

WESTWING

Our

Sustainability journey

Sustainability Report 2023

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About this report

Welcome to Westwing Group SE's third annual sustainability report, where we delve into our sustainability approach and performance for the fiscal year 2023, covering the period from January 1 to December 31.

Within these pages, we present our efforts to make the Westwing Collection more sustainable, highlighting advancements in materials ([page 21](#)) and packaging ([page 24](#)), as well as our strengthened collaboration with our suppliers ([page 27](#)). Additionally, we cast a spotlight on our endeavours beyond our own collection, through

our partnerships with local and international brands that supply our meticulously curated third-party products ([page 36](#)).

Our commitment to sustainability extends well beyond the products we offer, encompassing our dedication to the well-being of our people and the planet. In this report, we also outline our initiatives to mitigate our climate impact ([page 45](#)), and detail the comprehensive efforts we employ to nurture and empower our most invaluable asset – our teams ([page 54](#)). Thank you for your interest in Westwing Group SE's sustainability journey.



Our Company

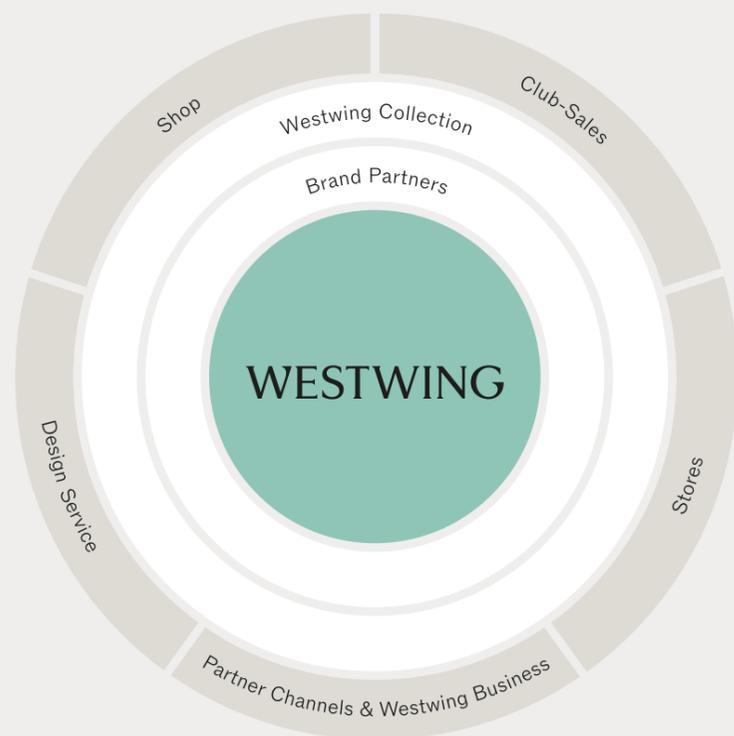
Welcome to Westwing

Westwing is Europe’s No.1 in Beautiful Living e-Commerce — a premium one-stop destination for design lovers. We provide a unique brand experience, combining a curated assortment of our Westwing Collection with the best design brands in Shop and Club-Sales. Our offline Stores, B2B services and Design Service provide further options for our customers to integrate beautiful living into their homes and commercial design projects.

Our purpose is to excite people to create homes that unlock the full beauty of life. We believe there is a sustainable way to live beautifully, which is why sustainability is one of the pillars of our corporate strategy.

The Westwing Collection — our exclusive product brand renowned for exceptional quality and timeless design — sits at the heart of our business. Alongside our own collection, we partner with carefully selected international and local design brands to offer a wide range of high-quality, well-sourced products.

Whichever way our customers choose to shop with us, we want to enable informed purchasing decisions by providing information about the impacts of our products and our business. Our sustainability report is an important part of this communication, supporting our aim to create an inspiring shopping experience and a brand our customers love.



| | |
|----------------------------|---|
| Westwing Collection | Our exclusive product brand, offering exceptional and enduring quality and design. |
| Brand Partners | A selection of over 5,000 brands, offering a wide range of Home and Living products. |
| Shop | A permanent selection of our beautiful Westwing Collection products as well as products from other premium Brand Partners. |
| Club-Sales | Inspiration and shopping are combined in daily themes on our website and app, and announced every morning with a digital newsletter. |
| Stores | Our physical Home and Living Stores offers an exciting destination with a constantly refreshed curation of products from the Westwing Collection and design brands. |
| Design Service | Trusted designers that offer bespoke interior concepts and curated product selections. |
| Partner Channels | Externally owned retail channels through which customers can explore a select assortment of our Westwing Collection products. |
| B2B | Comprehensive end-to-end solutions that cover project planning, delivery, assembly and personalised assistance to businesses interested in beautiful living. |

Our business model



Westwing in 2023

- 1,640 employees¹ representing 71 nationalities
- EUR 429m revenue across 11 countries
- Nearly 2.8m orders processed annually
- More than 1.3m active customers
- 80% orders from repeat customers

¹ End of year value, total number of employees (full-time equivalents).

A message from our CEO and our Founder & CCO

The past year has brought ongoing transformations in Europe and beyond, marked by conflict, economic uncertainties, and persistent climate crises. Amidst these challenges, we are compelled to redefine the essence of our company, emphasising positive change and the well-being of our people. Despite the evolving external landscape, we remain focused on our commitment to enabling our Westwing customers to ‘Live Beautiful’ in every way.

Sustainability is central to our proposition, and we want this to be a ‘given’ alongside great design and high quality. We are not there yet, and we have many challenges still to overcome, but we are making substantial progress and setting our sights on ambitious goals.

Our primary focus is our Westwing Collection of products — beautifully designed furniture and homeware, made for design lovers. It is through our own products that we can have the most direct impact. From how we source our materials to packaging and transportation, we are working at each stage of the process to offer products our customers can love with confidence for a long time. We are also increasing our engagement with the Brand Partners that provide our wider product offering.

This year we made considerable progress in expanding our range of products made of sustainably certified materials, all while adopting more sustainable packaging practices. We also made exciting inroads into innovative solutions such as 3D printing. In addition, the validation of our science-based greenhouse gas (GHG) emissions reduction targets by the Science Based Targets initiative (SBTi) set us on a pathway to manage and reduce our climate impact in line with current science. Engaging with our Westwing Collection suppliers is fundamental to making progress in this area, but also for ensuring the fulfilment of our overall expectations related to environmental and social issues.

At the centre of all these efforts are our dedicated and talented employees. Our progress has been driven by a significant shift in internal awareness and knowledge around our sustainability impacts, priorities and actions — led by our internal team of skilled experts.

Ultimately, our aspiration is for sustainability to seamlessly align with our brand identity. We envision our products' sustainability not merely as a positive force for people and the environment but also as a recognised value proposition for our customers in terms



of durability, safety, and quality. We support the increased EU legislative focus on transparency and impact, which we hope will enable the systemic shifts to accelerate our long-term ambitions. Reaching these won't be easy, but by taking a holistic view and collaborating with our many stakeholders, we can get there together.

DR. ANDREAS HOERNING
Chief Executive Officer
Westwing

DELIA LACHANCE
Founder & Chief Creative Officer
Westwing

Our commitment to sustainability

Two years into our Sustainability Strategy 2030, our motivation to reach and exceed our social and environmental goals is stronger than ever. We developed our strategy to contribute to addressing mounting global challenges such as the climate crisis, resource depletion, inequity, and human rights violations. We operate in a global context where these challenges and the opportunities they present are accelerating and increasingly interlinked.

Our understanding of how to identify and implement the changes necessary to transform our business have grown and we are working with even more dedication to achieve our ambitious targets. Continued efforts to mature and extend the reach of our sustainability strategy also help us to engage our many stakeholders effectively, so we can address

joint challenges and anticipate evolving legislative requirements in this area.

The focus areas of our sustainability strategy remain constant: the materials, suppliers, and packaging associated with our products, alongside our broader efforts to address our climate impact, engage with our customers, and support and empower our people.

In 2023, we made significant progress across all these areas. Highlights include the validation of our GHG emissions reduction targets by the SBTi and the implementation of new packaging solutions. Additionally, we expanded our supplier assessments to cover environmental topics and to include our European suppliers.



Supporting the UN Goals

Westwing supports the United Nations Sustainable Development Goals (UN SDGs), a set of interconnected global goals, designed as a blueprint to achieve a better, more sustainable future for all. Our sustainability work is most relevant to the following SDGs:



The United Nations Global Compact (UNGC) is a voluntary initiative based on CEO commitments to implement universal sustainability principles. Read more about [our commitment](#). In 2023, we joined the [UN Global Compact Network Germany](#), part of the UNGC, which supports organisations to contribute to implementing the SDGs.

Our sustainability focus areas

PRODUCTS

Materials



Improve the environmental, social and ethical profile of the materials in our products¹ by increasing the share of sustainable materials, eliminating hazardous materials and avoiding the use of toxic chemicals.

Westwing Collection targets:

- Use more than 90% certified² sustainable wood by 2026
- Use more than 90% certified³ organic, recycled, and/or responsibly sourced cotton by 2026
- Use more than 90% responsibly⁴ sourced animal by-products by 2026
- Increase the share of recycled content in the plastics used
- Eliminate hazardous materials and avoid the use of toxic chemicals

Packaging



Reduce the environmental impacts of packaging materials and reduce the amount of resources used to make our packaging.

Targets:

- Reduce the amount of packaging⁵ used by Westwing
- Reduce foam material (Westwing's own packaging)
- Eliminate single-use plastics and increase the use of recycled plastics (Westwing's own packaging)
- Eliminate Styrofoam packaging by 2028 (Westwing Collection products)
- Make more than 90% of Westwing's own packaging recyclable or compostable by 2028
- Reuse, recover, or recycle more than 90% of packaging waste generated at our own sites by 2027

¹ As defined by our [Sustainability Labeling \(SL\) guidelines](#). ² Certifications include FSC®, PEFC. ³ Certifications include BCI, GOTS, MADE IN GREEN by OEKO-TEX®. ⁴ Animal by-products include leather, down, fur, etc. ⁵ Inbound for Westwing Collection products, outbound (excluding dropshipping), within warehouses.

PRODUCTS

Suppliers and Brand Partners



Partner with our suppliers and Brand Partners to develop and continually improve their environmental and social performance.

Westwing Collection supplier targets:

- 100% of Westwing Collection suppliers to be evaluated regularly by 2025
- 50% of Westwing Collection suppliers by purchase order volume to have established environmental and social management systems¹ by 2028
- 50% of Westwing Collection suppliers to establish programs to measure and improve working conditions by 2028

Brand Partner targets:

- Brand Partners to be aligned with our sustainability standards by 2027

Responsible marketing and communication



Provide transparent, credible information on the sustainability qualities of our products. Assist and inspire our customers to make more sustainable choices.

Targets:

- A significant share of our products to be labelled as WE CARE²
- 50% of our Westwing Collection products to be labelled as WE CARE by 2027
- A significant share of Westwing's communication to be dedicated to promoting sustainability

¹ Environmental and social management systems (e.g., ISO 14000, SA 8000). ² As defined by our [Sustainability Labeling \(SL\) guidelines](#).

PLANET



Avoid and reduce GHG emissions across our value chain, to meet our science-based targets (SBTs). Invest in credible carbon credits – including GHG emissions avoidance and removal projects – to support beyond value chain mitigation.

Targets:

- By 2027: source 100% of overall energy¹ used from renewable sources
- By 2030: reduce absolute Scope 1 and 2 GHG emissions 75% from a 2022 baseline.
- By 2027: 80% of suppliers by spend (covering Westwing Collection, third-party products, and upstream transportation and distribution) will have SBTs.
- Invest in credible carbon credits, including both GHG emissions avoidance and removal projects²

PEOPLE



Provide a safe, healthy and inclusive work environment with high levels of job satisfaction.

Targets:

- Maintain Westwing employee satisfaction rate above 80%
- Avoid accidents in our warehouses

¹ Energy includes electricity, heating, cooling, and other fuels for vehicle fleet's trucks. Including through the purchase of Renewable Energy Credits (RECs), alongside direct investments in renewable energy infrastructure and energy efficiency measures. ² In line with guidance from the SBTi and the European Commission we have decided to no longer use the term "climate neutrality"; however, the essence of our climate strategy remains the same. Our focus with respect to climate change is on avoiding and reducing GHG emissions. While these efforts are underway, we also invest in a combination of GHG emissions avoidance and removal carbon credits projects to broaden our impact beyond immediate targets. These credits do not contribute to our SBTi commitments.

Engaging with our stakeholders

Communicating with our stakeholders is vital to share our progress and keep us accountable for our actions. We care about our stakeholders' views and expectations, and we engage in dialogue with them to understand and address joint challenges. Our stakeholders include:

Communities

Social responsibility is part of our company's ethos. We engage with and support our communities through corporate volunteering and humanitarian aid across locations where we operate in Europe.

Customers

We communicate sustainability through social media and product web pages, and we highly value any sustainability-related topics from customer feedback. Our [corporate sustainability website](#) and report detail our values, approach, and progress.

Team Westwing

This year, our Corporate Sustainability team raised awareness through learning sessions held at headquarters team meetings, sharing insights and updates across the organisation via group meetings and internal posts.

Westwing Collection suppliers

We are scaling up our assessments of the environmental and social performance of our EU and non-EU Westwing Collection suppliers through self-assessments, audits, site visits and ongoing dialogue.

Brand Partners

To broaden impacts beyond our own products, we are increasing engagement with our Brand Partners who sell their products through our platform. This alignment aims to support sustainability goals and fulfill commitments together.

Investors/ Shareholders

We keep investors informed about our sustainability efforts through our annual report and meetings, fostering trust and collaboration with those who prioritise responsible business practices.



External recognition of our sustainability efforts

ESG ratings help us track and communicate our sustainability performance.

– MSCI

In 2023, Westwing received a rating of **AAA** (on a scale of AAA-CCC), in the MSCI ESG Ratings assessment.

– S&P CSA

Westwing scored **37** (out of 100) in the 2023 S&P Global Corporate Sustainability Assessment (score date: February 15, 2024) and performed in the 92nd percentile in the RTS Retailing Industry in the S&P Global Corporate Sustainability Assessment, meaning **92%** of companies reached an equal or lower ESG score.

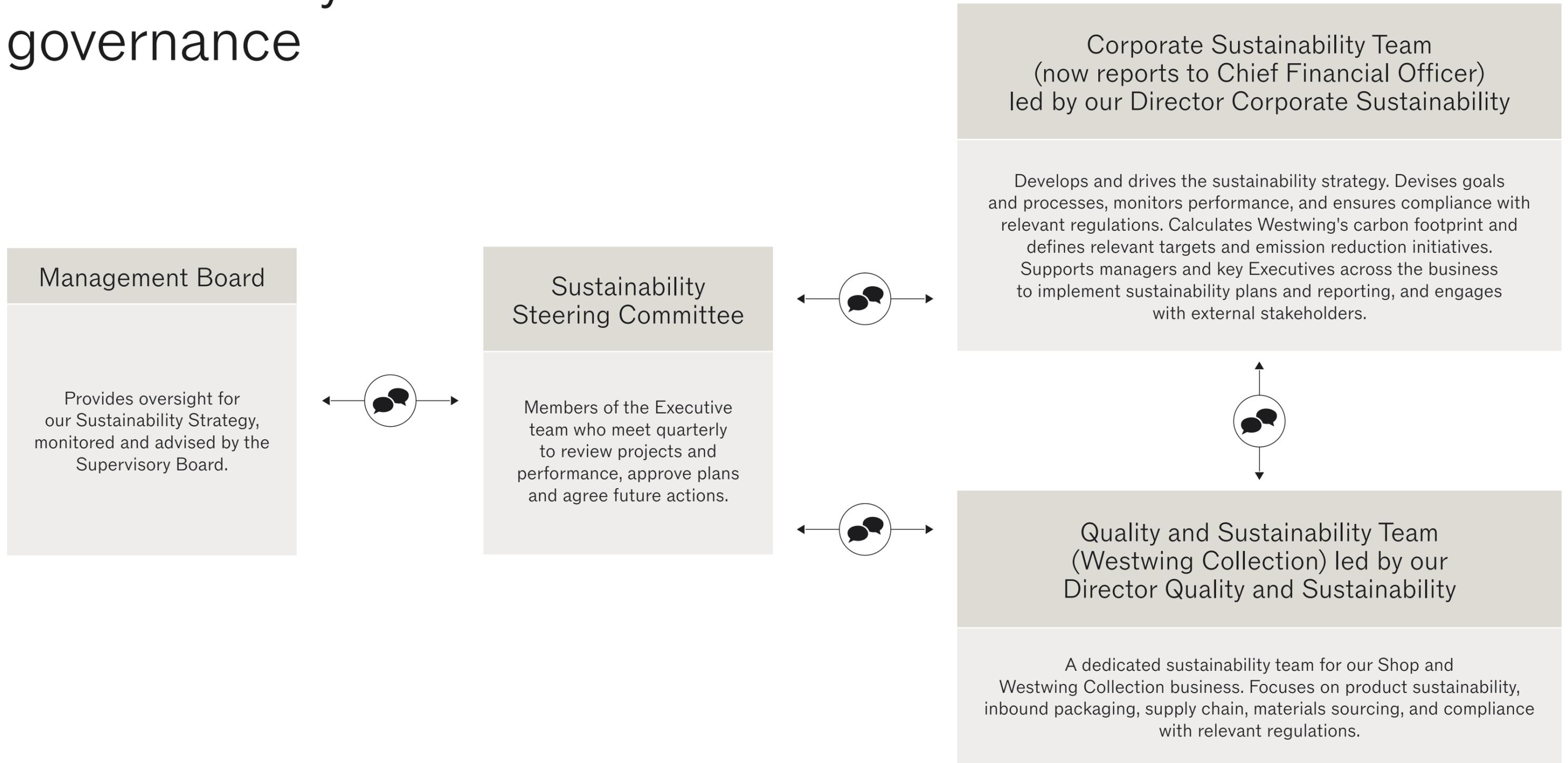
– ISS ESG

In the 2021 ISS ESG Corporate Rating Westwing reached a **C-** score, placing us within the top **30%** of our industry.

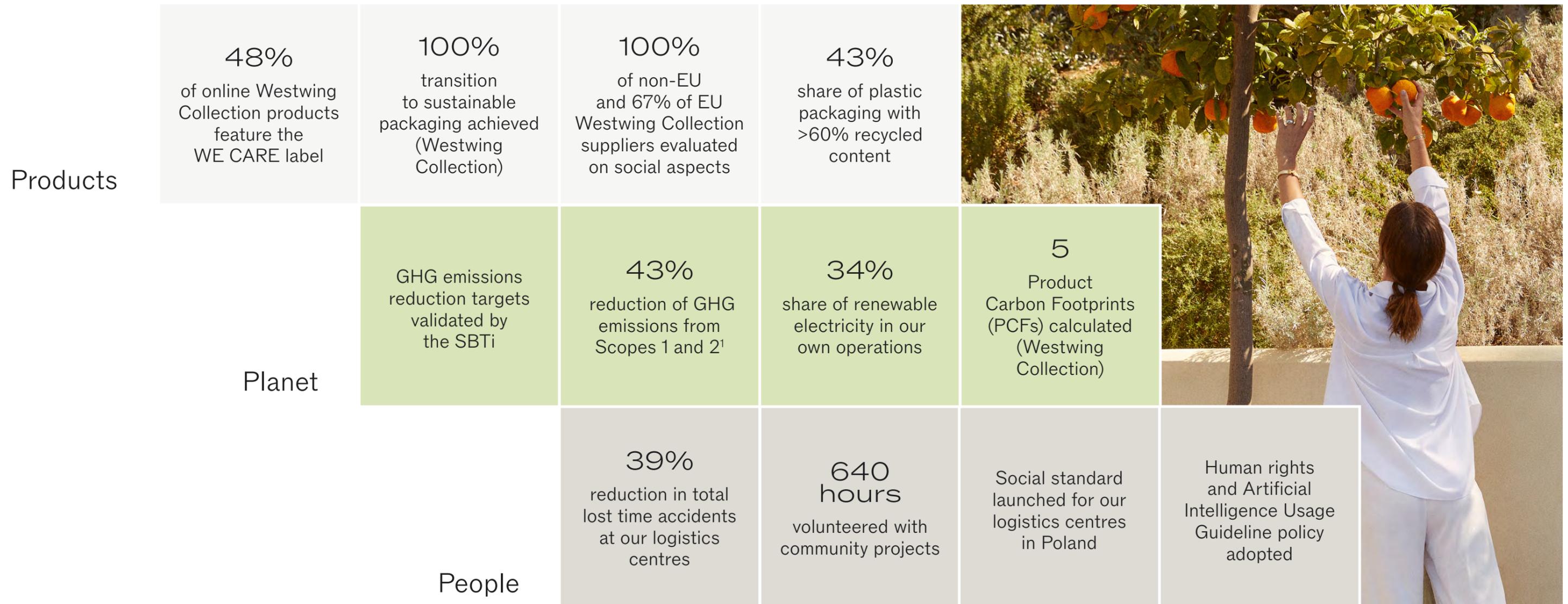
– CDP

We submitted a response for the CDP Climate module for the first time in 2023, achieving a score of **C**.

Sustainability governance



A year of progress



¹ Scope 1: Direct emissions from Operations; Scope 2: Indirect emissions from purchased energy sources. Compared to baseline 2022.

Preparing for the future

Looking ahead, evolving sustainability legislation will continue to influence our operations and communication strategies. We anticipate clearer guidance on advertising claims, product-level requirements, and packaging and waste management, as we aim to minimise our environmental footprint and communicate transparently with our customers.

Furthermore, we are adjusting our sustainability governance and risk management practices to comply with the EU Corporate Sustainability Reporting Directive (CSRD). In preparation, we conducted a double materiality analysis to assess not only the financial impact of sustainability considerations on our company but also our operational impacts on people and the environment. We are currently developing a roadmap to address any gaps highlighted by this analysis.



“This past year was transformative, marked by considerable growth in our processes and practices. We navigated complex sustainability regulations while accelerating progress across all fronts. As we look ahead, we're not just preparing to meet requirements and targets; *we want to pave the way for an even more ambitious sustainability journey.*”

DR. ERASMIA KITOU
Director Corporate Sustainability, Westwing



Products



01

‘Live *Beautiful*’ with
Westwing Collection

Westwing Collection is the next generation of premium Home and Living products, with items ranging from large furniture pieces to exquisite decor items. Based on beautiful design that feels both timeless and current, the Westwing Collection offers quality items with an elevated aesthetic and a strong focus on sustainability.

We pay careful attention to each stage of the designing, sourcing, and packaging of Westwing Collection products to continually identify opportunities to improve their sustainability credentials. Close engagement with our suppliers is a vital part of this journey.



Crafting our products with care

Enabling beautiful living for our customers begins with the careful selection of materials for our Westwing Collection. We are committed to elevating the social, environmental, and ethical standards of our materials, sourcing them from reputable providers adhering to recognised external standards. Moreover, we are venturing into the realm of circular design, pioneering our initial steps.



Choosing our materials responsibly

In our commitment to reducing social and environmental impact, we prioritise materials with credible external certifications that trace back to their source, providing a comprehensive understanding of our products' total impact.

In 2023, our main focus was on procuring sustainably certified cotton and wood, in line with our strategic goals and to adhere to existing EU legislation, such as the EU Timber Regulation aimed at preventing global illegal deforestation. Despite facing significant challenges in sourcing FSC®-certified raw materials in Europe, such as the ban on FSC®-certified wood from Russia,

unstable supplies from Ukraine, and the discontinuation of FSC® in most state forests in Poland, we made substantial progress. Notably, we successfully met our end-of-year target and significantly increased the share of certified wood in the Westwing Collection. Our efforts in cotton procurement also yielded impressive results, reflecting our ongoing commitment to sustainability in both cotton and wood sourcing.

Reflecting our commitment to responsible sourcing practices, all products containing downs and feathers are now certified by Downpass, ensuring stringent criteria for animal welfare. Despite this achievement,

the share of responsibly sourced animal by-products has decreased from 33% to 17%. We plan to address this temporary decline by sourcing products covered by the Sustainable Leather Foundation.

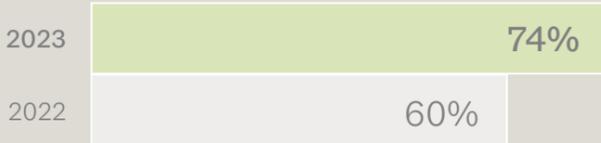
Expanding our scope, in 2023, we began exploring the incorporation of recycled plastic in our furniture and lighting collections, demonstrating our ongoing dedication to responsible production practices. Continuing into 2024, our focus remains on researching and piloting recycled plastics in furniture, particularly as we aim to integrate sustainability principles (page 32) into product categories

traditionally less advanced in sustainability, such as decorative items and tableware.

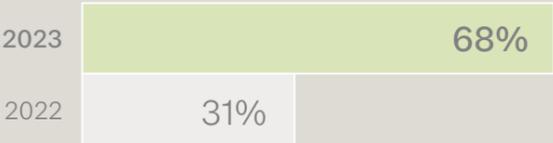
In 2024, we will also be extending our certification efforts beyond individual materials to finished products. Currently, one of our top-selling sofa ranges is undergoing Blue Angel certification, and we will continue to explore similar certifications for additional sofa ranges and dining tables. Simultaneously, we will be delving into the carbon footprint of some of our bestsellers to understand how material choices impact greenhouse gas emissions (page 51).



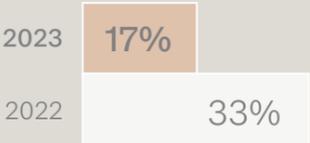
Westwing Collection materials



74%
of wood FSC^{®1}- or
PEFC^{®2}-certified



68%
certified organic, recycled, and/or
responsibly sourced sustainable cotton³



17%
responsibly sourced
animal by-products⁴

¹ Forest Stewardship Council. ² Programme for the Endorsement of Forest Certification. ³ Includes certification by the Global Organic Textile Standard, OTS, Better Cotton Initiative, Organic Cotton Standard, Fairtrade Cotton, Global Recycled Standard (GRS), Recycled Claim Standard (RCS) and organic cotton products. ⁴ Includes certification by the Leather Working Group, Natural Leather IVN, Global Traceable Down Standard, Responsible Down Standard, and Downpass, Sustainable Leather Foundation, GRS recycled feathers/down, Responsible Wool Standard, The Good Cashmere Standard®, ZQ Merino Label, GRS-certified wool, Caregora wool, recycled leather and recycled down/feathers.

Reaching higher standards

We have increased the share of materials in our collections that have been awarded specific certifications and standards including Better Cotton™, Forest Stewardship Council® (FSC®), Global Recycled Standard (GRS) and Global Organic Textile Standard (GOTS).

In 2023, we began working with several new certifications and standards. For example:



Our wool supply chain is certified to the Responsible Wool Standard (RWS)



We became a licensee of GoodWeave (for rugs), the GoodWeave label offers assurance that a product is produced without child, forced or bonded labour.



We started sourcing certified linen. European Flax™ guarantees the origin and traceability throughout the value chain of premium flax fibre grown in Western Europe.



We added Sustainable Leather Foundation to our list of accepted standards and frameworks (page 21).



Protecting our products

Ensuring our products stay in excellent shape during transport is vital, so it is essential we source high-quality, effective packaging. Balancing the need for protection with the requirements of our sustainability goals brings challenges and trade-offs. We collaborate with our Westwing Collection packaging suppliers to find innovative solutions.

Making more sustainable packaging the norm

Our endeavours to introduce more sustainable packaging have so far been successful, and we are pleased to have achieved our initial packaging transformation goals for the Westwing Collection ahead of schedule. This achievement comes along with navigating challenging EU regulations such as those on post-consumer packaging waste (Extended Producer Responsibility). We replaced foam materials with paper-based solutions that maintain high levels of protection for our

products, and we introduced polybags and plastic foils made from at least 60% recycled material, to decrease use of virgin plastic. We have also increased the amount of paper packaging that is recycled and from FSC®-certified supply chains, and reduced the overall volume of packaging materials we use. Having identified new alternatives to single-use (non-recyclable) plastics, we look forward to implementing more positive packaging solutions in 2024.



“We have achieved our aim of making more sustainable packaging the ‘*new normal*’ within Westwing. Now, for every new packaging development — when we launch a new product or work with a new supplier — our sustainable packaging requirements are clear, and the *standards are set*. Through collaboration between internal teams and our supplier partners *we will build on this success* as we continue to search for more sustainable alternatives.”

NICOLE EHRLICHER
Senior Manager Sustainability, Westwing

Guiding our packaging transformation in collaboration with our suppliers

In 2023, we revised our packaging guidelines for the Westwing Collection to harmonise with our overarching standards, which mandate suppliers to eliminate Styrofoam, prioritise recycled materials, and reduce overall packaging. This revision has enhanced requirements on even the smallest packaging components, such as tape and fitting bags, reinforcing our commitment to transitioning to more sustainable alternatives. Additionally, we updated our guidelines to ensure compliance with relevant regulations like the French Triman logo labelling requirements, aimed at facilitating proper recycling of products and packaging at the end of their life.

In embedding this sustainable packaging approach throughout our supply chain,

collaboration with packaging suppliers has been paramount. We actively work with them to identify packaging sources and solutions that align with our sustainability and quality criteria, even if it requires time to find alternatives that tick all the boxes around level of protection, availability, and cost. Furthermore, increased industry awareness has naturally led to increased supplier engagement, with more sustainable options gaining visibility. We observe a growing availability of alternatives, such as packaging made from recycled materials, which aligns with industry trends. As we move into 2024, our collaborative effort with our packaging suppliers will remain focused on prioritising and researching alternative, innovative and more sustainable packaging materials.



Thinking outside the box

Despite challenges arising from diverse recycling processes and regulations globally, innovative thinking can lead to creative and resourceful packaging solutions. For instance, in collaboration with one of our suppliers, we identified the potential use of paper bag handles from the fashion industry as a more sustainable alternative to traditional plastic ribbons. These ribbons secure product components in the package during transport to prevent damage.

Wrapping a bestseller

Our bestselling Lennon sofa is a great example of our packaging progress. In the past, it was wrapped in virgin plastic foil for protection during delivery, a practice we aimed to improve. Taking a proactive approach, we collaborated with a supplier who secured certified plastic with a minimum of 60% recycled plastic content and transitioned their production line accordingly. Notably, this supplier did not limit these changes to our Lennon product alone; they extended them across their entire production for all customers, thereby amplifying the positive impact on sustainability.



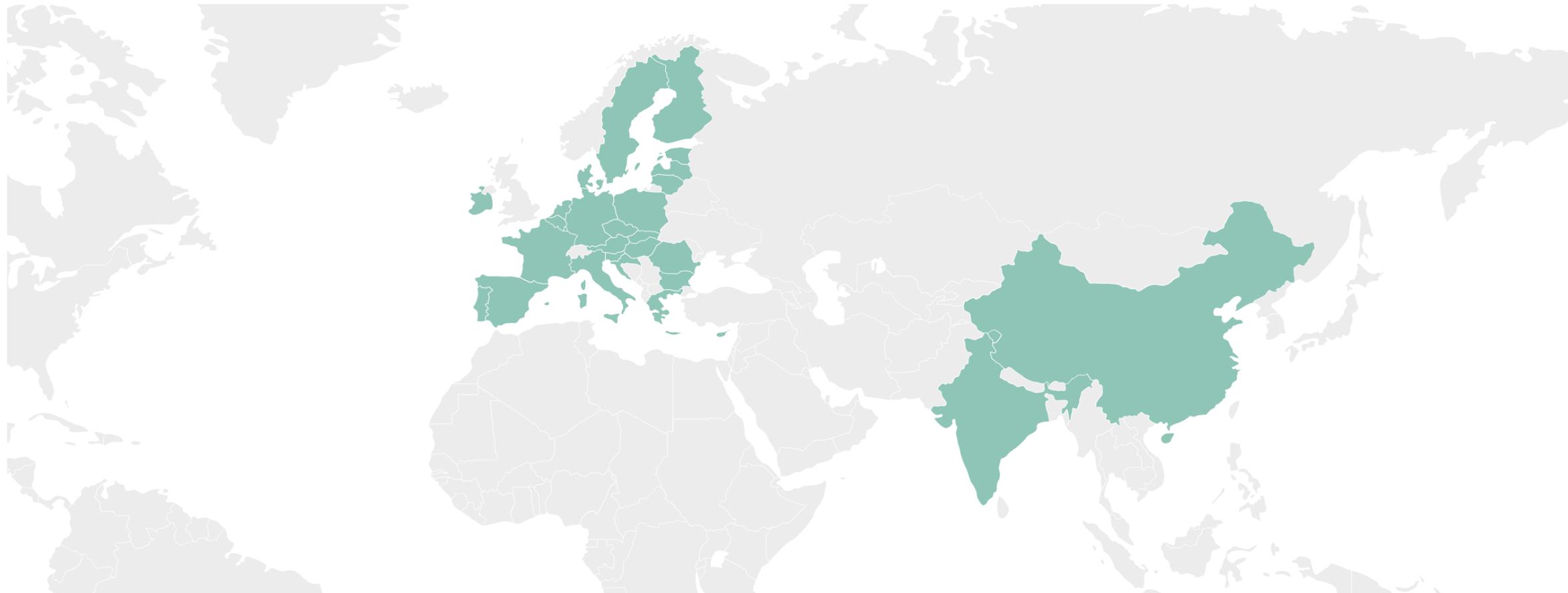
Transforming the Westwing Collection packaging

We are pleased to have reached our packaging transformation goals in 2023. Through careful collaboration, all our suppliers now provide packaging solutions in line with our main sustainable packaging requirements.

Our holistic approach to improving our packaging encompasses every item we use to secure and wrap our products.

| | | | | | | | |
|---|---|--|--|---|--|---|---|
| <p>In 2023 we have:</p> |  | <p>Removed Styrofoam from all our packaging.</p> | <p>In 2024 we will:</p> | <p>Replace virgin plastic fitting bags with paper bags or boxes, or plastic fitting bags with minimum 60% recycled content.</p> |  | | |
| <p>Eliminated cable ties from our packaging and substituted these with paper ribbons.</p> |  | | |  | <p>Substitute virgin plastic tapes with plastic tapes incl. recycled content (for foil packaging) and paper tape (for carton packaging).</p> |  | <p>Switch plastic and textile red strings to paper ribbons.</p> |
| | |  | <p>Increased the share of FSC®-certified paper packaging to 56%.</p> | | | <p>Change from silica gel in plastic wrappings to natural bentonite clay packed in Kraft paper.</p> |  |

Partnering with sustainability-minded suppliers



Where our Westwing Collection products come from

43% Europe
up from 37% in 2022

36% China

21% India

% in terms of gross merchandise value

Our product development takes us to the heart of our suppliers' factories. Here, thoughtfully selected materials undergo a transformation to become part of the Westwing Collection. Our commitment to social and environmental responsibility is deeply embedded in our supplier engagement strategy.

To maximise impact, we prioritise building strong connections with key and strategic suppliers, directing resources towards effective communication of our sustainability strategy, fostering relationships, and sharing valuable insights across our supplier network.



Westwing Collection suppliers

Regular evaluation on social matters:

- 100% of non-EU Westwing Collection suppliers¹
- 67% of EU Westwing Collection suppliers¹

Regular evaluation on environmental matters:

- 47% of non-EU Westwing Collection suppliers¹
- 72% of EU Westwing Collection suppliers¹

¹ By Purchase Order Volume.

Building a more sustainable supply chain

Our engagement strategy with our suppliers is aimed at enhancing their social and environmental performance and promoting sustainable change. We prioritise risk identification and management to ensure compliance with current and forthcoming regulations, aligning with global standards. Our non-EU suppliers undergo social audits, and we use the results to set up or strengthen their social management systems.

In 2023, we assessed the effectiveness of social management systems in three strategic suppliers, aiming for continuous improvement in labour practices, workplace safety, diversity, and community engagement.

To progress beyond social audits and uphold our environmental values, in 2023 we also conducted environmental assessments covering suppliers who make up 56% of

our non-EU order volume. Our assessment checked suppliers' permits and documents, environmental management systems, energy use, water use, wastewater, air emissions, waste, chemical management and noise. Our textile suppliers performed better in these audits, thanks to their familiarity with established frameworks like Higg FEM – a standardised environmental assessment widely used in the fashion industry.



Empowering our European suppliers

In 2023, as part of our commitment to improving the environmental and social performance of our suppliers and to proactively comply with pertinent national and European regulations, we shifted our focus closer to home and initiated audits on our EU suppliers. To gain deeper insights into our suppliers' practices, we developed an internal social and environmental audit protocol and audited supplier facilities accounting for 72% of our EU order volume.

Many of our EU suppliers appreciated guidance on new laws, and our audits prompted them to plan strategically for the future. For example, one supplier aims to consolidate factories to streamline improvements and reduce administrative burden, showcasing the transformative impact of our collaborative approach.

To better support our suppliers, we are learning about regional differences and specific challenges they face. Effective communication with both EU and non-EU suppliers is essential for familiarising them with environmental and social audit procedures. Through collaborative partnerships, we can future-proof our businesses and pursue ongoing improvements together.

In 2024, we will continue to engage in open dialogue with suppliers and work with them to resolve shared challenges. Our environmental audits highlighted energy, waste, chemical management, air emissions and water use as key areas for improvement. We will support our suppliers with capacity building in these areas and help them to develop environmental management systems.



“The Westwing environmental audit was instrumental for us to review our environmental practices, especially our chemical management. As a result, we *significantly reduced* our environmental impact, and this management system also *improved* our efficiency and resource allocation. We now plan to deepen our progress in other sustainability areas which are important to our customers.”

ERNESTA RIMSKYTE
Administrator, UAB Scapa Baltic



Our work with third-party social audit schemes

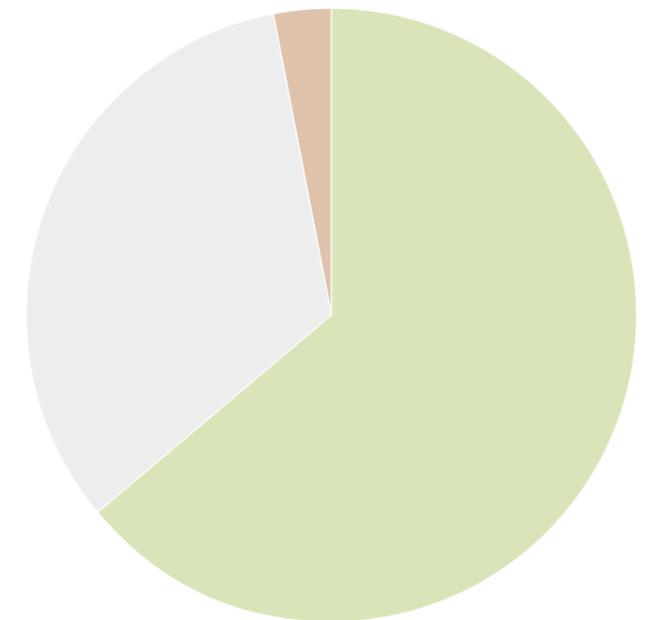
We prioritise ethical standards through third-party audits at Westwing Collection suppliers' facilities, evaluating labour, health, safety, and business ethics against international and local standards. Using industry-leading tools tailored to each region, all non-EU suppliers undergo these audits, with our team meticulously reviewing reports, addressing zero tolerance or severe issues, and developing remediation plans. Buyers actively engage in the process, supporting factories and ensuring adherence to our expectations. Monthly reviews, backed by supporting documents and visuals, track progress.

Elevating ethical practices: our partnership with amfori

To ensure our sustainable sourcing aligns with global standards, we have joined amfori, a leading global business association in enhancing social and environmental performance in global supply chains. In 2023, Westwing Collection suppliers participated in amfori-facilitated training. For 2024, we will leverage the [amfori academy](#), focusing on courses to reinforce responsible business practices, like aiding suppliers in developing chemical management plans. Prioritising worker well-being, we have initiated [amfori's Speak for Change](#) grievance mechanism, providing a platform for workers to voice concerns and seek resolutions. In 2024, we will expand this initiative to more suppliers in India, Turkey, and Vietnam, where the program is already active.

Audit schemes

- **64% amfori BSCI¹**
evaluates suppliers on 13 principles – from fair remuneration to no child labour – using approved auditor companies.
- **33% SMETA²**
evaluates labour standards, health and safety, business ethics and environmental standards – using approved auditor companies.
- **3% SA8000**
assesses suppliers against nine standards (including forced labour and working hours) using approved auditor companies.



¹ Business Social Compliance Initiative. ² Sedex Members Ethical Trade Audit.

Initiating circular practices

To support our transition towards a circular economy, we are adopting a holistic approach to circularity, integrating it into both our Collection design and operational practices.

Beginning with our Westwing Collection, our commitment to sustainability drives our ongoing product innovation efforts. We actively seek areas for further research to ensure that our innovations meet high standards. For instance, we explore technologies like 3D printing and delve into the qualities of recycled materials, such as plastic for furniture production. This proactive approach to innovation not only aligns with

our sustainability goals but has also fostered the development of innovative capsule collections designed for circularity. In addition, emphasizing product longevity, durability, and quality, we aim to extend the lifecycle of our products and minimize waste generation in line with our circular economy ambition.

In our operations, the small-scale repair and restoration capabilities in our logistics centres not only prevent waste but also offer potential insights into product durability and repair needs. This area remains largely unexplored but could inform future design improvements and resource allocation strategies.



“Westwing is renowned for beautiful design, and we are excited to harness this expertise as we explore circular design within our collections. Our first two sustainable capsules — an *innovative recycled plastic lampshade collection* and our first *fully circular furniture range* — use durable, carefully sourced materials. Each product is ingeniously designed with minimal components, so at the end of its useful life, it can be taken apart and recycled to be remade into *something new*.”

SONJA RAWSON
Director Quality & Sustainability, Westwing



Embracing circularity with our first 3D-printed lamp

In collaboration with our new partner, Rekozy, we are excited to introduce our first ever 3D printed product: a pendant lamp. Created in Germany from up to 88% recycled plastic, this modular lamp hits the market in 2024, available in three stylish colour options.

The lamp's main material comes from recycled plastic packaging waste, sourced from the food industry in the Netherlands. The cable is sourced from Italy and, while most parts are EU-sourced, the electrical components are responsibly procured from China.

Diverging from the typical use of virgin metal in lighting production, our shift to recycled plastic for lamps is an exciting move. Partnering with a producer capable of using recycled material as a raw component means we need not rely on virgin material.

This venture also marks a milestone as we explore new technologies and materials within the EU for the first time. If our customers respond positively, this could inspire the development of similar products, helping us reach our 2025 recycled plastic targets.

Innovative furniture designed for disassembly

Currently under development, our new Gaia furniture range offers a timeless aesthetic cleverly designed to be crafted using only four materials.

The main material for the four products in the collection — table, chair, armchair and bench — is strawboard created from plant stems, ordinarily a waste by-product from grain harvests. A beautiful bamboo veneer completes the look. Bamboo is a faster-growing, less thirsty crop than traditional alternatives, helping us to further reduce the environmental impact of the collection.

The upholstered elements are a comfortable eco foam¹ expertly wrapped in a stylish recycled polyethylene terephthalate (PET) fabric. Clever design features such as wooden connections instead of glue and screws make this circular capsule 100% recyclable, since component parts can easily be separated and fed back into the supply chain as valuable materials.

¹ 30% natural based polyol (B30).



Enabling our products to live longer

Our commitment to quality extends beyond sourcing. At two of our European logistics centres, we have skilled team members whose role is to assess and repair products that need a little love.

On occasion, items arrive damaged from our suppliers or are damaged during transportation to or from a customer. Our master repairers can fix a wide range of products from tableware and decorations to scratched table-tops, dirty upholstery, and broken chair legs. We recover and repair as many of these products as we can and, once repaired, these products can go on to have a new life.

One of our skilled repair technicians in our Polish Logistics Centre (PLC), brings a wealth of experience, having previously worked for an antique furniture restoration company in Italy. He has not only generously shared his expertise by training his colleagues but has also repaired over 500 items in 2023.



Supporting our customers to make informed choices

At Westwing, we share a common commitment with our valued customers to ‘Live *Beautiful*’ in harmony with both people and the planet. Central to this commitment is our WE CARE label, indicating that our products meet specific criteria outlined in our Sustainability Labelling guidelines.

In our Shop, visitors can easily explore the sustainability attributes of our products through the sustainability filter and detailed product pages. In 2023, we successfully increased the inclusion of products labelled WE CARE in the Westwing Collection from 29% to an impressive 48%. Currently, these products represent 26% of our entire Shop, and our goal is to extend this label to all Westwing Collection products. We aim to achieve this by offering an expanding range of products with sustainable features. As our understanding of sustainability deepens,

we will continue refining our knowledge of specific materials and products, including their certifications, and how best to communicate their properties effectively.

Our customers are not only supported in their choices through the sustainability features of the Shop. In the past year, we have actively engaged with our customers through our social media channels, sharing insights into our overall sustainability efforts, including our products, through creative, engaging, and inspiring content. Recognising the importance of staying true to our values, we have developed a comprehensive Sustainable Communications Strategy. This strategy will guide our approach as we transparently communicate the challenges we face, the opportunities they present, and our ongoing progress.





02

Working with
Brand Partners that
share our values

The essence of our Shop and Club-Sales lies in seamlessly blending our Westwing Collection with products from leading interior brands and emerging niche brands that align with our sustainability values. We expertly curate our selection of third-party products, ranging from furniture, lighting, and textiles to deco items, kitchen utensils, and electronics — enabling us to help our customers craft a beautiful home.

Going beyond working with great brands and selecting great products, we also strive to take care in every aspect of the customer experience, including the sustainability of the packaging used to deliver our offerings. Our goal is to ensure that each item arrives at our customers' doorstep safely and with a minimal environmental footprint.



Fostering ethical partnerships

Our Brand Partners are a key element of our sustainability journey. Collaborating with over 5,000 primarily European brands, our goal is to manage and uphold similarly high standards of quality and sustainability, as well as adherence to all pertinent regulations, just like we do with our Westwing Collection products.

During our onboarding process, new partners have to sign our Business Partner Code of Conduct. Far from being a mere formality, this step signifies a commitment to ethical business practices. Our Shop suppliers have already embraced this commitment, and we are extending it to include our Club Brand Partners, as well as other crucial collaborators like our packaging and logistics partners. Looking ahead to 2024, we will continue to ensure that our new and existing Brand Partners uphold our Business Partner Code of Conduct.



Making the journey from warehouse to customer

We pay the same close attention to the type and amount of materials we use for our packaging to deliver products to customers as we do for our Westwing Collection packaging — all with the aim of reducing our environmental impacts while ensuring our products reach our customers in great shape. When identifying and testing options for materials with lower environmental impacts, we carefully consider whether they provide the same benefits as those we currently use.

In an ever-evolving packaging landscape, our new centralised packaging database serves as a dynamic hub for data management, enabling us to stay abreast of the latest material solutions and optimise our packaging practices for sustainability.

By streamlining data collection, improving accuracy, and supporting robust auditing procedures, our database empowers informed decision-making across all relevant internal teams. This centralised repository ensures we can employ the most sustainable packaging options while carefully utilising older stocks to minimise waste and maximise resource efficiency.

Integrating more sustainable packaging into our business is not just about the materials we use but the processes too. Last year we introduced new techniques to facilitate our transition towards more sustainable packaging materials and to reduce the amount of packaging — particularly plastics — that our customers receive.



Key packaging materials and processes introduced

We applied loose loading¹ of packages for more carriers reducing the amount of foil needed.

RECYCLED

We replaced our virgin plastic shipping cushioning with 100% recycled plastic cushioning. As this new material is thinner, the weight of plastic shipped to customers was reduced by 23% on average.

We shred product supplier delivery boxes to be reused as cushioning material in place of virgin paper cushioning for some customer orders.

We have devised new packaging techniques for specific products such as chairs, where we replaced foam protection with repurposed supplier box waste.

We eliminated all foam sheets used to protect products on delivery in favour of recycled paper alternatives.

We repurposed returned paper cushioning materials as product packaging.

We implemented a new strapping machine to replace some of our virgin stretch foil with lighter straps made of 99% recycled PET.

¹ Parcels are loaded onto swap bodies from floor to ceiling instead of stacked onto pallets. This reduces use of pallets and stretch foil, and supports more effective utilisation of trucks.



Reducing the impacts of repackaging

We reviewed the conditions of our product storage areas and our rules for packaging. Our aim was to reduce the number of items being repacked and, where repacking was necessary, we sought to minimise the volume of materials used. So far, we have reduced the number of items requiring repackaging by 8%. This also allowed us to reduce the amount of plastics consumed per item shipped by close to 20%, as thick bubble wraps were replaced with thinner one-layer foils or paper alternatives for some products, and eliminated for other products.

In addition, we sort all returned paper cushioning in our returns department. Material that is clean is repurposed and goes on to have another life cushioning another product, reducing our use of virgin material for repackaging.

New stretch foil and new strapping machine: reducing virgin plastic

Our new strapping machine marks a significant step towards sustainability, allowing us to replace 100% of virgin stretch foil with 99% recycled PET for each pallet strapped instead of stretched. This innovation not only reduces our reliance on virgin plastic but also cuts the overall plastic weight per pallet by an impressive 50%.





Main¹ packaging achievements

- Through a range of packaging innovations, we reduced our consumption (total weight) of plastic foams by **77%** year-on-year.
- Through the revision of our packaging guidelines and our packaging portfolio we reduced our consumption of single-use plastics by **36%** year-on-year (total weight).
- We have significantly reduced our bubble wrap usage by **42%**, opting for thinner foil bags instead.
- **90%** of paper and cardboard materials used for packaging are now certified recycled.²
- More than **41%** of plastics used in packaging are at least 60% recycled, exceeding our 2023 target of 25% by the end of the year.²

¹ At our Poznan warehouses. ² The KPI values are calculated based on material consumption data for December 2023.

Planet





03

Reducing our footprint



In response to the pressing need to address the climate crisis, we are taking a holistic approach across every aspect of our business — from our operations to our supply chain and product lifecycle. Collaboration with our suppliers is paramount to our success, and we are working closely with them to assess their environmental impact and identify opportunities for improvement.

As for our operations, we are focused on reducing energy and transportation-related emissions by introducing a range of initiatives promoting energy efficiency. We are also exploring renewable energy solutions to further decrease our environmental footprint. Regarding our products, we prioritise sustainable sourcing and waste reduction throughout their lifecycle, with a dedication to extending their lifespan and minimising their environmental impact.

“Setting science-based targets shows our *drive to work hard and have a real impact*. This year we improved our back-end processes and data collection through *close engagement* with our teams and suppliers. With an enhanced understanding of the scope of our challenges and opportunities, we now look forward to *putting our aspirations into action*.”

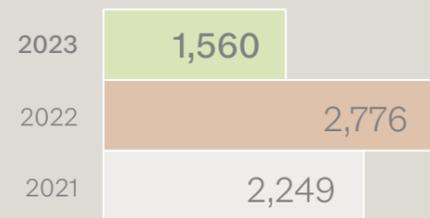
TIFFANY KULASEKARE
Corporate Sustainability Manager, Westwing





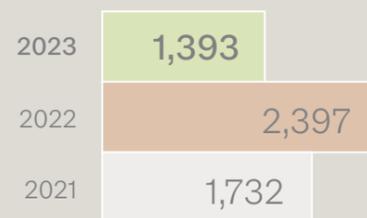
Our carbon footprint

- 34% electricity from renewable sources (22% in 2022)
- 6,728 tCO₂e avoided or removed by funding credible carbon projects¹



1,560 tCO₂e
Scope 1 emissions

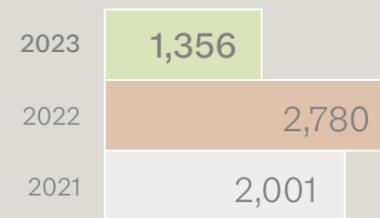
All direct emissions from heating, the combustion of fuels by our own vehicles and fugitive emissions from air conditioning



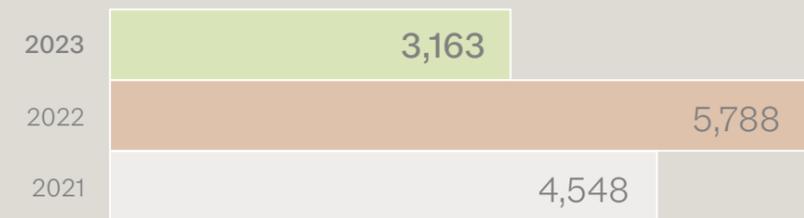
Market-based

1,393 tCO₂e
Scope 2 emissions

All indirect emissions from purchased electricity and district heating



Location-based



3,163 tCO₂e
Scope 3 emissions

All indirect emissions from business travel, employee commuting, and fuel- and energy-related activities not included in Scope 1 and Scope 2

¹ In line with guidance from the SBTi and the European Commission we have decided to no longer use the term “climate neutrality”; however, the essence of our climate strategy remains the same. Our focus with respect to climate change is on avoiding and reducing GHG emissions. While these efforts are underway, we also invest in a combination of GHG emissions avoidance and removal carbon credits projects to broaden our impact beyond immediate targets. These credits do not contribute to our SBTi commitments.

Setting our direction for emissions reduction

At Westwing, we are committed to being part of the solution to the climate crisis. In 2023, we improved the quality and traceability of our data to identify areas for improvement and continued to reduce emissions across our operations. Working with colleagues across operations, logistics, and product teams, we took a significant step forward by quantifying our climate footprint across every part of our business. We then went on to set SBTs to reduce our GHG emissions and had those validated by the [SBTi](#). The validation not only confirmed that our targets are in line with what the latest climate science deems necessary to limit global warming to 1.5°C, but also demonstrated our commitment to reconsider

how we do business to help save our planet. Setting targets is, however, only the beginning. In 2023, we began developing a climate transition plan, which we will finalise in 2024. The plan will set out the initiatives we will implement to reach our targets by avoiding and reducing emissions across our business.

In 2024, we will also assess our use of materials like cotton, wood, wool and leather, which are linked to emissions related to land use change and land management practices. We will determine whether our business uses enough of these materials to require setting [Forest, Land and Agriculture \(FLAG\)](#) emission reduction targets.

Our science-based targets for reducing greenhouse gas emissions

| Scope | SBTi approved target | Key initiatives |
|-------------|---|---|
| Scope 1 + 2 | By 2030: reduce absolute Scope 1 and 2 GHG emissions by 75% from a 2022 baseline | <ul style="list-style-type: none"> - Increase energy efficiency - Source 100% of overall energy¹ used from renewable sources by 2027 |
| Scope 3 | By 2027: 80% of suppliers by spend (covering Westwing Collection, third-party products, and upstream transportation and distribution) will have SBTs | <ul style="list-style-type: none"> - Set up and roll out an engagement and training plan - Upskill key suppliers on carbon emissions |

Our scope 3 emissions

Our Scope 3 emissions cover all indirect emissions that occur across our value chain – for example, those related to our supply chain and our products. Of all our GHG emissions, we have the least direct control over scope 3, yet these are also our biggest source of climate impact.

We are committed to quantifying these emissions in detail so we can understand our impact and prioritise action. To do so, we must engage closely with our supply chain. In 2023, we focused on streamlining our data collection processes and working with our suppliers to gather more detailed information and improve the quality of our calculations.



¹ Energy includes electricity, heating and cooling for our offices and warehouses, and fuels for our vehicle fleet trucks. Including through the purchase of Renewable Energy Credits (RECs), alongside direct investments in renewable energy infrastructure and energy efficiency measures.

Navigating towards a sustainable energy future

Our Scope 1 and 2 emissions cover the energy we use in our operations, from on-site fuel combustion to purchased electricity, steam, and heating and cooling. We are working to meet 100% of our operational energy through renewable sources by 2027, and in 2023 we made progress by switching our Milan and Barcelona offices to renewable electricity.

At sites where we do not own the infrastructure, we face challenges in transitioning to renewable energy as we have a lower level of control. In 2024, we will continue to focus our efforts on working with landlords and building owners to identify and implement possible solutions.

Alongside switching to renewables, we focus on reducing energy consumption. To understand the potential for improvements, we conducted an energy audit on all our company warehouses in Poland. Each individual measure — from optimising operational hours to monitoring and stabilising warehouse temperature and capping radiator thermostats in the office — added up to essential energy savings. We also switched off lighting in empty aisles, installed modern aerators, and added additional seals to external doors to prevent

cold air coming in from the outside. This led to a decrease in our Warsaw warehouse of gas usage by 29% and electricity usage by 35%, compared to 2022, and in our Poznan warehouse to a decrease of 28% and 17% in gas and electricity usage respectively.

In 2024, we will consolidate our Poland operations into one warehouse to further decrease energy consumption. We will also continue installing external door seals and will examine additional measures such as changing the charging pattern for our forklift batteries.

Once our products leave the warehouse, we have an opportunity to further reduce emissions by focusing on transport options. In 2024, we will work to reduce last mile¹ emissions by starting to integrate pick-up and drop-off locations and continuing to optimise our transport journeys. We will also pilot measures such as electric delivery in specific cities, engage with last mile partners to explore more sustainable offerings, and explore the feasibility of biofuels for inbound shipments.

¹ “Last mile” refers to the final distance covered to deliver our products to customers.



Understanding our product carbon footprints

In 2023, we calculated for the first time the carbon footprint of five of our bestselling products in the Westwing Collection, using the Greenhouse Gas Protocol Product Life Cycle Accounting and Reporting Standard.

We quantified greenhouse gas emissions at every stage of production — from raw materials and logistics to packaging and end-of-life disposal — to discover which parts of the process accounted for the largest share of emissions. While suppliers were supportive of this process, verifying diverse product data posed challenges. We learned the importance of streamlined communication, early clarification of opportunities, and introducing topics with an expert for more effective collaboration.

Going forward, to fortify partnerships and ensure continuous improvement, we will explore developing a strategy for enhanced supplier engagement and detailed data collection on our products' lifecycles. This will then allow us to make strategic changes for reduced emissions in future products.



Engaging our suppliers and Brand Partners on our climate journey

As we are working towards our goal of 80% of suppliers by spend having science-based targets by 2027, close relationships with our suppliers and Brand Partners are essential. In 2023, we focused on preparing our internal teams to meet this target by establishing a cross-functional task force and starting to train relevant internal departments. We also performed an initial assessment of our key suppliers and Brand Partners and evaluated their climate maturity and progress against carbon reduction targets.

In 2024, we will use the results of that assessment to evaluate which of our suppliers could be partners on our emission reduction journey and we will roll out an engagement and training program, alongside a communication strategy. Our main aims are to incentivise our suppliers to calculate their carbon footprint and to inspire and support them to set SBTs, so that they can join us on our GHG emissions reduction journey.



People





04

Enabling our people to thrive



Our people bring their experience, skills and creativity to Westwing every day. We are committed to providing a safe and healthy work environment, supporting well-being, and offering training and career growth opportunities to empower our teams to thrive and reach their full potential.

Our newly launched Employee Value Proposition (EVP) celebrates Westwing's unique culture and attracts employees who share our values. Our EVP encompasses four pillars:

Being human
is our *superpower*

Our workplace culture values kindness, respect, support and care.

Freedom
to *grow*

Our people like to be challenged and aren't afraid of a steep learning curve.

Shared *ambition*

We are driven by our shared ambition to create homes that unlock the full beauty of life.

We do
business *creatively*

Being creative isn't just about our inspiring aesthetics – it's also about being open, curious and keen for personal and professional development.





About our team

- 1,614 employees¹ representing 71 nationalities
- 87% employees rating Westwing strongly favourably, favourably or neutral in Officevibe surveys
- 60% female employees, 59% female team leaders, and 58% female senior management positions (59%, 52% and 62% in 2022)

¹ Total number of employees (full-time equivalents), end of year value.

Building strong foundations

Keeping workers in our warehouses safe is our highest priority. Our Westwing Academy, established at our European Logistics Centre in Poland, is a comprehensive program focused on avoiding accidents, fostering leadership skills, and giving practical tips for handling materials. We have also developed several workshops focused on skills for our shop floor leaders, covering themes such as building a culture of positive feedback and being assertive, to encourage personal and professional development throughout our company.

Alongside physical safety, health is the foundation of a successful workforce. Mental and physical well-being fuels the productivity, creativity, and ambition we value in our people. Year-round events help to nourish our employees' mental and physical health, such as our collaboration with OpenUp (a mental health tool), our annual Health Week aimed at promoting healthy habits and vibrant lifestyles, and our recognition of World Mental Health Day with employee-led activities.



Supporting growth and development

At our company, we not only provide clear pathways for career progression and encourage team members' ambition, but we also place a special focus on fostering an environment where female empowerment and equality are actively promoted. We are committed to ensuring that all individuals, regardless of gender, have equal opportunities to thrive and advance professionally within our organisation. After a successful launch last year at our Munich headquarters, we expanded our MyCareer programme to our Poland offices. The programme offers guidance on career and succession planning, performance management, compensation and benefits, and training.

In 2023, we piloted our new Key Talent programme to recognise, develop and retain outstanding talent. This yearlong initiative offers mentorship from Executives and quarterly networking events, alongside a development budget of €1,500 to support our rising stars in fast-tracking their careers.

To further empower and develop our people, we set up a learning and development team. The team will help create a culture of continuous improvement through insight sessions, and internal and external trainings. We have a special focus on newcomers, supporting them through regular feedback rounds to give them the best possible start at Westwing.

In 2024, we will increase our focus on internal talent management to give team members better opportunities to grow internally and we will enhance learning and development opportunities. We will also further evolve our MyCareer framework and outline opportunities for career progression beyond an employee's current department and job family.

*“Women make up 60% of our workforce, and it’s important we enable them to flourish. I believe in fostering a workplace culture where *empowering women isn't just about equality*, it’s about recognising and harnessing the diverse strengths we all bring to the table. We are committed to providing the *freedom to grow*, ensuring that *every woman can reach her full potential* and contribute to the ongoing success of our dynamic and empowering workplace. Together, we can create a workplace that thrives on inclusivity, innovation, and the limitless power of *collective brilliance*.”*

MIRIAM STERNITZKY
Chief People Officer, Westwing

TEAM VOICE

“For me, Westwing fulfils the enlightening desire to grow continuously, and every team member strives to constantly achieve results,” says *Shifali Makkar, Director Product*. “Ambition combined with care is at the core of our company culture.”



CATO exhibition presents new furniture, tiles, and home objects, along with a n involving apotek 57, FRAMA's season ed by chef Chiara Barla, and GRONT Copenhagen-based Farmers Mark small producers since 2019.

Diverse career paths at Westwing

Westwing has a diverse and dynamic workforce, with roles ranging from forklift drivers in our warehouses to product marketers in our offices. Our supportive and ambitious teams all collaborate to solve problems creatively.

Our team members love watching Westwing grow as they develop alongside the company. We support our people's ambitions and needs by providing training in technology and managerial skills, to give team members opportunities to advance and transition to other departments.

Enhancing the employee experience

Good communication supports a well-organised, collaborative workforce. In 2023, we rolled out Personio, our new human resources personnel software. It is designed to bring our global teams closer together and to enhance our ability to monitor and report on vital social indicators such as the diversity of our teams.

The ability to share views openly and with confidence is essential for maintaining close-knit teams who take pride in their work. We introduced Officevibe — our people-first team experience platform — in our Munich headquarters to encourage our teams to share feedback and show their appreciation for their colleagues. An upward feedback mechanism has also been established in our Poland and Spain offices with the aim of further improving team management and cohesion.

We are committed to uniting all team members. In 2023, our CEO visited every department in our Munich headquarters to talk about strategy, business and outlook, and we ran sessions to enable our employees to get to know the Executive team better and foster open dialogue across our company. To foster team spirit and create a vibrant workplace social life, we also held events such as a flea market, a bring your parents to work day, a cinema night, and an end of Ramadan event.

In the coming year, we will focus on empowering leaders to monitor and manage performance in their teams and supporting them in managing change and growing new businesses.



Strengthening our social standards

We have developed a social standard for our logistics centres in Poland, showcasing our commitment to our workers. The standard lays out our expectations for recruitment, working hours, occupational health and safety, remuneration, working conditions, employee benefits and more.

In light of changing demographics and diverse workforce needs, the standard stipulates that essential employment and job security documents be available in multiple languages. Moreover, language learning support is extended to all our direct employees to facilitate effective communication and integration.

The standard also improves our competitiveness by establishing opportunities for development. It stipulates that promotions are conducted based on transparent criteria, and that all employees are offered the chance to develop according to individual skills and needs.

We support our team members to speak up if aspects of the social standard are not being met. They can email the People and Culture team, start a grievance procedure, or give feedback on working conditions in our regular meetings with employee focus groups.



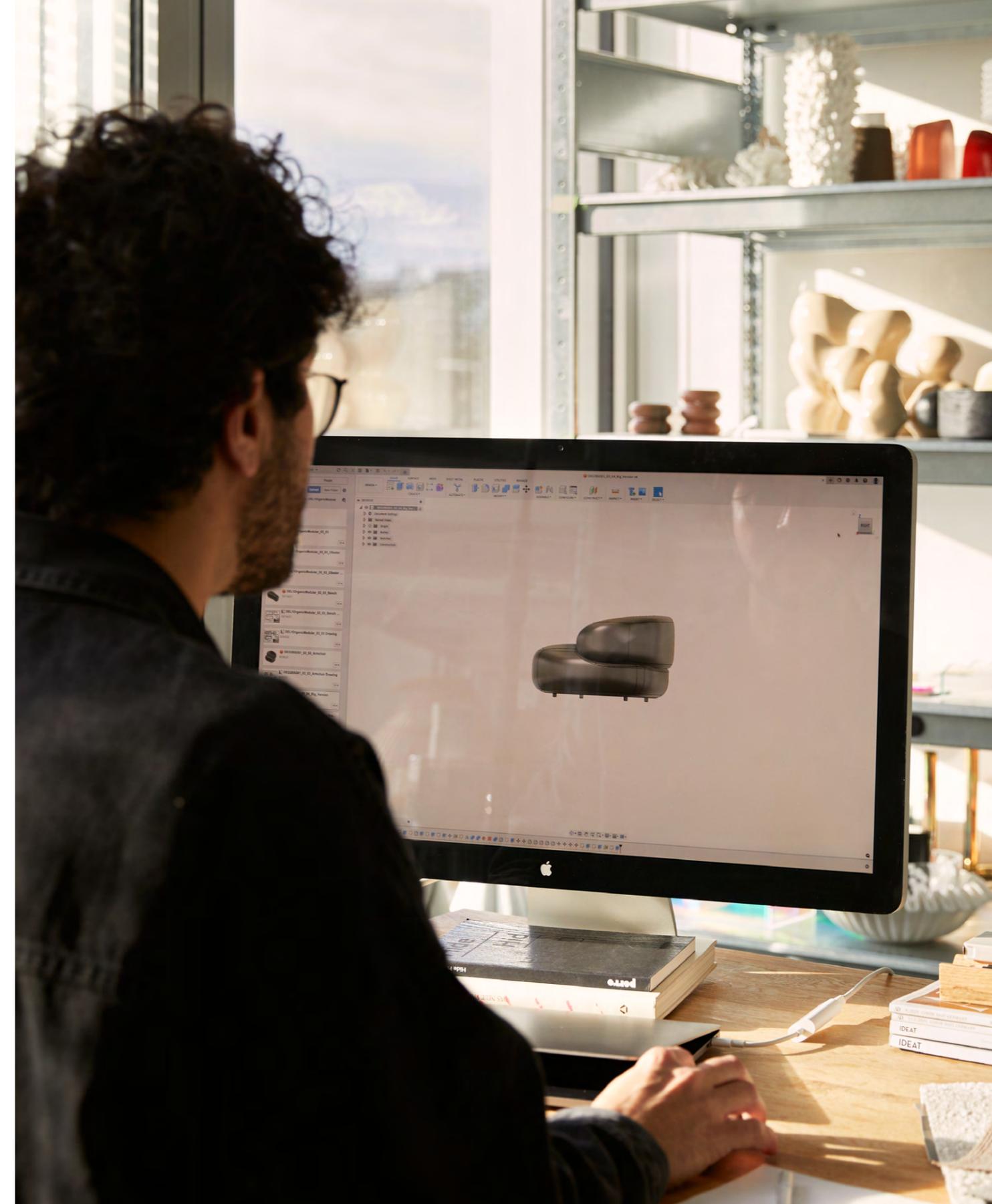
Prioritising human rights and ethical use of technology

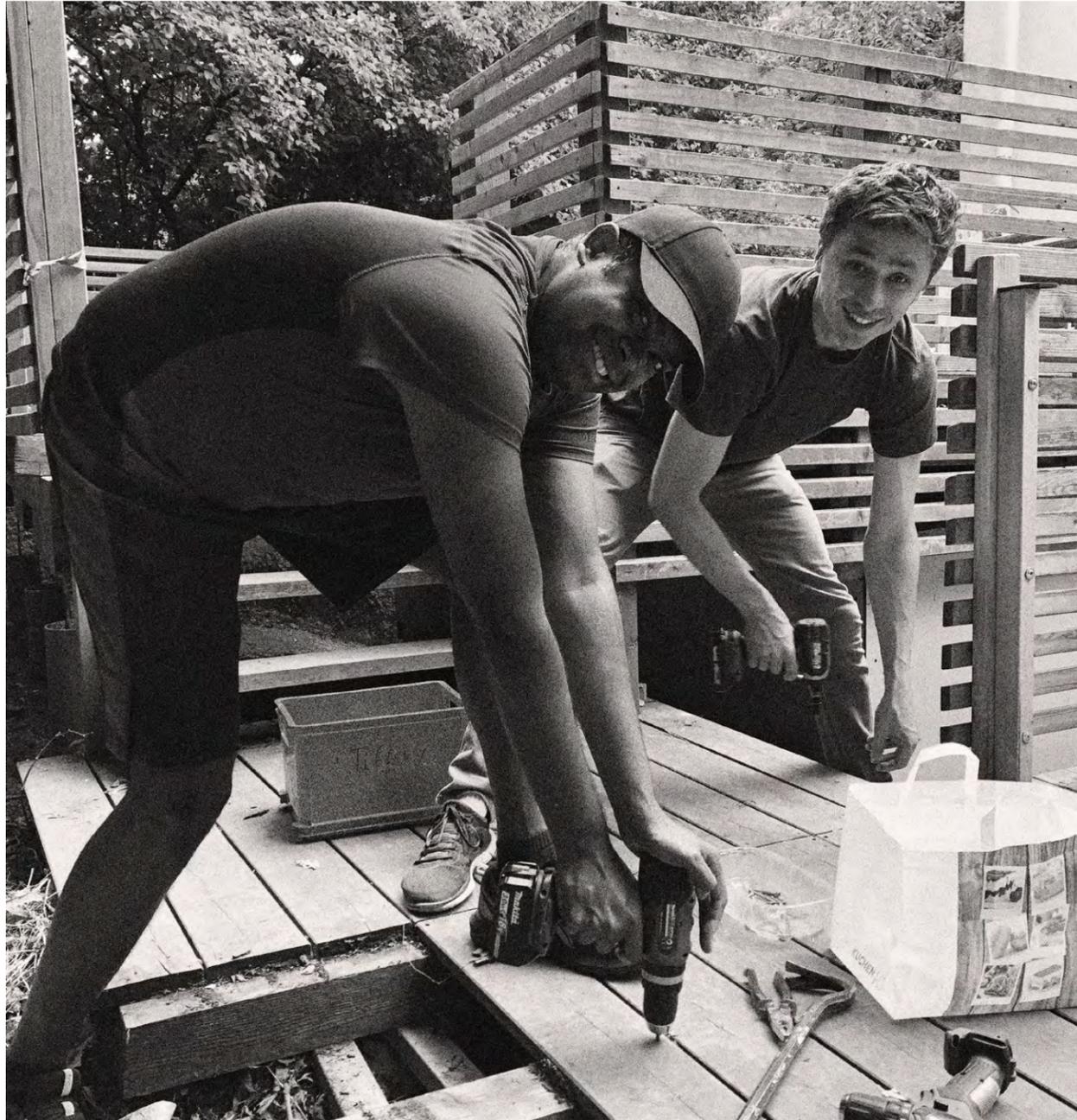
When it comes to people, our commitment extends beyond our employees to encompass our entire value chain and customer base. Recently, we introduced a [Human Rights Policy](#) aligned with international standards, covering the rights of our employees, suppliers' workers, and customers, with a focus on due diligence, preventing child labour and forced labour, non-discrimination, and ensuring customer and data privacy.

Customer and data privacy and security are also key focuses of our Legal and Information Security teams. In today's rapidly evolving technological landscape, ensuring compliance with data protection regulations across all operations is paramount. To uphold this commitment, all new employees undergo mandatory IT security training, reinforcing the importance of respecting our customers and maintaining their trust.

Our ongoing efforts to uphold human rights are further reinforced by recent initiatives. In 2023, we expanded our digital policy manager tool to support data protection and compliance efforts across Europe. Additionally, discussions at the Executive board level, led by our Chief Technology Officer, focus on leveraging cutting-edge technologies while effectively managing associated risks.

Furthermore, in 2023, we launched our internal Artificial Intelligence (AI) Usage Guideline to ensure the responsible and ethical use of AI systems by Westwing employees. This guideline prohibits the utilisation of AI for illegal or malicious activities and emphasises the responsible handling of personal and confidential data within AI tools.





Partnering with our communities

A dedication to creating lasting value in the communities in which we operate is a core part of Westwing's company culture. Our community engagement guidelines encourage team members to harness their personal strengths and capabilities to help meet local needs.

In 2023, we offered one working day to each team member for volunteering. Activities included giving IT training to underprivileged pupils, distributing food at a foodbank, collecting waste, and volunteering at residential care homes.

- 143 participants across 14 projects
- 640 hours volunteered

Appendix



2023 sustainability data¹

PRODUCTS

| Topic | Indicator name | Indicator description | Unit | 2021 | 2022 | 2023 |
|-----------|--|---|------|------|------|------|
| Materials | Sustainable wood | Share of certified wood (FSC®) of all Westwing Collection wood products | % | 8 | 60 | 74 |
| | Sustainable cotton | Share of certified cotton (GOTS, Better Cotton, recycled cotton) of all Westwing Collection cotton products | % | 7 | 31 | 68 |
| | Responsibly sourced animal by-products | Share of responsibly sourced animal by-products (Leather Working Group, Naturleder IVN, GTDS, Responsible Down Standard, Downpass) of all Westwing Collection products in this category | % | 39 | 33 | 17 |
| Packaging | Recycled plastics (outbound) | Share of plastics with >60% recycled materials ² <small>Packaging used in our logistics centres for protection/storage and outbound transport of our products</small> | % | - | 2 | 43 |
| | Foam reduction (outbound) | Share of foam material out of all plastic material <small>Packaging used in our logistics centres for protection/storage and outbound transport of our products</small> | % | - | 3 | 0.5 |

¹ This table consolidates sustainability indicators presented within different chapters of this report with additional indicators inspired by non-financial reporting guidelines such as those of the Global Reporting Initiative (GRI).

² The KPI value is calculated based on material consumption data for December 2023.

PRODUCTS

| Topic | Indicator name | Indicator description | Unit | 2021 | 2022 | 2023 |
|-------------------------------------|---|---|------|------|------|------|
| Packaging | Recyclable/biodegradable/compostable packaging (outbound) | Share of recyclable ¹ material out of all packaging material <small>Packaging used in our logistics centres for protection/storage and outbound transport of our products</small> | % | - | 95 | 100 |
| | Packaging waste reused, recovered and/or recycled | Share of packaging recovered and/or recycled out of all packaging waste <small>Packaging waste in our own logistics centres</small> | % | - | 58 | 96 |
| | Sustainable packaging (inbound) | Share of order volume of sustainable packaging negotiated | % | - | 94 | 100 |
| | Styrofoam eliminated (inbound) | Share of Styrofoam eliminated in orders | % | - | 85 | 100 |
| Suppliers and Brand Partners | Transparency rates | Share of Westwing Collection non-EU suppliers evaluated regularly on social aspects | % | 99 | 96 | 100 |
| | | Share of Westwing Collection non-EU suppliers evaluated regularly on environmental aspects | % | - | 22 | 47 |

¹ Recyclable plastics refers to low-density polyethylene (LDPE), high-density polyethylene (HDPE), polypropylene (PP), polyethylene (PE) and PET; recyclable paper refers to all paper that is not covered in wax, foil, or plastic. Excluding-all single-use plastics (as per Westwing definition) and all foams.

PRODUCTS

| Topic | Indicator name | Indicator description | Unit | 2021 | 2022 | 2023 |
|---|---|---|------|------|------|------|
| Suppliers and Brand Partners | Transparency rates | Share of Westwing Collection EU suppliers evaluated regularly for social aspects | % | - | - | 67 |
| | | Share of Westwing Collection EU suppliers evaluated regularly for environmental aspects | % | - | - | 72 |
| | Environmental management systems (EMS) | Share of Westwing Collection suppliers with an EMS (ISO 14001) | % | - | 9 | 11 |
| | Social management systems (SMS) | Percentage of Westwing Collection suppliers with an SMS | % | - | - | 3 |
| | Alignment with standards | Code of Conduct signed by our Brand Partners in our shop | % | - | 100 | 100 |
| Responsible marketing and communications | WE CARE label – products online Westwing Collection | Share of Westwing Collection products online marked with the Westwing WE CARE label | % | 21 | 29 | 48 |

PRODUCTS

| Topic | Indicator name | Indicator description | Unit | 2021 | 2022 | 2023 |
|---|---|--|------|------|------|------|
| Responsible marketing and communications | WE CARE label — share Brand Partners' products online | Share of third-party supplied products online marked with the Westwing WE CARE label | % | 4 | 5 | 5 |

PLANET

| Topic | Indicator name | Indicator description | Unit | 2021 | 2022 | 2023 |
|------------------------------|-----------------------------|---|------|-------|--------|-------|
| Renewable electricity | Renewable electricity | Electricity from renewable sources | MWh | 487 | 867 | 891 |
| | Non-renewable electricity | Electricity from non-renewable sources | MWh | 2,415 | 3,133 | 1,744 |
| | Renewable electricity share | Share of electricity from renewable sources | % | 17 | 22 | 34 |
| Energy use | Natural gas | Energy consumption from natural gas | MWh | 8,779 | 12,561 | 6,946 |

PLANET

| Topic | Indicator name | Indicator description | Unit | 2021 | 2022 | 2023 |
|---------------------------------|------------------------|---|--------------------|--|--|--|
| Energy use | District heating | Energy consumption from district heating | MWh | - | 14 | 21 |
| | Other sources | Energy consumption from other sources | MWh | 899 | - | - |
| | Total energy used | Total energy consumption | MWh | 12,580 | 16,575 | 9,601 |
| | Renewable energy share | Share of energy from renewable sources as part of total energy used | % | 4 | 5 | 9 |
| | Energy intensity | Total energy used per employee | MWh/FTE | 5.4 | 9.6 | 5.9 |
| Greenhouse gas emissions | Scope 1 emissions | All direct emissions from heating, the combustion of fuels by our own vehicles and fugitive emissions from air conditioning | tCO ₂ e | 2,249 | 2,776 | 1,560 |
| | Scope 2 emissions | All indirect emissions from purchased electricity and district heating | tCO ₂ e | Market-based: 1,732 Location-based: 2,001 | Market-based: 2,397 Location-based: 2,780 | Market-based: 1,393 Location-based: 1,356 |

PLANET

| Topic | Indicator name | Indicator description | Unit | 2021 | 2022 | 2023 |
|---------------------------------|---|--|------------------------|--------|--------|--------|
| Greenhouse gas emissions | Scope 3 emissions ¹ | All indirect emissions from business travel, employee commuting, and fuel- and energy-related activities not included in Scope 1 and Scope 2 | tCO ₂ e | 4,548 | 5,788 | 3,163 |
| | Emissions intensity | Total Scope 1, 2 and 3 (as above) emissions per employee | tCO ₂ e/FTE | 3.7 | 6.3 | 3.8 |
| Carbon credits | GHG emissions avoidance and removal projects ² | Total carbon credits purchased | tCO ₂ e | 6,906 | 12,057 | 6,728 |
| Water | Freshwater use | Volume of freshwater used | m ³ | 17,275 | 12,974 | 13,008 |
| Waste | Total waste | Total weight of waste | tonnes | 3,791 | 1,792 | 2,449 |
| | Recycling and recovery rate | Share of total waste that is recovered and/or recycled | % | 97 | 89 | 84 |
| | Recycling rate | Share of total waste that is recycled | % | - | - | 68 |
| | Recovery rate | Share of total waste that is recovered | % | - | - | 16 |

¹ Excluding purchased goods and services, capital goods, upstream transportation and distribution, waste generated in operations, upstream leased assets, downstream transportation and distribution, processing of sold products, use of sold products, end-of-life-treatment of sold products, downstream leased assets, franchises, investments. ² In line with guidance from the SBTi and the European Commission we have decided to no longer use the term “climate neutrality”; however, the essence of our climate strategy remains the same. Our focus with respect to climate change is on avoiding and reducing GHG emissions. While these efforts are underway, we also invest in a combination of GHG emissions avoidance and removal carbon credits projects to broaden our impact beyond immediate targets. These credits do not contribute to our SBTi commitments.

PEOPLE

| Topic | Indicator name | Indicator description | Unit | 2021 | 2022 | 2023 |
|------------------------------|---------------------------------|--|-------|-------|-------|-------|
| Employee satisfaction | Employee satisfaction rate | Percentage of all team members rating their satisfaction as either strongly favourably, favourably or neutral in OfficeVibe surveys ¹ | % | 89 | 85 | 87 |
| Workforce | Total workforce | Total number of employees (full-time equivalents) | # | 2,312 | 1,729 | 1,614 |
| | Share of female employees | Share of female employees in total workforce | % | 61 | 59 | 60 |
| | Share of female leaders | Share of women in leadership positions (as a share of total leadership positions) | % | - | 52 | 59 |
| | Share of female senior managers | Share of women in senior management positions (as a share of total senior management positions) | % | - | 62 | 58 |
| | New employees | Total number of new employees hired (full-time equivalents) | # | 1,130 | 469 | 338 |
| | Average tenure | Average tenure of team members | years | - | 2.7 | 3.3 |

¹ In 2023, our previous Pulse Check survey was replaced with our new Office Vibe survey. For this reason, figures for 2023 are not comparable with those from previous years.

PEOPLE

| Topic | Indicator name | Indicator description | Unit | 2021 | 2022 | 2023 |
|--------------------------|--|---|------|------|-------|------|
| Health and safety | Work-related accidents – own employees | Number of LTAs (Lost Time Accidents) – own employees in logistics centres | # | - | 19 | 8 |
| | Work-related accidents – temporary employees | Number of LTAs – temporary employees in logistics centres | # | - | 4 | 6 |
| | First aid cases – own employees | Number of FAAs (First Aid Accidents) – own employees in logistics centres | # | - | 17 | 6 |
| Community impact | Social Impact Day | Participants of Social Impact Day (headquarters only) | # | - | 248 | 143 |
| | Volunteering hours | Total number of volunteering hours (headquarters only) | # | - | 1,360 | 640 |



WESTWING COLLECTION

I AM A PAPER BAG WITH A ZIPPER MADE OF RECYCLED PLASTIC.
Please remove the zipper and recycle me to protect the environment

This report's content is further substantiated by our 2023 [CDP submission](#) and [UN Global Compact Communication on Progress](#). For additional insights into our business and sustainability-focused activities, we invite you to visit our website: www.westwing.com/sustainability.

Forward-looking statements: Certain statements in this communication may constitute forward-looking statements. These statements are based on assumptions that are believed to be reasonable at the time they are made and are subject to significant risks and uncertainties. You should not rely on these forward-looking statements as predictions of future events, and we undertake no obligation to update or revise these statements.

Feedback: We highly value your feedback and engagement on any aspect of our sustainability strategy and performance. For any inquiries or comments, please reach out to sustainability@westwing.de.

WESTWING

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