



# WESTWING Our *Sustainability journey*

Sustainability Report 2024



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# About this report

This report is Westwing Group SE's fourth annual sustainability report where we share our sustainability strategy, targets, performance and future outlook. The report is built on the three pillars of our strategy: products, people and planet.

The reporting period covers the fiscal year 2024, from 1 January to 31 December, with the scope aligned to our financial reporting boundaries. Environmental and social indicators include the activities under our operational control unless specified otherwise.

This year, we also began disclosing our performance in accordance with the Corporate Sustainability Reporting Directive (CSRD). While the sustainability statement in our Annual Management Report

is intended for regulators and investors, this sustainability report presents our approach and performance in a more accessible way for our customers, employees, and other stakeholders.

We believe that sustainability is an ongoing journey, and this report is part of our commitment to sharing our progress transparently. 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](mailto:sustainability@westwing.de).

For more detailed information on environmental, social, and governance topics aligned with the CSRD, please refer to the full report [here](#).





A close-up photograph of a rustic wooden bowl filled with fresh green leaves and small yellow fruits, possibly lemons or pears. The bowl is placed on a wooden surface made of horizontal planks. In the background, a white ceramic object with a wooden base is visible, slightly out of focus.

# Our Company



# About Westwing

As Europe's number one in *Beautiful Living* e-commerce, our mission since our launch in 2011 has been to inspire customers every day. Our carefully curated selection of Home & Living design products and premium content makes it easy to discover and order favourite items.

We are a one-stop destination with thoughtfully chosen products spanning all Home & Living categories and exceptional services - a concept that sets us apart from traditional search-based e-commerce models. Our 8.6 million Instagram followers make Westwing the world's largest Home & Living brand account, reflecting the relevance of our product assortment and content for our customers.

Our fresh daily inspiration and distinctive brand experience give customers countless reasons to return to our online shop every day. We combine our own Westwing Collection with a curated selection of third-party design brands as well as services such as our Westwing Design Service or the Westwing Delivery Service.

Our two retail stores – our own store in Hamburg and a store-in-store at Breuninger in Stuttgart – offer the chance to experience Westwing on site and discover our products and brand directly in an inspiring ambience.





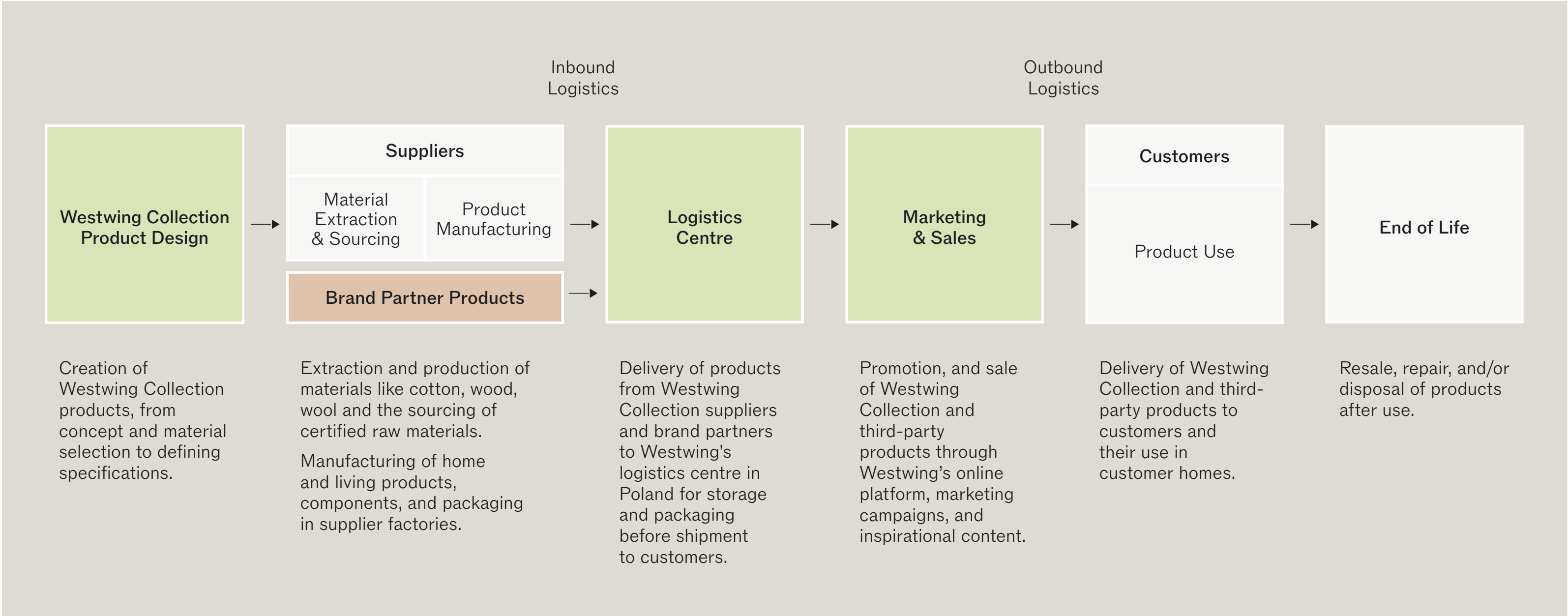
Our business model



Shop	Westwing is the one-stop destination for Design Lovers, featuring its beautiful Westwing Collection alongside third-party design brands in an online shop tailor-made for Design Lovers.
Retail Campaigns	Westwing offers daily inspiration with themed shopping on its website and app, announced each morning in an engaging newsletter and additional digital channels.
Stores & Store-In-Stores	The real-life Westwing experience that seamlessly blends the digital and physical worlds.
Westwing Business	Westwing is expanding its B2B business in Germany and Austria, offering comprehensive, end-to-end solutions for project planning, delivery, assembly as well as personalised support.
Design Service	The Westwing Design Service connects customers with expert designers who craft personalised concepts and curated selections to bring out the full beauty of customers' homes.
Westwing Collection	The Westwing Collection – Westwing's exclusive brand – is known for its exceptional quality and design. It reflects Westwing's commitment to elevated design standards, blending aesthetics with functionality while staying at the forefront of the latest trends. Beyond timeless style, Westwing embraces sustainability and a dedication to quality, creating products that make a lasting impact on its customers' lives.
Brand Partners	We strive to ensure that our brand partners uphold similar high ethical and social standards as Westwing. Our brand lineup seamlessly blends renowned interior brands with emerging niche providers. This curated mix includes both timeless design classics and the latest trendsetting pieces, enabling customers to create unique, personalised spaces. Our third-party brand selection empowers customers to craft a home that reflects their individual style and enhances their living experience.



Westwing’s Value Chain







## Westwing in 2024

- EUR 444m revenue
- 1,291 employees<sup>1</sup> representing 66 nationalities
- Presence in 12 countries across Europe
- More than 1.2m active customers
- 2.5m orders processed annually

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



# 2024 Highlights

6 targets achieved ahead of time<sup>1</sup> — First CSRD-compliant statement published

WE CARE  
for People

86%  
of Westwing  
Collection  
suppliers<sup>1</sup> audited  
for environmental  
topics, 98% for  
social topics

87%  
of our key and  
strategic suppliers<sup>2</sup>  
completed  
training on social  
and environ-  
mental topics

763  
hours  
volunteered with  
community projects

66%  
share of WE CARE  
products in the  
Westwing Collection

87%  
employee  
satisfaction rate  
maintained

WE CARE  
for our Products

>85%  
of our wood,  
cotton, and animal  
by-product materials  
in the Westwing  
Collection sourced  
responsibly

30%  
reduction in  
single-use  
plastic packaging  
material compared  
to 2023

100%  
of packaging  
waste recovered,  
reused, and/or  
recycled in our  
logistics centre

Silver Eco/Green  
Design award at  
the International  
Design Awards  
for our 3D-printed  
lamp Keani

WE CARE  
for the Planet

Climate Transition  
Plan finalised

64%  
reduction in our  
total Scope 1 and 2<sup>3</sup>  
emissions compared  
to 2022

81%  
of suppliers<sup>2</sup>,  
brand partners, and  
logistics carriers by  
spend engaged on  
setting SBTs



<sup>1</sup>Please see Our Targets on page 14. <sup>2</sup> By purchase order volume. <sup>3</sup> Market-based.



# Our 2024 Performance in Sustainability Ratings



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



We scored 42 (out of 100) in the 2024 S&P Global Corporate Sustainability Assessment<sup>1</sup> ranking in the top 8% of the Retailing industry.



In ISS ESG Corporate Rating we received a C score, placing us in the top 2 decile rank.



We submitted our response for the CDP Climate and Forest modules and received a C score for both in 2024.

<sup>1</sup> CSA Score as of 27/12/2024



# A message from our CEO and our Founder & CCO

2024 was an important year for Westwing as we started our expansion journey, with Portugal as our first new market in May. Alongside this, we have continued to grow, learn, and adapt, evolving our sustainability goals and navigating both successes and challenges. Through it all, we remained focused on helping our customers Live *Beautiful* in a way that reflects that WE CARE for both people and the planet.

Sustainability is a cornerstone of our journey, but it is not a simple path. As we work to reduce emissions and adopt sustainable practices across our value chain, we are learning valuable lessons, particularly through the implementation of our Science-Based Targets (SBTs). Nonetheless, we have made meaningful progress in key areas: increasing the use of recycled materials in our packaging, improving supplier engagement to strengthen their social and environmental performance, and enhancing the durability and sourcing standards of our Westwing Collection. These efforts demonstrate our ability to move forward while aligning sustainability with innovation and delivering products that resonate with our customers' values.

At the same time, the regulatory landscape is changing rapidly, with growing expectations

for transparency and accountability on sustainability. The introduction of the Corporate Sustainability Reporting Directive (CSRD) and other emerging frameworks has set a clear direction for businesses like ours. These regulations not only guide how we measure and communicate our progress but also challenge us to integrate sustainability more deeply into our operations and decision-making. While this creates new complexities, it also provides an opportunity to align our growth with a broader vision of responsibility.

Our Westwing Collection continues to play a key role in advancing our sustainability efforts. By prioritising responsibly sourced materials, improving packaging, and focusing on durability and timeless design, we are raising standards across our product range. Significant progress with our suppliers has enhanced their social and environmental performance, increasing traceability and compliance with sustainability benchmarks. At the same time, we are strengthening collaborations with our Brand Partners to broaden the impact of these initiatives across our wider product assortment.

In 2024, we have also reflected on how growth and sustainability can work together. Expansion into new markets brings opportunities to reach



more customers, but it also challenges us to stay true to our values. That is why we are committed to growing responsibly, focusing on what we can control and engaging with partners to make progress where we have influence.

Our progress would not be possible without the dedication of our teams. Their expertise and commitment have been the driving force behind everything we have achieved. Together, we are embedding sustainability more deeply into our operations and products, aligning with the growing expectations of our customers, employees, and stakeholders.

Looking ahead, we aim to bring our vision of Live *Beautiful* to life in every way—through thoughtful design, a seamless customer experience, and a steadfast commitment to sustainability. By building on our strengths and working closely with our partners and teams, we are confident that we can continue to grow responsibly while exciting our customers to create homes that unlock the full beauty of life.

DR. ANDREAS HOERNING  
Chief Executive Officer  
Westwing

DELIA LACHANCE  
Founder & Chief Creative Officer  
Westwing



# Our Sustainability Commitment

As a premium one-stop destination for *Design Lovers*, we want to inspire our customers with a carefully curated selection of products that *reflect care for the planet and people*. Together, *we aim to create beautiful homes that demonstrate this commitment*.



In line with this vision, our Sustainability Strategy is structured around three pillars—WE CARE for our Products, WE CARE for the Planet, and WE CARE for People. These pillars define our focus areas and set clear goals across all aspects of our business—from employees and suppliers to products and customers. They provide the strategic foundation for our efforts, ensuring that we address the most material sustainability topics with a clear and structured approach.

## Double Materiality Assessment (DMA)

The basis for our Strategy is the DMA, which helps us identify and prioritise

the most relevant impacts, risks, and opportunities (IROs). Materiality assessments are essential for identifying the most relevant sustainability topics, allowing companies to focus their efforts where they have the greatest impact. In 2024, we updated our 2021 materiality assessment in line with the CSRD, strengthening our approach and aligning with evolving regulatory requirements. The updated DMA evaluated both impact materiality—how our business affects people and the environment—and financial materiality—how sustainability-related risks and opportunities influence our financial performance.

As part of this process, we analysed our entire value chain, engaged with key stakeholders—including employees, suppliers, business partners, and investors—and assessed sustainability topics through internal expertise and external benchmarking. The assessment incorporated structured scoring and ranking methodologies to evaluate IROs across short-, medium-, and long-term horizons. The updated assessment reaffirmed the relevance of our three pillars—WE CARE for our Products, WE CARE for the Planet, and WE CARE for People—demonstrating that our Sustainability Strategy is built on material topics and regulatory expectations. It confirmed the continued materiality of climate change mitigation, energy, circular

economy, resource use, working conditions, workers in the value chain, consumers and end-users, and business conduct as key areas shaping our sustainability strategy and reporting. While these topics remain consistent with those identified in 2021, they have been refined and expanded to reflect evolving priorities and deeper analysis. By building on previous assessments and stakeholder engagement efforts, we have ensured that our materiality approach remains robust and aligned with both business priorities and regulatory expectations. More details on our DMA can be found in the Sustainability Statement under the CSRD, which is part of our Annual Management Report.



WE CARE  
for our Products

At Westwing, WE CARE for every product we offer, starting with our Westwing Collection and extending to third-party brands. From design to sourcing and packaging, we prioritise high-quality, timeless products while making responsible choices that reflect our commitment to sustainability.



Responsible material sourcing<sup>1</sup>

- Increase the share of responsibly sourced materials in our products
- Increase the share of recycled plastics in our products
- Enhance traceability in material sourcing

Packaging<sup>2</sup>

- Reduce the amount of packaging used
- Increase the use of recycled materials
- Eliminate single-use plastics
- Introduce recyclable or compostable packaging
- Eliminate the use of hazardous materials
- Reuse, recover, or recycle packaging waste generated at our own sites

WE CARE  
for the Planet

Our planet faces significant challenges, with climate change being one of the most pressing. To reduce our footprint, we focus on addressing climate impacts across our value chain and collaborating with suppliers to drive improvements.



Climate

- Avoid and reduce GHG emissions across our value chain



WE CARE  
for People

People are at the heart of everything we do. From our dedicated suppliers and employees to the customers who trust us, we are committed to their well-being.



Supplier impacts

- Enhance the social and environmental performance of our suppliers
- Ensure brand partners are aligned with our sustainability standards

Employee well-being and development

- Promote employee well-being, health and safety
- Attract, develop and retain best talent




Customer engagement and safety

- Increase the share of products labelled as WE CARE
- Eliminate hazardous substances and avoid the use of toxic chemicals

<sup>1</sup> Covers Westwing Collection products. <sup>2</sup> Includes packaging used for Westwing Collection products sent from suppliers to our warehouses, as well as packaging used for all products shipped from our warehouses.



Our Targets<sup>1</sup>

Pillar	Material Topic	Target	Target Year	2023	2024	Status
WE CARE for our Products	Responsible Material Sourcing <sup>2</sup>	Use more than 90% certified responsibly sourced wood <sup>3</sup>	2026	74%	94%	
		Use more than 90% certified responsibly sourced cotton <sup>4</sup>	2026	68%	85%	
		Use more than 90% responsibly sourced animal by-products <sup>5</sup>	2026	46%	92%	
	Packaging <sup>6</sup>	Eliminate foams	2025	100%	100% <sup>7</sup>	
		Achieve 100% recycled paper use	2025	86%	99%	
		Increase the share of plastic packaging with more than 60% recycled content to over 90%	2025	43%	98%	
		Reduce the amount of plastic packaging per item shipped by 40%	2027	17%	35%	

 Target achieved

 On track

 Target at risk

 Target not achieved

<sup>1</sup> The base year is 2022, where applicable, unless stated otherwise. <sup>2</sup> For the full list of accepted standards and certifications please see [here](#). <sup>3</sup> Certifications include FSC® and PEFC. <sup>4</sup> Certifications include BCI, GOTS etc. <sup>5</sup> Animal by-products include leather, feathers, down, wool, cashmere wool and accepted standards include Leather Working Group, Downpass etc. <sup>6</sup> Covers logistics centre. <sup>7</sup> The values have been rounded up, and the current value is 99.8.



Pillar	Material Topic	Target	Target Year	2023	2024	Status
	Packaging <sup>1</sup>	Reduce the amount of single-use plastic packaging by 100% <sup>2</sup>	-	-	30%	
		Reuse, recover, or recycle more than 90% of packaging waste generated	2027	95%	100%	
	Climate mitigation	Achieve 80% share of suppliers by spend (covering Westwing Collection, third-party products,and upstream transportation and distribution) with SBTs	2027	4%	12%	
		Source 100% of energy from renewable sources	2027	9%	9%	
		Reduce absolute Scope 1 and 2 <sup>3</sup> GHG emissions by 75%	2030	43%	64%	
WE CARE for People	Supplier social and environmental performance <sup>4</sup>	Evaluate 100% of Westwing Collection suppliers regularly on environmental topics	2025	-	86%	

 Target achieved






 On track

 Target at risk

 Target not achieved

<sup>1</sup> Covers logistics centre. <sup>2</sup> The base year is 2023. <sup>3</sup> Market-based. <sup>4</sup> Supplier targets are based on purchase order volume.



Pillar	Material Topic	Target	Target Year	2023	2024	Status
	Supplier social and environmental performance <sup>1</sup>	Evaluate 100% of Westwing Collection suppliers regularly on social topics	2025	-	98%	
		Establish environmental management systems for 50% of Westwing Collection suppliers	2028	11%	24%	
		Establish social management systems for 50% of Westwing Collection suppliers	2028	3%	10%	
		Implement programs to improve working conditions for 50% of Westwing Collection suppliers	2028	-	76%	
		Align 100% of our Brand Partners with our Business Partner Code of Conduct	2027	11%	66%	
	Employee well-being and development	Maintain Westwing employee satisfaction rate above 80%	annual	87%	87%	

 Target achieved



 On track

 Target at risk

 Target not achieved

<sup>1</sup>Supplier targets are based on purchase order volume.



Pillar	Material Topic	Target	Target Year	2023	2024	Status
	Employee well-being and development	Maintain a Lost Time Injury Frequency Rate (LTIFR) below one in our logistics centre	annual	-	14.2	
	Customer engagement and safety	Increase the share of Westwing Collection products labelled as "WE CARE" to 50%	2027	48%	66%	

 Target achieved

 On track

 Target at risk

 Target not achieved





WE CARE  
for our Products



At Westwing, WE CARE for every product we offer, starting with our Westwing Collection and extending to third-party brands. From product design to sourcing and packaging, we prioritise high-quality products with timeless design while making responsible choices that reflect our commitment to sustainability.



# Choosing our materials responsibly

The journey of our Westwing Collection products begins with the careful selection of materials. Wood and cotton represent the largest share of the materials we use and are central to our sustainability efforts. Plastics and metals are also part of our material mix, with a focus on increasing the use of recycled plastics. We also recognise the impact of animal by-products, such as wool, leather, and down, and are committed to sourcing them responsibly.

The production of these materials represents a significant part of our environmental footprint. To address this, we prioritise materials that meet the criteria of credible external certification standards, ensuring adherence to social, environmental, and ethical requirements, particularly as production occurs far up in our supply chain and beyond our direct control.



## 2024 Highlights

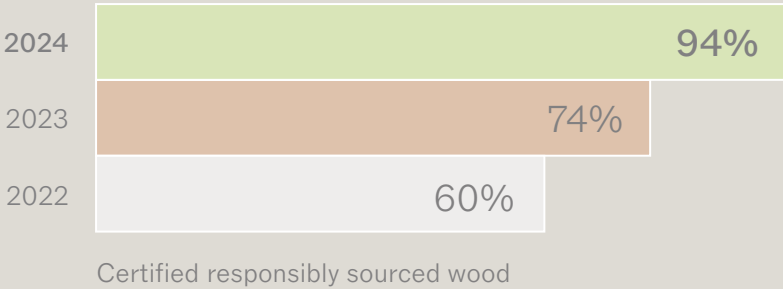
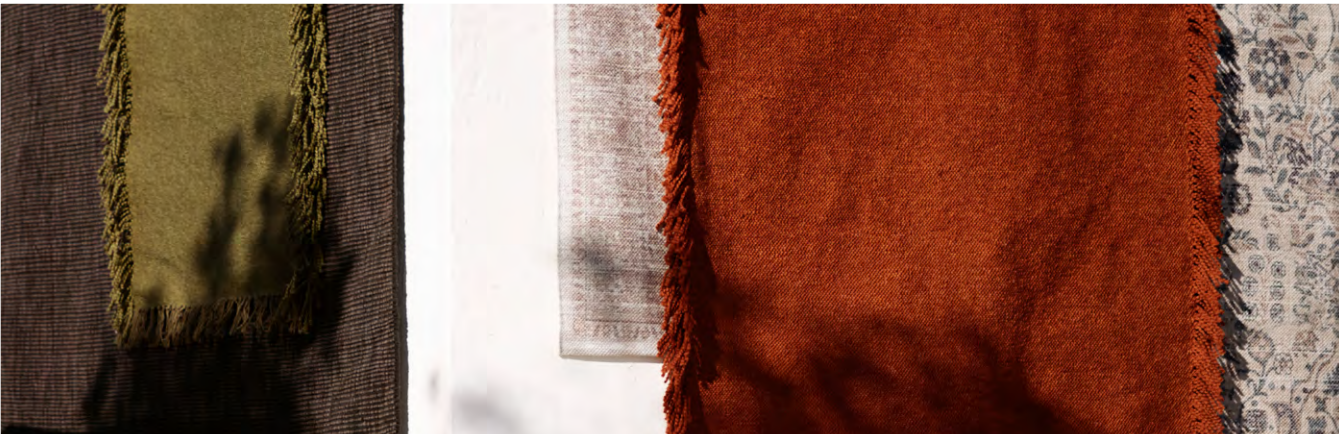
- Increased the share of responsibly sourced materials significantly for our key materials: wood, cotton and animal by products.
- Received the highly recognised Blue Angel certification for our Sofia sofa range.
- Implemented a Product Lifecycle Management (PLM) tool, which allows us to analyse product features and trace the source of every material and packaging component.

## Future focus

- Enhance traceability and material data management through the PLM system.
- Increase recycled plastics in product components.

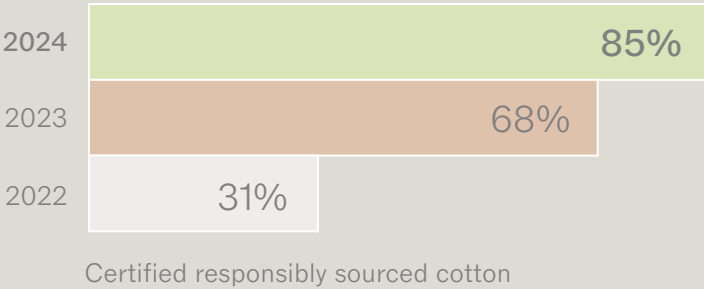


# Westwing Collection materials



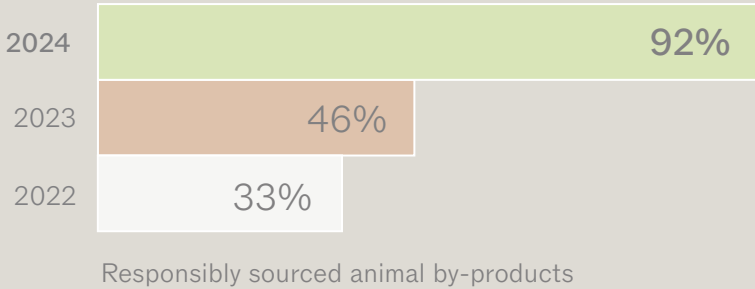
## Wood

94% of our wood comes from Forest Stewardship Council (FSC®) or Programme for the Endorsement of Forest Certification (PEFC) certified sources and other controlled sources. FSC® promotes responsible forest management worldwide through standards that are supported by environmental, social, and economic stakeholders.



## Cotton

Cotton production can have significant environmental and social impacts, including high water and chemical use and poor working conditions<sup>1</sup>, while being highly vulnerable to climate change. We prioritise sourcing organic, recycled, or responsibly produced cotton, through leading initiatives like the Better Cotton and GOTS.



## Animal by-products

We use animal by-products like wool, leather, and down, prioritising ethically sourced materials certified by standards such as the Leather Working Group, Downpass, and Responsible Wool Standard to ensure animal welfare.

<sup>1</sup> [WWF, Industries - Cotton.](#)



## Increasing recycled plastics in our products

As part of our commitment to increasing the use of recycled plastics in our products, we developed an internal roadmap to guide this transition through 2027. We started by mapping the types of plastics used in our Westwing Collection and their applications. The primary plastics identified include foams and synthetic fabrics used in upholstery. Plastics are also commonly found in smaller components of our products, whereas their use in larger components is more limited. This mapping exercise helped us identify key areas and drivers for change.

Our analysis highlighted that recycled plastics are not yet widely available in our sector, as the market is still in its early stages of development. As a result, we are prioritising products such as upholstery fabrics where transitioning to recycled or alternative sustainable materials is most feasible, while continuing to work towards our broader goal of reducing virgin plastic use across our Westwing Collection. We remain committed to making progress and pursuing innovative solutions to achieve this transition.



## Receiving the Blue Angel certification

Our Sofia sofa range received the Blue Angel Certification making it our first product level sustainability certification. This ecolabel signifies that the product has a lower environmental and health impact throughout its lifecycle—spanning production, use, recycling, and disposal—compared to similar products without the Blue Angel certification. This achievement was the result of close collaboration with our supplier, where we worked together to understand the requirements and select the right materials to meet the certification's rigorous standards.

What is included in the Blue Angel certification?

<p><i>Low emissions</i></p> <p>Ensures a healthy indoor environment by limiting harmful emissions such as volatile organic compounds (VOCs).</p>	<p><i>Responsible wood sourcing</i></p> <p>Requires that all wood used in the product is sourced from sustainably managed forests, such as FSC® or PEFC-certified wood.</p>
<p><i>Restricted use of hazardous chemicals</i></p> <p>Prohibits or limits substances that could harm health or the environment.</p>	<p><i>Durability and repairability</i></p> <p>Promotes long-lasting products with circular design principles, including durability and the availability of spare parts.</p>



## Increasing traceability

This year, we achieved an important milestone with the implementation of a Product Life-cycle Management (PLM) tool. This tool allows us to analyse product features in detail and trace the source of every material and packaging component, transforming the way we monitor, manage and reduce our impacts.

Understanding the journey of our products is essential for improving material sourcing and packaging impacts. However, tracing the origin of materials and gathering detailed data about components has always been a significant challenge. The PLM tool allows us to address this challenge by enabling us to gain detailed insights into every product, including specifics such as dimensions, weight, material type, chemical composition, and supplier information. This deeper understanding improves traceability and transparency, empowering us to make more informed decisions.



*Traceability is about knowing where our raw materials come from, how they are sourced, and the conditions under which they are produced. It is essential for ensuring transparency and supporting responsible sourcing decisions.*



# Reimagining packaging with Care

Once crafted by our suppliers using carefully selected materials, our products are shipped to our logistics centre in Poland. Upon arrival, both Westwing Collection products and those from our brand partners are sorted and prepared for delivery to our customers. Packaging plays a crucial role in protecting the products during their journey to the logistics centre, at the logistics centre and onward to our customers.

For our Westwing Collection products, we collaborate closely with our suppliers to improve packaging practices and ensure that the materials used align with our quality and sustainability guidelines. For third-party brands, we share our packaging guidelines with our partners, while focusing primarily on optimising packaging processes once the products reach our logistics centre. Therefore, we monitor our packaging efforts in two main areas: packaging for the Westwing Collection and packaging used within and beyond our logistics centre.



## 2024 Highlights

- *Westwing Collection packaging*  
Replaced single-use plastic components such as fitting bags, ribbons, silica bags and tapes with paper alternatives.
- *Logistics centre packaging*  
Introduced loose loading.  
Eliminated single-use plastics except plastic tapes.  
Increased the recycled content of stretch film to 60%.  
Switched to recycled paper cushioning.

## Future focus

- *Westwing Collection packaging*  
Monitor new packaging regulations.
- *Logistics centre packaging*  
Decrease the amount of plastic packaging per item shipped.  
Reduction of repacking activities by collaborating with suppliers to optimise material use.



## Transforming the Westwing Collection packaging

Our Westwing Collection packaging guidelines set the standards and provide clear direction to suppliers on how to package and deliver products to our logistics centre. These guidelines include requirements even for the smallest packaging components and emphasise:

- eliminating Styrofoam and single-use plastic components<sup>1</sup>,
- prioritising recycled materials,
- and reducing overall packaging volume.

Although sustainable packaging solutions with the necessary quality, strength and durability are not always readily available for every packaging need, thanks to our dedicated efforts we have successfully achieved the majority of our packaging goals ahead of schedule. This transformation involved close collaboration with our suppliers and innovative thinking.

We successfully eliminated styrofoam and made significant progress in replacing single-use plastic components such as fitting bags, ribbons, and tapes with paper alternatives.



### What single-use plastic components are used in our packaging?

Our efforts to eliminate single-use plastic components in packaging focus on items such as tapes, cable ties, fitting bags, and silica bags. These components are typically non-recyclable due to their mixed materials or low recycling value, often ending up in landfills. Transitioning to recyclable or reusable alternatives is a key step in reducing the environmental impact of our packaging.

### Innovating with suppliers

Finding alternatives to single-use plastics in packaging presents challenges, especially when no immediate solutions are available. Previously, plastic ribbons were used in Westwing Collection packaging to secure components like screws to the main product. By working closely with our suppliers, we devised an innovative and creative solution: repurposing paper shopping bag handles into durable ribbons, successfully eliminating the use of plastic.

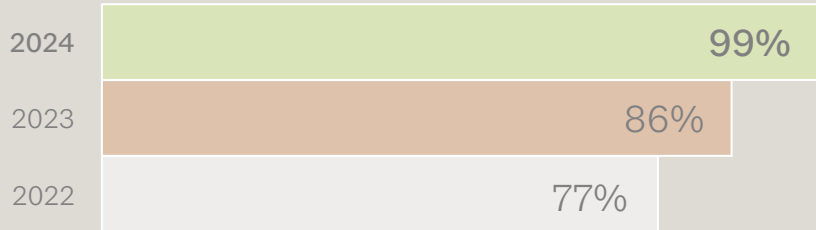
<sup>1</sup>It covers all single-use plastic components in packaging.



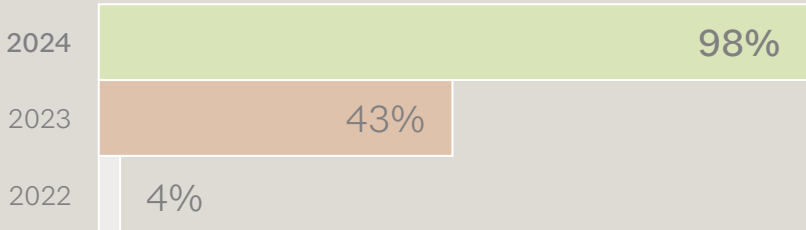
## Redefining our logistics centre packaging

After products are received at our logistics centre, they are handled and packaged to ensure protection during storage and preparation for customer orders. This packaging serves two purposes: safeguarding products while at the logistics centre and ensuring their safety during delivery to our customers.

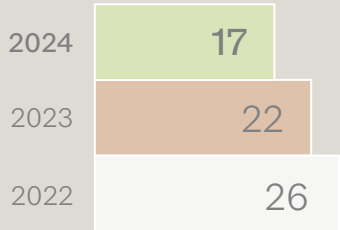
This year, we streamlined our packaging by standardising practices and reducing the variety of materials used. With fewer logistics centres, we established a single standard for all packaging, enhancing quality, consistency, and control. In 2024, we conducted a comprehensive review and audit of each packaging type to ensure accurate net weights and compliance with sustainability certifications.



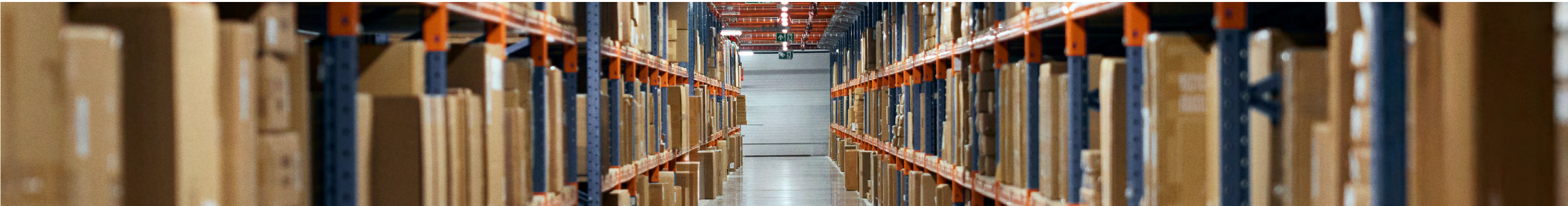
99%  
Recycled paper  
use in packaging



98%  
Plastic packaging with  
≥60% recycled content



17 g  
Amount of plastic packaging  
per item shipped





Through initiatives like loose loading, eliminating single-use plastic components, and utilising optimised, lighter-weight packaging, we achieved a *35% reduction in plastic packaging per item shipped* within one year.



**Eliminating foam and single-use plastic components**

We successfully eliminated foams, removed transparent bags for smaller items, and phased out or substituted all single-use plastic components in our logistics centre packaging, except for tapes.



**Increasing recycled plastics**

We have significantly reduced reliance on virgin plastics in our logistics centre packaging by ensuring that all foil bags and the stretch film used to wrap pallets has more than 60% recycled content, while maintaining the durability required for secure transportation.



**Introduction of loose loading**

We eliminated pallets and stretch foil by adopting loose loading, a method that involves loading products directly into transport containers without additional outer packaging. This approach maximises space, reduces packaging material use, and minimises waste.



**Switch to recycled paper cushioning**

Cushioning is essential in packaging designed to protect products during transportation by absorbing shocks and preventing damage. This ensures safe delivery and also reduces waste caused by returns or broken items. As cushioning is highly used in packaging, we implemented steps to minimise its environmental impact:

- We replaced virgin paper cushioning with 100% recycled paper cushioning, certified with the Blue Angel label<sup>1</sup>.
- We also began shredding unused cardboard to repurpose it as additional cushioning replacing foam.

<sup>1</sup> The Blue Angel is the ecolabel of the German government that sets stringent standards for environmentally friendly products and services.



# Driving circularity through innovation and collaboration

While addressing product impacts, including resource use and waste, circularity emerges as a vital aspect. Innovation plays a key role in designing products that align with circular principles, enhancing their longevity, durability, and quality.

Over the past year, we explored technologies like 3D printing and collaborated with suppliers to develop products using innovative recycled materials. However, similar to the challenges faced in packaging, new materials such as

recycled plastics are often limited in availability, and the development and testing processes take time to meet our high standards for quality and safety.

By focusing on innovation and collaboration, we are expanding our circular product offerings. In 2025, we plan to launch an innovative table and stool family made with fabric veneer crafted from recycled textile waste and a biodegradable binder. Similarly, we aim to transition our Claire chair family to incorporate plastic recyclates.



## 2024 Highlights

- Launched our first 3D-printed lamp Keani and won Silver in Eco / Green Design at the International Design Awards.
- Repaired 12,286 items giving them a second chance and a new life in our customers' homes.

## Future focus

- Extend the warranty and provide care instructions for Westwing Collection products to help customers prolong their lifespan.
- Offer spare parts to reduce replacements and return.
- Create a sustainable material library and integrate material innovations and circular design principles into product development.





## Introducing our award winning 3D-printed lamp Keani

The Keani lamp is our first 3D-printed lamp made from 85% recycled materials and the latest innovative addition to our Westwing Collection. In collaboration with recozy, a German leader in additive manufacturing, we launched the Keani lamp, which is crafted using 85-88% recycled plastic sourced from food packaging waste, such as blister trays and fruit bowls. Thanks to recozy’s expertise in 3D printing, the Keani lamp is crafted with precision, eliminating waste and reducing energy consumption compared to traditional methods.

## Extending the life of our products

One of the core principles of circularity is extending the life of products through repair and care. Occasionally, items may arrive with minor damages due to transportation or handling. At our logistics centre, a dedicated team ensures these items are carefully restored to meet the high standards we uphold, ensuring they are either repurposed, reused, or appropriately redistributed.

Our skilled team can address a variety of issues, from restoring tableware and decorations to refinishing scratched tabletops and repairing chair components. In 2024, we repaired 12,286 items, giving them a renewed purpose and preventing unnecessary waste.

Looking ahead, we are also exploring ways to extend product lifespans through enhanced care instructions, warranties, and the availability of spare parts, ensuring that our focus on quality and longevity aligns with our commitment to premium standards.







WE CARE  
for the Planet





Our planet faces significant challenges, with climate change being one of the most pressing. To reduce our footprint, we focus on addressing climate impacts across our value chain and collaborating with suppliers to drive improvements.



# Transitioning to a low carbon future

Climate change is one of the biggest challenges of our time, requiring collective efforts from individuals, businesses, and governments. Transitioning to a low-carbon future is essential, and we are taking concrete steps to support this shift.

We have set targets validated by the Science Based Targets initiative (SBTi), aligning with

the goal of limiting global warming to 1.5°C, and developed a comprehensive Climate Transition Plan to meet these targets. Our supply chain represents the largest area of our climate impact, making it a key focus in our efforts. By collaborating with suppliers and business partners, we aim to reduce emissions and drive progress across our entire value chain.



## 2024 Highlights

- Finalised our Climate Transition Plan.
- Conducted an initial qualitative climate scenario analysis.
- Secured additional renewable electricity for our logistics centre in Poland.
- Engaged over 250 suppliers, brand partners, and logistics carriers on carbon footprinting and science-based target setting.
- Optimised logistics operations to reduce transportation emissions.

## Future focus

- Enhance Scope 3 emissions data accuracy.
- Conduct third-party verification of our Scope 3 emissions calculation methodology.
- Continue supplier engagement to drive SBTi adoption.
- Explore viable practical pathways for transitioning to renewable energy for heating.



# Understanding our climate impact

Understanding our climate impact begins with collecting and improving emissions data. This includes Scope 1 (direct emissions from our operations), Scope 2 (indirect emissions from purchased electricity), and Scope 3 (indirect emissions across our value chain, such as those from suppliers, logistics, and product use). Scope 3 remains the most complex category due to its dependence on external data from multiple stakeholders such as suppliers, logistics partners, and other value chain actors. Improving data quality is key to developing effective reduction strategies.

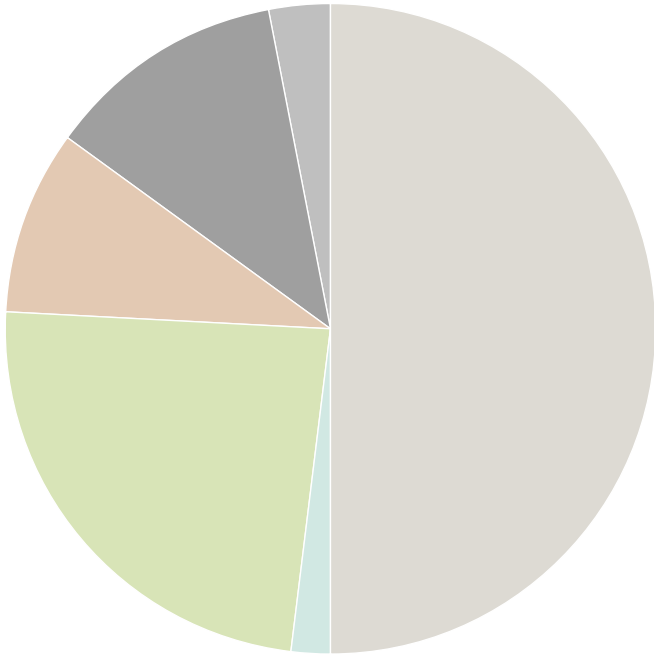
This year, we streamlined data collection and collaborated with suppliers to obtain more detailed information. We also refined our calculation approach to align fully with the GHG

Protocol and completed a comprehensive Scope 3 emissions assessment. As part of this, we conducted a Forest, Land, and Agriculture (FLAG) assessment—a framework under the SBTi for measuring emissions from land-related activities such as deforestation, land-use change, and agriculture. Our findings confirmed that FLAG-related emissions are insignificant for our business, as we do not rely heavily on land-intensive activities.

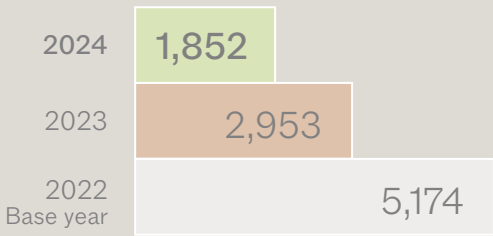
In 2025, we plan to complete a third-party verification of our Scope 3 emissions calculation methodology to identify areas for further improvement.

Breakdown of Scope 3 emissions

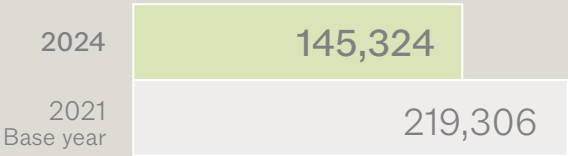
- 50% Purchased goods and services
- 24% Upstream transportation and distribution
- 12% End-of-Life
- 9% Use of sold products
- 3% Other
- 2% Capital goods



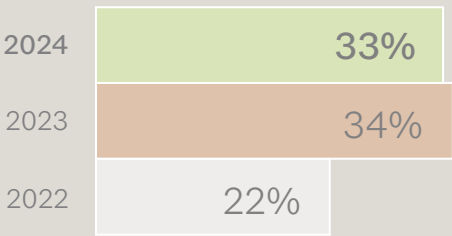




Scope 1 and 2  
emissions (tCO<sub>2</sub>e)<sup>1</sup>



Scope 3  
emissions (tCO<sub>2</sub>e)<sup>2</sup>



Share of  
renewable electricity

What is the Science Based Targets initiative (SBTi)?

The SBTi provides a framework for companies to set climate goals aligned with the latest climate science. These targets help businesses contribute to limiting global warming to 1.5°C or well below 2°C, in line with the Paris Agreement. By following the SBTi, companies can align their strategies with global climate goals and demonstrate their commitment to meaningful climate action.

Scope	SBTi-validated Target
Scope 1 + 2	<b>By 2030:</b> reduce absolute Scope 1 and 2 greenhouse gas (GHG) emissions by 75% from a 2022 baseline
Scope 3	<b>By 2027:</b> 80% of suppliers by spend (covering Westwing Collection, third-party products, and upstream transportation and distribution) will have SBTs



<sup>1</sup> All direct emissions from heating, the combustion of fuels by our own vehicles and fugitive emissions from air conditioning. Market-based. <sup>2</sup> All indirect emissions from purchased goods and services, capital goods, business travel, employee commuting, fuel- and energy-related activities not included in Scope 1 and Scope 2, upstream transportation and distribution, waste generated in operations, use of sold products, and the end-of-life-treatment of sold products.



## Reducing emissions across our value chain

By streamlining and consolidating operations, we have reduced our Scope 1 and 2 emissions by 64%, bringing us closer to our 75% reduction target. To achieve the remaining reduction, we plan to further increase our use of renewable electricity at our logistics centre in Poland.

As a predominantly e-commerce retailer, Scope 3 emissions account for the majority of our carbon footprint, making up over 98% of total emissions. The largest share comes from the products we sell—specifically, the raw materials, production, and transportation from suppliers to our warehouse and then to customers.

In 2024, we successfully reduced packaging-related emissions by optimizing packaging usage and increasing the share of recycled materials. However, transportation emissions have risen compared to our base year due to the insourcing of local warehouses, leading to longer transport distances. To address this, we are working with logistics partners to optimize routes and exploring alternative solutions such as pickup and drop-off options to reduce emissions where possible.





# Developing our Climate Transition Plan

Tackling climate change requires a clear plan. After assessing our emissions and climate impact, we set SBTi-validated targets and developed a Climate Transition Plan to guide our journey. This plan focuses on key areas, including energy efficiency, renewable energy, sustainable supply chain practices, and responsible material sourcing.

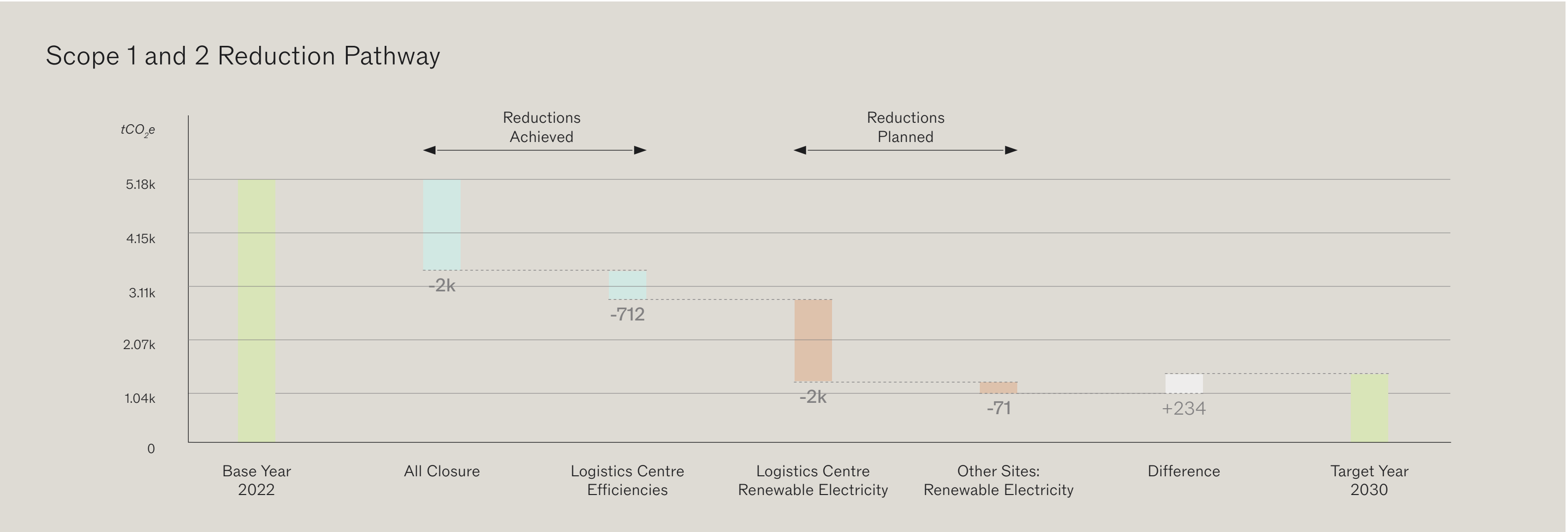
Our efforts span Scopes 1, 2, and 3, with a particular focus on Scope 3, where the majority of our emissions occur. By engaging closely with suppliers and refining our sourcing practices, we are working to drive long-term emission reductions and improve resource efficiency.

Understanding the broader climate landscape is equally important. This year, we conducted our

first qualitative climate scenario analysis to assess potential risks and opportunities. You can find more details in our [Climate Transition Plan](#) on page 18.

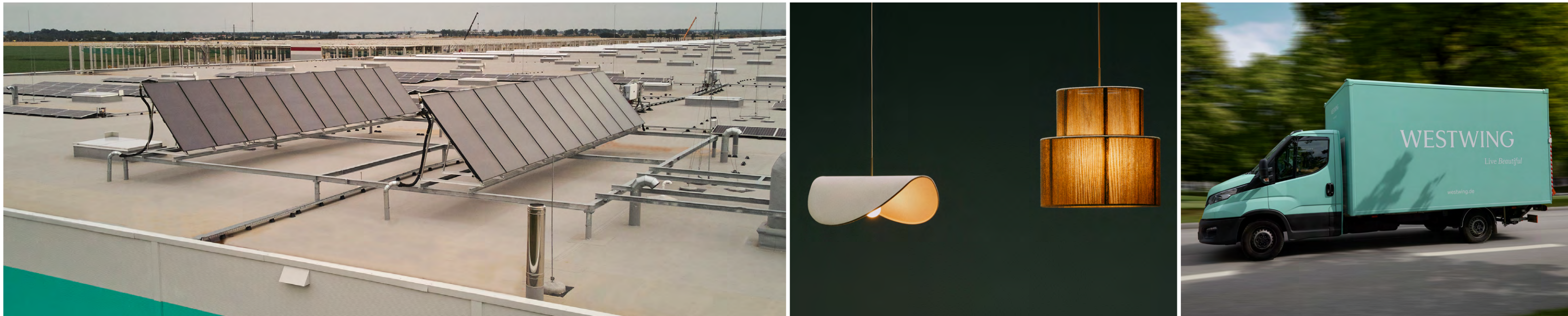
In our early climate action journey, we purchased carbon credits to support carbon removal projects, helping broaden our impact while assessing our emissions footprint and finalising our reduction targets.

Now, with science-based targets in place, we are prioritising direct emissions reductions. We will no longer purchase additional carbon credits but will focus on tangible actions, such as transitioning to renewable electricity.





Scope 1 and 2 Mitigation Strategies



Transition to Renewable Energy

We aim to source 100% of our energy from renewable sources by 2027. Currently, a solar photovoltaic (PV) system at our logistics centre in Poznań meets approximately 14% of its electricity needs. Additionally, our offices in Munich and Warsaw, the Westwing Delivery Service hub in Munich, and our Hamburg store operate on renewable electricity contracts.

Expanding our use of renewable electricity comes with challenges, particularly in leased buildings, where energy procurement depends on external providers. Despite these constraints, we have made significant progress in securing additional renewable electricity, further increasing our share in the near future. To address the remaining electricity demand, we are evaluating the use of Guarantees of Origin (GOs) as an interim solution.

Beyond electricity, transitioning to renewable energy for heating remains a complex challenge. We are actively exploring viable pathways to reduce our reliance on fossil fuels and integrate more sustainable energy sources across our operations.

Energy Efficiency

In 2023, energy audits at our logistics centre identified opportunities to optimise energy use, leading to concrete efficiency measures. These included stabilising indoor temperatures, installing door seals, and optimising operational hours, lighting, and forklift battery charging patterns. Additionally, by insourcing international sites and consolidating operations in Poland, we streamlined processes, further reducing energy consumption and emissions.

Vehicle Fleet Transition

Our fleet transition efforts focus on vehicles owned or operated by Westwing. While most of our fleet still relies on fossil fuels, we have two electric vehicles. The transition remains challenging due to the limited availability of suitable vehicle models, particularly those with the required size and driving range for our Westwing Delivery Service. We continue to monitor market developments and explore partnerships with external providers to accelerate progress toward a more sustainable fleet.



Scope 3 Mitigation Strategies



Sustainable Supply Chain Practices

As part of our roadmap to have 80% of suppliers by spend set SBTs, we have initiated direct engagement with our Westwing Collection suppliers, brand partners, and logistics carriers. To support this, we introduced tailored internal training to equip our team with the skills needed for meaningful supplier engagement. This includes topics such as calculating carbon emissions and setting SBTs through the SBTi framework.

Engaging suppliers in setting SBTs comes with challenges, as many operate with different levels of climate maturity, data availability, and internal resources. While some suppliers are well advanced in their decarbonisation strategies, others require additional guidance and support to navigate the complexities of emissions calculations and science-based target setting. Despite these hurdles, we are working closely with them to build awareness, provide tools, and encourage actionable commitments.

By working with suppliers, brand partners, and logistics carriers to address emissions and set targets, we aim to drive reductions across production, transportation, and the broader supply chain. Engagement has been particularly strong among our Westwing Collection suppliers, reflecting an increasing commitment to climate action.

In addition to setting SBTs, we collaborate with logistics providers to explore solutions that reduce transportation emissions, such as fleet electrification, route optimisation, and alternative fuels. More details on these initiatives can be found in the [Reducing Our Logistics Emissions section](#), as logistics plays a key role in transitioning to a low carbon future.

Responsible Material Sourcing

Responsibly sourced materials often have a lower carbon footprint than conventional alternatives. This is achieved through more sustainable farming, forestry, and manufacturing practices, such as reduced pesticide and fertiliser use, lower emissions from processing, and less resource-intensive production methods. These improvements help to reduce Scope 3 emissions by lowering the carbon intensity of the materials used in our products.

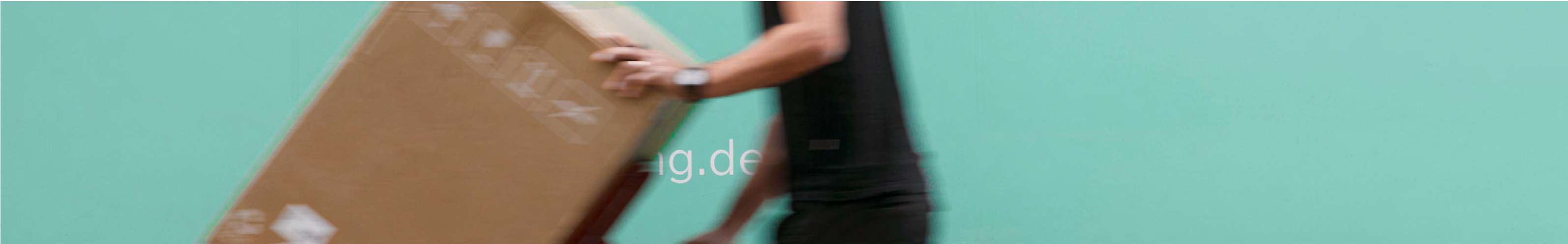
At Westwing, we prioritise responsible sourcing for our Westwing Collection products, where we have greater control over material selection and supplier practices. To learn more about our approach to responsible materials, visit the [WE CARE for our Products – Materials section](#).

Sustainable Packaging and Waste Management

To reduce our carbon footprint and resource consumption, we focus on minimising packaging, increasing the use of recycled materials, and reducing waste—particularly in our logistics centre. Our efforts include optimising packaging design to use fewer materials, transitioning to recycled and recyclable alternatives, and improving waste management practices to enhance sorting and recycling. By implementing these measures, we aim to lower emissions, conserve resources, and reduce overall environmental impact.

To learn more about our approach to packaging, visit the [WE CARE for our Products - Packaging section](#).





Reducing our Logistics Emissions

By rethinking and optimising our logistics processes, we aim to reduce our carbon footprint while maintaining efficient operations that meet customer expectations. Our approach to logistics emissions focuses on two key stages: linehaul and last-mile delivery. Linehaul refers to the transportation of goods from warehouses to distribution hubs, while last-mile covers the final leg of the journey, from these hubs to customers’

doorsteps. Both stages present unique opportunities for optimisation and emission reduction.

In 2024, we initiated engagement with all logistics carriers on carbon footprinting and SBTs and will continue this collaboration over the course of this year.





Deep Dive: Reducing our logistics emissions



Reducing Emissions in Linehaul Transportation

We are optimising vehicle utilisation to reduce the number of trips and associated emissions. A key milestone has been relocating to a new hub closer to our largest logistics centre in Poland, streamlining transportation and further lowering emissions. However, challenges remain, particularly in onboarding some linehaul carriers in carbon emissions management, as this is still a relatively new area for them.

Advancing Low-Emission Last-Mile Delivery

- We are exploring solutions that reduce emissions and improve efficiency. Our key initiatives include:
- From early 2024, all parcel and bulky deliveries in Hamburg are transported using electric vehicles.
  - For the first time, sustainability was included as a key criteria in the carrier selection process.
  - We are expanding the use of dropshipping, where products are shipped directly from suppliers to customers, bypassing our logistics centre. This significantly reduces emissions and enhances efficiency.
  - We are exploring out-of-home delivery options, such as parcel locker delivery and pick-up/drop-off points.
  - We are assessing sustainable shipping initiatives that lower CO<sub>2</sub> emissions through low-carbon logistics solutions, including electric trucks and sustainable fuels.







WE CARE  
for People



People are at the heart of everything we do. From our dedicated suppliers and employees to the customers who trust us, we are committed to their well-being.





01

WE CARE  
for our Suppliers



Our beautiful Westwing Collection products are crafted in our supplier factories, making our supply chain a key focus for both social and environmental progress.

Our commitment extends across the entire value chain, covering the conditions under which our products are created.



## 2024 Highlights

- Made significant progress with our environmental and social audits, covering nearly all of our key and strategic suppliers.
- Launched capacity-building programs with 68% of our key and strategic suppliers, completing training through the amfori Academy on social and environmental topics.

## Future focus

- Introduce self-assessments for our complementary suppliers and continue with audits with the goal of assessing all suppliers by the end of 2025.
- Increase the share of suppliers participating in the training program offered by the amfori Academy.



Our Westwing Collection Suppliers<sup>1</sup>



<sup>1</sup>Based on purchase order volume.



# Refining our approach to supplier management

To support safe and fair working environments across our supply chain while minimising environmental impacts, we rely on a structured auditing process. This system combines internal evaluations with external third-party audits based on internationally recognised standards and schemes. By identifying areas for development, we work closely with suppliers to support their continuous improvement.

In the past, we focused on EU and non-EU suppliers separately. However, we have since refined our approach, adopting a more holistic perspective and focusing on key and strategic suppliers to ensure tailored engagement and improvements across the board. Our priority is to build stronger partnerships with these suppliers and enhance their performance in social and environmental areas.



## Supplier *Code of Conduct* (CoC)

Our suppliers are expected to read and comply with our CoCs which cover environmental, social and governance areas.

## Social and Environmental *Audits*

Our suppliers undergo audits based on internationally recognized standards and schemes, ensuring compliance is assessed at their production facilities.

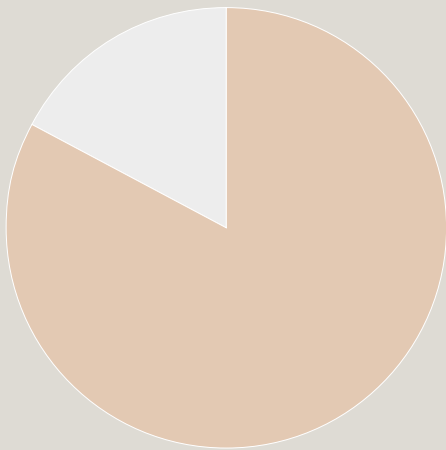
## Corrective *Action Plans*

Corrective action plans are prepared on identified gaps and issues. We classify findings as minor, major, critical, or zero-tolerance.

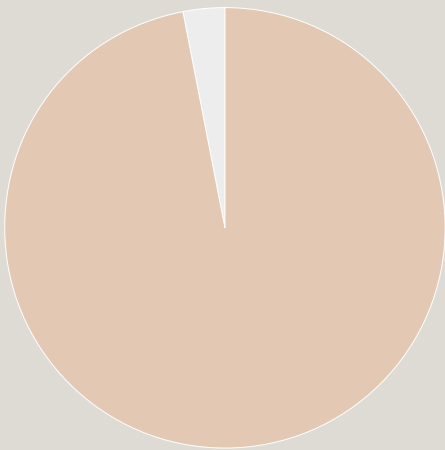
## Follow-up *Audits*

We conduct follow-up audits to verify whether the identified issues and gaps have been effectively addressed.

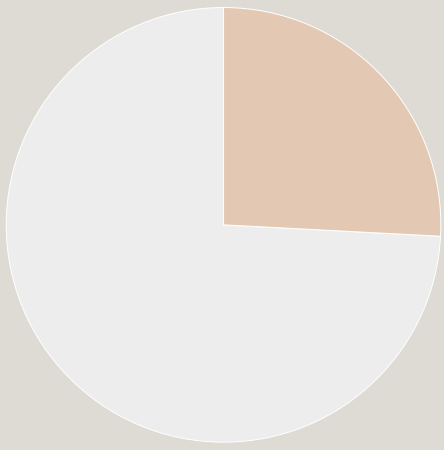




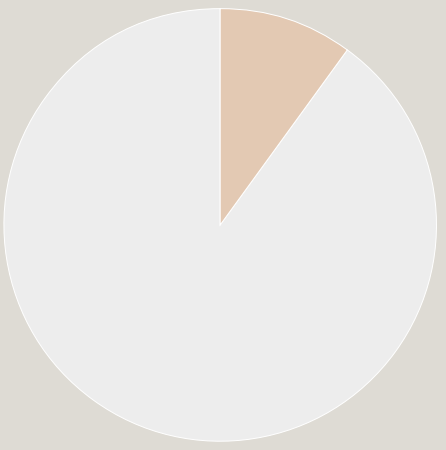
86%  
of Westwing Collection  
suppliers evaluated on  
environmental topics<sup>1</sup>



98%  
of Westwing Collection  
suppliers evaluated on  
social topics<sup>1</sup>



24%  
of Westwing Collection  
suppliers with environmental  
management systems<sup>1</sup>



10%  
of Westwing Collection  
suppliers with social  
management systems<sup>1</sup>

<sup>1</sup>By purchase order volume.



# How do we categorise our suppliers?

- **Strategic suppliers:** Partners with high potential for growth and innovation, with whom we collaborate closely to drive long-term improvements.
- **Key suppliers:** Reliable partners with a significant role in providing a stable and diverse assortment of products.
- **Complementary suppliers:** Partners with a small share in procurement or niche suppliers that contribute specialised products to address specific customer needs or fill product gaps.



# What is our approach for complementary suppliers?

While our key and strategic suppliers are at the heart of our strategic collaboration and capacity-building efforts, we are equally committed to maintaining high standards across all Westwing Collection suppliers. To achieve this, we are rolling out social and environmental self-assessments for our complementary suppliers.

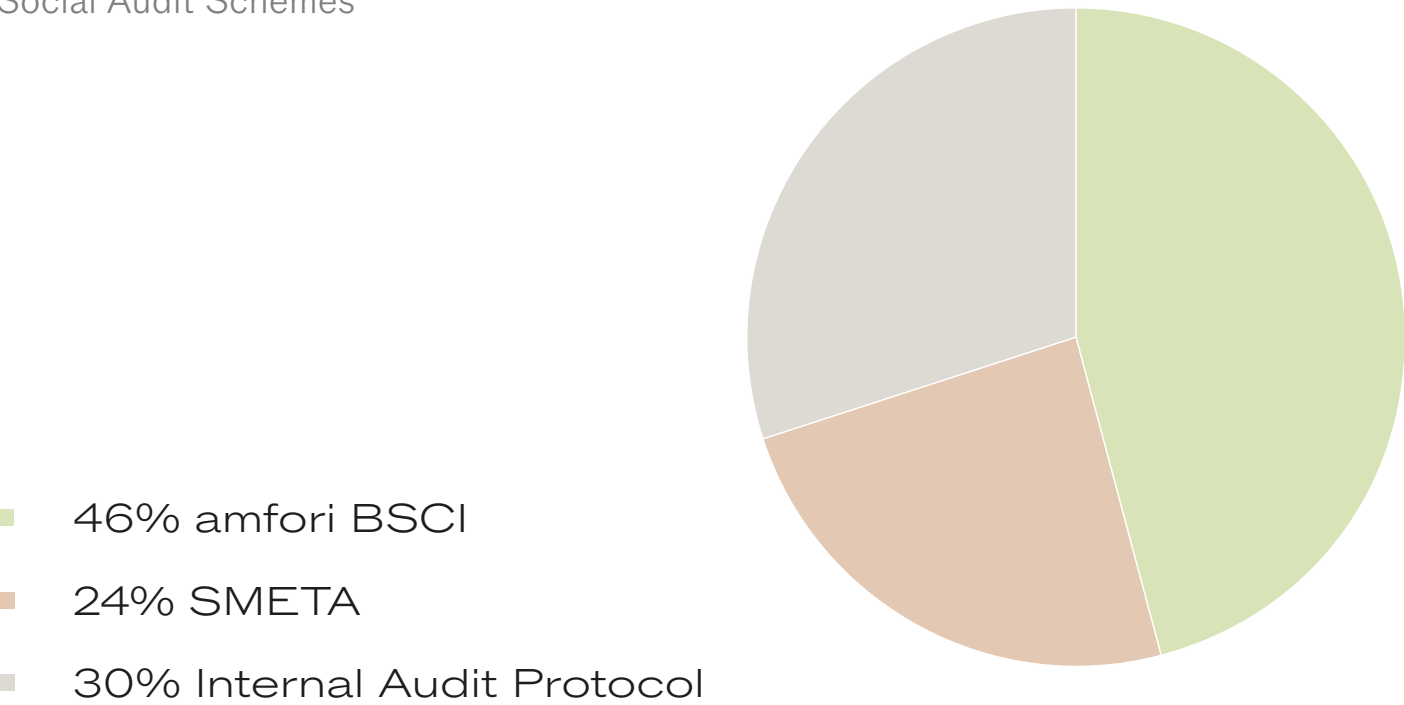
Our goal is for all complementary suppliers to complete these assessments by the end of 2025. For environmental assessments, we use amfori's BEPI tool, and for social assessments, we rely on an internal tool, largely based on the BSCI standards.



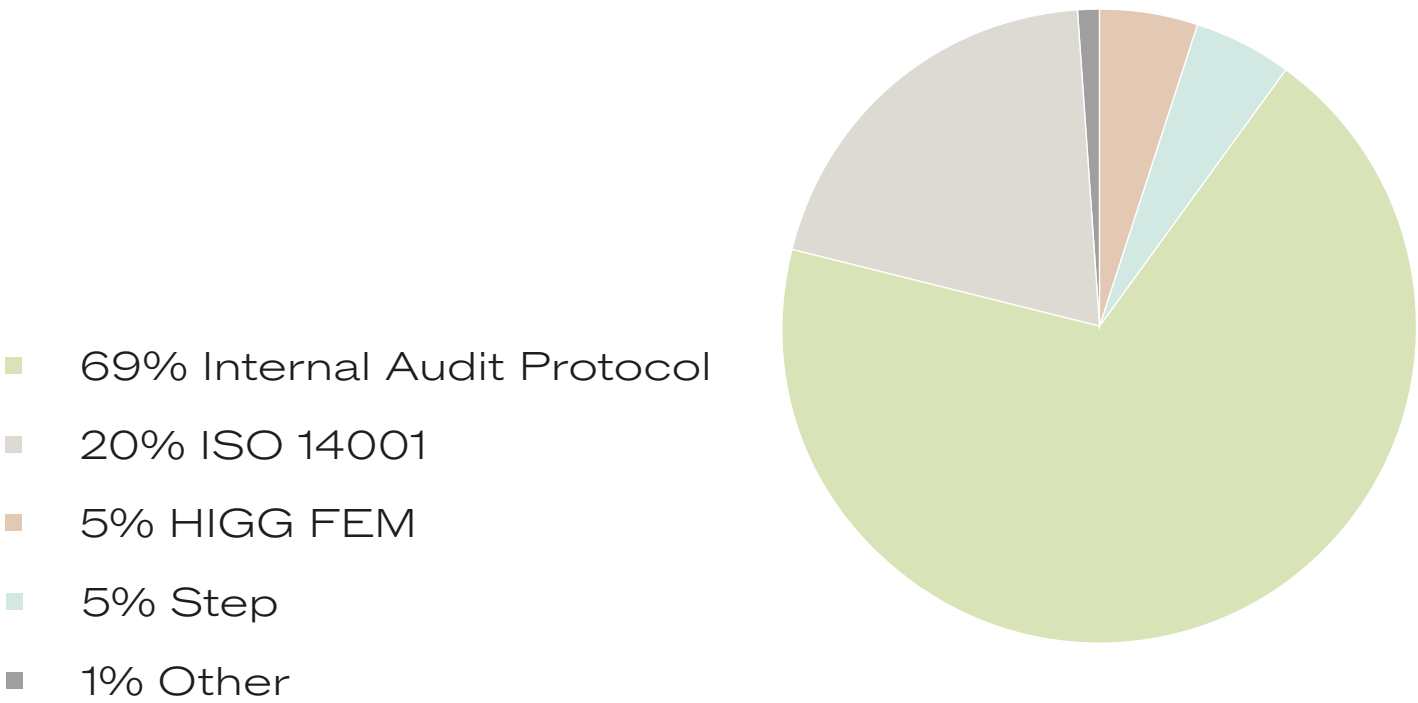
# What do we assess in social audits?

Social audits focus on evaluating working conditions and ethical practices. The issues assessed include human rights, discrimination, diversity, working hours, wages, health and safety, and business ethics against international and local standards.

Social Audit Schemes



Environmental Audit Schemes



# What do we assess in environmental audits?

Environmental audits assess compliance with environmental standards and performance. The assessment includes the review of environmental permits, environmental management systems, energy use, water use, wastewater, air emissions, waste, chemical management and noise.



# What are our key audit findings?

Our assessments have highlighted opportunities to enhance health and safety practices across all regions, with EU suppliers also demonstrating potential for further development in social management systems. In non-EU regions, areas for improvement include working hours alongside health and safety standards.

We have observed that familiarity with social and environmental audit processes varies between EU and non-EU suppliers, influenced by the specific contexts of their markets. This can result in differing paces of adaptation to these requirements.

To support all suppliers in addressing these challenges, we prioritise open communication, helping them navigate audit requirements and implement improvements.

To improve supplier performance, we focus on two key areas:

- **Environmental and social management systems:** These frameworks provide effective tools for addressing identified areas for improvement and promoting long-term progress. We actively support suppliers in establishing these systems.
- **Capacity building:** All key and strategic suppliers are invited to participate in training programs offered through the amfori Academy, which provide valuable knowledge and resources to strengthen their practices.





# Partnering with amfori

amfori is a global initiative in driving positive social and environmental change within supply chains. Effective supplier relationships go beyond auditing—they require collaboration and knowledge-sharing to drive meaningful progress. By partnering with amfori, we leverage their expertise and extensive network to support our suppliers in enhancing their practices.

We also contribute actively to two of amfori’s key working groups—**Speak for Change Revision** (focused on social topics) and **BEPI Continuous Improvement** (focused on environmental topics). Through these groups, we share our insights and collaborate to shape the future direction of these programs.



## amfori Academy

Selected key and strategic suppliers began participating in the amfori Academy, which offers e-learning, webinars, and classroom training on a range of social and environmental topics. We are proud to share that over 68% of these suppliers, primarily based in Asia, have already completed their training, gaining valuable knowledge to strengthen their practices further.

## Speak for Change

To empower workers, we have introduced amfori’s Speak for Change grievance mechanism with select suppliers. This initiative provides a safe and trusted platform for workers to share their feedback and seek solutions. Currently, five of our key and strategic suppliers in India and Vietnam are participating in the program.

Although expansion to additional regions was initially planned, amfori has paused the rollout in India and China to refine its approach. We remain dedicated to supporting this program and will continue implementing it as it evolves.





02

WE CARE  
for our Customers



Our care for our customers goes beyond offering beautiful products—it is about ensuring that these products meet high standards for sustainability, quality, and safety. Through our WE CARE label, we offer products that have

sustainable attributes and are crafted with care for the planet and people. Additionally, we maintain rigorous quality and safety standards to ensure our products are durable, reliable, and safe for everyday use.



## 2024 Highlights

- Increased the share of WE CARE products in the Westwing Collection from 48% to 66% compared to last year and reached our 50% target.
- Established a working group to drive sustainability communication and set a baseline to monitor performance.
- Published over 150 content pieces dedicated to highlighting WE CARE products and sustainable living tips to engage our community of over 12 million followers.

## Future focus

- Continue to increase the share of Westwing Collection products with the WE CARE label.
- Continue to explore and integrate innovative sustainable materials.
- Continue to uphold rigorous product quality and safety standards.
- Strengthen our focus on sustainability in future communications to drive greater awareness.



# Promoting sustainable products and lifestyle

We aim to promote sustainable lifestyles by offering products with the WE CARE label, helping our customers make more informed decisions. In our Shop, visitors can explore the sustainability attributes of our products through the WE CARE filter.

We increased the share of products labelled WE CARE in the Westwing Collection from 48% to 66% compared to last year. Currently, these products represent 24% 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.

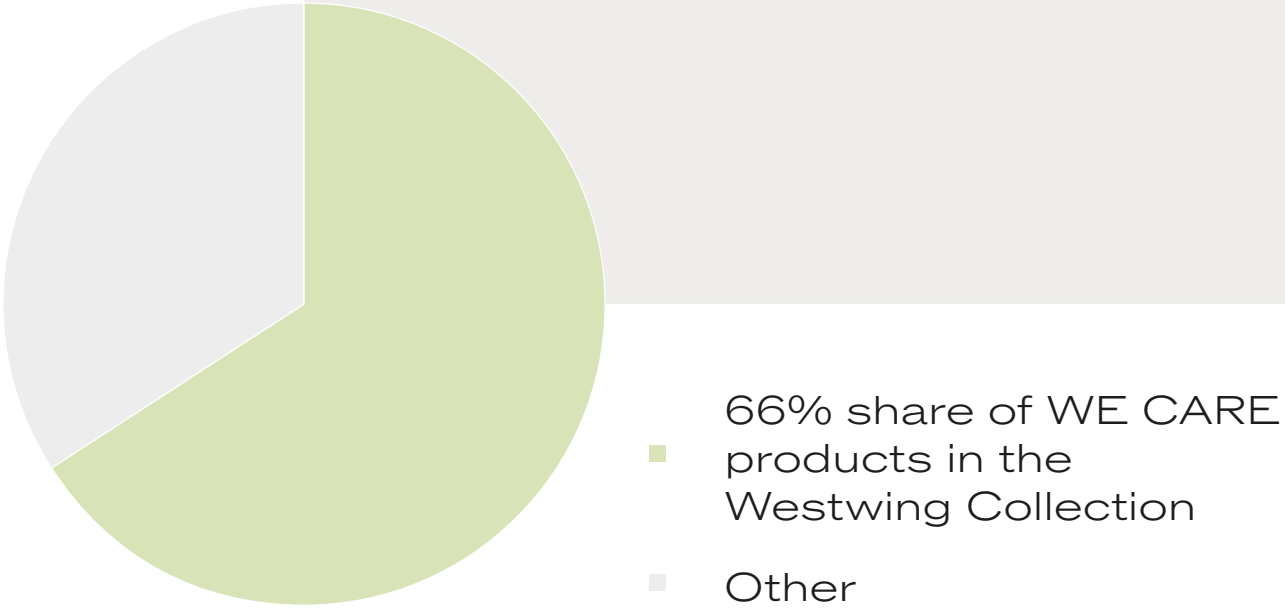
To understand how we source responsible materials and products and increase our WE CARE share in our total product portfolio please visit the [WE CARE for our Products - Materials section](#).



## What is the WE CARE label?

This label highlights products that meet specific sustainability criteria, such as the use of responsibly sourced, organic, or recycled materials.

It includes over 40 independent sustainability certifications and standards for products or materials, such as FSC® and GOTS. You can learn more about the specific criteria for the WE CARE label [here](#).





# Meeting high quality and safety standards

We work with third-party laboratories to conduct physical and chemical testing, ensuring that our Westwing Collection products comply with regulations such as REACH (Registration, Evaluation, Authorisation, and Restriction of Chemicals). REACH is a European regulation aimed at improving human health and environmental safety by reducing the use of hazardous substances. Ensuring compliance with REACH is essential to protect both our customers and the planet by minimising the harmful substances in our products.

Our quality teams carry out regular inspections including in-progress quality checks and durability testing, to ensure products meet our standards. These processes include assessments like load testing to confirm that our furniture can endure everyday use. By prioritising testing and inspections, we aim to deliver safe, durable, and high-quality products that our customers can trust in their homes.







03

WE CARE  
for our Employees



The majority of Westwing’s team members are based at our headquarters in Munich and our office and logistics centre in Poland. To optimise People & Culture (P&C) operations, we have implemented the OneP&C approach, establishing a unified P&C organisation. This centralised structure enhances the effectiveness of P&C initiatives, ensures consistency across the organisation, and supports strong performance.

Aligned with this approach, Westwing’s Employee Value Proposition (EVP) reflects and communicates our core values. The EVP is reinforcing our commitment to the highest level of quality and creativity for our customers, while also empowering our teams to grow and succeed.



## 2024 Highlights

- Implemented OneP&C, centralising our P&C teams and streamlining processes and initiatives.
- Established a dedicated Learning and Development team to support growth and development and rolled out our leadership onboarding programme.
- Improved and expanded mental health initiatives for enhancing employee well-being.

## Future focus

- Implement logistics centre health initiatives.
- Continue developing comprehensive leadership training programs.



# Creating a diverse and open workplace

At Westwing, one of our greatest strengths is our diverse and inclusive workplace, with team members representing 66 nationalities. Women play a significant role in shaping Westwing, constituting a large part of our workforce across all levels of the organisation. We actively support gender diversity and aim to ensure pay for performance, recognising the value and contributions of all team members fairly and without bias. We are committed to creating an environment where every individual feels respected, empowered, and able to thrive - pushing beyond the status quo to stay ahead of the competition.

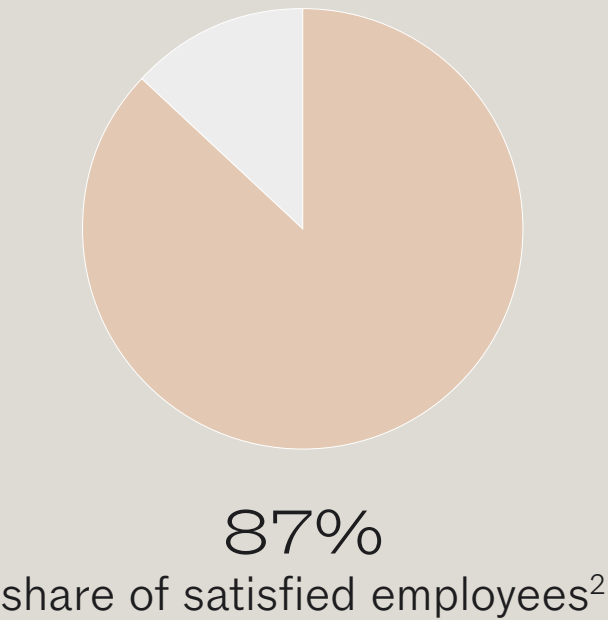
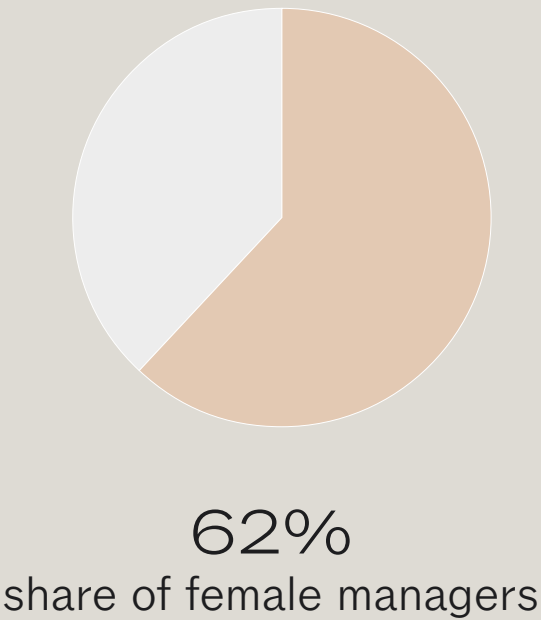
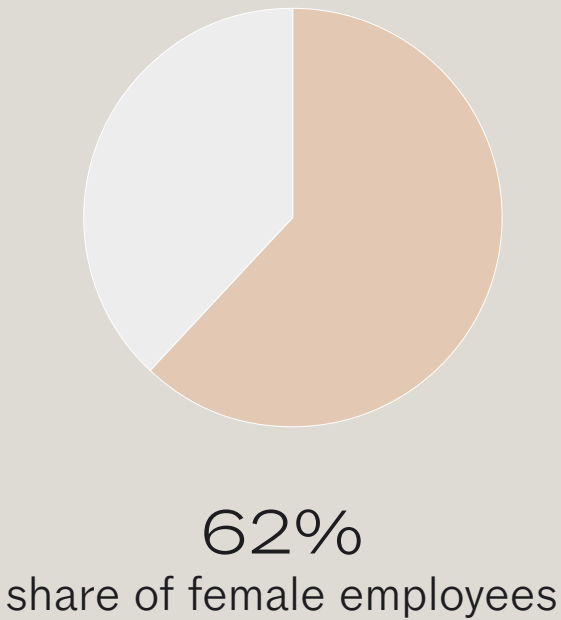
We maintain an open-door policy and regularly gather insights through employee satisfaction surveys. **Group Allhands** meetings provide updates on business performance and offer a space for team members to ask questions. They also serve to recognise team member achievements

and celebrate our successes together with the team. Our intranet serves as a central platform for communication, providing access to trainings, updates, sustainability information, and policies.

The **SE Consultation Body** and Polish trade unions consolidate our open dialogue between management and team members by continuously sharing valuable feedback. Additionally, our [whistleblower tool](#) allows for the anonymous reporting of potential violations or unethical behaviour.

For more information on working at Westwing:  
<https://www.westwing.com/careers/working-at-westwing/>

1,291 employees<sup>1</sup> representing 66 nationalities



<sup>1</sup>Full time employees. <sup>2</sup>Percentage of employees rating their satisfaction as either strongly favourably, favourably or neutral in employee surveys.



# Supporting growth and development

Growth and development are central to our success. We embrace dynamic learning and empower our teams to take ownership of their development. Our performance management approach is designed to support team members in their freedom to grow, align with our values, and guide their professional journeys. A key component of this is the use of **360-degree assessments**, which provide comprehensive feedback from peers, managers, and direct reports, deriving areas to further improve.

To further strengthen development opportunities and to ensure that the performance of our team members is outstanding, we have a dedicated **Learning and Development team** focused on providing insight sessions and a wide range of internal and external training programmes.

The **MyCareer programme** offers structured guidance on career progression, succession planning, performance management,

compensation, and training. Last year, we expanded the programme to include our Poland offices.

Our **Leadership Training programme** supports the development of essential leadership, communication, and organisational skills through workshops, experience exchanges, roundtables, and tailored training plans, ensuring that our talented team members can reach their full potential. 67 participants completed 194 hours of training.

The **Key Talent Programme** (HQ) recognises and supports top talent through a year-long initiative offering mentoring, group training sessions, buddy support, and opportunities such as job shadowing. 15 participants completed 104 hours of training.

At our logistics centre, the **Westwing Academy** focuses on supporting practical training needs, including accident prevention, leadership skill-building, and handling materials safely.





# Strengthening health and safety standards

Health and safety are priorities at Westwing, particularly within our logistics centre. To maintain high standards and protect team members, we implement tailored occupational health and safety (OHS) initiatives, including:



## Periodic *OHS Training*

Regular safety training designed for specific job roles

## Safety *Academy*

Focused training for supervisors and drivers to enhance operational safety practices

## Fire Prevention and *First Aid*

Essential preparation for emergency scenarios

## *Safe Work at Height*

Specialised training for maintenance teams working in elevated areas

## Targeted *Information Campaigns*

Covering topics such as winter safety and hot weather precautions to ensure protection in various conditions



# Enhancing employee experience

Supporting a positive work environment means focusing on both professional and personal well-being. Our efforts include:

## Mental health support

Access to valuable resources through a dedicated mental health support tool

## Annual Health Week

A series of workshops and activities focused on stress management, health screenings, ergonomics, and overall well-being

## Support for parents

Providing access to childcare facilities, flexible working hours, and tailored assistance through our P&C team







## Creating impact through employee volunteering

At Westwing, we encourage our team members to contribute to their communities by using their skills and time to make a meaningful impact. Our community engagement guidelines inspire team members to leverage their personal strengths and capabilities to address local needs. Through our **Social Impact Day** initiative, every team member is offered one paid working day to dedicate to volunteering activities such as visiting retirement homes, collecting waste, or supporting animal shelters. In 2024, we had:

- 122 participants across 12 projects
- 763 hours volunteered





Appendix



# Sustainability Performance Indicators<sup>1</sup>

## PRODUCTS

Topic	Performance Indicator	Unit	2022	2023	2024
Materials	Share of certified <sup>2</sup> responsibly sourced wood	%	60	74	94
	Share of certified <sup>3</sup> responsibly sourced cotton	%	31	68	85
	Share of responsibly sourced animal by-products <sup>4</sup>	%	33	46 <sup>5</sup>	92
	Share of recycled plastics with >30% post-consumer recycled content	%	-	7	11
Packaging materials <sup>6</sup>	Total weight of packaging materials	tonnes	-	-	7,944
	Total weight of wood/paper fiber packaging	tonnes	-	-	7,340
	Share of recycled/certified materials in wood/paper packaging	%	-	-	59

<sup>1</sup>For metrics where tracking started in 2023 or 2024, historical data is unavailable. <sup>2</sup>Certifications incl. FSC® and PEFC. <sup>3</sup>Certifications incl. BCI, GOTS etc. <sup>4</sup>Animal by-products incl. leather, feathers, down, wool, cashmere wool and accepted standards incl. Leather Working Group, Downpass etc. <sup>5</sup>We identified inaccuracies in previously reported data on animal by-products and have corrected them to ensure transparency and accuracy. <sup>6</sup>Covers packaging used in our logistics centre and by Westwing Collection and Brand Partner suppliers.



PRODUCTS

Topic	Performance Indicator	Unit	2022	2023	2024
Packaging materials <sup>1</sup>	Total weight of metal packaging	tonnes	-	-	0.7
	Share of recycled/certified materials in metal packaging	%	-	-	0
	Total weight of glass packaging	tonnes	-	-	39
	Share of recycled/certified materials in glass packaging	%	-	-	0
	Total weight of plastic packaging	tonnes	-	-	563
	Share of recyclable plastic packaging	%	-	-	94
Logistics centre packaging	Share of recyclable <sup>2</sup> material out of all packaging material	%	99	99	100
	Share of packaging recovered and/or recycled out of all packaging waste	%	82	95	100

<sup>1</sup>Covers packaging used in our logistics centre and by Westwing Collection and Brand Partner suppliers. <sup>2</sup>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	Performance Indicator	Unit	2022	2023	2024
Logistics centre packaging	Share of foam material out of all plastic material	%	2	0.5	0.2
	Reduction of single-use plastic packaging material used per item shipped compared to 2023	%	-	-	30
	Reduction of plastic packaging material used per item shipped compared to 2022	%	-	17	35
	Share of paper packaging material with 100% recycled content out of all of paper packaging material	%	77	86	99
	Share of plastic packaging material with >60% recycled content out of all plastic packaging material	%	4	43	98



PLANET

Topic	Performance Indicator	Unit	2022	2023	2024
Energy <sup>1</sup>	Renewable energy	MWh	867	891	615
	Renewable energy share	%	5	9	9
	Non-renewable energy	MWh	15,708	8,710	6,085
	Total energy consumption	MWh	16,575	9,601	6,699
Greenhouse gas emissions	Scope 1	tCO <sub>2</sub> e	2,776	1,560	1,081
	Scope 2 (market-based)	tCO <sub>2</sub> e	2,397	1,393	771
	Scope 2 (location-based)	tCO <sub>2</sub> e	2,783	1,356	1,023
	Scope 3 <sup>2</sup>	tCO <sub>2</sub> e	5,788	3,163	145,324

<sup>1</sup>Electricity and heating consumption. <sup>2</sup> 2022 and 2023 values include emissions from business travel, employee commuting, and fuel- and energy-related activities not included in Scope 1 and Scope 2. 2024 emissions include all previously disclosed categories in addition to purchased goods and services, capital goods, upstream transportation and distribution, waste generated in operations, use of sold products, end-of-life-treatment of sold products.



PLANET

Topic	Performance Indicator		Unit	2022	2023	2024
Greenhouse gas emissions	Scope 3 <sup>1</sup>	Purchased goods and services	tCO <sub>2</sub> e	-	-	72,769
		Capital Goods	tCO <sub>2</sub> e	-	-	3,414
		Upstream transportation and distribution	tCO <sub>2</sub> e	-	-	34,294
		Use of sold products	tCO <sub>2</sub> e	-	-	13,038
		End of life	tCO <sub>2</sub> e	-	-	17,652
		Other	tCO <sub>2</sub> e	-	-	4,157
	Total Scope 1, 2 (market-based) and 3		tCO <sub>2</sub> e	10,961	6,116	147,175
Water	Water withdrawal		m <sup>3</sup>	12,974	13,008	13,742

<sup>1</sup>2022 and 2023 values include emissions from business travel, employee commuting, and fuel- and energy-related activities not included in Scope 1 and Scope 2. 2024 emissions include all previously disclosed categories in addition to purchased goods and services, capital goods, upstream transportation and distribution, waste generated in operations, use of sold products, end-of-life-treatment of sold products.



PLANET

Topic	Performance Indicator		Unit	2022	2023	2024
Waste	Total weight of waste		tonnes	1,792	2,449	2,245
	Share of waste recovered and/or recycled		%	89	83	84
	Hazardous waste	Waste recycled /reused	tonnes	-	-	0.02
		Waste disposed	tonnes	-	-	0.02
		Waste landfilled	tonnes	-	-	0
		Waste incinerated with energy recovery	tonnes	-	-	0.02
	Non-hazardous waste	Waste recycled /reused	tonnes	-	-	1,663



PLANET

Topic	Performance Indicator		Unit	2022	2023	2024
Waste	Non-hazardous waste	Waste disposed	tonnes	-	-	582
		Waste landfilled	tonnes	-	-	359
		Waste incinerated with energy recovery	tonnes	-	-	222

PEOPLE<sup>1</sup>

Topic	Performance Indicator					
Supply chain	Total number of Tier-1 suppliers		#	-	-	181
	Total number of key and strategic suppliers in Tier-1		#	-	-	102
	Share of key and strategic suppliers in total procurement		%	-	-	84

<sup>1</sup> KPIs are based on Full-Time Equivalent (FTE).



PEOPLE<sup>1</sup>

Topic	Performance Indicator	Unit	2022	2023	2024
Supply chain assessment <sup>2</sup>	Share of Westwing Collection suppliers evaluated regularly on social topics	%	-	-	98
	Share of Westwing Collection suppliers evaluated regularly on environmental topics	%	-	-	86
	Share of Westwing Collection suppliers with an environmental management system (EMS)	%	9	11	24
	Share of Westwing Collection suppliers with a social management system (SMS)	%	-	3	10
	Share of Westwing Collection suppliers with programs to improve working conditions	%	-	-	76
	Number of suppliers assessed with substantial actual/potential negative impacts	#	-	-	12
	Share of suppliers with substantial actual/potential negative impacts with agreed corrective action/improvement plan	%	-	-	75

<sup>1</sup>KPIs are based on Full-Time Equivalent (FTE). <sup>2</sup>By purchase order volume.



PEOPLE<sup>1</sup>

Topic	Performance Indicator	Unit	2022	2023	2024
Supply chain assessment <sup>2</sup>	Number of suppliers with substantial actual/potential negative impacts that were terminated	#	-	-	0
	Total number of suppliers in capacity building programs	#	-	-	77
	Code of Conduct signed by our Brand Partners in shop	%	100	100	100
	Code of Conduct signed by our Brand Partners in retail campaigns	%	-	11	66
Customer satisfaction	Customer satisfaction	%	-	-	89
	Percentage of customers participated	%	-	-	16
WE CARE products	Share of Westwing Collection products online with the WE CARE label	%	29	48	66
	Share of third-party products online with the WE CARE label	%	5	5	11

<sup>1</sup> KPIs are based on Full-Time Equivalent (FTE). <sup>2</sup> By purchase order volume.



PEOPLE<sup>1</sup>

Topic	Performance Indicator	Unit	2022	2023	2024
Employees	Total number of employees	#	1,729	1,614	1,291
Breakdown by gender and age	Share of female employees	%	59	60	62
	Share of women in all management positions	%	52	59	62
	Share of women in senior management positions	%	62	58	63
	Share of women in junior management positions	%	-	-	62
	Share of employees under 30 years old	%	-	-	33
	Share of employees between 30-50 years old	%	-	-	64
	Share of employees older than 50 years	%	-	-	3

<sup>1</sup> KPIs are based on Full-Time Equivalent (FTE).



PEOPLE<sup>1</sup>

Topic	Performance Indicator	Unit	2022	2023	2024
Hiring and retention	Total number of new employee hires	#	469	338	248
	Share of open positions filled by internal candidates	%	-	-	9
	Average tenure	years	2.7	3.3	3.5
	Employee turnover rate	%	-	-	28
Employee satisfaction	Percentage of all team members rating their satisfaction as either strongly favourably, favourably or neutral in employee surveys <sup>2</sup>	%	85	87	87
Training and development	Average hours of training and development per employee	#	-	-	3
Occupational health and safety (own employees)	Number of fatalities	#	0	0	0
	Lost Time Injury Frequency Rate (LTIFR) <sup>3</sup>	#	-	-	14.23

<sup>1</sup> KPIs are based on Full-Time Equivalent (FTE). <sup>2</sup> In 2023, our previous Pulse Check survey was replaced with our new Office Vibe survey. For this reason, figures for 2023 and 2024 are not comparable with those from 2022. <sup>3</sup> (Number of lost time injuries in the reporting period) x 1,000,000 / Total hours worked in the reporting period - includes logistics centre.



PEOPLE<sup>1</sup>

Topic	Performance Indicator	Unit	2022	2023	2024
Community impact	Participants of Social Impact Day (headquarters only)	#	248	143	122
	Total number of volunteering hours (headquarters only)	#	1,360	640	763
Political contributions	Total amount of financial and in-kind political contributions	EUR	-	-	0
Number of cases on Business Conduct	Corruption or bribery	#	-	-	0
	Discrimination or harassment	#	-	-	7
	Human resources related matters	#	-	-	2
	Customer data privacy	#	-	-	0
	Conflicts of interest	#	-	-	0

<sup>1</sup> KPIs are based on Full-Time Equivalent (FTE).



PEOPLE<sup>1</sup>

Topic	Performance Indicator	Unit	2022	2023	2024
Number of cases on Business Conduct	Money laundering or insider trading	#	-	-	0
	Total number of reported cases	#	-	-	9
Product recalls	Number of product recalls	#	-	-	2



<sup>1</sup> KPIs are based on Full-Time Equivalent (FTE).



This report's content is further substantiated by our 2024 [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](https://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](mailto:sustainability@westwing.de).







# WESTWING

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