations to over 20 of the world’s leading 3P marketplaces. ReturnPro maximizes recovery while minimizing handling and resale costs for returns, restoring and reselling items on their original marketplaces whenever possible. If that’s not feasible, items are moved through wholesale and retail channels, with liquidation marketplaces as a final option. This approach focuses on “bringing items back to life” and placing them on secondary markets, optimizing both recovery and efficiency.

This rebranding to ReturnPro marks the next chapter in its journey as the company continues to lead the industry with innovative solutions that address the complexities of returns management.



Corporate Values

Another important component to our corporate rebrand was to reexamine our core values and realign them with our ongoing commitment to fostering a strong, vibrant culture at ReturnPro. These refreshed values reflect not only who we are today but also the culture we are building for the future—one that prioritizes action-oriented outcomes and empowers our team to drive meaningful change in our mission of solving returns. By associating our values with our vision, we aim to inspire continued growth, cultivate innovation, and ensure that every member of our team plays a key role in achieving our collective success.

At ReturnPro, we value Adaptive Evolution, People-Centric Excellence, Value-Driven Partnerships, and Practical Sustainability. We are driven by critical thinking and sound decision-making, relying on experience and data to navigate uncertainty and guide us toward innovative solutions. Our commitment to hard and smart work is coupled with a deep respect for our people and partners, fostering a culture of empathy and collaboration where every team member plays a vital role in our collective success. Our focus on sustainability goes beyond reducing waste—we bring items back to life and find creative ways to reuse resources, ensuring our services benefit both the environment and our clients. We maintain unwavering dedication to exploring new ideas and fostering innovation, continuously striving for improvement and adaptability to meet our clients' evolving needs and solve returns.



People-Centric Excellence
We combine hard work, critical thinking, and respect for our people and partners, fostering a culture of collaboration and empathy that drives our success.



Practical Sustainability
Our focus on sustainability goes beyond reducing waste; we bring items back to life and find innovative ways to reuse resources and reduce returns, benefiting both the environment and our clients.



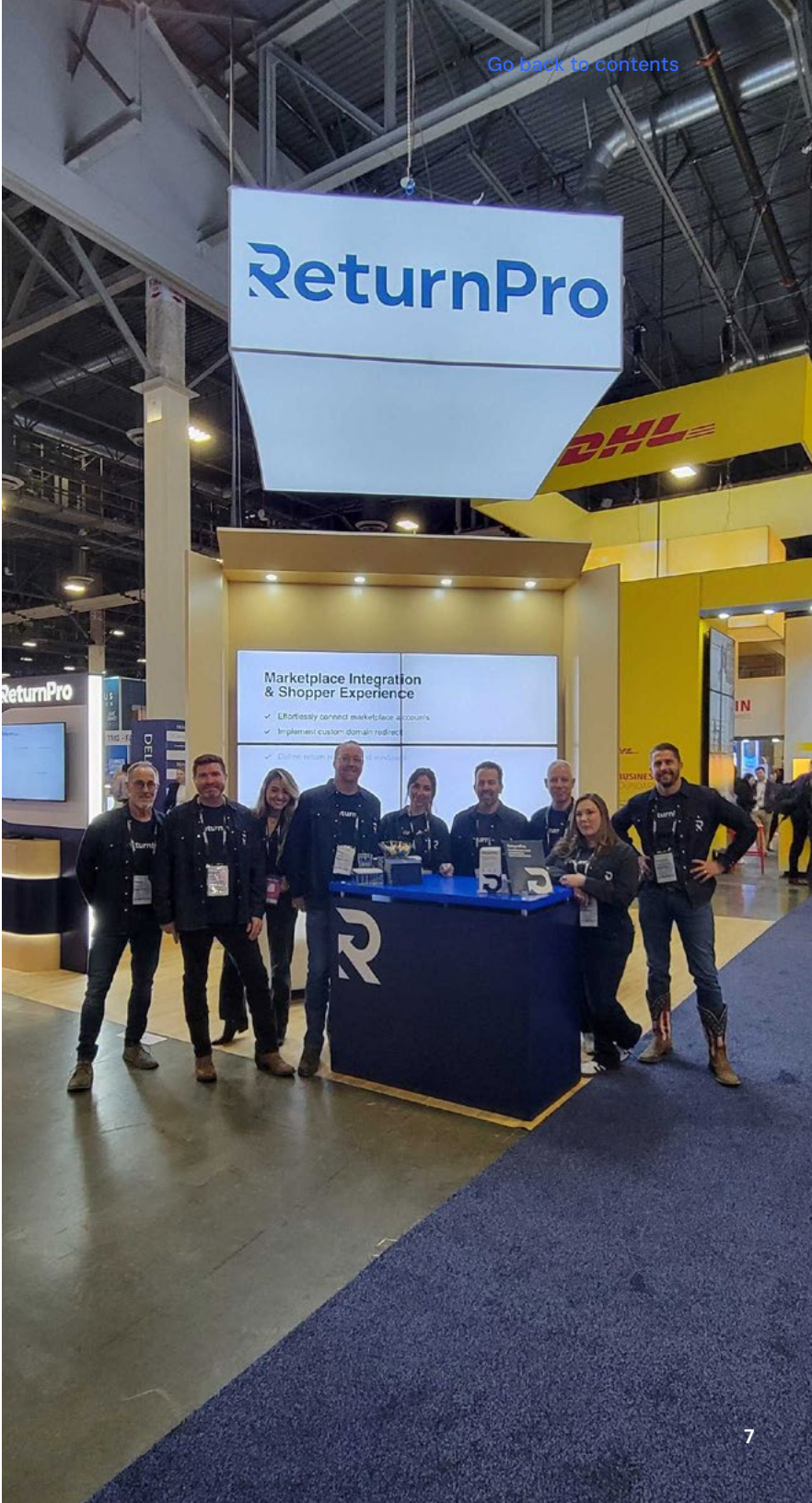
Adaptive Evolution
We are driven by critical thinking and sound decision-making, relying on experience and data to navigate uncertainty and guide us toward innovative solutions.



Value-Driven Partnerships
We believe every team member plays a vital role in our collective success, ensuring strong partnerships based on mutual respect and shared goals.



Continuous Improvement
We maintain unwavering dedication to exploring new ideas and fostering innovation, continuously striving for improvement and adaptability to meet our clients' evolving needs and solve returns.



Thought Leadership: Research & Surveys

Empowering Retailers with Market Data

ReturnPro develops original research based on market data and surveys to leading retailers in the US. In 2024, reports were published on our website to amplify our brand as an authority on returns and bring value to ReturnPro’s clients and stakeholders through our data analysis.

In 2024, we released several must-read reports. Here’s a small sample.

ReturnPro & SupplyChainBrain: Retail Returns Sustainability Report 2024

The ReturnPro & SCB Retail Returns Sustainability Report 2024, based on a survey of over 250 U.S. retailers, provides insights into sustainable practices within the retail industry. Some of the insights and highlights of this report include:

- **68.4%** of respondents considered returns management very important for their companies, and 56.4% acknowledged its significance to customers.
- **9%** increase in Buy Online, Return In Store (BORIS) returns over the previous year.
- **45.2%** of retailers are charging fees for online returns—down from 66.4% in 2023.
- **50.4%** of retailers are now processing returns with fewer touches, reducing environmental impact.
- **80%** of respondents believe that implementing sustainable practices in the returns process can positively impact their company’s bottom line.

2024 Consumer Returns Survey

The ReturnPro 2024 Consumer Returns Survey (Holiday Edition), based on a survey of 500 U.S. consumer responses. Some of the insights and highlights of this survey include:

- **52.6%** of customers choose to make their holiday purchases in-store.
- **31.5%** of customers mostly consider prices and promotions when picking a retail store.
- **62%** of customers make any returns no more than 14 days away from the holidays.
- **77%** of customers feel that returns policies have a major influence on their purchase decision.
- **43.2%** of customers would not purchase in a store that does not offer free returns.

2024 Highlights



22M+
items
processed

100M+
pounds spared
from landfills

16M+
units brought
back to life

3M+
items
refurbished

170K
tons of
CO₂eq avoided

**By the
Numbers**

1M+
square feet of
warehouse space

R2v3
certified in Fort Worth, TX
and Brantford, ON, Canada

900+
standard operating procedures
and supporting documents

98%
of items refurbished & recycled
in our facilities

Industry Recognitions & Awards

We are incredibly proud to share the honors we’ve received in 2024, which reflect not only our commitment to innovation and excellence but also the dedication and passion of our team. Each award symbolizes the trust and support of our clients and partners, and it motivates us to continue pushing boundaries in delivering impactful solutions.



2024 Innovation Solution Partner Award from Reverse Logistics Association

The Reverse Logistics Association (RLA) recognized ReturnPro with the 2024 Innovation Solution Partner Award for its transformative solutions in the returns management space. This award underscores ReturnPro’s ability to drive efficiency and optimize revenue recovery through innovative technology.



American Business Award for Most Innovative Company of the Year 2024

The 2024 American Business Awards® awarded ReturnPro with the prestigious Silver Stevie® Award for Most Innovative Company of the Year.



Lifetime Achievement Award for Ongoing Contributions to the Supply Chain Industry

Supply & Demand Chain Executive presented the Lifetime Achievement Award to Sender Shamiss for his exceptional contributions to the supply chain industry. Since founding ReturnPro in 2008, Mr. Shamiss has been instrumental in revolutionizing returns management. His vision and leadership have helped reshape the reverse supply chain process, creating sustainable and profitable solutions that benefit both retailers and consumers.

Our Contribution to Sustainable Development Goals (SDGs)





1 NO POVERTY

2 ZERO HUNGER

3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

5 GENDER EQUALITY

6 CLEAN WATER AND SANITATION

7 AFFORDABLE AND CLEAN ENERGY

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

10 REDUCED INEQUALITIES

11 SUSTAINABLE CITIES AND COMMUNITIES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

14 LIFE BELOW WATER

15 LIFE ON LAND

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

17 PARTNERSHIPS FOR THE GOALS

UNITED NATIONS
SUSTAINABLE
DEVELOPMENT
GOALS

Driving Positive Change: ReturnPro’s Commitment to the UN Sustainable Goals

The 17 Sustainable Development Goals (SDGs), established by the United Nations, serve as a universal framework to address the world’s most pressing challenges, including poverty, inequality, climate change, and environmental degradation. These goals provide a comprehensive roadmap for achieving a more sustainable, equitable, and prosperous future for all people and the planet. At ReturnPro, we align our corporate activities with these SDGs to ensure that our business practices contribute to global well-being while minimizing environmental impact. This alignment helps us track our progress, foster accountability, and make a meaningful impact, both locally and globally. By adopting the SDGs as a guide, we are not only driving responsible growth within our organization but also contributing to a broader movement for positive change, with the aim to create long-term value for both our stakeholders and the world.



4 QUALITY EDUCATION	CORPORATE GOVERNANCE	▪ We implemented a third-party, cloud-based SOP management: Way We Do (WWD) ▪ Our library comprises more than 400 standard operating procedures and 500 training documents to provide the best educational resources for our collaborators ▪ In 2024, over 316 teammates were educated through ReturnPro Education initiatives
5 GENDER EQUALITY	CORPORATE GOVERNANCE	Currently 11% of leadership positions are covered by women and we are working on tracking and improving this number.
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	CORPORATE GOVERNANCE	In 2024, we received the American Business Award for Most Innovative Company of the Year.
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	ENVIRONMENTAL IMPACT	In 2024, we brought a total of 1.6 million returned items back to life.
13 CLIMATE ACTION	ENVIRONMENTAL IMPACT	In 2024, our business model avoided more than 170,000 t CO ₂ eq from being released to the atmosphere.
14 LIFE BELOW WATER	ENVIRONMENTAL IMPACT	For Earth Day awareness each year ReturnPro participates in a beach cleanup.
1 NO POVERTY	SOCIAL IMPACT	Volunteers came together in 2024 to assemble over 1,600 boxes of food for senior citizens in South Florida.
2 ZERO HUNGER		

3 GOOD HEALTH AND WELL-BEING 	SOCIAL IMPACT	▪ We implemented a defined wellness strategy for 2024 and achieved 100% of our objectives ▪ FoodSmart: Teammates are offered 3 free sessions with a dietician to support health and nutrition goals
4 QUALITY EDUCATION 	SOCIAL IMPACT	In 2024, over 316 teammates were educated through ReturnPro Education initiatives
5 GENDER EQUALITY 	SOCIAL IMPACT	We conduct activities to close the gender gap in our offices, such as: ▪ Free feminine hygiene products (over 1,000 products delivered in 2024) ▪ Breast Cancer Awareness Month ▪ Paternity leave
8 DECENT WORK AND ECONOMIC GROWTH 	SOCIAL IMPACT	During the past year, we covered the following events: ▪ Black History Month ▪ Breast Cancer Awareness Month ▪ Hispanic Heritage Month ▪ No Shave November ▪ Pride Celebration of Equality
12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	SOCIAL IMPACT	▪ We continue improving our “Free of Plastic Office” initiative ▪ New teammate welcome kits include sustainable products

Environmental Impact



Our Commitment to Environmental Performance

At ReturnPro, our dedication to environmental sustainability is not just a core value, but a driving force behind everything we do. As leaders in reverse logistics, we recognize the profound impact our operations have on reducing waste, conserving resources, and mitigating carbon emissions across the retail supply chain. In this section, we share the steps we are taking to estimate the environmental impact of our operations to ensure that our processes contribute positively to the environment while supporting our client’s sustainability goals.

Through our material tracking program, we have gained a clearer understanding of the different material streams entering our facilities, enabling us to optimize their processing and reduce waste. We highlight the significant increase in the volume of materials we manage and the measures we’ve taken to ensure that more products are refurbished, recycled, or recovered instead of being landfilled.

Additionally, we delve into our efforts to refine emission factors related to these material streams, which help us more accurately measure and report the environmental benefits of our work.

The section also covers how we’ve updated our baseline emissions scenario, accounting for the impact of reverse logistics on avoided waste and the manufacturing of new products. By assessing both baseline and project emissions, we continuously improve our understanding of how we can further reduce our carbon footprint and contribute to a more sustainable retail industry.

2024 Tracking Program for Material Streams

In 2023, we deployed network-wide tracking objectives to quantify the different material streams that enter our facilities. This resulted from several training sessions and procedures designed to help our collaborators identify the different material streams, document the data in our systems, and understand their impact. After another year of data collection, we have organized our materials in four streams for 2024:

1 Recycled units

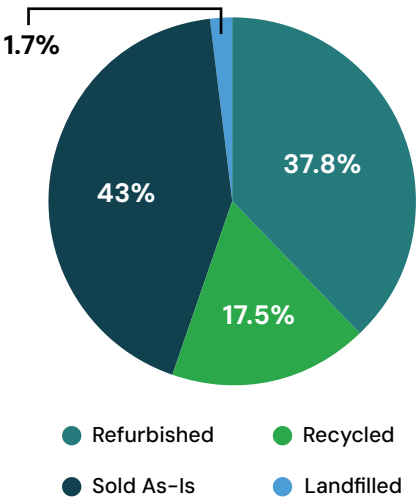
2 Refurbished units

3 Recovered units*

4 Landfilled waste

*Units sold as they are.

Type of Stream	Weight (lb.) 2024
Refurbished	23,430,846
Recycled	1,999,524
Recovered	23,430,846
Landfilled	485,800
Total managed	75,180,147



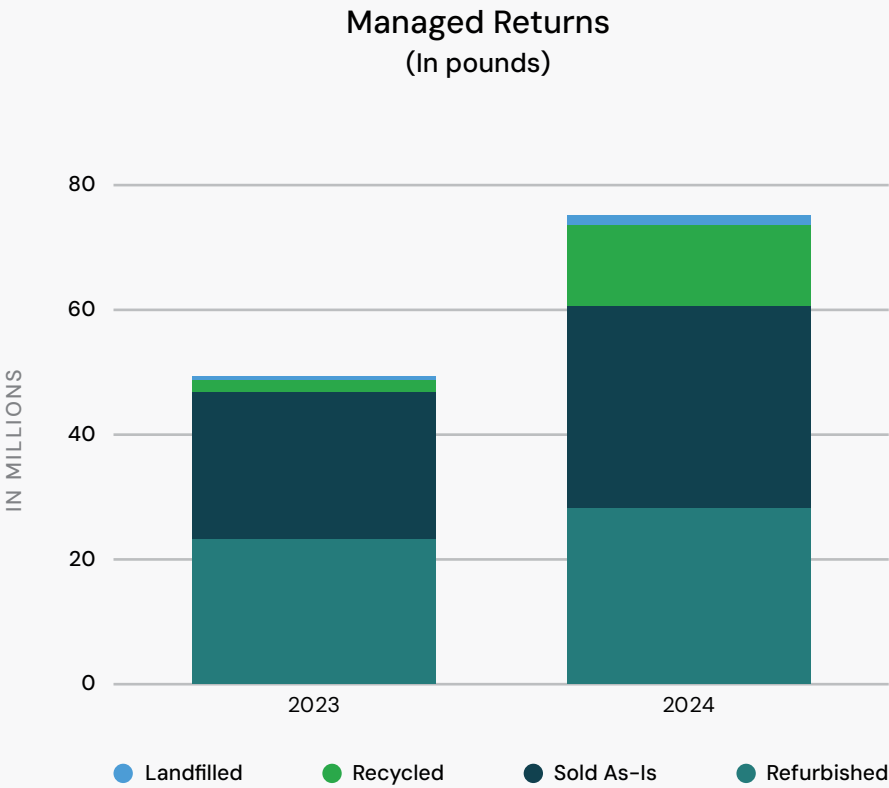
Material Tracking Analysis 2023 vs 2024

The total amount (weight) of managed returns increased by 52%. In 2023, this amount reached 49 million pounds; this year, the total weight increased to 75.1 million pounds. The following image shows the distribution of the product streams, categorized as mentioned in previous sections of this report: landfilled, recycled, sold as is, and refurbished.

Based on this information, the emissions corresponding to the manufacturing of each product category were calculated. To do this, an average composition for each category was established (as detailed earlier in this report), and the emission factors were obtained from the DEFRA 2024 database.

ReturnPro Numbers		
Metric	2023	2024
Pounds of managed returns	49,973,450	73,886,676
Pounds of refurbished items	46,861,691	62,059,999
Percentage of refurbished + recycled items from total recovered materials and products	99%	98%
Pounds of avoided emissions due to new products manufacturing and avoided landfilling	120,436* t CO ₂ eq	169,690 t CO ₂ eq

*t CO₂eq differs from the 2023 impact report because new emissions due to changes in the methodology employed to determine baseline and project emissions scenarios



Comparison of Emissions Between the Baseline and Project Scenarios

The following table provides a detailed comparison of emissions between the baseline and project scenarios for 2024. It highlights the environmental impact of our operations, focusing on key areas such as methane emissions from landfilled waste, CO₂ emissions from new product manufacturing, and CO₂ emissions associated with new materials manufacturing.

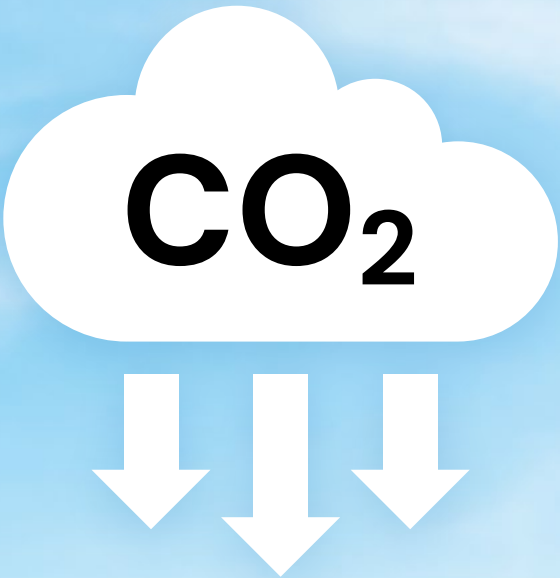
- Baseline emissions scenario: emissions that would occur if ReturnPro’s reverse logistics services did not exist
- Project emissions scenario: emissions that occur during ReturnPro’s reverse logistics operations

Source: GHG Protocol for project emissions

Additionally, the table considers emissions related to the manufacturing of purchased goods like cardboard boxes and Gaylords, which are necessary for our operations. These comparisons help us better understand the emissions we avoid through our sustainable practices and demonstrate our ongoing commitment to reducing our carbon footprint.

Emissions (12 months)	Baseline emissions 2024	Project emissions 2024
Methane emissions from landfilled waste	10% of returns would go to a landfill if ReturnPro did not exist (baseline scenario validated by industry experts)	2% of returns and materials that enter ReturnPro operation centers end up in a landfill (operations data)
CO ₂ eq emissions from new products manufacturing	50% of returned products would remain unsorted and therefore an equivalent amount needs to be manufactured to be sold in stores	0 products need to be manufactured to be sold in stores (100% of products are sold as they are, refurbished or recycled)
CO ₂ eq emissions from new materials manufacturing	48% of materials that enter ReturnPro and get recycled would otherwise need to be manufactured	0 new materials need to be manufactured to be sold as new materials
Purchased goods (cardboard purchases)	Not calculated	Emissions due to manufacturing of cardboard boxes and Gaylords. EF Source: DEFRA

Emissions (12 months)	Baseline emissions 2024 (tons CO2eq)	Project emissions 2024 (tons CO2eq)
Methane emissions from landfilled waste	146.5	49.0
CO2eq emissions from new products manufacturing	170,074	0
CO2eq emissions from new materials manufacturing	124.3	0
Purchased goods emissions from project (cardboard purchases)	0*	605.0
Total emissions	170,344	654.0
Total reduced emissions (Baseline emissions – Project emissions)	169,690	



It must be noted that this baseline draft versus project scenario will be updated in future reports as more information is gathered regarding emission sources in both the baseline and process scenarios, such as:

- Fuels used
- Electric energy used
- Purchased goods and materials
- Transportation

For future reports, this baseline and project emissions will be updated to continuously improve our estimation of how reverse logistic companies contribute to a reduction of GHG emissions in the retail industry.

Case Study: Cardboard and Gaylords Reutilization

ReturnPro’s cardboard and Gaylord reuse policy resulted in the repurchase of 8,600 Gaylords, weighing a total of 150,500 pounds (at 17.5 pounds per Gaylord) in 2024. This initiative has had a positive environmental impact, significantly reducing waste and the need for new packaging materials. Moreover, the environmental benefits have been quantified in terms of greenhouse gas (GHG) emissions, underscoring the company’s commitment to reducing its carbon footprint and supporting sustainable practices across its operations.

The emissions saved by reusing the 8,600 Gaylords—totaling 150,500 pounds—amount to approximately 180 metric tons of CO₂ equivalent (CO₂eq).* This represents a reduction in our organizational GHG emissions, highlighting the positive environmental impact of ReturnPro’s sustainable packaging practices.

*EF Source: DEFRA; 2024

ReturnPro’s Sustainable Impact

8,600
Gaylords reused

150,500 pounds
of cardboard saved

180 metric tons
of CO₂ emissions avoided



Corporate Governance Impact

The background of the slide features large, stylized, light blue letters 'GRI' that are semi-transparent, allowing the dark blue background to show through. The letters are positioned behind the main title.

Way We Do (WWD) Program

At ReturnPro, sustainability is deeply embedded in our operational framework, supported by a rigorous training and education system. Our warehouses operate under more than 400 Standard Operating Procedures (SOPs) and a comprehensive library of over 500 training documents, covering critical areas such as Management Systems, eWaste & Focus Materials, Environmental Health & Safety, Compliance Obligations, Emergency Preparedness & Response, and Facility Rules.

In 2024, ReturnPro introduced a cutting-edge platform to manage and access SOPs called Way We Do (WWD) to ensure compliance, consistency, and accessibility. This platform simplifies access to company procedures, tracks document acceptance and updates, and provides insights into best practices, enabling teams to maintain alignment with our sustainability goals.

Example Key SOPs for Enhancing Sustainable Operations	
Sustainability Activity – Facility Reporting (SOP2646)	Standardizes reporting for all recycling and landfill waste shipments. It enables detailed tracking by waste type, shipping container, and other characteristics, ensuring transparency and accuracy in waste management.
Focus Materials Management Plan (FMMP, DOC1473)	Aligned with the R2v3 standard, this document outlines methods and responsibilities for managing focus materials such as CRTs, mercury-containing devices, batteries, and PCBs. It adheres to a hierarchy of responsible recycling: reuse and repair, materials recovery, energy recovery, and disposal, reinforcing our commitment to environmental stewardship.

Impact on Governance of the WWD Program

The Way We Do (WWD) program strengthens ReturnPro’s governance by centralizing Standard Operating Procedures (SOPs) on a cloud-based platform.

This innovation ensures compliance with sustainability certifications such as R2 and ISO,

while automated SOP assignments and compliance tracking provide accountability across all levels of the organization. The system enables real-time updates, streamlines audit readiness, and ensures that ReturnPro remains aligned with evolving industry regulations.

By simplifying global accessibility and automating account management, WWD enhances transparency and operational consistency across ReturnPro’s facilities.

WWD Program’s Impact on the Environment

WWD has significantly reduced ReturnPro’s environmental footprint by cutting paper usage through digitized SOPs accessible via handheld devices and computers. The program minimizes resource waste by standardizing procedures, which reduces operational errors and streamlines processes. This aligns with ReturnPro’s broader sustainability goals, including waste reduction and adherence to recycling protocols.

Furthermore, WWD facilitates detailed sustainability reporting, enabling accurate tracking of environmental performance metrics, and reinforcing the company’s commitment to a greener future.

Human Impact of the WWD Program

The WWD program fosters a safer and productive workplace by aligning processes with sustainability and safety standards. Employees benefit from real-time access to updated protocols, enhancing their ability to perform tasks efficiently and safely.

The program also promotes transparency and accountability, empowering employees through clear governance of procedures.

By integrating purpose into daily operations, WWD builds a culture of environmental and social responsibility, reinforcing ReturnPro’s dedication to its workforce and the communities it serves.

Social Impact



Driving Impact Through Diversity, Wellness, and Outreach

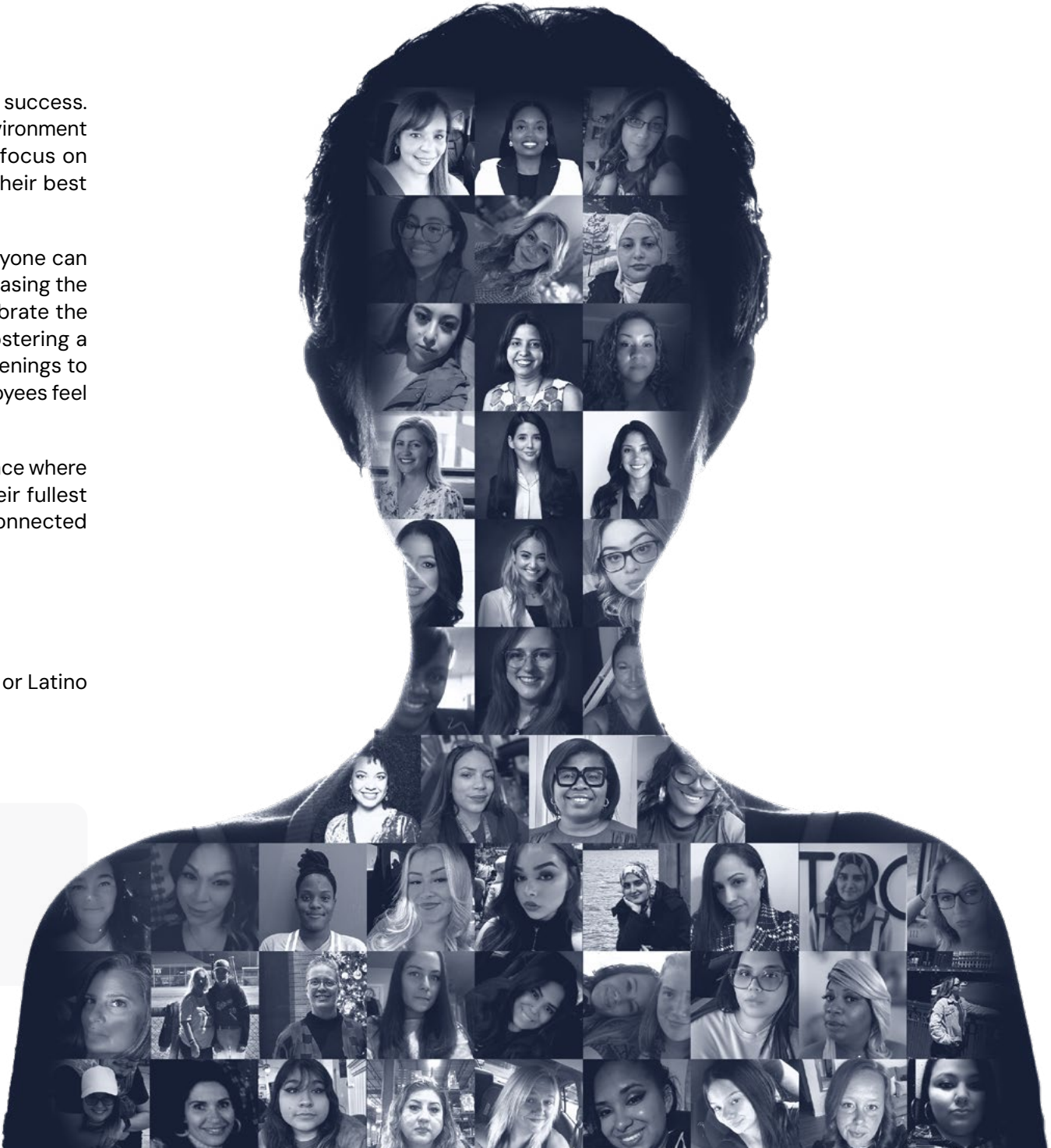
At ReturnPro, we believe that a healthy, inclusive workplace is the foundation for success. By embracing diversity and promoting equity, we not only create a supportive environment for our employees but also reflect the diverse communities we serve. Our focus on inclusivity helps our team feel connected, valued, and empowered to bring their best selves to work, driving creativity and collaboration in everything we do.

This section highlights our ongoing efforts to nurture a workplace where everyone can thrive. We take pride in tracking our progress in diversity and inclusivity, showcasing the diversity of our team across ethnicities, genders, and locations. We also celebrate the success of our 2024 wellness programs, which went above and beyond in fostering a culture of health and engagement. From increased participation in health screenings to mental health awareness initiatives, we're creating an environment where employees feel supported in every aspect of their well-being.

As we continue to evolve, we remain deeply committed to making ReturnPro a place where every individual feels a sense of belonging and is empowered to achieve their fullest potential. It's not just about doing good—it's about creating a better, more connected workplace for everyone.

Leadership Positions Held by Women

In 2024, 42 women held leadership positions. Of these, 47.6% were of Hispanic or Latino ethnicity, 31% were White, and 11% were Black or African American.

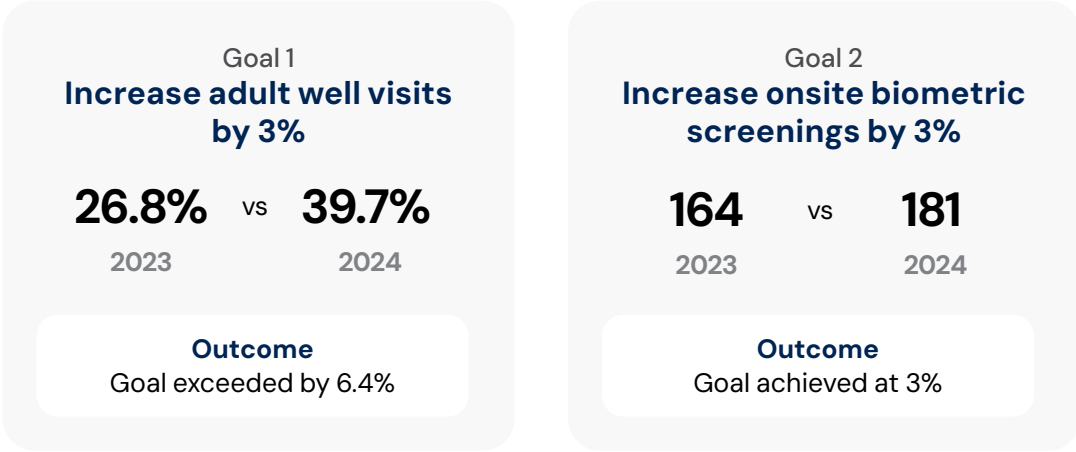


Number of Teammates by Race/Ethnicity

Race/Ethnicity	Number of Teammates / Representation (%)	
	2023	2024
Hispanic or Latino	160 / 30.6%	147 / 40.4%
White	143 / 27.3%	133 / 36.6%
Unspecified	129 / 24.5%	24 / 6.6%
Black or African American	66 / 12.6%	36 / 9.9%
Asian	13 / 2.5%	10 / 2.7%
Native Hawaiian / Other Pacific Islander	5 / 1.0%	4 / 1.1%
Two or More Races	5 / 1.0%	8 / 2.2%
American Indian / Alaska Native	2 / 0.4%	1 / 0.3%
Total	523 / 100%	364 / 100%

Wellness Program Achievements

In 2024, we made significant strides in promoting employee health and wellness, surpassing our engagement goals and fostering a culture of well-being across the organization. Through the successful implementation of a comprehensive wellness strategy, we exceeded key objectives and demonstrated our commitment to supporting the overall health of our employees.



Organization Snapshot and Foundations

- Senior leadership continues to show strong support for the wellness program
- The Population Health Engagement Program remains a core focus of the company
- MyCigna registration maintained a high rate of 81%

Looking forward, we are committed to building on this strong foundation. Proactive engagement in wellness programs will remain a cornerstone of our strategy, supported by innovative campaigns and the continued dedication of senior leaders. Together, we aim to create a thriving and healthier workforce, paving the way for even greater achievements in 2025.

Community Outreach Events and Programs

In 2024, we launched impactful initiatives to promote health and well-being, including preventive care campaigns, mental health awareness programs, and the Foodsmart nutritional platform. Key efforts featured a new Well-Being Solution Health Assessment and communications like the Care Clinical Mailer, Behavioral Digital Guide, and Virtual Care Initiatives.

Community engagement was strengthened through events such as a Corporate 5K Run, monthly healthy snack offerings, and a wellness calendar with themed resources. These programs reflect our commitment to empowering individuals with the tools and knowledge to prioritize their health while fostering a culture of wellness within our community.



ReturnPro teammates from the Ft. Worth facility participating in the Plank Challenge for Wellness Week.

2024 Completed Campaigns

- Preventive campaign
- Promotion of new well-being
- Solution health assessment
- Foodsmart program
- Mental health awareness

2024 Completed Communications

- Care clinical mailer
- Behavioral digital guide
- Identity theft flyer
- Hello-fresh flyer
- Know before you go and virtual care initiatives

2024 Completed Initiatives

- Wellness Week
- Monthly healthy snack
- Yearly calendar with monthly themes to promote overall wellness and Cigna services
- Monthly healthy snack

Final Words



As we reflect on 2024, ReturnPro continues to redefine the landscape of returns management through innovation, sustainability, and unwavering commitment to excellence. Co-founded by CEO Sender Shamiss, ReturnPro has grown from a visionary idea into a transformative force, bringing over 70 million products back to life in 2024 alone. Our comprehensive approach—spanning dedicated returns software, reverse supply chain services, and ReCommerce—has delivered measurable value to enterprise retailers, SMBs, and 3P marketplace sellers worldwide.

This year, ReturnPro has achieved remarkable milestones, from receiving prestigious awards to launching wellness programs that prioritize our team’s health and actively

engage our communities. These accomplishments are a testament to the hard work and dedication of our team, and they give us countless reasons to be proud of the positive impact we continue to make. As we look ahead, we remain steadfast in our mission to create impactful results, leveraging technology and our global reach to improve efficiency, enhance customer satisfaction, and drive meaningful change across the industry.

Together, with our team, partners, and clients, we are shaping a future where returns management is not only efficient but also environmentally and socially responsible.

Thank you for being part of our journey.



Teammates (and family members) from HQ showing off their brand-new branded t-shirts and team spirit at the 2024 Holiday Party.

ReturnPro

info@returnpro.com

returnpro.com