



# Quarterly Sustainability Report

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

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

**Last Updated: January 2024**





# Our Goals

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?

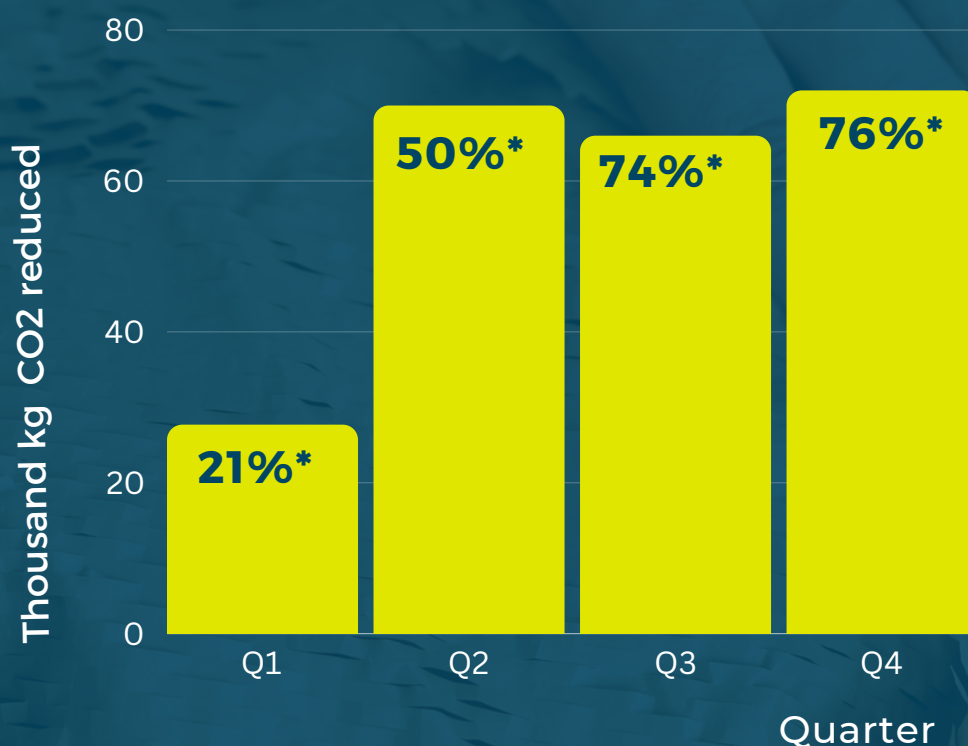
We have reduced our CO2 by using more electric first mile services, switching from Diesel to HVO and using rail transport where possible. You may have noticed that in Q4, our CO2 per parcel has dropped greatly. This is due increased use of HVO fuel (there was less availability in Q3), and by utilising rail in our network more than ever before.

*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.*

# 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 Q3 and Q4, you can see that the % of parcels reused in our network has increased, due to increase volume supplied by our client. This is in the process of being productized, which will allow all clients the ability to utilise re-usable boxes/ pallets.

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

- Every year, we send 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 have been published in our whitepaper, entitled 'Reducing Retail's Carbon Footprint: A Comprehensive Analysis of Returns and Sustainability', which you can read [here](#)
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## 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.



## 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?

- In Q3, ReBound hosted a 'donation drive' for ReBound, and all members of the Reconomy Group. Throughout the month of September, collectively we donated 386kg of clothing throughout the businesses, saving the the equivalent of 8.93 tonnes of CO2!
- 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, results can be found in our most recent whitepaper [here](#).

## 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.

Q3

- We dedicated the month of August to raising awareness and took over our socials to share videos and content from our partners and industry experts
- We launched our brand new Awareness Channel! A page dedicated to foster collaboration with field experts, network partners, clients, innovators, and other Reconomy Group businesses

Q4

- We published a whitepaper, entitled 'Reducing Retail's Carbon Footprint: A Comprehensive Analysis of Returns and Sustainability'
- We hosted a webinar, called 'Carbon Conscious Returns: Achieving Low Emission is Reverse Supply Chains'
- We hosted the first ever 'Green Week' at ReBounce Returns, which focused on communicating to all employees how can reduce their personal carbon footprint, and how they can shop smarter during Black Friday and the festive season

### What else are we working on to raise awareness?

- We continue to do guest lectures at local universities where possible
- Among the Reconomy Group, we chair the Net Zero Heroes, a meeting which is designed to increase engagement among the group- with the latest goal to eliminate single use plastic from all office spaces.
- In Q1 2024, we will be guest on a podcast, which will explore the upcoming EPR legislations.
- With 'boxless returns' rising, in Q1, we will discussing whether this approach to returns, utilised by marketplace giant, Amazon, is a sustainable approach.
- We have been conducting some PHD research, investigating textile circularity, results of which will be published in Q1.
- We are now sending out our 'sustainability snapshot' newsletter to all clients, to keep them up to date with all projects our sustainability team are working on.





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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: April 2024**



a Reconomy Group company

