



Impact Report 2023

We are on a mission to save our planet –
one second hand product at a time.



Content

Message from the CEO 03

About momox

Let the Numbers Speak for Themselves 05
 This is momox 07
 Simplicity and Sustainability: Always in Harmony 08
 Sustainable Development Goals 09
 Materiality Matrix: Circularity in the Spotlight..... 10

Environment

Introduction from the CCO Fashion 12
 Shaping Tomorrow: A Look Into our Future 13
 Rethinking Resources: Embracing the Circular Economy 14
 Selected Key Highlights 15
 Reducing our Carbon Footprint 17
 Emissions Breakdown: Scope 3 Focus 18
 Avoiding Emissions with Pre-Loved Goods 19
 Understanding our Calculation Method 20
 Simplifield Calculation Logic of Newly
 Produced vs, Second Hand Goods 21



Social

Introduction from the CPCO 23
 Our Social Goals: Fostering Satisfaction,
 Diversity and Growth 24
 Our Core Values 25
 Driving Change Together: Our Employees 26
 Selected Key Initiatives 28
 Building Skills and Growing Talent 29
 Championing Diversity, Equity,
 and Inclusion in our Workforce 30
 Our Comprehensive Benefits 31

Governance

Introduction from the CFO 33
 Driving Accountability:
 Our Sustainability Committee and Reporting 34
 Selected Initiatives 35
 Empowering Communities Through Partnerships 36

 Imprint 37



Message from the CEO

Dear all,

In an ever-evolving world, the role of sustainable businesses has become more significant than ever. We find ourselves at a pivotal moment, where the intersection of environmental responsibility and economic sustainability is shaping the future. As a company, we've always believed in the power of second chances—whether it's giving products a second life or striving to continually improve ourselves as an organization.

For over five years we have focused more intensively on our sustainable progress. While this commitment has always been at the core of our operations—enabling conscious consumption by offering high-quality pre-owned products—we realized that there is still much more we can do. The past few years have been crucial in laying the foundation for this endeavor—we analyzed, initiated projects, and implemented continuous improvements. We've witnessed growing global awareness of the circular economy and the positive impact of reusing and reselling goods. However, we also recognize that our operations, while contributing to this shift, come with their own challenges. These challenges drive us to constantly refine our strategies, innovate within our processes, and set new standards for what sustainable business practices can achieve.

But impact isn't just measured by numbers and metrics—it is reflected in the relationships we build with our customers,

partners, and employees. Over the past few years, we've invested in strengthening these connections, focusing on transparency, and enhancing the overall user experience across our platforms. We understand that trust is key, and we remain committed to being a responsible and reliable partner in every aspect of our business.

Looking ahead, our vision is clear: to lead by example as the re-commerce leader in the second hand market by continuing to integrate sustainability into every decision we make. Whether it's through improving our logistics processes, optimizing energy consumption, or empowering our team, our aim is to ensure that our growth aligns with the well-being of both our community and the planet.

Of course, none of this would be possible without our dedicated employees, loyal customers, and supportive partners. I extend my sincere gratitude to everyone for being part of our journey and for believing in our vision to make quality, pre-loved products accessible to all. The road ahead will undoubtedly bring new challenges, but we are confident to meet them all. Together, we will continue to drive positive change to fulfill our mission: saving our planet—one product at a time.

Heiner Kroke
Chief Executive Officer



About momox



Let the Numbers Speak for Themselves



15,635 tons

CO2 reduced eq* since 2021



347.2 million

euros in revenue in 2023



6.76 million

liters of water conserved in 2023



Founded in

2004



Over

350 million

books and media articles saved since 2004



Over

19 million

fashion items saved since 2014



122,000 m²

in three locations

Markets:



* "eq" stands for "equivalent" and is used to standardize the impact of various greenhouse gases by expressing them in terms of their carbon dioxide (CO2) equivalence.



2,460,260 kg

recycled paper used since 2021



2,100

employees from over **77** different countries



63%

of CO2 eq emissions are saved when buying a second hand dress from momox instead of a new one



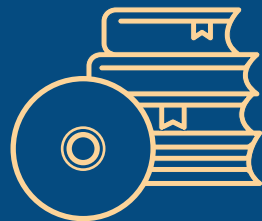
3,000

fashion brands listed



70%

of CO2 eq emissions are saved when buying a second hand book from momox instead of a new one



> 4 million

individual books and media titles on stock



> 45 million

customers from over **140** countries

In 2023 we saved, together with our customers

52,110 tons

of CO2 eq



163,880

trees saved in 2023

This is momox

momox is the **leader in the re-commerce industry**, making second hand goods accessible to everyone. Since 2004, momox has been **buying and selling used books and media, expanding its offerings to include fashion items** in 2014. The platform provides a **hassle-free** way for customers to sell their pre-owned items and shop for **quality second hand products**.



We are on a mission to save our planet—one second hand product at a time.



We are THE innovative re-commerce leader, making second hand goods fully accessible to everyone and contributing to the protection of the environment.

Simplicity and Sustainability: Always in Harmony

Our Benefits

For sellers



act sustainably



sell easily & quickly



sell everything at once



receive a fixed price

For buyers



act sustainably



cheaper than new



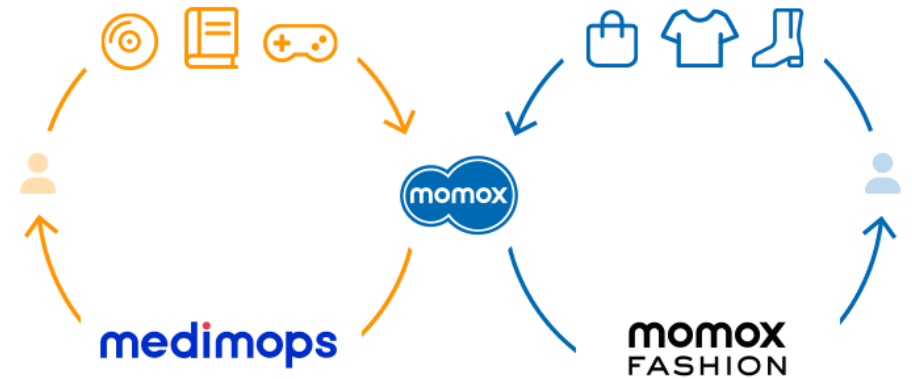
huge range



quality-checked items

Circular Economy

How momox works



SUSTAINABLE DEVELOPMENT GOALS

The **17 global Sustainable Development Goals (SDGs)** of the United Nations were adopted in September 2015. In order to make an active contribution to the SDGs, momox

conducted an SDG analysis. momox pledged to further positive contributions to a relevant subset of the SDGs through the commitments illustrated in the following graphic:



We reduce the ecological footprint and emissions through internal efforts and collaboration with suppliers, such as using recycled packaging and supporting environmental and climate protection projects.



We improve the use of resources and reduce waste by contributing to the circular economy.



We promote gender equality and equal opportunities.



We support healthy living for our employees of all ages and promote their well-being.



We have measures in place, including improving energy efficiency and increasing the use of renewable energy at all locations.



Our circular model extends the life of clothing, books, and media while conserving resources like cotton and trees.



We promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work.

Materiality Matrix: Circularity in the Spotlight

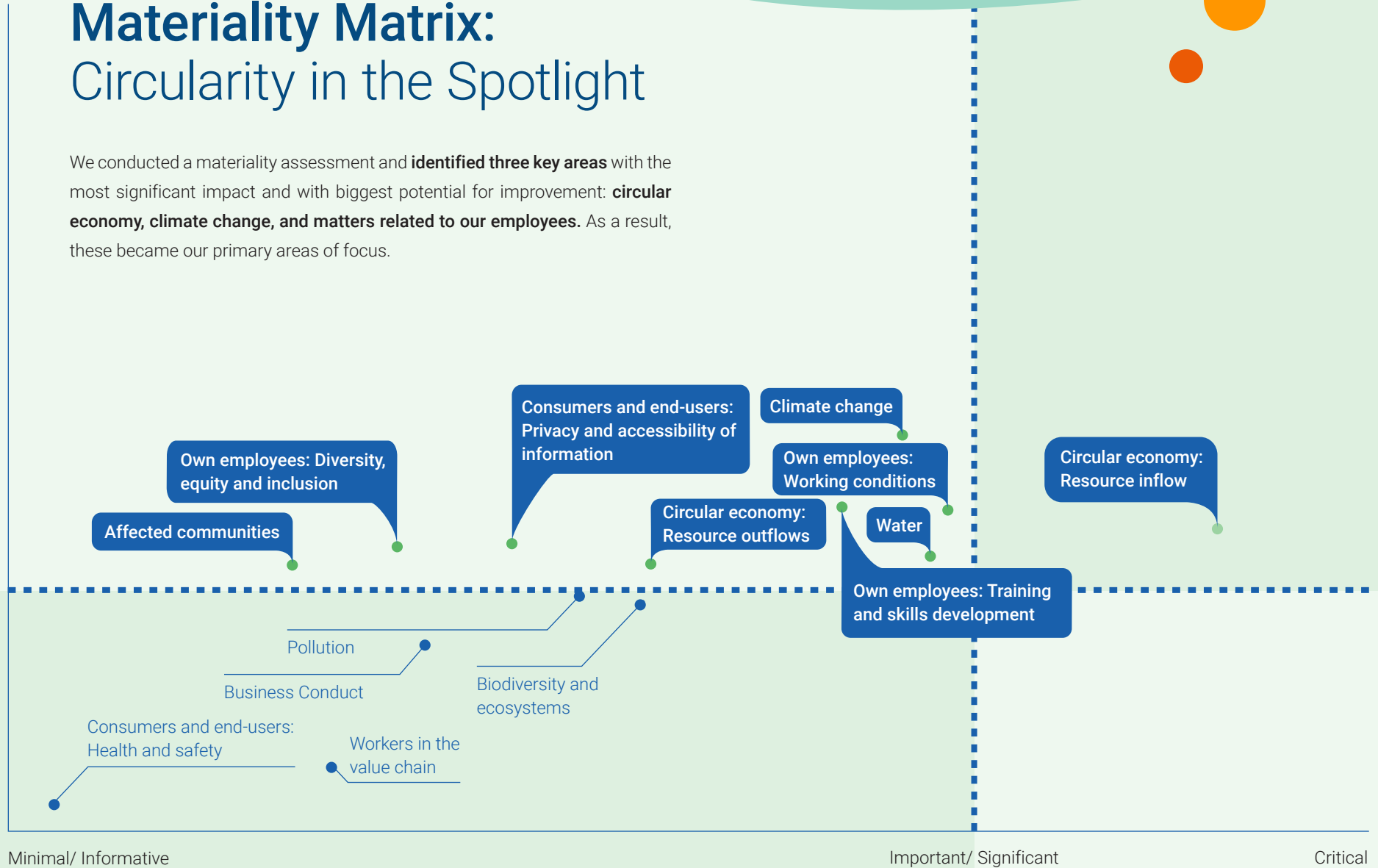
We conducted a materiality assessment and **identified three key areas** with the most significant impact and with biggest potential for improvement: **circular economy, climate change, and matters related to our employees**. As a result, these became our primary areas of focus.

Impact Perspective

Significant/ Critical

Important

Minimal



Minimal/ Informative

Important/ Significant

Critical

Financial Perspective

Environment



Introduction

from the CCO Fashion

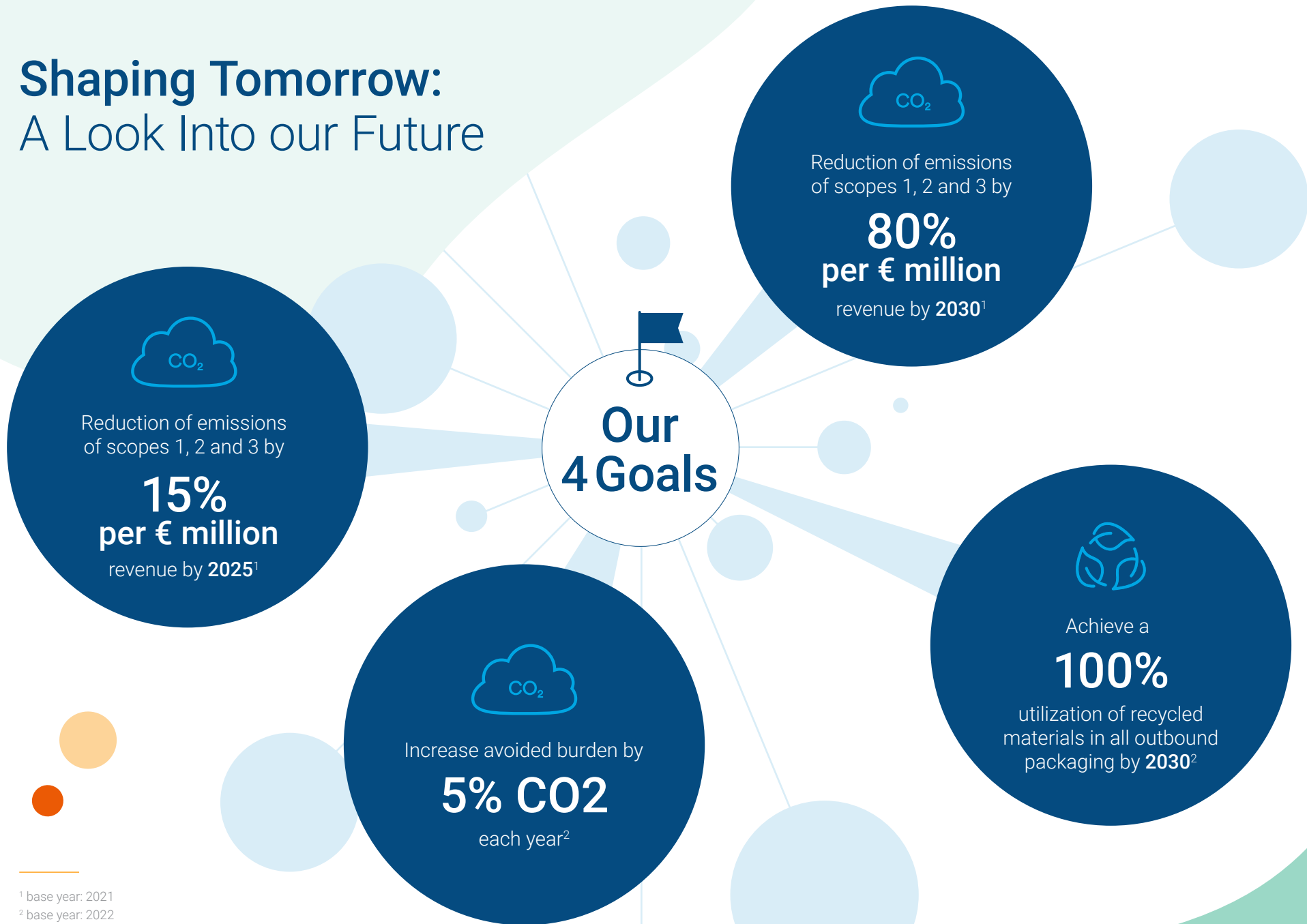


”

Our sustainability efforts go beyond simply doing what's right—they're about redefining value in today's world. By focusing on extending the lifecycle of products, we are reshaping the way people think about consumption. Sustainability for us is about innovation at every level: how we source, how we operate, and how we engage with our customers. It's about creating a lasting impact, where economic growth aligns with environmental stewardship. We're proud to be driving change in the circular economy and proving that commerce and conscience can go hand in hand.”

Lenia Karallus Chief Commercial Officer Fashion

Shaping Tomorrow: A Look Into our Future



¹ base year: 2021

² base year: 2022

Rethinking Resources: Embracing the Circular Economy

momox is proud to be a leader in promoting a circular economy, helping to reduce resource consumption. By re-selling used items, we extend the life of products and reduce the need for new raw materials. Although our business focuses on second hand goods, we've identified some negative impacts related to resource use and waste from unsellable products. Negative impacts caused by the procurement of goods are mitigated by our momox purchasing guidelines.

To tackle this, our purchasing guidelines emphasize the following priorities:

Always select eco-friendly shipping options e.g. by electric vehicle, rail transport, climate-neutral service providers

Prefer products made from renewable or recycled materials

Partner with suppliers who demonstrate strong sustainability practices

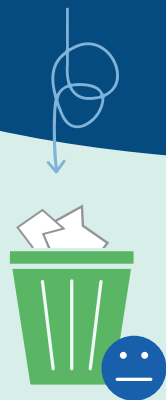
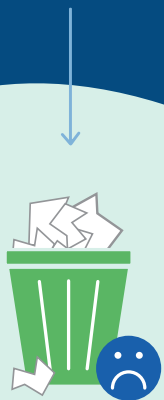
Choose products that are locally produced, sustainably sourced, or come from fair trade when making purchases

Choose reusable items instead of disposable ones

Linear Economy

Recycling Economy

Circular Economy



Selected Key Highlights



More and more books, media, and fashion items are being preserved through ongoing business growth



Improved customer communication about CO2 savings



Collaboration with and donations to multiple NGOs and foundations, e.g. Cradle to Cradle, drip by drip e.V. and WWF



Ongoing calculation of GHG emissions for scopes 1, 2, and 3 since 2020



100% renewable energy sources in warehouses



Efficient energy use through Euro 6 trucks for transportation and stackable, reusable boxes



Preparation of non-financial reporting (CSR report) in accordance with the German and EU regulatory requirements



DHL GoGreen for national shipments and optimised internal transports



Digital processes for invoices and delivery slips



Office workshops for employees to educate about recycling and sustainability



Eco-friendly office supplies and extensive recycling



100% recycled material in cardboard shipping boxes, 80% recycled material in plastic shipping mailers

Selected Key Highlights

- Participation in world cleanup day
- Tree plant activity
- And many more

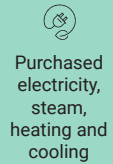


Reducing our Carbon Footprint



Scope 2

Indirect



Scope 3

Indirect



Scope 1

Direct



Scope 3

Indirect



Upstream activities



Downstream activities

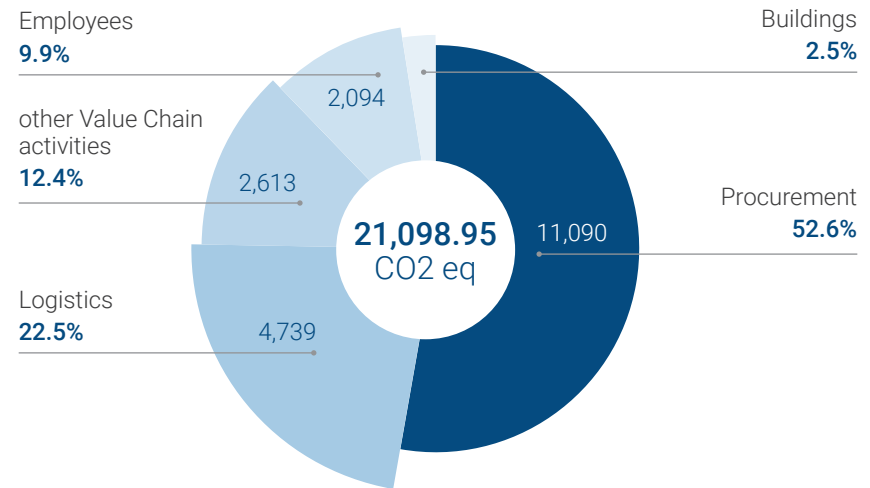
Our carbon footprint includes emissions from all three of our locations, as well as those generated by service providers and procurement activities. In recent years, we have significantly reduced our Scope 1 and 2 emissions, largely through initiatives such as switching to green energy. However, approximately 98% of our total emissions fall under Scope 3, particularly in procurement and logistics. Despite this, we have made progress in reducing these emissions as well over the past few years.

	2021	2022	2023
Scope 1 & 2	35,119 t ↓	23,733 t ↓	19,488 t
Scope 3	1,704 t ↓	531 t ↓	354 t
Total	33,415 t ↓	23,202 t ↓	19,133 t

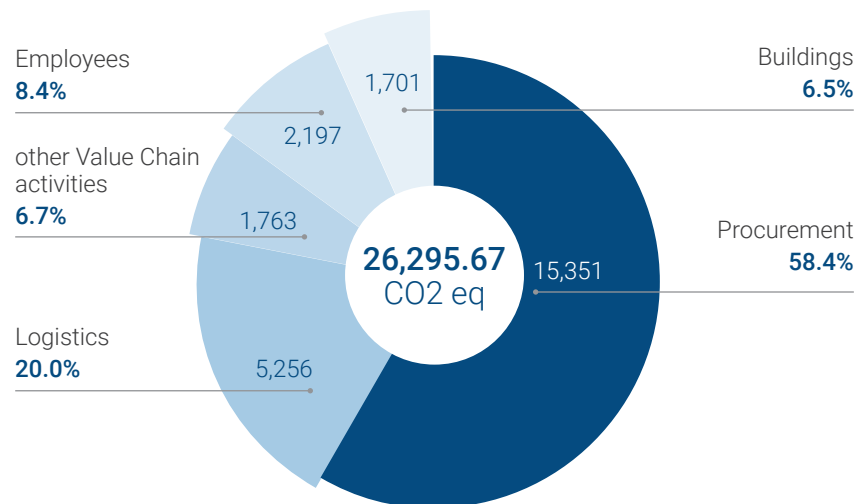
Emissions Breakdown: Scope 3 Focus

The primary contributors to our 2023 carbon footprint are procured goods and services, logistics and supply chain operations, and employee activities—largely falling under Scope 3 emissions. We have already **successfully reduced emissions in procurement** and are also making **significant progress** in other areas³.

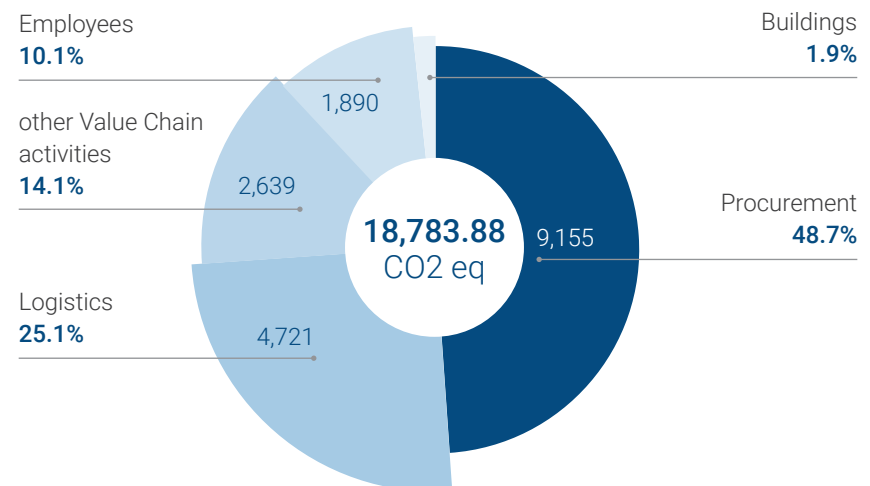
momox emissions **2022** in tCO2 eq by area*



momox emissions **2021** in tCO2 eq by area*



momox emissions **2023** in tCO2 eq by area*



* excl. equipment

³ Importantly, we have excluded machinery and equipment classified as capital goods under the GHG category when setting these targets before growth. Therefore, we present the Scope 3 emissions here in a comparable manner.

Avoiding Emissions with Pre-Loved Goods

Each time our customers choose second hand, they help cut emissions by **reducing the demand for new production** and preserving valuable resources. We've calculated the **avoided emissions** for each of our categories to highlight the impact of these sustainable choices.

In **2023** we saved,
together with our customers

52,110
metric **tons** of CO₂ eq

That is the equivalent of driving with a car between Berlin and Madrid 52,110 times.⁴



Second hand
bag

0.54 kg

CO₂ saved

63%

emissions saved

59%

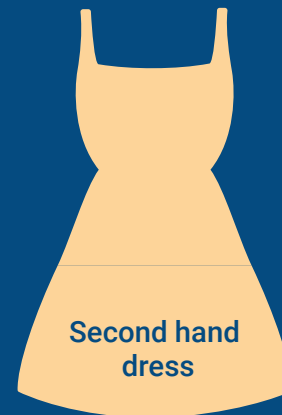
emissions saved

4.65 kg

CO₂ saved



Second hand media
article



Second hand
dress

2.35 kg

CO₂ saved

63%

CO₂ eq
emissions saved



Second hand
book

1.37 kg

CO₂ saved

70%

CO₂ eq
emissions saved

⁴ <https://envoria.com/de/insights-news/what-is-a-ton-of-co2>

Understanding our Calculation Method


We compare the CO2 emissions of new products with momox total emissions. Avoided emissions consider activities beyond the second hand system, like production and transport. A key metric is the replacement rate, which shows how much second hand purchases replace new ones. While it varies between 0% (no avoidance) and 100% (full replacement), using 100% is unrealistic. Based on insights from our customers we've determined our own replacement rates.

For example, our customers indicated that **70% of the fashion items purchased from momox fully replace identical or comparable items** they would have otherwise bought new. This figure, known as the replacement rate, suggests that in 7 out of 10 cases, buying a second hand clothing item prevents the purchase of a newly produced one.

Replacement Rates

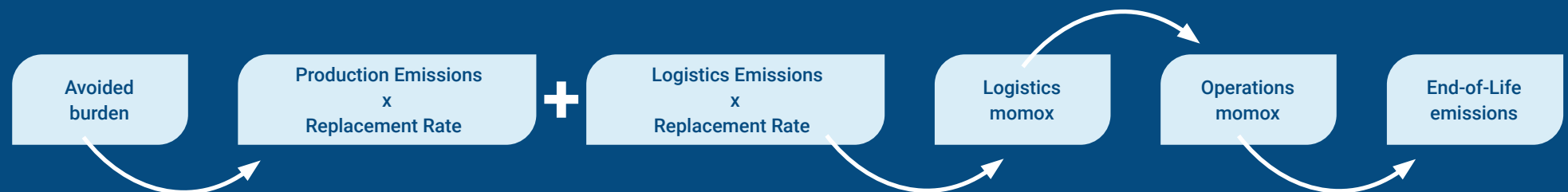
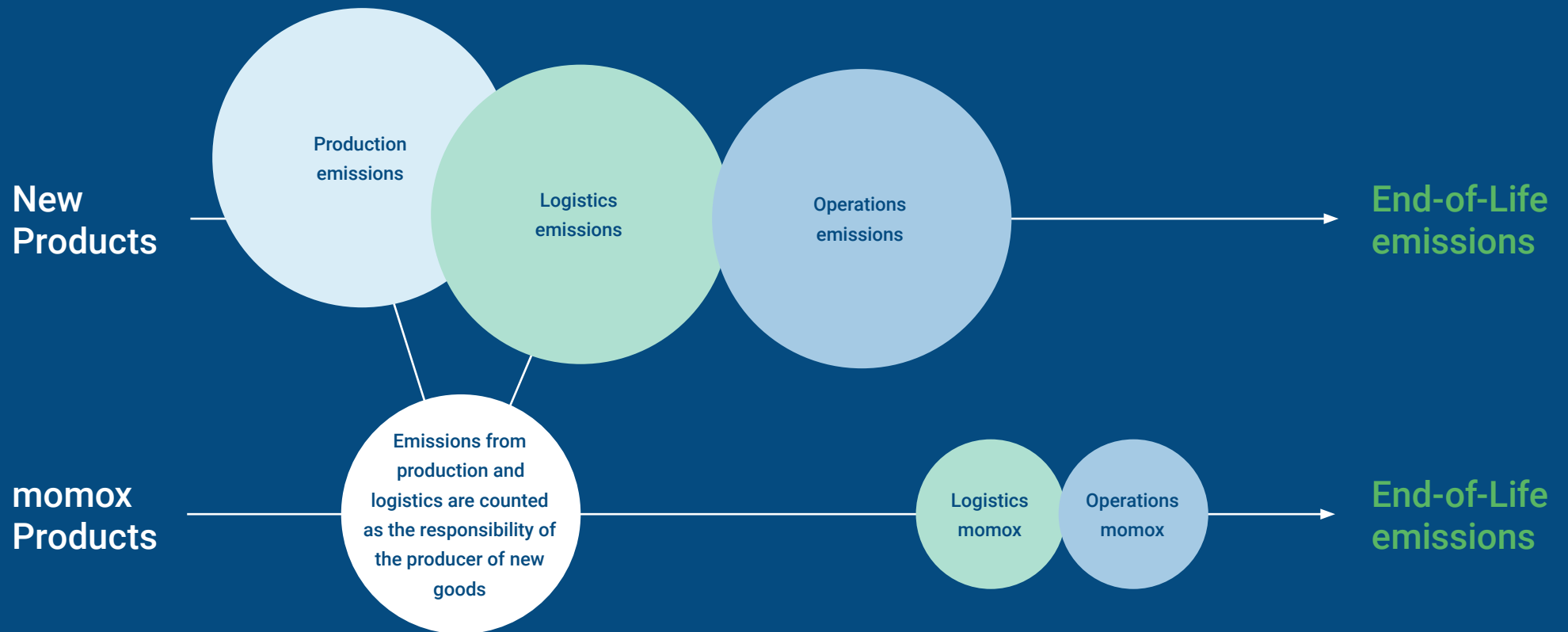
The replacement rates were measured through a customer survey, showing how often the purchase of a second hand item replaces the need for a new one.

70%
fashion 

84%
media 

89%
books 

Simplified Calculation Logic of Newly Produced vs. Second Hand Goods



Social



Introduction from the CPCO

”

We believe in a world where everyone belongs, grows, and shines. Our strength lies in the diversity of our people and the power of collaboration. By fostering a culture of inclusion, we unlock creativity and welcome new perspectives, enabling us to innovate and make meaningful contributions. True progress happens when individuals feel psychologically safe to be their authentic selves—this is where real energy and drive come from. It’s through embracing challenges, learning from mistakes, and being courageous in our actions that we push the company forward and help shape a better world.”



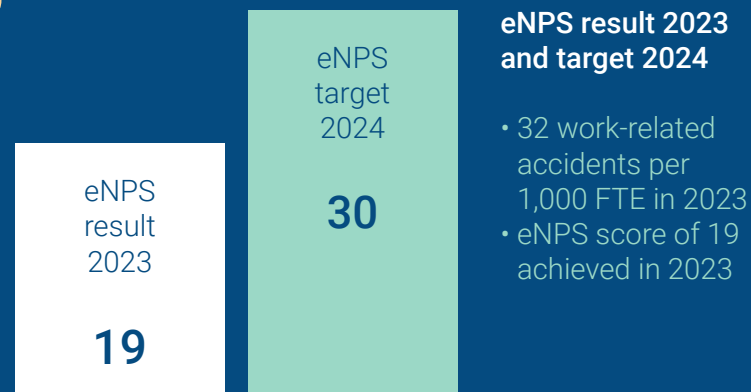
Alexandra Schulz Chief People and Culture Officer

Our Social Goals

Fostering Satisfaction, Diversity, and Growth

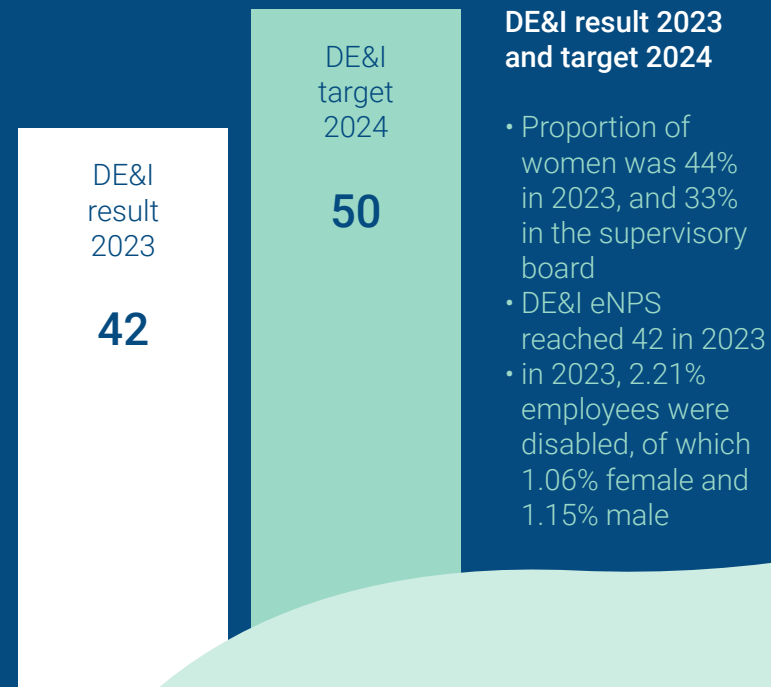
Own Employees

- Maintain a level of less than **23 work-related accidents** per 1,000 FTEs until 2025
- Achieve employee net promoter score (eNPS) **of 30 in 2024**
- Maintain a level of **4 trainings per FTE** per administrative employees **until 2025**



Diversity, Equity & Inclusion (DE&I)

- A **proportional gender representation** of leaders, maximal 10% less than the entire workforce by 2030
- Increase our **DE&I eNPS to 50 in 2024**
- Increase the share of **people with disabilities to 5% by 2030**



Our Core Values

At momox, we aim to create a work environment where our employees feel safe, valued, and can thrive. Potential and actual impacts, both positive and negative, on the working conditions of our employees are addressed and regulated by our Code of Conduct, while our Declaration of Principles for Human Rights and Environmental Obligations (in accordance with the German Supply Chain Due Diligence Act) sets expectations regarding the respect for human rights. The declaration outlines human rights and environmental responsibilities, as well as principles of governance, risk

analysis and management, preventive measures, complaint mechanisms, and documentation and reporting. These policies apply to all employees, including contractors and partners. We encourage our business partners to follow these principles and ensure their own partners do the same.

At the heart of everything we do are our core values, which serve as a guide for everyone and support us in our daily work and decisions.



Customer
Focus



High Performance
& Innovation



Openness &
Inclusion



Happiness



Sustainability



Financial
Stability



Driving Change Together: Our Employees

At momox, we place great importance on fostering a **diverse and inclusive workplace**. We believe that diversity not only enriches our company culture but also drives innovation and success. That's why we actively **prioritize diversity** in our hiring processes, ensuring that different perspectives and backgrounds are represented. To support our employees' growth and development, we offer a **wide range of training and learning opportunities**. Above all, **employee satisfaction** is at the core of everything we do – we are committed to creating a work environment where everyone feels valued, empowered, and motivated to contribute their best.



53%
men



0.13%
diverse

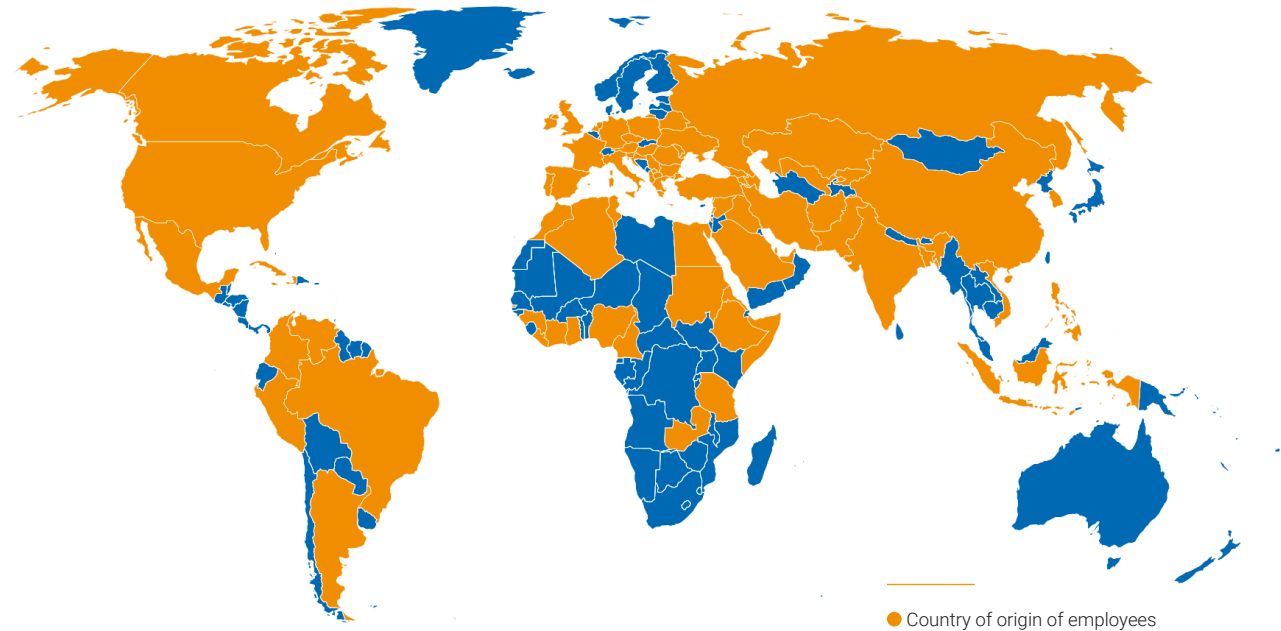
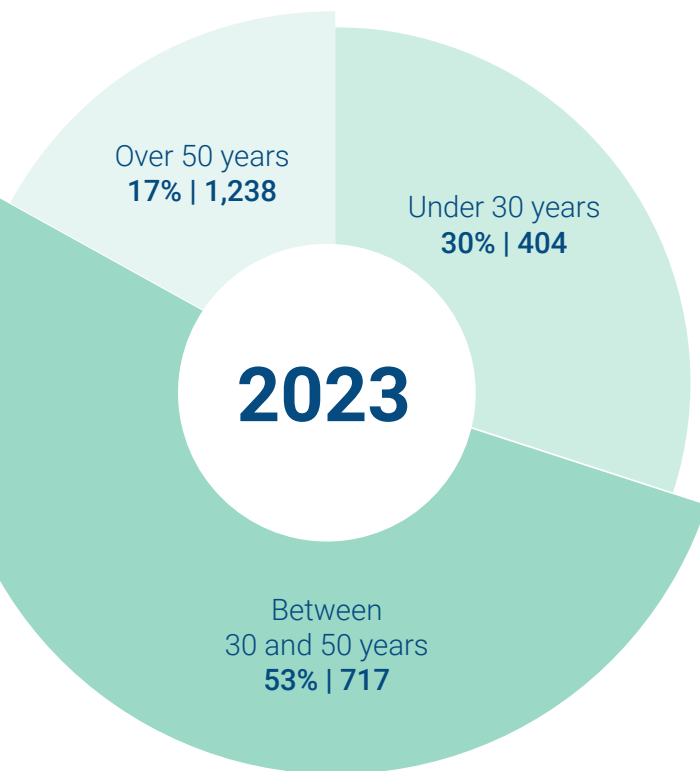
47%
women



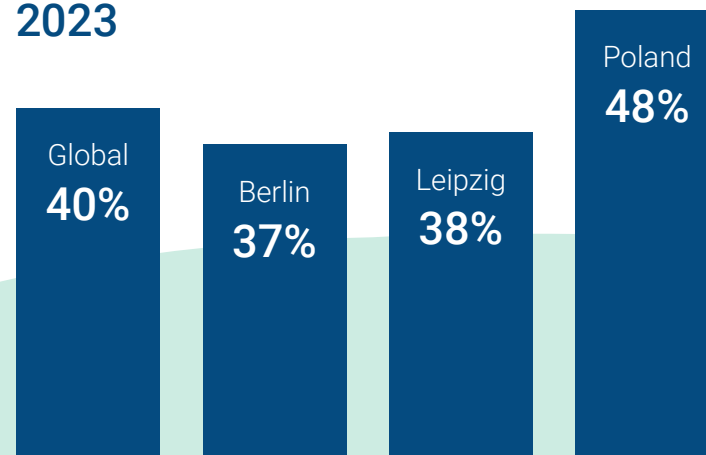
Driving Change Together: Our Employees

Our Employees Come from 77 Countries

Share of Employees by Age Group



Women in Leadership 2023



Selected Key Initiatives



Established **Leadership Principles** on which 155 managers have been trained



Developed the "**LEAD**" training series for area managers, with training on leadership



Occupational health management activities and subsidized sport memberships



Cooperation with health insurance and implementing a **mental health provider**



Formed a **Diversity Management Team** with representation from the corporate management



A joint **DE&I vision and strategy** that is reflected in the OKRs and integrated in the OKR planning



Regular employee **surveys on the DE&I topic**



Various diversity initiatives, such as relocation assistance, language training, training on intercultural skills, etc.

Social

Progress



Awarded the **Pride Champion Gold Seal** as a LGBTQI+ friendly employer in 2023

48
employees

have developed successfully into a **new role as a team leader** since 2021

>40%

of roles with employee responsibility are held by women



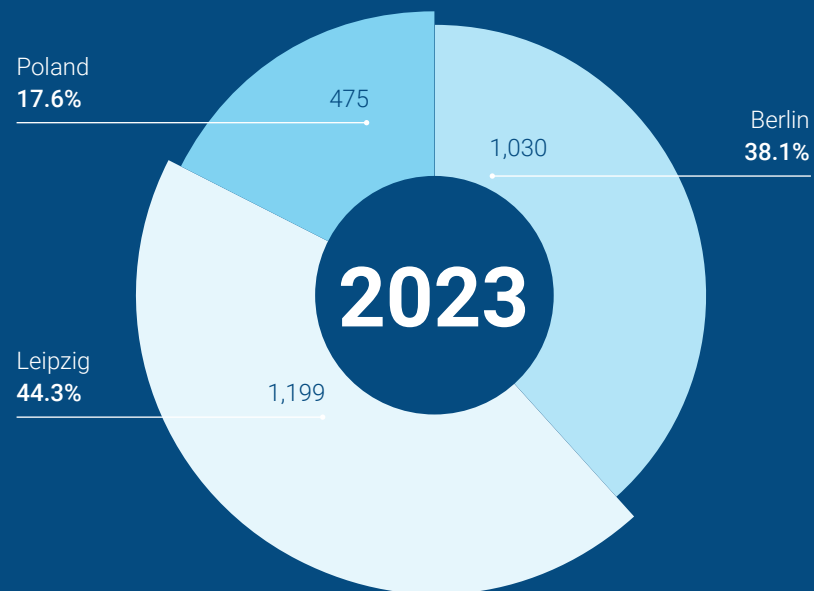
57%

of roles with employee responsibility are occupied by people who were born outside their working country

Building Skills and Growing Talent

In 2023, all momox employees participated in regular performance and career development reviews.

Training days per location in 2023*



* All figures reported are relative to the average total of training days per location, covering only administrative employees.

Selected trainings



Unconscious bias training for hiring managers



Educating employees on anti-discriminatory behavior through workshops with external experts



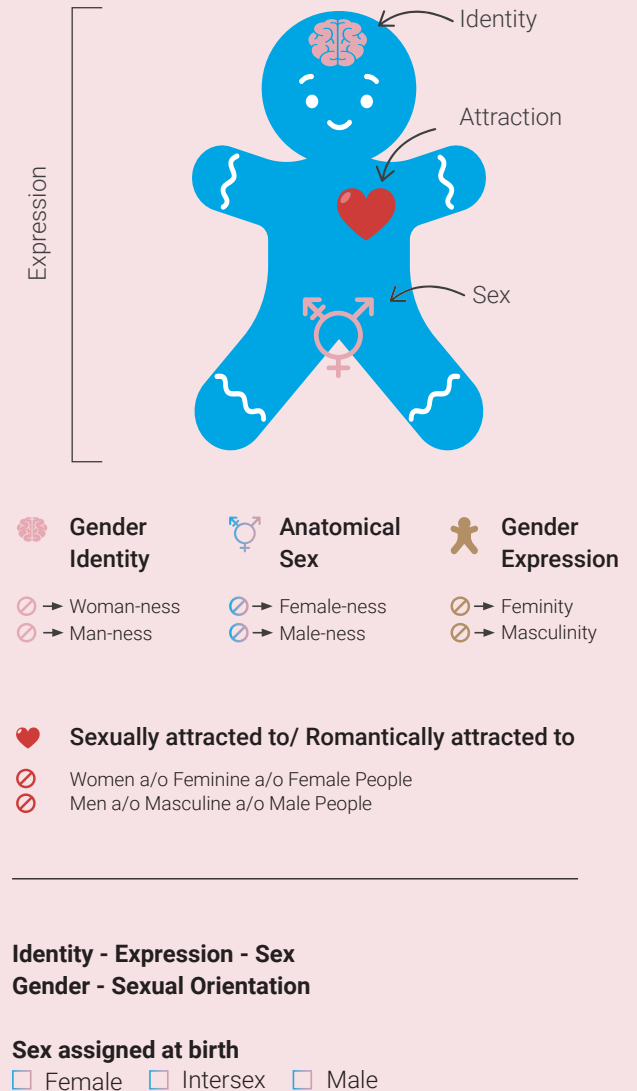
Sign language courses, including custom vocabulary for momox internal processes, training for first responders skilled in sign language, additional interpreters for meetings, visual and vibrating alarm notifications

Championing Diversity, Equity, and Inclusion in our Workforce

One of our six core values is **openness**. This includes openness to different cultures, religions, worldviews, professional backgrounds, ages, mental and physical abilities, genders, gender identities, and sexual orientations. It also encompasses awareness of intersectionalities and a willingness to accept criticism and feedback.

To raise awareness on LGBTQIA+ issues, particularly on transgender/trans*issues, we have implemented a new **company guideline** in 2023.

We have also formed a dedicated **diversity team** to actively drive and implement diversity initiatives. Additionally, we have established **complaint offices at all locations** to ensure that concerns related to diversity and inclusion are promptly and effectively addressed.



Our Comprehensive Benefits



Sustainability

We love the sustainability aspect of second hand and integrate it into our everyday office life using simple methods such as sustainable consumables, double-sided printing, energy-saving mode on devices, waste separation and much more.



Corporate discounts

We believe that our second hand products are for everyone. That's why our employees receive monthly vouchers, giving them the opportunity to enjoy discounts on our products while also helping to conserve resources.



Company events

We organise various employee events at regular intervals to exchange ideas and celebrate together outside of work. In addition to summer and Christmas celebrations, there are also film evenings, monthly breakfast buffets and other events where we meet as a team.



Professional development

We are convinced that growth is not only essential for the company, but also for each individual team member. That is why we actively promote the further training of our employees and provide an annual budget that can be used individually.



Birthday celebrations

As a birthday present, our employees get half a day of holiday - so you can either leave work early, come to work later, or take a half day of holiday in conjunction and stay off work all day.

Many more
location-specific
benefits...

Governance



Introduction from the CFO

”

As a sustainable company, we place great importance on responsible and transparent governance. We ensure that ethical principles, integrity, and legal compliance are embedded in all our decisions and processes. This is how we build long-term trust and drive sustainable growth while fulfilling our commitment to balancing economic success with social and environmental responsibility.”

Christian von Hohnhorst Chief Finance Officer



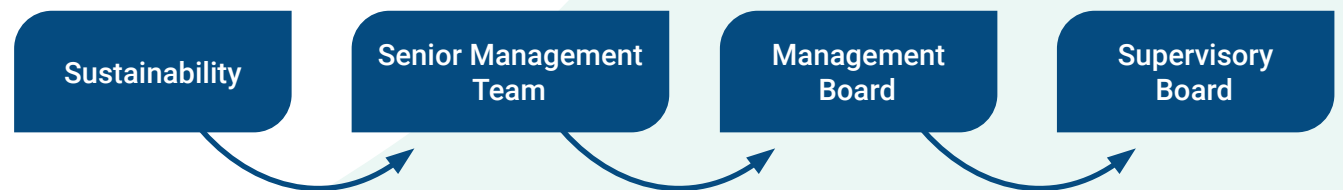
Driving Accountability: Our Sustainability Committee and Reporting

To ensure that sustainability is integrated into all our actions, we have established a **committee comprised of members from all departments and locations**. These members report directly to the Senior Management Team, ensuring that their insights and recommendations are heard at the highest level. This structure allows us to take

a **holistic approach to sustainability across the company**, with every area actively contributing to and driving our long-term goals.



Members



Selected Initiatives

We focus on key aspects related to the **protection of customer, employee, and applicant data**. Our Code of Conduct outlines strict adherence to statutory laws

and regulations, ensuring that we maintain the **highest standards of compliance and integrity**.



Implemented a **Code of Conduct (CoC)** with clear guidelines that define and prohibit behaviour, e.g., outlining the zero tolerance for bribery and corruption.



System in place to enable **whistleblower reporting and protection**.



A **comprehensive compliance program** is in place, encompassing a wide range of measures, such as ensuring compliance with laws, data protection, anti-corruption, risk management, monitoring, risk reporting and responsibilities.



The **sustainability statement** has been prepared in preparation for compliance with the German and EU regulatory requirements.

Governance

Progress

Available to all employees

Number of incidents reported on the whistleblower platform in 2023: 0

Delivering on the German Supply Chain Due Diligence Act

Alignment-process with EU Regulations and local GAAP

Empowering Communities Through Partnerships

We are committed to giving all products a second chance, even those that don't meet our purchasing criteria. In addition to returning rejected items when they do not meet our criteria, customers can choose the 'Sell & Donate' or 'Recycle & Donate' options. Since 2021, we have

been **partnering with our customers to donate to various organizations**, actively supporting sustainable projects and taking responsibility for both the environment and society together.



Donation Sums

2021
343,163€

2022
351,546€

2023
301,042€




CRADLE TO CRADLE
NGO



Credits: © Saikat Baran Shil in Dhaka, Bangladesch;
© Julika Tribukait/WWF; © Foto Max Arens/Cradle to
Cradle NGO

Imprint

Publisher

momox SE
Schreiberhauer Straße 30
10317 Berlin
www.momox.biz

Represented by

the management board:

Heiner Kroke (Chairman)
and Christian von Hohnhorst

Contact

E-Mail: kontakt@momox.biz
Telefon: +49 30 488 288 100

Photo credits

Saikat Baran Shil in Dhaka,
Bangladesch; Julika Tribukait/WWF;
Foto Max Arens/
Cradle to Cradle NGO

