Sustainability is not just a buzzword at ReBound, we take sustainability seriously and make it fact-based, accessible and transparent.

This report highlights the quarterly efforts that we are taking to ensure we progress towards our 3 sustainability goals.

Last Updated: July 2023
At ReBound, we believe that we have a responsibility to help brands understand the environmental impact of returns and to improve the circulation of all returned products. Through strong collaboration with partners and carriers, we achieve a greener network and influence clients and consumers to choose sustainably. We take our clients on our journey with us, and achieve a more sustainable return service together.

To help us achieve this, we have identified three core goals where we feel we can make the most impact.

**ECO-FRIENDLY NETWORK**

**CIRCULAR ECONOMY**

**AWARENESS**
GOAL 1: Eco Friendly Network

Our target is to achieve:

A 50% reduction in carbon emissions released per parcel by 2030 *

We are constantly looking for alternative methods of transport to reduce emissions. In order to track our efforts and ensure that we are on track to meeting our goal, we have developed a CO2 calculation tool specifically for our network. To make sure we are on track, we will focus on the amount of CO2 which is released per parcel, per quarter, and compare our results to our 2019 benchmark for ReBound NL.

Amount of CO2 released per parcel

How did we achieve this CO2 reduction?

We have reduced our CO2 by using more electric first mile services, switching from Diesel to HVO and using rail transport where possible. Going forward, we are looking to utilize more rail where possible.

Please note, a recalculation in our workings has meant that you might see a greater reduction in CO2 compared to 2019 for Q1 compared to our previous report.

*Compared to 2019
Using Sustainable Materials in Our Network

We explore opportunities for reusable packaging, and find where we can reduce the use of single use cartons in our operations. We also collaborate with experts to design our reusable packaging and test the new packaging with some of our clients.

The graph below shows the amount of material that has been re-used in our network, and the kg of CO2 that we have reduced as a result.

How did we achieve this CO2 reduction?

To reduce the amount of CO2, we utilise re-used materials where possible, by reusing pallets and carton boxes with clients.

In Q2, the amount of CO2 reduced significantly, this is because we re-introduced our re-used pallet/carton scheme with our largest client.

What else are we doing to reduce our create an Eco-friendly network?

- We have sent out our Network Supplier Index Survey to all our carriers- a survey which investigates what efforts our carriers are taking to become more sustainable. The survey measures each carrier on 15 factors, focusing on: operational network, social responsibility and sustainability strategy. The results of the survey will be received in Q3 2023.
- We donated 9 pallets (1350kg!) of unwanted returns to charity in Q2.

How did we perform in 2022?

For the whole of 2022, we reused 191,588kg of paper, with 48% of materials being reused in our operations.

*of parcels reused in our network
GOAL 2: The Circular Economy

Our donation portal is just one way that we are encouraging a more circular economy. Below, we report on the amount of registrations that have taken place through the donation portal each quarter.

What else are we working on to contribute to achieving more circular returns?

- The donation portal, which is available for UK clients, is in the process of being productized so it can be used for all clients live with ReBound. We have really sent out a survey to almost 3000 shoppers to understand the interest that the public would have in this product.

- We are continuing to work on services that focus on complex repairs and have visited prospective partners to get this service underway. Are you interested in trialing this service? Please get in touch!
GOAL 3: 
Awareness

We cannot tackle sustainability on our own, so we collaborate with our partners and clients to help us achieve our goals.

Q1
- We were guests on a webinar hosted by Valpak, titled 'Sustainable Returns: Practical Retailer Solutions'
- We published a blog that explored various cost-saving sustainability measures that can be implemented into your returns processes.

Q2
- We gave a guest lecture at Technical University Delft in the Netherlands that covered the topic of circularity.
- We published a blog which explored the strategies that the EU has developed for textiles to become more sustainable
- We recirculated a blog which explored the rising trend of second hand fashion.

What else are we working on to raise awareness?

- We are re-launching our awareness channel, a knowledge-sharing platform where we publish whitepapers, research, and findings from our partners and clients. This will be launched early August.
- We are dedicating this August to raising awareness in sustainability, and will be sharing relevant content on our socials throughout the month.
- We sent out a survey to to 3000 shoppers to understand their stance on sustainability, and will be hosting a webinar in September to discuss our results, focusing predominately on the subject of sustainable logistics.
Stay updated with our progress.

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We're committed to updating you on our progress quarterly, so be sure to check back for updates.

Next Update Coming: October 2023

ReBound
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