



Impact Report 2025

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

momox

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Message from the CEO

Dear all,

When I joined momox in November 2025, I stepped into a company that is already playing an active role in shaping a more sustainable economy. At momox, sustainability is not a trend, it is at the heart of the business model itself. In re-commerce, impact is not an aspiration. It is measurable, operational, and closely connected to everyday decisions.

At a time when sustainability is increasingly questioned or deprioritized, momox stands for a different conviction: that meaningful environmental action and economic resilience are not opposites, but mutually reinforcing.

This report clearly shows the progress we made in 2025. Despite significant investments and rising costs, particularly in innovation projects within our logistics operations, we further improved our sustainability performance. This is a strong signal: sustainability is not a “nice to have,” but a criterion that holds even when conditions are challenging.

A key driver for this progress is transparency. Improved data quality in 2025 has sharpened our understanding of emissions, and enables us to steer targeted and effective reduction measures. At momox, sustainability is not about communication. It is about implementing, measuring and continuously refining.

But impact is more than operational performance. It is also about trust: with customers who rely on us to make conscious choices easy, with partners who share our standards, and with employees who turn strategy into reality every day. This trust is what allows momox to grow responsibly and to create long-term value for both society and the business.

Looking ahead, our ambition is clear: to further strengthen momox as a leading force in re-commerce – pragmatic, transparent, and impact-driven. By continuously improving our processes, investing in innovation, and empowering our people, we will ensure that growth and responsibility remain inseparable.

I would like to thank everyone who contributes to this journey – our teams, our partners, and our customers. Your commitment turns intention into real impact.

Claudia Frese (she/her) - CEO

Chief Executive Officer



The background features a solid blue field on the right and a white field on the left, separated by a curved, organic boundary. A dark blue, wavy shape is positioned at the bottom, overlapping both the white and blue areas.

About momox

Let the Numbers Speak for Themselves



393 million

euros in revenue in 2025

In 2025 we avoided,
together with our customers

46,657 tons

of CO2 eq*



Over

400 million

books and media articles
saved since 2004



Over

40 million

fashion items saved since 2014



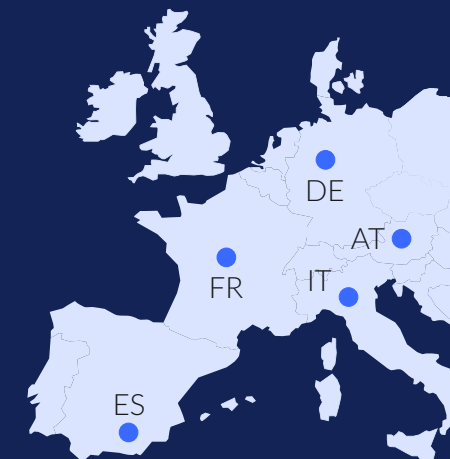
Founded in

2004



employees from over
81 different countries

Main 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.

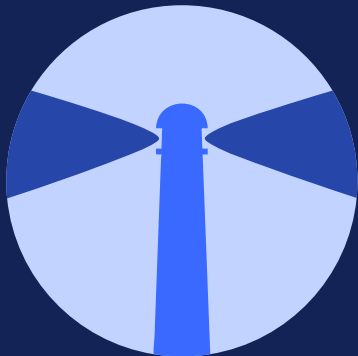
This is momox

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.



momox **Mission**

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



momox **Vision**

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 every-
thing at once



receive a
fixed price

For buyers



act
sustainably



cheaper
than new



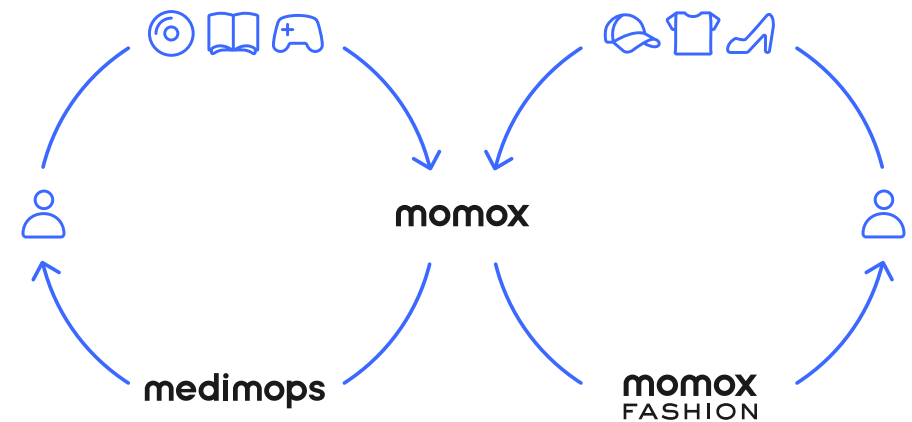
huge
range



quality-
checked items

Circular Economy

How momox works



SUSTAINABLE DEVELOPMENT GOALS

As part of its sustainability strategy, momox has selected specific United Nations Sustainable Development Goals (SDGs). These goals

reflect the company's business activities and show where momox can make a meaningful contribution.



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



We promote gender equality and equal opportunities.



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



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



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



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.



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

Materiality Matrix: Circularity in the Spotlight

In 2025, we reassessed our material sustainability topics and once again confirmed **Climate Change**, **Circular Economy**, and **Our Own Workforce** as our key strategic focus areas. In addition, Water, Affected Communities, End Users, and Business Conduct were identified as material topics. While no specific targets have yet been defined for these areas, they remain firmly within our scope and are being closely monitored and strengthened.

Impact perspective

Significant/ Critical

Important

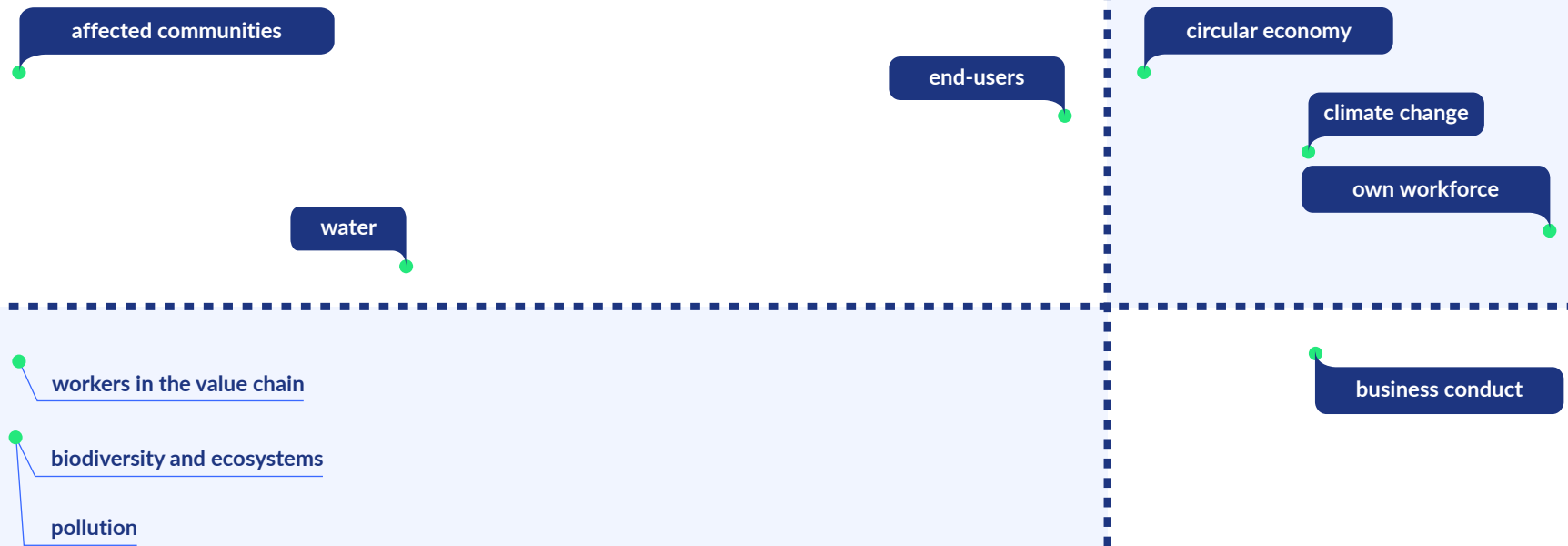
Minimal

Minimal

Important

Critical

Financial perspective



The image features a solid blue background. A large, white, abstract shape, resembling a stylized speech bubble or a drop, is positioned on the right side. Inside this white shape, the word "Environment" is written in a bold, blue, sans-serif font. The overall design is clean and modern.

Environment

Introduction

from the CCO Fashion



By giving items a second life, we challenge conventional consumption and create space for smarter, more responsible choices. Every product that re-enters circulation saves valuable resources and extends the lifecycle of what already exists.

But we do not stop here. We continuously refine our logistics and operational processes to reduce our overall footprint: from optimizing processes in the warehouse to increasing the recycling rate in our plastic bags and lowering return rates through better product information. Step by step, we question existing standards, improve what we can, and invest in better alternatives.

Lenia Karallus (she/her) - Chief Commercial Officer Fashion

Shaping Tomorrow: A Look Into our Future



¹ base year: 2021
² base year: 2023

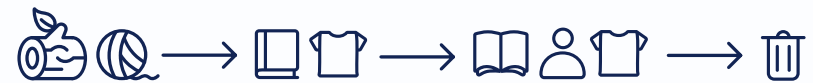
Rethinking Resources: Embracing the Circular Economy

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. Every item resold can contribute to save resources and avoid emissions. This is the core of our impact. At the same time, we are aware that even a circular business model generates emissions and waste. While our business actively helps to avoid emissions, we also create negative impacts through our operations and value chain. Taking responsibility for this is essential to us.

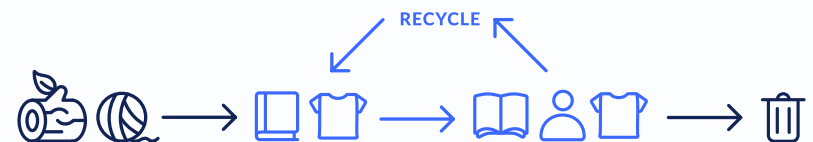
That is why we have established clear sustainability goals, defined measurable KPIs, and implemented concrete mitigation measures.

These include integrating environmental requirements into our procurement processes, raising awareness among employees about the environmental impact of their work, and maintaining a clear and binding Code of Conduct. Through these actions, we aim not only to strengthen our circular model, but also to continuously reduce our own footprint.

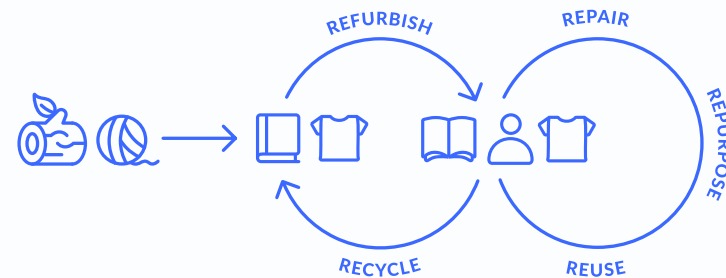
Linear economy



Recycling economy



Circular economy



Selected Initiatives



Introduction of paperless picking processes in the warehouse.



Increase in the recycling rate of plastic shipping products.



Introduction of a circular economy concept for IT equipment.



Reduction in the return rate at momox fashion.



Energy-efficient optimisation of the use of external servers and IT processes.



Mandatory sustainability training for all new joiners in Berlin.

Selected Initiatives

- Collecting waste during World Cleanup Day
- Preparing and installing insect hotels
- And many more



Our Carbon Footprint

CO2

CH4

HFCs

PFCs

N2O

SF6

Scope 2

Indirect

Purchased electricity, steam, heating and cooling

Scope 3

Indirect

Employee commuting
Business travel

Waste

Transport and distribution

Scope 3

Direct

Company vehicles

Company facilities

Scope 3

Indirect

End-of-life treatment of sold products

Transportation and distribution

Use of sold products

Upstream activities

momox

Downstream activities

Our carbon footprint includes emissions from all our locations, as well as those linked to our service providers and purchasing activities.

In 2025, our Scope 1 emissions increased. This was mainly due to better data on our heating consumption. While this leads to a higher reported number, it also gives us a much clearer picture and helps us take more targeted action to reduce emissions in the future.

Our Scope 2 emissions remain at zero, as we continue to use 100% green electricity at all our locations.

Around 98% of our total emissions come from Scope 3 – especially from procurement and logistics. In 2025, emissions (excluding machinery and equipment, which are not part of our reduction target) decreased compared to the previous year. This was driven by less waste, more sustainable commuting by our employees, and overall improvements in data quality.

2021

2024

2025

Scope 1 & 2

1,704 t ↘ 301 t ↗ 535 t

Scope 3*

26,834 t ↘ 23,819 t ↘ 21,187 t

overall*

28,538 t ↘ 24,121 t ↘ 21,722 t

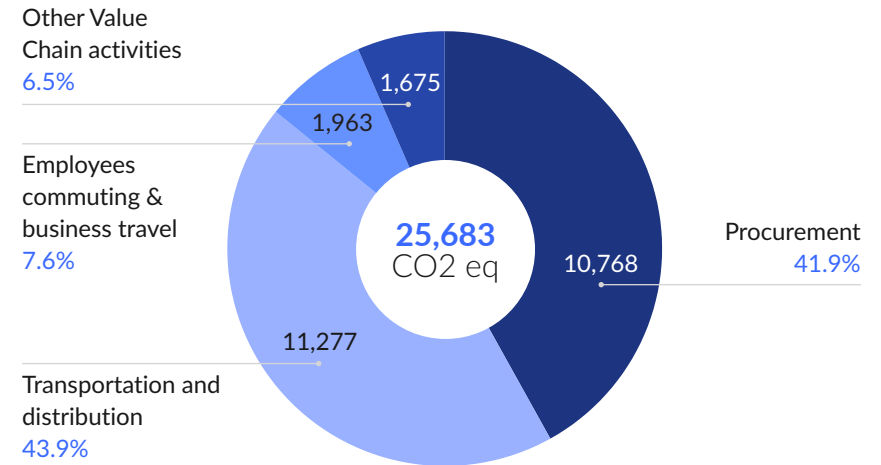
*without machinery and equipment

Emissions Breakdown: Scope 3 Focus

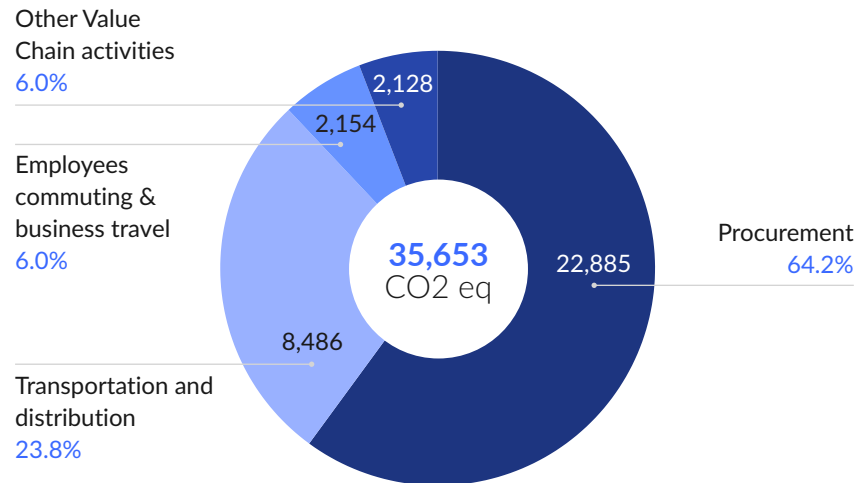
The biggest contributors to Scope 3 emissions are purchased goods and services, capital goods, transportation, and employee commuting.

We work closely with our partners to drive improvements along our value chain and actively encourage our employees to make more sustainable choices. Together, we aim to continuously reduce these emissions and strengthen our positive impact.

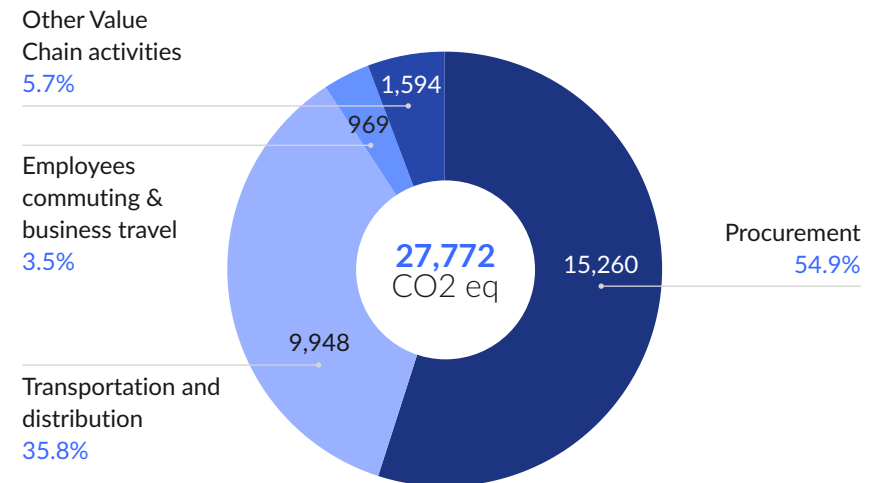
momox emissions 2024 in tCO₂ eq by area



momox emissions 2021 in tCO₂ eq by area



momox emissions 2025 in tCO₂ eq by area



Avoiding Emissions with Pre-Loved Goods

By reselling pre-owned items, we actively contribute to the circular economy—and make it easy for our customers to conserve resources. This positive impact is measurable. It is important to us to calculate and communicate this effect as transparently as possible—because only then does the true added value of second-hand become clear: it is a more environmentally friendly alternative to buying new.

In 2025

we avoided,
together with our customers,

46,657

metric tons of CO₂ eq.

That is the equivalent of 9,723
homes' electricity use for one year.*



Second hand
bag

0.71 kg

CO₂ avoided

40%

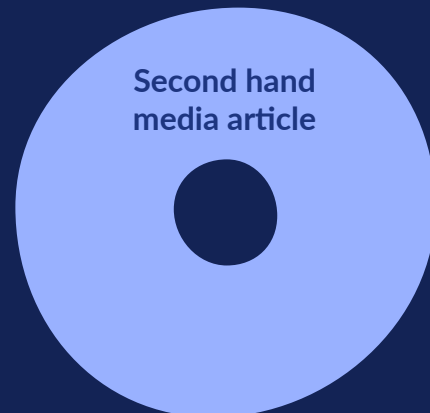
CO₂ avoided

79%

CO₂ avoided

6.21 kg

CO₂ avoided



Second hand
media article



Second hand
dress

7.73 kg

CO₂ avoided

78%

CO₂ avoided



Second hand
book

0.42 kg

CO₂ avoided

38%

CO₂ avoided

* <https://www.epa.gov/energy/green-house-gas-equivalencies-calculator>

Understanding our Calculation Method

To calculate how many emissions can be avoided by buying second-hand, we compare the emissions that would be generated in the manufacture of new products with those generated by momox in the handling of second-hand items.

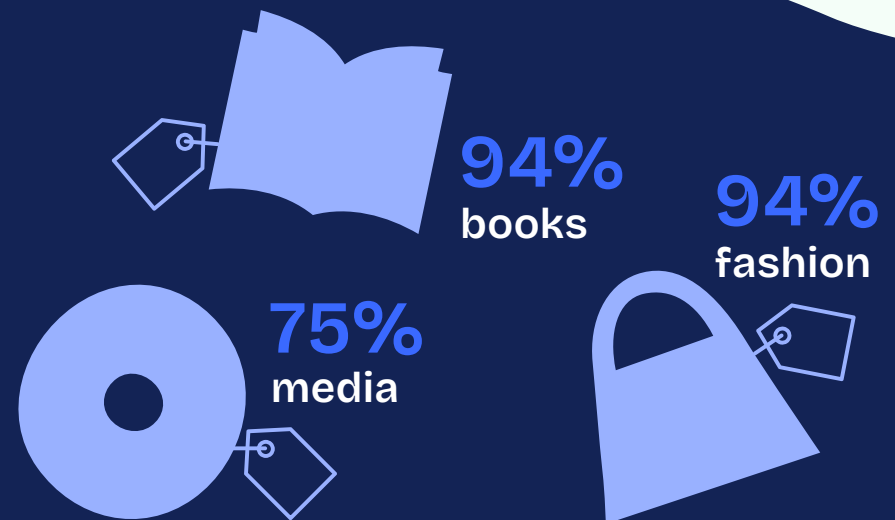
As there is currently no standardized method for calculating avoided emissions, we follow recognized industry approaches—particularly the “Guidance on Avoided Emissions” by the World Business Council for Sustainable Development (WBCSD). We updated our methodology and all underlying assumptions in 2025. Since it would take a huge amount of effort to figure out the exact carbon footprint of each specific product, we use scientifically based averages or values for representative examples from the product categories we sell. We also know that not every second-hand purchase replaces a new purchase, so we take a so-called replacement rate into account in our calculations. We determine this regularly through surveys with momox fashion customers. After all, emissions can only be avoided if the second-hand purchase really replaces the purchase of new goods. You can find more information about the calculation and all sources here*.

Calculation Formula

$$\begin{array}{c} \text{(Estimated emissions from new items} \\ \text{x} \\ \text{Replacement Rate)} \end{array} - \begin{array}{c} \text{momox} \\ \text{Emissions} \end{array} = \begin{array}{c} \text{Avoided CO2-} \\ \text{Emissions} \end{array}$$

Replacement Rates

The replacement rates were measured through a customer survey in 2025, showing how often the purchase of a second hand item replaces the need for a new one.



* <https://momox.biz/nachhaltigkeit/unser-impact>

The image features a solid blue background. On the left side, there is a large, white, abstract shape that resembles a stylized letter 'C' or a partial circle. A dark blue, wavy shape is positioned at the bottom left, partially overlapping the white shape. The word "Social" is written in a bold, blue, sans-serif font within the white area.

Social

Our Social Goals

Fostering Satisfaction, Diversity, and Growth



1 base year: 2022
 2 ratio female to male total
 3 ratio female to male Teamlead

Selected Building on What We've Learned: Our Social Commitment in the Future

Last year was a challenging year for momox, marked by significant changes in our IT infrastructure and the automation of our logistics processes. As a result, our focus on social goals was more limited than intended. While we did see some positive developments – such as an increase in our eNPS by 3 points – our overall performance in

this area is still below our expectations.

For the future, we are placing a much stronger emphasis on our social impact. We aim to build on the structures already in place and focus more actively on initiatives that strengthen employee engagement and overall social performance.

Selected Initiatives



Training programs for e.g. team leaders (GROW) and area managers (LEAD), focusing on leadership development



Occupational health management activities and subsidized sport memberships



Regular employee survey on DE&I topics to identify areas for improvement



Mandatory Soft Skill training about communication and conflict-management training for Berlin employees



Accessibility measures, such as sign language courses, accessible workplaces and job advertisements with inclusive language



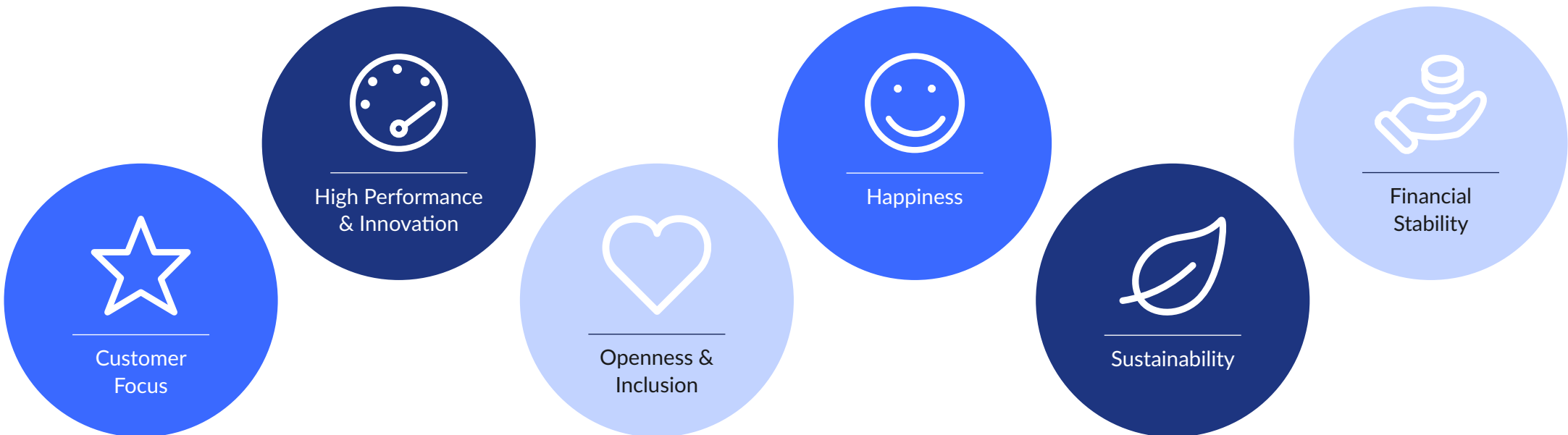
Various diversity initiatives, such as relocation assistance, language training, training on allyship, etc.

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. We encourage our business partners to follow these principles and ensure their own partners do the same.

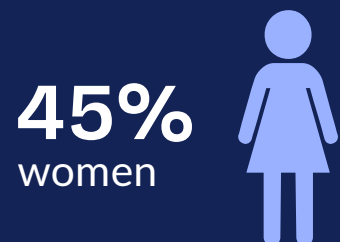
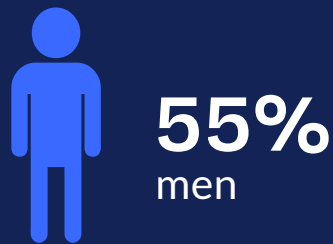
At the heart of everything we do are our core values, which serve as a guide for everyone and support us in our daily work and decisions.



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.



0%
diverse



728
Szczecin

222
Berlin

1,229
Leipzig

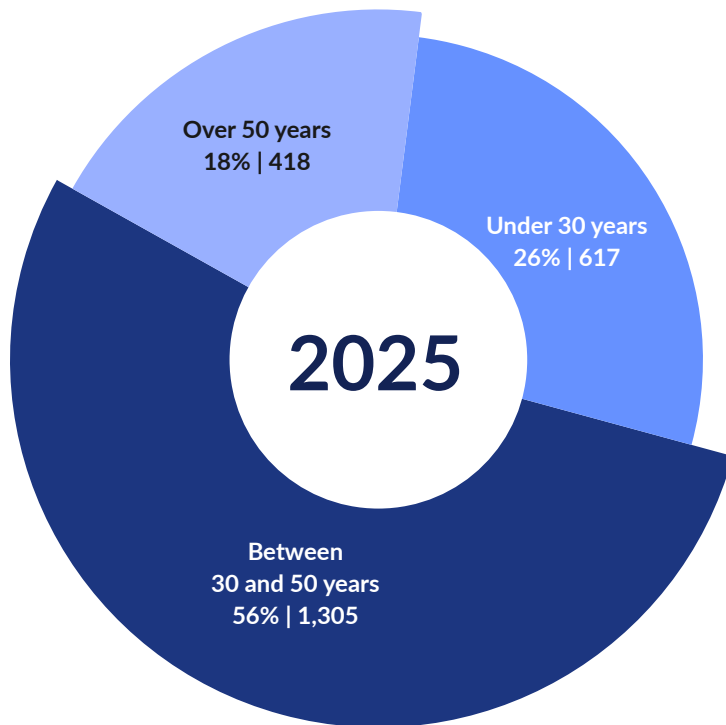
“We believe in a world where everyone belongs, grows, and shines. We are proud of our diverse employees, whose different perspectives and open collaboration spark the ideas that move us forward.”

Kamila Suchodolska (she/her) -
Head of People & Culture Poland



Driving Change Together: Our Employees

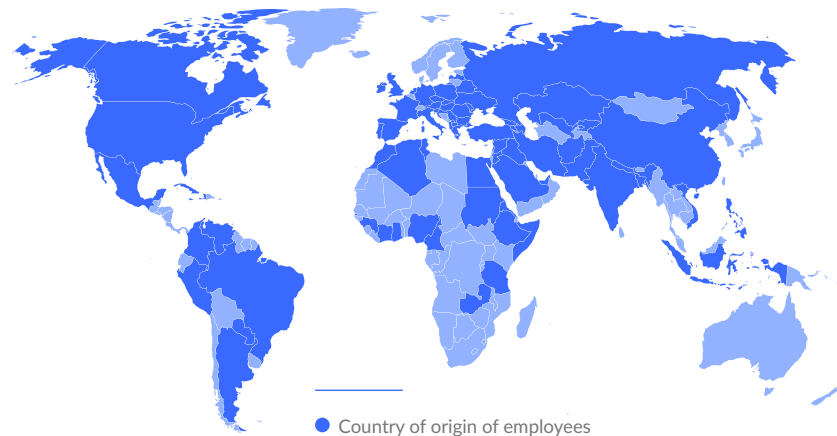
Share of Employees by Age Group



At momox, diversity is part of our DNA. In Leipzig alone, our teams represent more than 60 different nationalities and that variety of backgrounds, languages and stories is what shapes our culture. Openness and inclusion are not abstract values for us; they are lived every day in how we collaborate, learn from each other and grow together.

Michael Rogers-Fassauer (he/him) -
Head of People & Culture Leipzig

Our Employees come from 81 Countries



Championing Diversity, Equity, and Inclusion in our Workforce

One of our six core values is openness. For us, this means embracing different cultures, religions, worldviews, professional backgrounds, ages, mental and physical abilities, genders, gender identities, and sexual orientations. To bring this value to life in our daily work, we have established a dedicated Diversity Team that actively drives and implements inclusion initiatives across the company. In 2025, we once again received the Pride Champion Gold Seal from the UHLALA Group and were independently certified as a queer-friendly employer. These recognitions reflect our ongoing commitment to creating a safe, inclusive, and supportive workplace — especially for queer employees. We have introduced concrete measures to foster a respectful and discrimination-free working environment. These include our transgender guidelines, which provide clear guidance and support for both employees and leaders, as well as our guidelines for gender-neutral communication to promote inclusive language throughout the company.

We are proud to have received this recognition for the third time in a row. It confirms that our efforts are not one-time initiatives, but part of a long-term approach to diversity, equity, and inclusion.

Tina Schimek (she/her) -
Senior Recruiter & DEI Partner



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

We embed integrity, transparency, and strong governance into every decision we make – building lasting trust with our customers, partners, and teams while driving long-term business success and upholding our social and environmental responsibility. We hold ourselves accountable to clear ethical standards and ensure that our governance structures promote responsible, compliant, and forward-looking leadership. By aligning strong oversight with sustainable value creation, we reinforce trust, manage risks proactively, and create a resilient foundation for future growth.

Christian von Hohnhorst (he/him) - Chief Financial Officer

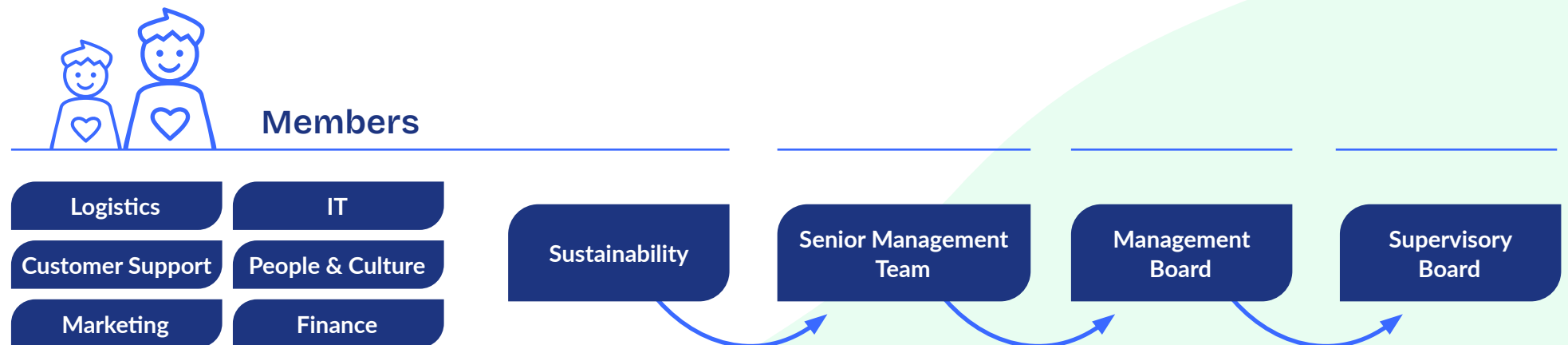


Driving Accountability:

Our Sustainability Committee and Reporting

To ensure that sustainability is integrated into all our actions, we have established a **management sustainability 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.



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**.

Numbers



Responsible supplier management based on a company-wide procurement policy integrating environmental and social criteria.



Whistleblower system in place in accordance with the LkSG to ensure confidential reporting and protection.



Comprehensive compliance program covering legal compliance, data protection, anti-corruption, risk management, and monitoring.



Code of Conduct with clear behavioral guidelines and zero tolerance for bribery and corruption.

Serious incidents identified in relation to human rights: 0

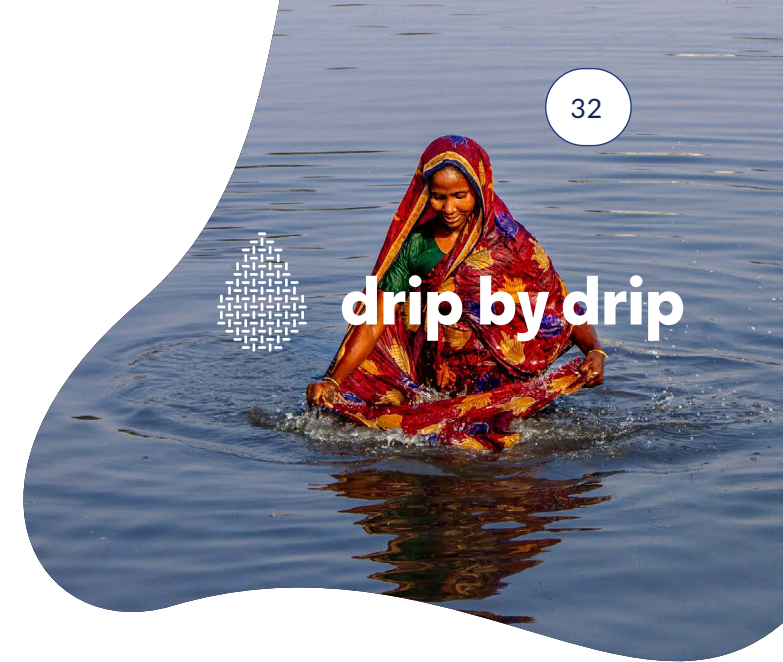
Cases of discrimination reported: 1

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€

2025
286,117€

2023
301,042€

2024
478,506€



Imprint

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VAT ID:
Value Added Tax Identification Number pursuant to
Section 27a of the Value Added Tax Act: DE266608643

Photo credits

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

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