re!commerce® GROUP

A responsible refurbisher

CSR Report

2023-2024

EDITO

Last year was a successful one for Recommerce, with a revenue of 150 million euros, over 800,000 products sold, and the launch of operations in an eleventh country with local teams. In 2024, marking Recommerce's 15th anniversary, we're reaching a major milestone with substantial growth, bringing our revenue to around 175 million euros. However, 2023 was also the hottest year on record globally (1), nearing the 1.5°C threshold set by the IPCC. In the context of climate change, which is driving numerous social and environmental crises, companies have a crucial role to play in managing their value creation responsibly. At Recommerce, we have been committed since 2009 to combating climate change by reducing waste production and overproduction of new goods through refurbishment and extending the lifespan of products.

> Our mission is simple: Make the circular economy the privileged way of consumption of companies and consumers alike.

Since 2009, we have been developing services that enable traditional linear economy players (operators, distributors, etc.) to embrace the circular economy by establishing buyback and resale programs for high-quality refurbished products. In recent years, we have multiplied these partnerships in France and internationally to make device buyback a habit and purchasing refurbished products the norm.

Recommerce also continues its mission to educate and share best practices with its partners and customers. In a market still under development, it is critical to structure and stabilize it to make it a solid, trusted alternative for businesses and consumers.

> The refurbished market has been growing significantly in recent years, but it must not lose sight of its primary goal: to make tomorrow's world a better place, for people and for the planet, by promoting local consumption models.

Today, we must go even further to fight climate change effectively and limit our environmental footprint. This report provides an overview of Recommerce's actions and sets out our roadmap for the years to come.

Pierre-Etienne Roinat
Chairman and Co-founder

Lies Ryckelynck
Corporate Director

Augustin Becquet
CEO

Benoit Varin
General Secretary and Co-Founder

1 Lien source : https://climate.copernicus.eu/

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Recommerce™ at a glance

Collected products

5,2 M

since 2009

713K units
in 2023

260 000 t of CO2 avoided**

213 200M m³ of water preserved**

800 800 t of non extracted raw materials**

Since 2009

- **€ 310M** paid back to consumers
  68M in 2023
- **€ 234k** raised for charities

683M€ of revenue since 2009

150M€ en 2023

+15 years of expertise

200 collaborators

18 000

distributor sales points

in +25 European countries

+5 acknowledgments

ISO 14001, ISO 9001, ISO 27001, Label Recq, Ecovadis Gold

*Impacts measured since the company's creation in 2009 up to December 31, 2023. Whenever the year 2023 is specified, indicators are calculated over the period from January 1 to December 31, 2023.

** According to the ADEME study : https://librairie.ademe.fr/dechets-economie-circulaire/5241-evaluation-de-l-impact-environnemental-d-un-ensemble-de-produits-reconditionnes.html

Recommerce: pioneer of refurbishment in Europe since 2009

About us

At the heart of Recommerce's DNA lies a strong social project: to make tomorrow's world a fairer place, for the planet and for people. With this vision in mind, the founders created MonExtel in 2009, the company's iconic service. MonExtel aims to collect used mobile phones free of charge and allow consumers to donate the trade-in value to an organization of their choice. Phones refurbished by people with disabilities help provide affordable devices for those who cannot afford to buy new.

Building on this commitment and their expertise in the buy-back of used products, Pierre-Etienne ROINAT, Benoit VARIN, Cédric MAUCOURT and Antoine JEANJEAN founded Recommerce in August 2009. Driven by the conviction that second-hand products have value, the company is committed to make tomorrow's world more sustainable by contributing to the circular economy, fighting against waste and making quality equipment accessible to everyone.

An enabler of the circular economy

Recommerce's mission is to be the enabler of the circular economy, helping retailers, public authorities and private individuals to take part in the rapidly growing second-hand market.

Recommerce is the partner of choice for Europe's largest operators and retailers, building and operating high performance agile buyback programs that increase consumer purchasing power, as well as distribution and financial solutions.

Today, Recommerce works with leading national and international telecom operators (Bouygues Telecom, Vodafone, Orange...) as well as major national distributors in more than 25 European countries.

A technology company committed to a sustainable mission

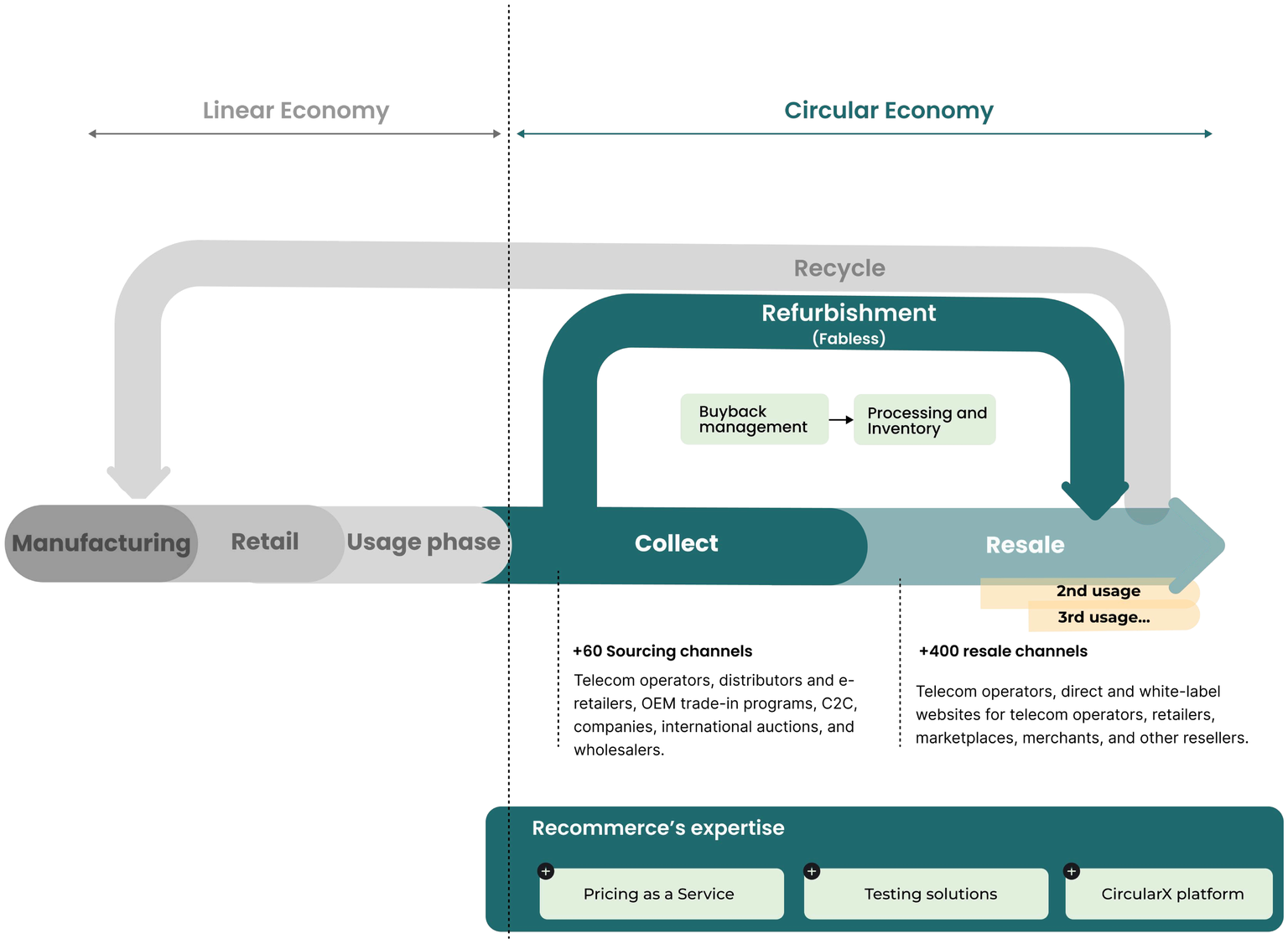
As a trusted partner to brands, Recommerce empowers companies to enhance their buyback and refurbishment offerings with a comprehensive suite of tailored technological solutions that covers the entire refurbishment value chain. Supported by strong technological expertise and a robust IT platform, Recommerce delivers white-label buyback and resale programs, both online and in-store, tailored to meet the specific needs of its partners. These solutions are fully customizable, available through API integration or directly managed by Recommerce.

Recommerce also offers high-value solutions, including Pricing as a Service and advanced testing solutions for used smartphones. In 2021, Recommerce launched CircularX, a SaaS platform that enables any retailer to introduce omnichannel buyback and resale programs across various product categories, such as DIY, sports, or luxury goods.

Circular business model

Recommerce's core business is **to buy and resell used products at fair prices for both individuals and companies, extending product lifespans through buyback, trade-in, and resale programs across Europe.**

As a true technological platform, the company offers a range of resale and distribution solutions for refurbished products across multiple channels (web, stores, marketplaces, e-commerce), leveraging Artificial Inteligence (AI) to enable any business to join the circular economy and empower consumers to make responsible purchasing choices.



Our certifications

To demonstrate its commitment to continuous improvement and its desire to align its practices with high standards in all areas of its operations, Recommerce is participating in a voluntary certification and labeling process.

Commitment to continuous improvement: ISO 9001, 14001 and 27001 certifications

Recommerce Solutions, Recommerce Suisse and CircularX have successfully obtained ISO 9001:2015, 14001:2015 and 27001:2013 certification for their Quality, Environmental and Information Security Management Systems.

This voluntary certification process aims to:

- Ensure customer satisfaction by providing quality products and services that meet their expectations.
- Set up robust and effective security and data protection measures.
- Identify, control and reduce the environmental impact of our activities.

These certifications are issued and audited by DNV on a yearly basis.

Satisfied customers

Recommerce maintains a high level of customer satisfaction, with an average annual rating of 4.6 on Avis Vérifiés (January 2024). The Customer Relationship Management teams analyze the opinions to identify and point out areas for improvement.

Ecovadis rating

Every year, RECOMMERCE is evaluated by EcoVadis, a global supply chain rating platform.

In 2023 and 2024, Recommerce achieved Gold Grade with a score of 74/100, placing it among the top 5% of companies worldwide in the sector. This assessment aims to rate companies' sustainability practices in several areas, including the environment, social and ethical practices and the supply chain, to encourage companies to promote transparency and responsibility in their activities.

Quality Refurbishment: The RECQ Label

The entire Recommerce value chain is certified with the “RecQ” – Quality Refurbishment label, the first European label guaranteeing the quality of the refurbishment process. This label, developed over seven years of collaboration with Rcube, the Federation for Reuse and Repair, evaluates over 75 criteria covering every step from buyback to resale and is verified by Dekra Certification. The label aims to:

- Ensure traceability of the entire refurbishment process.
- Guarantee the functionality and safety of products in accordance with current standards.
- Protect the interests of customers who want to sell their equipment (erasing data, etc.) and those who want to buy it (information on the condition of the product, aesthetics, warranty, etc.).
- Ensure that stakeholders adopt procurement and waste management policies that comply with applicable regulations, thereby promoting a responsible value chain.

Key dates

2009 - 2012

Creation of Recommerce Solutions

First partnerships with national operators (Bouygues Telecom, SFR, Swisscom, etc.).

2013 - 2019

Fund-raising

Partnership with national distributors

First international expansion in Switzerland in Friboug: creation of Recommerce Switzerland

2019 - 2022

First acquisitions (DealCertify, Fenix.eco)

New €50M Fundraising

Multi-Product Development

International Expansion: Partnerships with Operators and Distributors

2022 - 2023

Partnership with United.b Group

Strengthening of our service-oriented approach with the launch of CircularX

A physical presence across 10 European countries

2024

Expansion into Hungary and the Czech Republic

Deployment of innovative buyback solutions

International Expansion

Recommerce began its journey toward international growth in 2014 with the founding of Recommerce Switzerland, based in Fribourg. Today, this subsidiary employs around ten people and collaborates with major national partners such as Swisscom and Mediamarkt.

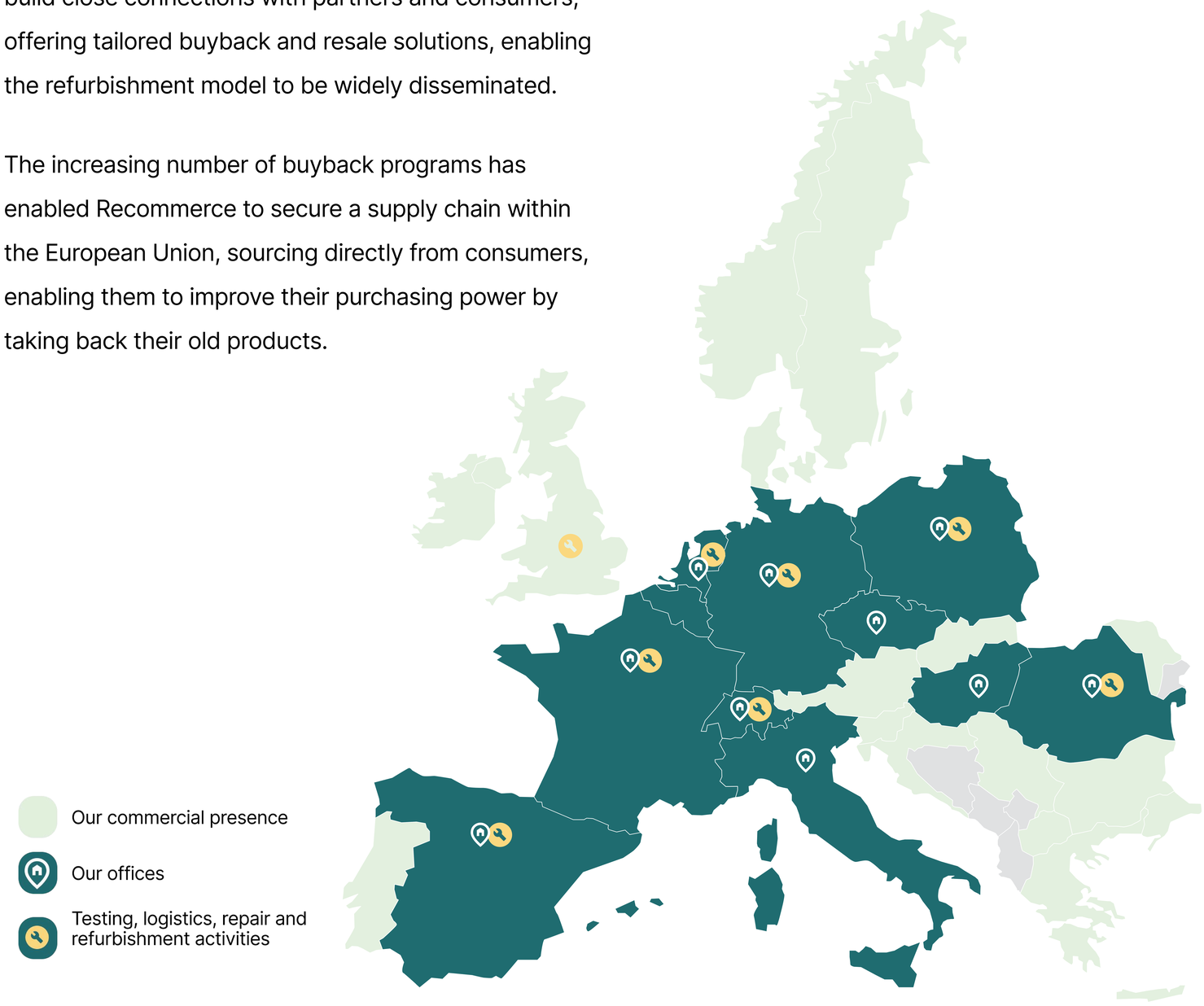
Since then, Recommerce has continued its expansion by opening additional offices, including Recommerce Devices and Solutions Deutschland GmbH in Germany and Recommerce Romania in Bucharest, extending its reach into Eastern Europe.

As a market pioneer, Recommerce is committed to expanding beyond France to offer a pan-European refurbishment solution.

This international expansion strategy not only reflects the company's growth ambitions but also demonstrates its commitment to promoting responsible practices, in line with the sustainability values shared by its clients and partners. By establishing a local presence, Recommerce is able to build close connections with partners and consumers, offering tailored buyback and resale solutions, enabling the refurbishment model to be widely disseminated.

The increasing number of buyback programs has enabled Recommerce to secure a supply chain within the European Union, sourcing directly from consumers, enabling them to improve their purchasing power by taking back their old products.

Today, the company is present in 12 countries: France, Switzerland, Germany, Belgium, Netherlands, Portugal, Spain, Italy, Romania, Poland, Hungary and Czech Republic, and offers its products and services to national operators, manufacturers and distributors in over 25 European countries.

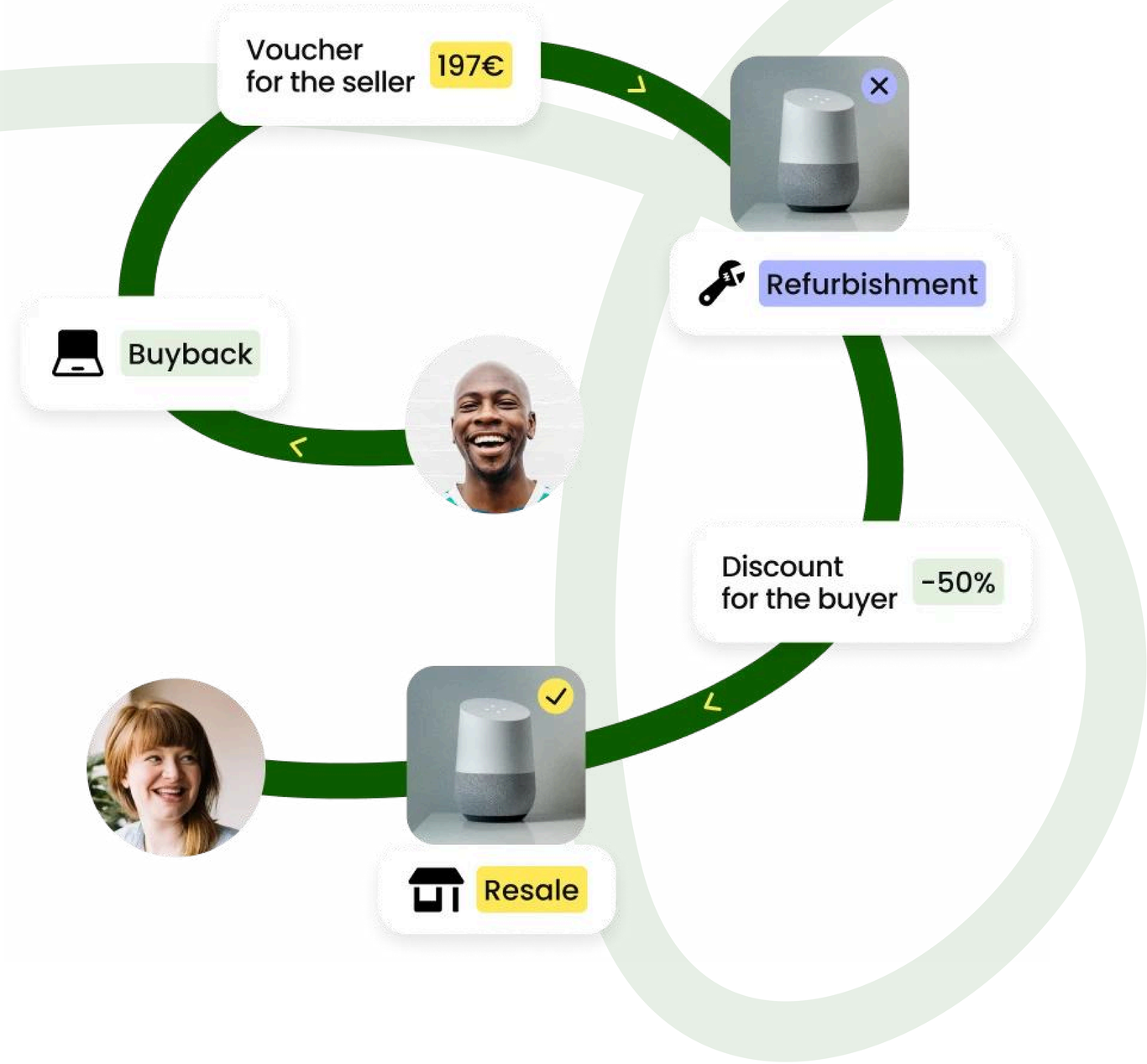


CircularX : Empowering Retailers to Embrace the Circular Economy

In 2021, Recommerce leveraged its expertise to launch CircularX, a SaaS platform empowering brands and retailers to enter the second-hand market. Aiming to broaden its impact, Recommerce expanded its reach to new product categories, including luxury, sports, DIY, ect.

CircularX manages the full lifecycle of pre-owned products—from customer buyback to resale, including refurbishment. Initially created for the tech sector, the platform now supports a wide range of categories, such as luxury goods, cultural items, DIY tools, or fashion, enabling retailers to operate second-hand activities both online and in-store.

By providing critical tools like online and in-store buyback interfaces, reverse logistics, refurbishment management, catalog and pricing management, and dynamic pricing tools, CircularX enables retailers to build sustainable, high-performing second-hand businesses that foster loyalty and attract new customers. This platform paves the way for a smooth and effective transition to the circular economy.



Key partners

boulanger · Leroy Merlin · Decathlon · E.Leclerc · ebay · babymoov · Christofle · Krefel · HiFi international

Main trophies

- One to One Monaco Community Awards
- Retail Tech Show Innovation Award 2023
- 3rd best collaboration CSR Night 2023

Governance Structure

Recommerce, a public limited company (PLC) with both a Supervisory Board and an Executive Board, operates with a balanced governance framework supported by multiple decision-making bodies.

The Supervisory Board evaluates and monitors the actions of the Executive Board, **ensuring accountability and transparency.** This structure guarantees that the company's practices and decisions are aligned with social responsibility principles and stakeholder expectations. Employee representatives participate alongside shareholders and founders, fostering inclusive and responsible governance.

The Executive Board consists of:

Pierre-Etienne Roinat
Chairman and Co-founder

Lies Ryckelynck
Corporate Director

Augustin Becquet
Chief Executive Officer

The Executive Board is the governing body that defines strategic direction and is committed to promoting ethical and transparent governance. It ensures that decisions fully integrate **CSR considerations,** comply with regulatory and normative requirements, and meet stakeholder expectations.

Recommerce's shareholders strongly support CSR initiatives and advocate for responsible practices at every level of the organization. To foster employee engagement, Recommerce offers Business Creator Share Subscription Warrants (BSPCE) and Ordinary Shares, enabling team members to actively contribute to and benefit from the company's success, while embracing its core values.

2023

Lies Ryckelynck recently became the first woman to join Recommerce's Executive Board, marking a step forward in achieving greater gender parity within this governing body.

Her career with Recommerce began eleven years ago as a Finance Manager, progressing through strategic roles such as Deputy Finance Director and Director of Data & Performance. Since 2023, she has served as Corporate Director, overseeing Finance, Performance, Human Resources, and Legal departments.

Her inspiring journey and dedication play a pivotal role in enhancing our CSR performance.

Employee engagement

Effective employee engagement is crucial to fully integrate and operationalize CSR principles across all levels of the company. This is achieved through structured governance, clear processes, and a consistent commitment throughout the organization.

The Integrated Management System (IMS) is overseen by the General Secretariat, led by **Benoit Varin, Co-founder, General Secretary, and CSR Director, who reports directly to the President.** This cross-functional team drives the implementation of Recommerce's CSR strategy, ensuring consistency and impact in all CSR-related activities, including continuous system improvement, audits, action planning, employee awareness, CSR policy implementation, and non-compliance management.

The Executive Committee meets weekly to track performance, assess progress, and adjust strategies as necessary. These sessions, called Perfcom, are essential for monitoring the implementation of CSR strategies and initiatives.

Process leaders and co-leaders play a critical role in ensuring their activities effectively contribute to achieving CSR objectives and **driving continuous improvement in overall performance.** During Management Reviews, the Executive Board, General Secretariat, and process leaders and co-leaders **evaluate the performance of the Integrated Management System to ensure CSR targets are met.**

To promote shared management, regular meetings are also organized, in particular the RE!CALL, which takes place twice a month and brings together all employees **to discuss objectives, strategy and projects.** These privileged moments of exchange are essential for strengthening support for the company's strategy and for listening to employees' needs, ideas and expectations.

In addition, training and awareness programs are carried out to ensure that all employees understand CSR goals and their role in fulfilling them. These initiatives strengthen team engagement and ensure that each member of the organization is aligned with the company’s social responsibility objectives.

2023

The Social and Economic Committee (SEC): Driving Force for Sustainable Development

The inclusion of CSR criteria in our profit-sharing agreement signed at the beginning of 2024 aims to foster greater employee engagement.

Eligibility Criteria Include:

- Mandatory completion of training in **Sapin II compliance, GDPR, and cybersecurity**
- **Reduction of** our greenhouse gas emissions
- Maintenance of our certifications
- **Employee involvement** in societal initiatives

2024

Promote employee involvement and participation.

Objective: Establish a CSR Committee that enables all employees to collaboratively contribute to Recommerce’s CSR strategy.

Stakeholder Engagement

Recommerce is actively committed to involving its stakeholders in its sustainable growth strategy by assessing their needs and expectations. This approach aims to establish priorities and co-create the CSR roadmap, ensuring strategic alignment with our ecosystem.

Methodology for assessing stakeholder needs and expectations:

1. **Comprehensive Stakeholder Identification:** Recognizing any individual or organization that can influence or be influenced by the company's activities.
2. **Stakeholder Dialogue:** Engaging stakeholders to identify their expectations, concerns, and needs (e.g., quarterly surveys to assess employee satisfaction, customer feedback analysis).
3. **Prioritization and Issue Mapping:** Ranking and mapping issues based on stakeholder influence, the impact of Recommerce, and the company's capacity to respond.
4. **CSR Roadmap Development:** Defining objectives and actions to address each identified priority.
5. **Periodic Reevaluation:** Reassessing the relevance of stakeholders and their needs and expectations during Management Review to adjust the CSR roadmap as needed.

This approach ensures proactive management of our stakeholder relationships, allowing us to adapt our roadmap and actions accordingly.

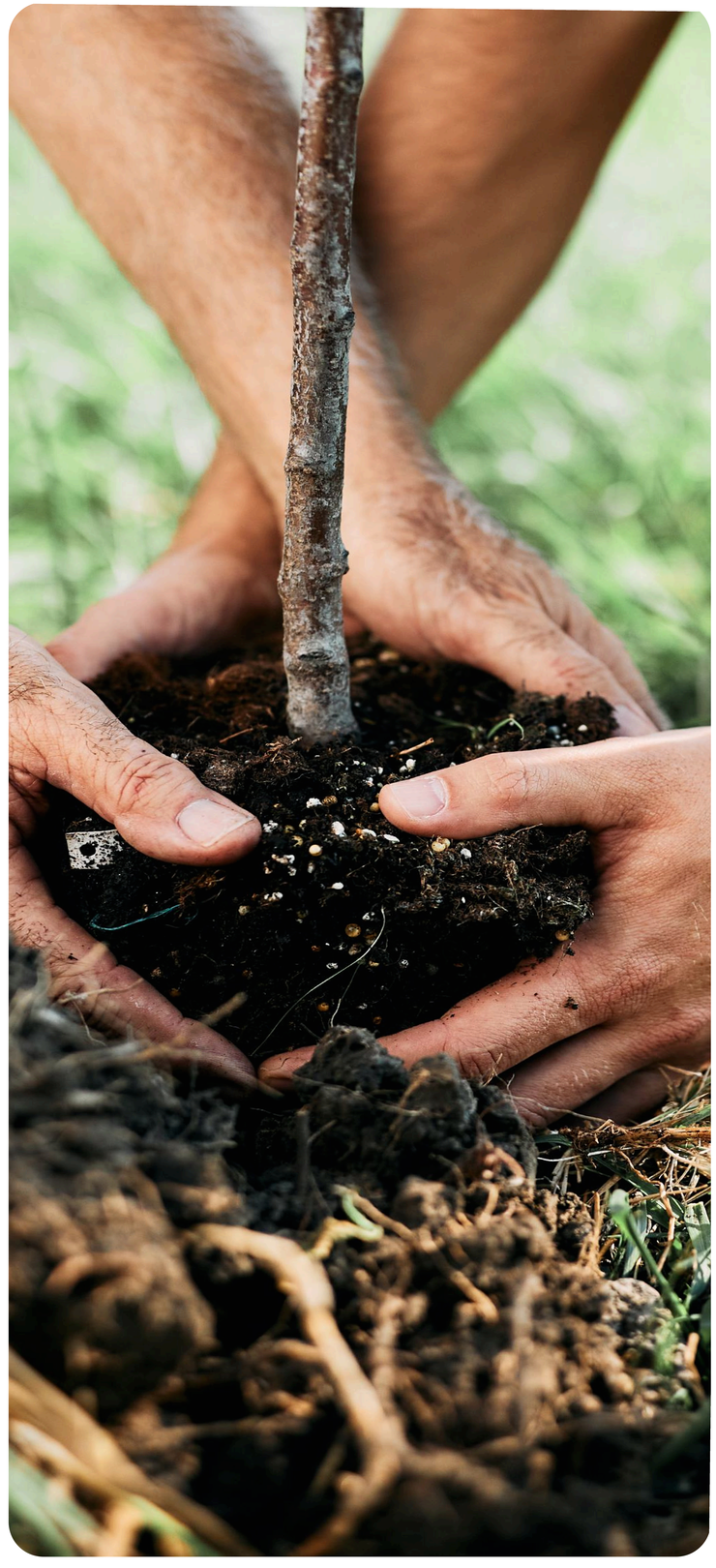
2024

Customer Satisfaction

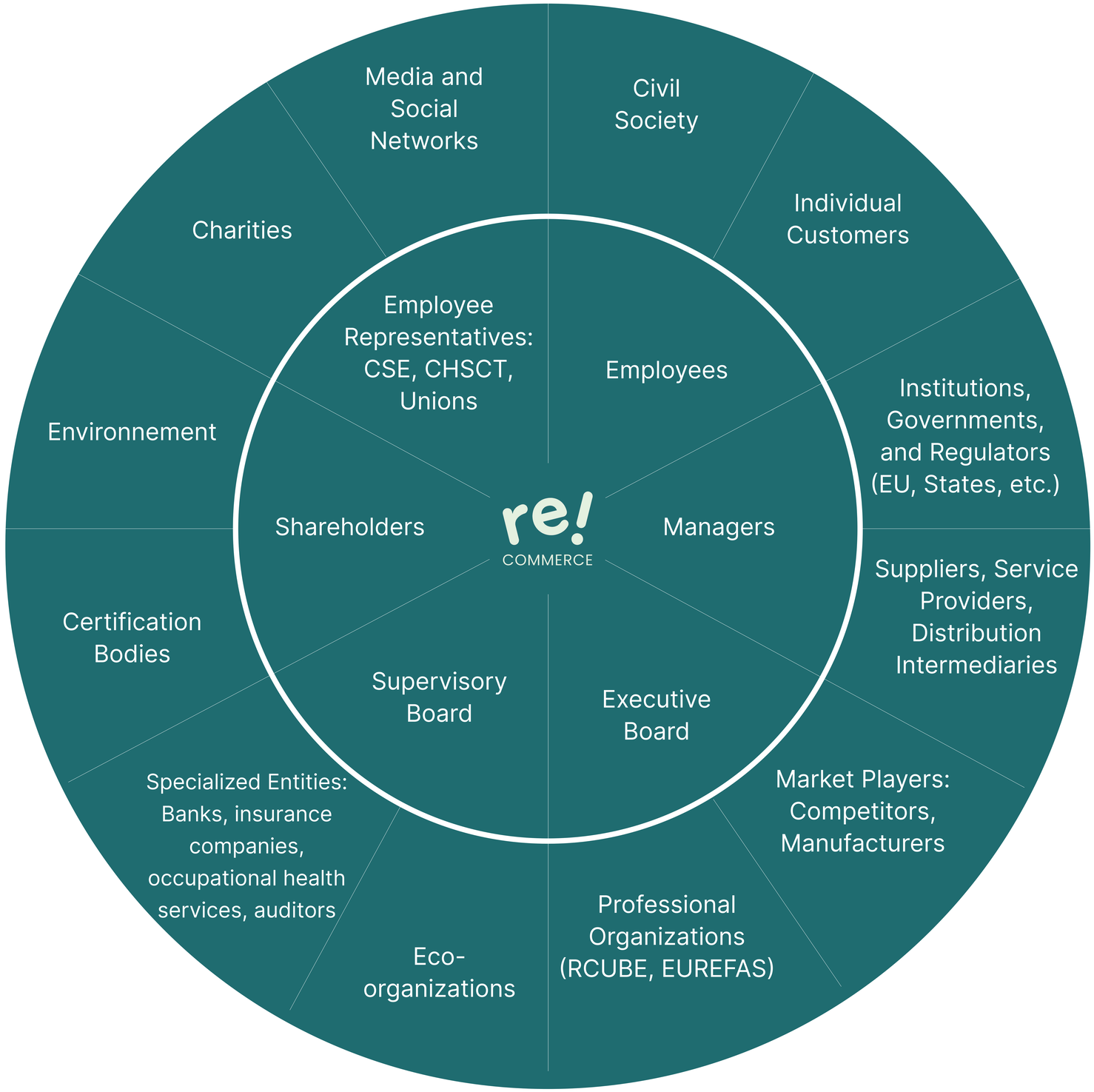
Objective: Develop and implement a B2B customer satisfaction survey.

Global Reporting Initiative (GRI) - Impact Reporting

Objective: Continue integrating GRI standards to enhance our sustainability report, ensuring effective consideration of stakeholder interests by providing a transparent and consistent framework on sustainability issues.



Stakeholder Mapping



Identifying Our Key Priorities

Engaging with our stakeholders has enabled us to pinpoint the following priority issues, which our CSR roadmap is designed to address.

Suppliers and service providers

- Build **sustainable relationships** rooted in **transparency and business ethics**, formalized through our contracts.
- Contribute to local job creation and promote inclusion by collaborating with **social and solidarity economy (SSE) organizations** and **enterprises that support inclusive employment** (known in France as Entreprises Adaptées, or EA).
- Promote **employment opportunities** in **France** and **across Europe.**
- Maintain **open communication** regarding our **standards** and assist our partners in **improving their CSR performance.**

Associations

- Further expand **solidarity-based collection programs** to help **bridge the digital divide** and assist vulnerable communities.
- Sustain our financial support for associations through **collection initiatives and donations.**

Business Clients

- Build **long-term relationships** based on **transparency and ethics**, including anti-corruption practices and protection of sensitive data.
- Ensure **traceability** and **control** throughout our supply chain.
- Drive **innovation** to maximize the **ecological benefits of our solutions.**

Environment

- Uphold our commitment to **the environment by driving innovation** in refurbishment and advancing **the circular economy.**
- Expand electronic equipment collection efforts to **help reduce waste and conserve resources.**
- Enhance **the durability of our solutions** and **minimize our carbon footprint** to increase our **positive environmental impact.**

Identifying Our Key Priorities

Engaging with our stakeholders has enabled us to pinpoint the following priority issues, which our CSR roadmap is designed to address.

Consumers and market

- Ensure customer satisfaction by offering solutions that balance **affordability**, **environmental responsibility,** and enhanced **purchasing power.**
- Provide **transparent information** on **product quality**, **data privacy practices**, and our **environmental commitments.**
- Establish **fair competition guidelines** among industry players to help regulate the market.

Employees

- **Set a strong example** in sustainability and ensure regular communication by actively **involving our employees** in our regenerative strategy.
- Create **a rewarding and stimulating work environment** that encourages **professional growth and development.**

Shareholders

- Uphold regulatory **compliance and foster transparent, responsible, and ethical management practices**, while encouraging **a sustainable supply chain.**
- Drive **sustainable and profitable growth,** with a strong focus on supporting the **ecological transition.**
- Provide **consistent updates** on the company's **financial and non-financial performance.**
- Protect our Information System to **guard against cyberattacks.**

The annuel Recommerce study: The second-hand smartphone market

To remain closely aligned with its clients and consumers, Recommerce conducts an annual study of the second-hand smartphone market in partnership with KANTAR Insights.

In 2024, the **7th edition** of this study surveyed more than 7,750 individuals aged 16 to 65 across **12 countries,** including France, Belgium, Germany, the Netherlands, Romania, Switzerland, Poland, Italy, Spain, Hungary, Portugal, and Ireland.

26%
of Europeans have already bought a second-hand smartphone

52%
of Europeans express interest in purchasing a refurbished smartphone

However...

48%

of consumers are uncertain or uninterested in refurbished products.

Main reasons include...

- Price (67%)
- Environmental impact (38%)
- Ability to purchase a higher-end model (30%)

French consumers specifically point out concerns about...

- Limited visibility on the product's lifespan (43%)
- Lack of trust in the seller (35%)
- Uncertainty about the product's origin (34%)
- Absence of a warranty (22%)

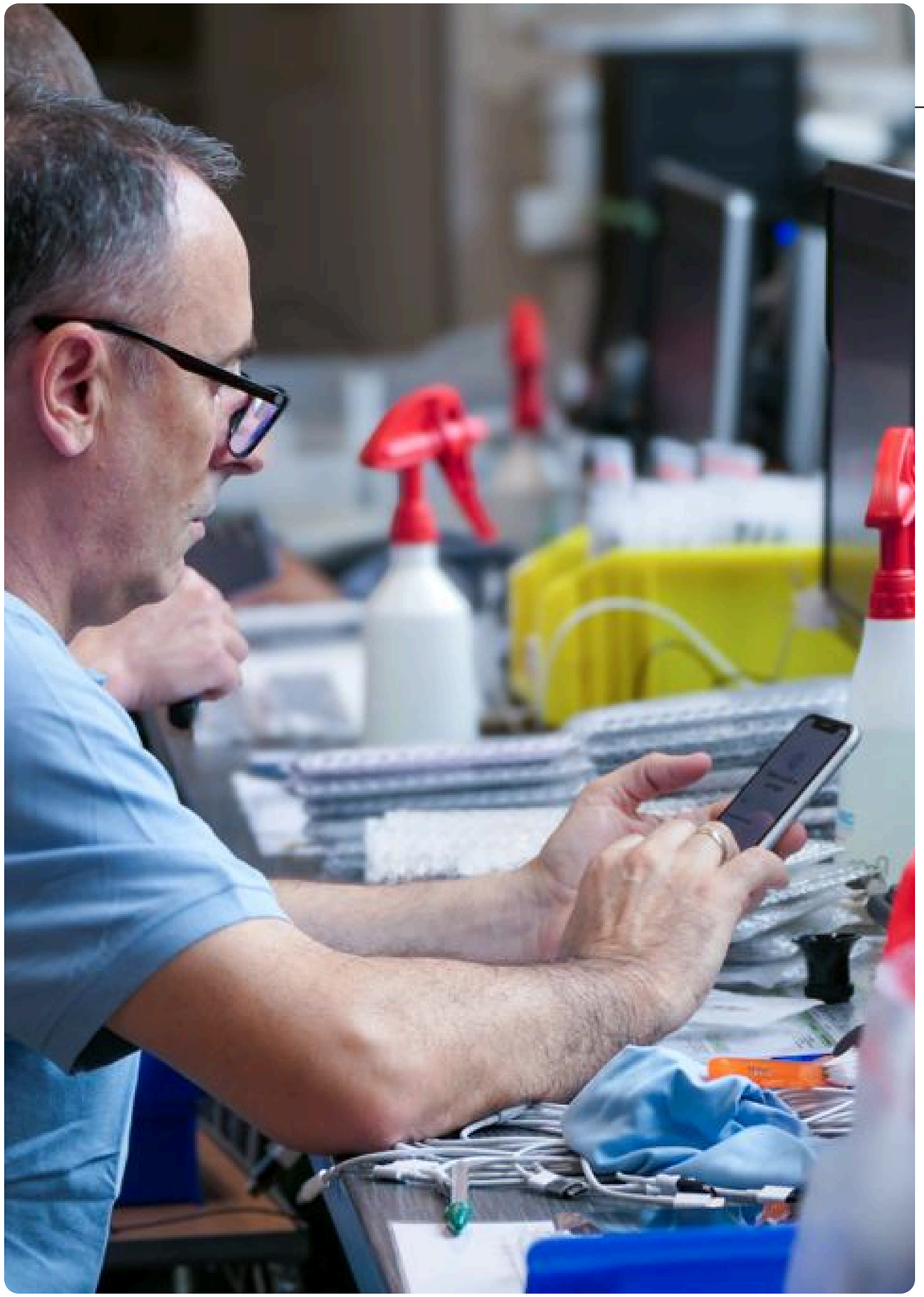
The complete results of this study **guide the company's strategy** and are shared with all Recommerce partners.

The study highlights the need to protect consumers' **purchasing power while emphasizing the environmental benefits of refurbished products,** which play an increasingly significant role in purchasing decisions.

34%
of consumers express interest in trading in their current smartphone

The study also identifies **key challenges** to market expansion, especially around **product reliability,** encouraging the company **to enhance its quality assurances.**

Lastly, with local sources of used products becoming scarcer, **the results reveal substantial growth potential in the trade-in market.**



CSR Roadmap

Recommerce has developed an ambitious CSR roadmap that places stakeholder expectations, environmental transition, social well-being, quality and responsibility at the heart of its growth strategy. Its CSR approach is implemented through its Integrated Management System (IMS), a framework for continuous improvement covering areas such as the environment, responsible refurbishment and recycling, quality, information security, due diligence, anti-corruption and occupational health and safety.

Notre ambition

- To become **the leading brand** for refurbished product distribution **in France and Europe.**
- To sustain **our leadership in the trade-in** of used high-tech products.
- To drive **innovation** and **growth** in the second-life industry.

CSR Roadmap

Environmental commitment

Promote the circular economy and increase the benefits of its activities by working on the sustainability of its solutions to increase the volume of avoided impacts and combat digital pollution.

- Increase the number of products collected and encourage their refurbishment and repair in order to reduce the environmental footprint of manufactured equipment, including digital equipment.
- Integrate eco-design principles into our products and services.
- Set an example in sustainable practices both within the company and among our employees.
- Define a clear plan for reducing greenhouse gas emissions.
- Measure and highlight the environmental benefits of refurbishment.

Social commitment

Strengthen our social impact and foster an inclusive, fulfilling, and stimulating work environment that promotes professional growth and the well-being of every individual.

- Promote excellent working conditions.
- Foster a fulfilling, dynamic, and growth-oriented work environment that supports professional development.

Societal commitment

Promote responsible governance by building lasting relationships founded on transparency, ethics, and compliance, while ensuring a sustainable and accountable supply chain.

- Combat the digital divide and foster local partnerships to strengthen our social impact.
- Support a local circular economy by influencing public policies and ensuring regulatory compliance.
- Maintain compliance across our value chain and foster long-term relationships.
- Ensure data security in all our operations.

Environmental Responsibility

Our commitment: Limit the impact of digital technology on the environment.

80% of a product's environmental impact is generated during its production (resource extraction, assembly, transport, etc.)*

As part of its environmental responsibility, Recommerce is dedicated to reducing this impact through a structured and proactive approach, driven by its Integrated Management System. ISO 14001 certification demonstrates Recommerce’s commitment to environmental management and continuous improvement in minimizing its impacts. Alongside this, ISO 9001 certification assures the quality and efficiency of its processes, addressing the needs of partners and clients while meeting sustainability requirements.

*According to the ADEME study : https://librairie.ademe.fr/dechets-economie-circulaire/5241-evaluation-de-l-impact-environnemental-d-un-ensemble-de-produits-reconditionnes.html

2022-2025 Roadmap	Where do we stand?
Objective 1: Increase the number of products collected and encourage their refurbishment and repair in order to reduce the environmental footprint of manufactured equipment, including digital equipment.	
Expand into other product categories and develop new collection programs to increase the volume of refurbished products.	Product diversification through the expansion of our catalog and the development of CircularX. Increased the volume of refurbished products through the introduction of new collection programs, new partnerships and the opening of additional local offices in ten countries.
Objective 2: Integrate eco-design principles into our products and services.	
Strengthen the importance of CSR criteria in selecting our providers and suppliers, encouraging partners to develop ambitious CSR policies. **Develop Green IT solutions to reduce the impact of our IT projects.** **Manage the disposal of electronic waste in accordance with regulations, with the aim of recovering valuable metals across the European countries in which we operate.**	Implement eco-design principles through the refurbishment of equipment, the reuse and repair of spare parts and accessories, and the development of new free and solidarity-based collection programs. Provide training in Green IT and responsible software development. Use refurbished IT equipment. Identify opportunities for improvement to better integrate eco-design principles by involving our suppliers and service providers.
Objective 3: Set an example in sustainable practices both within the company and among our employees.	
Control and reduce our resource consumption and waste production.	Monitoring resource consumption in our facilities through our ISO 14001 certified environmental management system, selective waste sorting, and employee awareness and training. The increase in indicators reflects the inclusion of data from additional facilities, such as the Nantes offices.

2022-2025 Roadmap	Where do we stand?
Objective 4: Define a clear plan for reducing greenhouse gas emissions.	
Conduct our annual carbon footprint assessment according to a recognized standard. **Contribute to carbon neutrality by setting reduction targets that align with scientific recommendations and the Paris Agreement.** **Co-develop an emissions reduction action plan with input from our entire ecosystem (employees, partners, customers), with a particular focus on our key suppliers and partners.**	Carbon footprint assessment completed in 2023 under GHG Protocol with EcoAct, with reduction targets and action plan. Issue of carbon credits for 2022 and 2023 to recognize avoided emissions. An action plan to reduce and improve the environmental impact of our refurbishment processes.
Objective 5: Measure and highlight the environmental benefits of refurbishment.	
Measuring avoided impacts based on life cycle analyses. **Calculate our avoided emissions using established standards to ensure transparency and reliability.**	Measure our avoided impacts through a Life Cycle Assessment (LCA) carried out for the first time in 2023 by a specialist service provider and audit of our avoided emissions by an independent third-party body. More precise calculation of our avoided emissions thanks to our internal tools and more precise calculation of our carbon footprint.

Objective 1: Increase the number of products collected and encourage refurbishment and repair in order to reduce the environmental footprint of manufactured equipment, including digital equipment

Recommerce is dedicated to protecting the environment by reducing the digital footprint **through the collection, refurbishment, repair, and resale of electronic devices.** These activities extend the lifespan of devices, conserving natural resources, reducing the need for raw materials, saving water, and lowering greenhouse gas emissions as well as hazardous waste.

Preserving Resources through Refurbishment

Between 54 and 110 million smartphones sit unused in drawers, even though two-thirds are still fully functional, according to ADEME [1]!

This challenge is especially significant given that producing a single smartphone requires, on average, over 70 materials, including metals and rare earth elements [2].

These materials have a significant environmental impact throughout their lifecycle—from extraction to end-of-life processing—causing ecosystem degradation, high energy consumption, and the production of toxic waste.

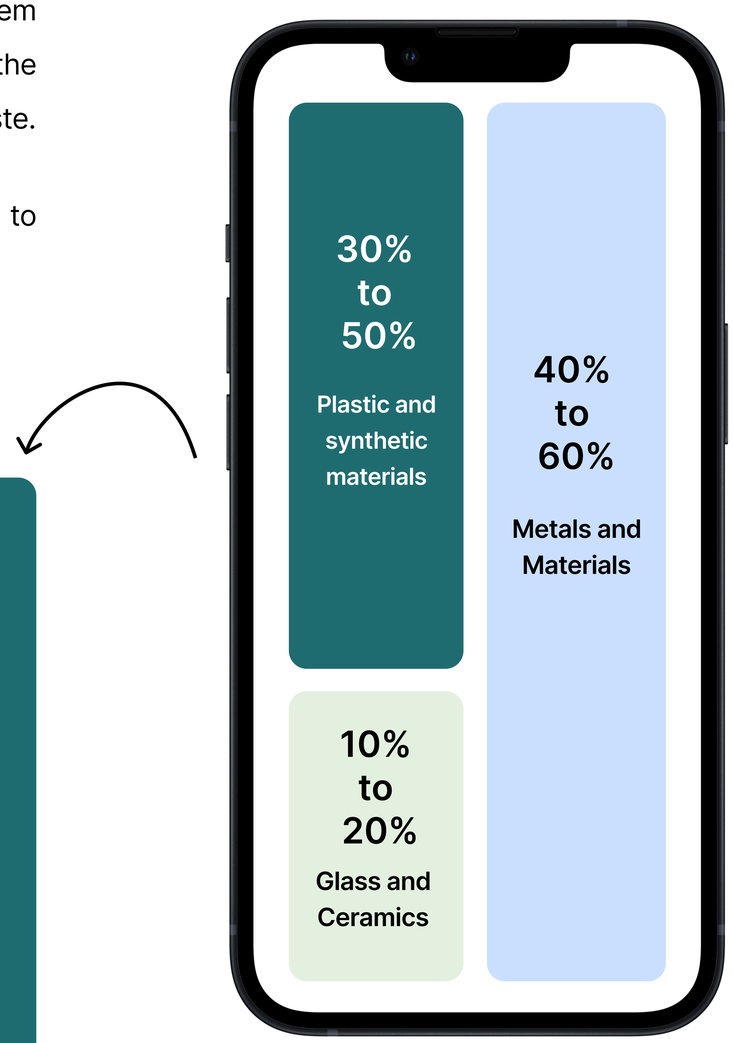
The pressure on natural resources can also lead to mining-related conflicts in certain parts of the world.

80-85% ferrous and non-ferrous metals: copper, aluminum, zinc, tin, etc.

16-20% other substances: carbon, cobalt, lithium, etc.

0.5% precious metals: gold, silver, etc.

0.1% specialty metals and rare earth elements: europium, terbium, tantalum, etc.



1 Conso responsable - Téléphones portables, une mine d'or oubliée | Particuliers | Agir pour la transition écologique | ADEME
2 Oeko-Institut, EcoInfo et Sénat. Étude Ademe, Les impacts du smartphone, septembre 2017

Choosing a refurbished phone over a new one can reduce annual environmental impact by 77% to 91%!

This is highlighted in a study by ADEME, a French Environment and Energy Management Agency [3], which analyses and compares the environmental impact of refurbished equipment with that of new equipment. The table below shows the results of this study:

Environmental Impacts: New vs. Refurbished Smartphone

	New smartphone	Refurbished smartphone	
Lifespan	3 years	2 years	
Greenhouse Gas Emissions	85.2 Kg CO_2e	7.61 Kg CO_2e	-87%
Raw Material Extraction	268.6 Kg	25.3 kg	-86%
E-Waste Production	200.20 g	22 g	-87%
Water Consumption	89.2 m3	13.6 m3	-77%

154 kg of raw materials saved by choosing a **refurbished phone** over a new one

634 kg of raw materials saved by choosing a **refurbished computer** over a new one [4]

3 https://librairie.ademe.fr/dechets-economie-circulaire/5241-evaluation-de-l-impact-environnemental-d-un-ensemble-de-produits-reconditionnes.html

4 Considering the estimated average lifespan of refurbished equipments

Increase the volume of used devices collected

At Recommerce, we believe that unused devices hold value and represent a valuable resource.

By increasing the volume of used devices we collect and refurbish, we aim to restore value to these products.

To achieve this goal, we continue our expansion in Europe by establishing new programs to collect and buy back devices through strategic partnerships.

This approach strengthens the sustainability and continuous growth of our activities.

Our Key Priorities are:

Innovating and expanding our service offerings for partners

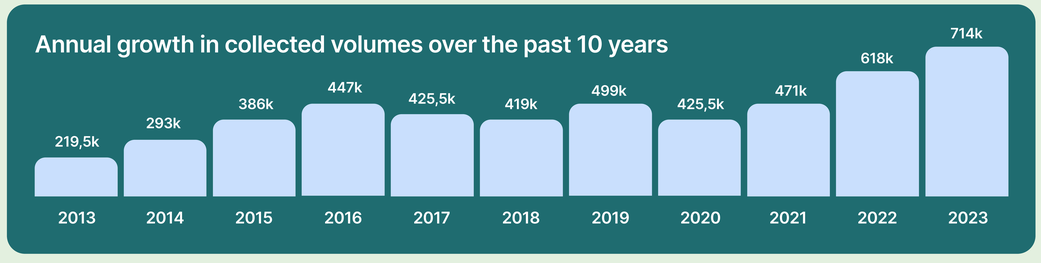
We strive to offer innovative solutions tailored to the needs and expectations of our clients.

Ensure fair pricing based on product condition:

We provide fair prices by leveraging advanced pricing technologies and efficient data management.

Reduce refurbishment and repair costs:

In collaboration with our partners, we identify areas for improvement without compromising on quality.

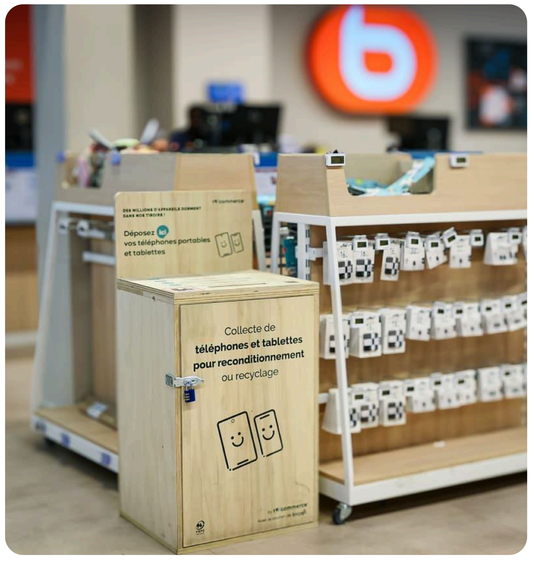


Develop free collect programs

REBOX, an innovative solution with a social focus

In partnership with Ecologic, Recommerce has installed collection points “Rebox”. Located in all Boulanger and Électro Dépôt stores, these bins offer consumers a simple solution to dispose of their old equipment.

The aim is to enable them to be refurbished and, for the most obsolete or damaged models, to be recycled so that the precious metals can be extracted and reused.



2023

Growth with purpose

We are continuing our expansion across Europe by opening new local offices, launching additional collection and buyback programs, and diversifying our product range. This allows us to increase the volume of refurbished products.

2024/25

Collecting even more products

Objective: To continue our growth by collecting and refurbishing more products while expanding our presence in Europe.

Objective 2: Integrate eco-design principles into our products and services.

Recommerce is committed to eco-design, an approach that integrates environmental considerations from the very start of product and service design to minimize their impact throughout their lifecycle.

Measures Implemented

Circular Economy

Recommerce supports the implementation of eco-design principles by extending the lifespan of electronic devices through refurbishment, reducing waste and resource consumption.

CircularX assists its clients in transitioning to a circular economy.

Conception

2024/25

Developing our prevention and eco-design plan

By actively involving our suppliers and challenging them to identify new initiatives.

Managing WEEE and dangerous waste

Free and solidary collection programs: In partnership with eco-organizations, these programs enable the refurbishment of spare parts and the recycling of low-value products.

Recycling of Non-Refurbishable Equipment in certified channels, in compliance with applicable local regulations. Supported by Reclay Group, we implement Extended Producer Responsibility (EPR) in the countries where we operate (including membership and eco-fee payments).

End of life

Consumer Awareness

Raising consumer awareness and promoting best practices for responsible consumption.

Usage phase

2024/25

Eco-Design

Objective: Further integrate eco-design principles, particularly in the development of IT projects.

Objective 2: Integrate eco-design principles into our products and services.

Recommerce is committed to eco-design, an approach that integrates environmental considerations from the very start of product and service design to minimize their impact throughout their lifecycle.

Measures Implemented

Eco-Designed Packaging

We select our suppliers based on their level of CSR commitment and their ability to incorporate sustainable practices into product design.

For our packaging boxes, we collaborate with a supplier who uses exclusively recycled fibers to create our 100% eco-designed, reusable, and recyclable packaging.

Our leaflets and sleeves are printed in France using vegetable-based inks. Our supplier's CSR performance is recognized with a Level 2 Print'Ethic sectoral CSR label.

Raw materials

Repair, reuse and refurbishment

Our refurbishment process is driven by continuous improvement to increase the number of products we can repair.

We prioritize reusing and repairing spare parts during refurbishment, avoiding automatic replacement of functioning components. If parts do not meet our quality standards and cannot be repaired, we sell them to partners who sort, clean, and prepare them for refurbishment, reducing waste. Parts that cannot be refurbished are recycled. This same approach is applied to accessories, such as chargers and earphones.

Refurbishment

Optimizing Logistics

To reduce our greenhouse gas emissions, **we give priority to pick-up and drop-off points** and **maximize the use of lorries** for transport between workshops.

Our primary carrier is committed to a validated Science-Based Targets initiative (SBTi) net-zero trajectory.

We also collaborate with **100% electric carriers,** such as Chronopost in the Île-de-France region.

Transportation

2024

Waste Recycling

Objective: Ensure compliance with waste recycling regulations in all countries where we operate and innovate continuously to further reduce waste production.

Objective 3: To set an example in our daily work and in the daily lives of our employees.

Reducing the impact of travel by promoting sustainable mobility

Easily accessible offices

Our headquarters in Gentilly, just outside Paris, along with our sites in Nantes, Bucharest, and Freiburg, are all conveniently located near public transportation.

Flexible remote work options

Employees can choose between three arrangements: 100% on-site, two remote days per week, or one in-office day per week. Additionally, everyone is eligible for up to four full weeks of remote work annually.

Mobility allowance

Employees who use sustainable means of transport such as cycling or skateboarding can benefit from a mobility package worth €12.50 per month.

Employee engagement at the core of Recommerce's corporate culture

Climate awareness training

From day one, all employees take part in a Climate Fresk Workshop as part of their mandatory training. This three-hour, collective learning experience—available in English and French and led by internal trainers—introduces them to the urgency of the climate crisis, based on data from IPCC (Intergovernmental Panel on Climate Change) scientific reports.

Training on the impact of digitalization

Since 2023, employees can also join the Digital Collage, an interactive half-day workshop similar to the Climate Fresk, centered on the environmental impact of digitalization.

Activities and awareness initiatives organized throughout the year!

There's no shortage of opportunities to encourage employee engagement, whether through DIY workshops, eco-friendly Secret Santas, Green Swat discussions, invitations and participation in environmental conferences, or reminders and exchanges during Re!Call meetings and seminars.

Did you know that digitalization emits more greenhouse gases than the world's truck fleet?

(Source: ARCEP)

2023

Permaculture initiation and training

Employees had the opportunity to take part in initiation weekends in permaculture to discover its values and learn how to apply the principles both in their professional and working lives!

This initiative was met with great enthusiasm.

Objective 3: To set an example in our daily work and in the daily lives of our employees.

2024 - 2025

Encouraging Employee Engagement!

The creation of the CSR Committee provides all employees with the opportunity to collaboratively contribute to Recommerce's CSR strategy.

Implementation of the new profit-sharing agreement signed in 2024, with eligibility criteria that include:

- Reducing our greenhouse gas emissions
- Employee involvement in social initiatives, such as the Climate Fresk, permaculture workshops, Equity Fresk, and training in composting and worm composting.

Reducing the impact of our facilities

The General Secretariat, responsible for Facilities Management and CSR, oversees and manages facility operations (energy consumption, waste management, etc.), sets improvement targets, and implements action plans.

Results are reviewed and challenged during management reviews and internal and external audits, ensuring continuous monitoring of our environmental performance.

- The increase in electricity usage is attributed to the inclusion of the Nantes site in the calculation as of 2023, along with an increase in the number of employees.
- Despite incorporating the Nantes facility into gas consumption calculations and the addition of new employees, gas usage has decreased by 3%!

Recommerce supports the PikPik Environnement association

€1 donated for every order on www.recommerce.com. PikPik Environnement is an organization working toward an ecological and socially responsible transition by organizing booths, workshops, and events to raise public awareness about eco-friendly practices.

€13 900
in donations raised for PikPik Environnement

65 MWh of electricity (+20%)

101 MWh of gas (-3%)

332 m³ of drinking water

1,595 m² of occupied space (-19%)

Reducing our waste

Selective sorting at our Nantes and Gentilly offices is managed by ELISE, a social enterprise (ESS) committed to environmental protection and creating sustainable local jobs for individuals facing challenges. All of its locations are certified as Adapted Companies or Integration Enterprises, and its teams are primarily composed of individuals with disabilities or barriers to employment.

Each waste item collected by ELISE is processed through recovery channels established by French eco-organizations, prioritizing the shortest supply chains and complying with the specific regulations of each sector.

Our facilities are equipped to sort and recycle: glass, packaging materials (cardboard, plastic, aluminum), WEEE, light bulbs, ink cartridges, organic waste, as well as batteries and cells.

Objective 3: To set an example in our daily work and in the daily lives of our employees.

2023

Replacement of window frames and window glass at the Gentilly offices, with the aim of improving insulation and energy performance.

Relocation of Recommerce Swiss teams to new offices at the Bluefactory

An innovative building featuring green spaces, sustainable materials, and eco-friendly technologies: building façades made from locally sourced wood treated with an innovative charred wood technique (providing natural and durable protection), a solar roof, photovoltaic sunshade system, and an advanced water management system to reduce wastewater discharge.

2024 - 2025

Improving waste management and reducing energy consumption

Objectives: Encourage waste reduction, compliance with sorting guidelines, and keep sorting areas clear and easy to use.

Organize training sessions on worm composting.

Explore new initiatives to improve waste management and optimize energy consumption.

Objective 4: Define a strategy for reducing our GHG emissions

At a time when the fight against global warming has become a top priority, it is essential that **companies actively engage in actions to reduce their environmental footprint and contribute to carbon neutrality.**

The Paris Agreement, signed in 2015, introduced the concept of carbon neutrality. The countries that signed the agreement pledged to limit the increase in average global temperature to 2°C or even 1.5°C by 2050.

The Paris Agreement :

Limit global warming to 2°C above pre-industrial levels

Global carbon neutrality is a state in which greenhouse gas (GHG) emissions on a global scale are balanced by actions to reduce emissions or by compensation projects that absorb or eliminate an equivalent quantity of these emissions. In other words, no more greenhouse gases are emitted than can be absorbed or neutralized.

Levers for achieving global carbon neutrality

The Science Based Target Initiative (SBTi) embodies the ambition to reach global carbon neutrality by encouraging companies to **set reduction targets aligned with pathways to limit global warming to 2°C, or ideally 1.5°C. To support this commitment, the SBTi has developed the Net Zero Standard, designed to guide companies in achieving this goal. This standard is based on three pillars, focusing first and foremost on a significant reduction in companies' direct and indirect emissions.**

Levers for achieving global carbon neutrality

Lever A
Reduce emissions

I reduce my Scope 1, 2, and 3 emissions

Induced emissions

Objective 3: Conduct our carbon footprint assessment to identify the highest-emitting sources and reduction levers.

Lever B
Avoid emissions

Emissions avoided by my products and services

Avoided emissions

Objective 4: Highlight our avoided emissions: impact of new products vs. refurbished products.

Lever C
Remove CO_2 from the atmosphere

Increase natural (oceans, forests) and technological carbon sinks

Negative emissions

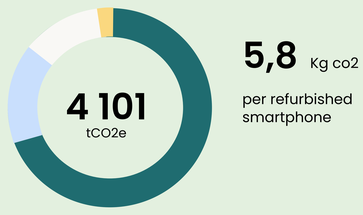
↪ The more we reduce the carbon footprint of our products, the more our avoided emissions increase!

Objective 4: Define a strategy for reducing our GHG emissions

The carbon footprint assessment is the first step in defining our reduction pathway and action plan to meet these goals, engaging our entire ecosystem.

To strengthen its commitment and align with recognized international standards, Recommerce is working with EcoAct to conduct its 2023 carbon footprint assessment following the GHG Protocol. This rigorous approach ensures a reliable evaluation of the company's emissions, making it easier to identify actions to reduce its climate impact. All our subsidiaries and associated sites are included in the footprint assessment.

Summary of our carbon footprint (tCO_2e)



Scope 3 (indirect emissions) represents 99.5% of our carbon footprint

Emissions are divided into three distinct categories, or "scopes":

Scopes 1 and 2 include direct emissions and those from energy consumption, such as heating, equipment, and electricity purchases.

Scope 3 emissions are related to the value chain, including raw material and service purchases, transportation, employee commuting, waste management, and product usage.

Scope 3 accounts for 99.5% of our emissions, with 75% attributed to inputs (all goods and service purchases necessary for our operations) and 11% to **freight (primarily road freight associated with transporting products, collection, delivery to refurbishment sites, and shipping).**

These areas are a priority for our improvement efforts, and it is essential to engage and support our entire ecosystem (suppliers, partners, etc.) to refine our carbon footprint and work together to identify reduction levers.

Emission breakdown by category (tCO_2e)

Inputs	**3,068**
Freight	**454**
Use of sold products	**382**
Waste	**92**
Employee commuting	**37**
Fixed assets	**36**
Energy	**31**

Objective 4: Define a strategy for reducing our GHG emissions

2023

Conducting our assessment according to the GHG Protocol

This assessment, conducted using a different methodology than the previous one, serves as our baseline year for setting reduction targets.

2024 - 2025

Achieving our reduction targets and co-developing our action plan

Objective: Meet absolute and relative reduction targets (intensity per product) based on the 2023 baseline year, aligned with a pathway compatible with limiting global warming to below 2°C. Co-develop and implement our action plan with stakeholders, particularly our suppliers and service providers, while engaging employees in a collaborative project.

Objective 5: Measure and highlight the environmental benefits of refurbishment

Avoiding emissions: the second pillar of the Net Zero Initiative (NZI) towards carbon neutrality

After reducing their carbon footprint, the second pillar of the Net Zero Initiative (NZI) encourages organizations to avoid emissions.

Avoided emissions refer to the reduction in greenhouse gas emissions made possible by a company's products or services when they offer a lower-carbon alternative. Their use generates fewer emissions than the products they replace, meaning that emissions have been avoided. **1 ton of CO_2 avoided represents 1 Carbon Credit.**

Certified avoided emissions

25 kg CO2 eq

for each smartphone refurbished by Recommerce compared to a new product.

According to the RIVERSE standard[1] and the results of our 2023 Life Cycle Assessment (LCA).

28,000 Carbone Credit

issued thanks to our refurbished smartphones between 2023 and 2024

Our avoided emissions are calculated according to the RIVERSE standard, a French organization specializing in carbon certification for greentech projects in Europe, accredited by ICROA. Their methodology for certifying carbon credits from the refurbishment of electronic devices is recognized and complies with current international regulations and standards, such as the Environmental Code, Science Based Targets, and Carbon Trust.

The RIVERSE methodology is accredited by ICROA (**I**nternational **C**arbon **R**eduction and **O**ffset **A**lliance). Our carbon credits are audited and certified by VERIFAVIA, an independent global organization within the Normec group, specializing in environmental verification, certification, and auditing.

riverse.

ICROA International Carbon Reduction & Offsetting Accreditation

Normec Verifavia

The objective of our project is to accelerate our low-carbon strategy and enhance the social and environmental co-benefits of our activities through the sale of our carbon credits, as outlined in the Riverse Detailed Project Description (DPD).

2023

Issue of our first carbon credits

The Recommerce team is proud to announce the issue of our first carbon credits: 28,000 certified carbon credits in 2023, available on the RIVERSE registry, ensuring full traceability.

2024 - 2025

Increasing our impact!

Objective: As part of our climate strategy, reduce CO_2 emissions intensity per product to increase avoided emissions.

1 Riverse, Refurbishing of electronic devices, v6.1

Environmental Performance Indicators

Indicator	Unit	SDG	GRI	Scope	2021*	2022*	2023*	Cumul 2009	Evolution 2022-2023	Target 2024
Objective 1: Increase the number of products collected and encourage its refurbishment and repair in order to reduce the environmental footprint of manufactured equipment, including digital equipment										
Revenue	M€	SDG12	201-1	Group except CircularX	100	129	150	683	+17%	+
Number of distribution countries	Nb	SDG12	-	Group except CircularX	N/A**	20	27	27	+7 countries	+
Volume of collected products	Nb	SDG12	301-2	Group except CircularX	471K	618K	713K	5,2M	+16%	+
Objective 2: Integrate eco-design principles into our products and services.										
Volume of recycled products (WEEE)	Nb	SDG12	306-4	Group except CircularX	4,8K	4K	3,8K	N/A	-16%	=
Recycled hazardous office waste	kg	SDG12	306-4	Group	N/A	24	80	N/A	+	=
Packaging weight	tonne	SDG12	306-3	Group except CircularX	N/A	N/A	113	N/A		=
Objective 3: To set an example in our daily work and in the daily lives of our employees.										
Occupied space	m2	SDG15	304-1	Group	1976	1976	1596	n/a	-19%	=
Electricity consumption	MWh	SDG7	302-1	Group	49	53,7	65,2	n/a	+20%	-5%
Gas consumption	MWh	SDG7	302-1	Group	64	104	101	n/a	-3%	-5%
Water consumption	m3	SDG6	303-5	Group	185	304	332	n/a	+9%	-5%

* From January 1st to December 31st
** DND : Data not available n/a : Not applicable
*** Change of methodology between 2021 and 2023

Environmental Performance Indicators

Indicateur	Unit	SDG	GRI	Scope	2021*	2022*	2023*	Cumul 2009	Evolution 2022-2023	Target 2024
Objective 4: Define a strategy for reducing our GHG emissions										
Scopes 1+2 GHG emissions	tco2e	SDG13	305-1 305-2	Group	16***	DND	23	n/a	DND	
Scopes 1+2+3 GHG emissions	tco2e	SDG13	305-1 305-2 305-3	Group	8 700***	DND	4 101	n/a	DND	
Product intensity	KgCO2e/ smartphone	SDG13	305-4	Group	16,7***	DND	5,8	n/a	DND	-14%
Objective 5: Measure and highlight the environmental benefits of refurbishment										
Avoided GHG emissions	Ktco2e	SDG13	305-5	Group except CircularX	23	30	35	256	+17%	+20%
Non extracted raw materials	t	SDG15	-	Group except CircularX	72,5	95	110	780	+17%	+20%
Non consumed water	dm3	SDG6	-	Group except CircularX	21 603	28 345	32 703	238 507	+16%	+20%
WEEE avoided (tonnes)	t	SDG15	306-2	Group except CircularX	53	69	79	580	+15%	+20%

2022-2025 roadmap	Where do we stand?
Objective 6: Promote excellent working conditions	
Develop policies based on strong values that promote respect, diversity, and inclusion, and raise employee awareness on these topics.	Employee shareholding policy, distribution of shares to employees.
Encourage dynamic social dialogue by facilitating exchanges between management and employee representatives.	Strong commitment to social dialogue: 2 meetings per month with the members and alternates of the Works Council.
Ensure regular, transparent communication and promote active employee participation.	Bi-weekly meetings with all employees and seminars organized by the team and with the entire company.
Advance these values within our ecosystem by encouraging our partners and suppliers to adopt similar policies.	Ethical charter and supplier selection and monitoring process.
Objective 7: Foster a fulfilling, dynamic, and growth-oriented work environment that supports professional	
Ensure the health and safety of employees and their well-being by preventing workplace risks, promoting a balance between work and personal life, regularly improving working conditions in our offices, and offering training and sports activities for team cohesion.	Ongoing work and renovation of the Nantes and Gentilly offices with regular progress and updates.
Encourage professional and personal development of employees through regular training programs and internal mobility opportunities.	Strengthened actions for Health and Safety at Work (SST) and well-being through a new health insurance plan that better addresses physical and mental health (alternative medicine, specialist consultations, video advice).
Periodically assess employee satisfaction and well-being to identify areas for improvement.	Promotion of work-life balance with the option to choose between three remote work regimes, as well as flexible hours for parents, people with disabilities, and professional/ elite athletes.
Strengthen employee engagement by developing the employer brand and fostering a sense of belonging.	Strengthening the training program with the launch of the "Learning Together" initiative.
	Employee satisfaction measured quarterly.

Objective 6: Promote excellent working conditions

A historically strong social dialogue within the company to guide decisions in the best interest of employees

Strong commitments from the company beyond legal requirements:

Members of the Social and Economic Committee (ESC) are highly involved in company matters and are regularly consulted.

SCE meetings are held twice a month to encourage regular discussion. All alternates are entitled to attend all meetings.

→ **Double investment of working time by the company**

They participate in working sessions with the Health, Safety, and Working Conditions Committee to update the Risk Assessment Document.

Regular team-building activities and Re!call sessions are organized to foster cohesion. Re!call is a bi-weekly meeting, conducted in English, where all employees are updated on the latest company news and new arrivals are welcomed.

Recommerce stands out for the diversity and richness of its teams, made up of talented and unique individuals from diverse cultural backgrounds.

We hire our employees based on their skills, expertise, and distinct personalities, all of whom embrace core values like open-mindedness, respect, and inclusion.

RECOMMERCE IS A COMPANY THAT:

Has an international presence, with **200** employees from **21** different nationalities and 10 offices worldwide.

Promotes gender equality, with **40%** female employees, a high rate in the tech sector, and a gender parity index of **86/100.**

Including:

- A 35/35 score for the rate of individual salary increases between men and women over the last five years.
- A 15/15 score for the indicator tracking the percentage of female employees who received a salary increase within a year of returning from maternity leave.

Supports work-life balance with flexible working hours, **three** company-run nurseries, and various remote work options to support employees with family responsibilities.

Provides learning opportunities for young talent, with 7% of its workforce comprised of interns and apprentices.

Objective 6: Promote excellent working conditions

2023

Incorporating CSR criteria into the profit-sharing agreement, driven by the CSE

The CSE played a key role in shaping the company's social, societal, and environmental policies by ensuring that CSR criteria were included in the profit-sharing agreement signed in early 2024.

To benefit from it, the criteria go beyond achieving just one financial target.

Four criteria to engage employees:

1. The progress in avoided emissions.
2. Completion of GDPR, cybersecurity, and compliance training.
3. The collective employee participation rate in societal initiatives: Equality Fresk, circular economy, climate, digital, permaculture introduction, and more.
4. The renewal of our certifications.

2024 - 2025

Launch of the new "Learning Together" program!

The Human Resources Department has introduced a new program aimed at p**romoting internal mobility** and the **development of employees' skills** by offering them three opportunities to learn English:

> **An expatriation program** lasting 1 to 4 years at our international offices;

> **A language immersion program** of 1 to 2 months in Dublin;

> **An online training program** with private tutor-led sessions.

These initiatives are designed to support our growth internationally.

Launch of the Equity Fresk

A project initiated by an employee and approved by the CSE.

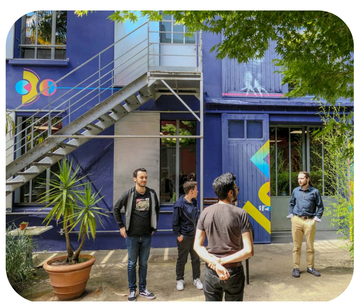
Objective 7: Foster a fulfilling, dynamic, and growth-oriented work environment that supports professional development

A friendly, comfortable place to work!

The Recommerce Solutions and CircularX teams in France (150 people) are primarily based at the Gentilly and Nantes offices. The Recommerce Switzerland and Recommerce Romania teams (14 people) work from coworking spaces in Bucharest and Freiburg.

Recommerce headquarters in an iconic location: La Cité des Artistes

Since 2012, our offices have been housed in a former gingerbread factory in Gentilly, just outside Paris. This unique building combines modern elements with historical charm, featuring 19th-century Eiffel-style architecture originally built for the World's Fair. Today, *La Cité des Artistes* is primarily occupied by artists and architects, fostering an inspiring environment for our teams. The light-filled spaces, designed by an architect, offer a welcoming and creative atmosphere. The facilities include kitchens for meal prep, showers for athletes, a terrace, a music room for rehearsals, and even a nap room!



2021: Opening of new offices in Nantes

These new offices, located just 2 hours from Paris by train and close to the station, offer employees an alternative workspace. The Information Systems Department has largely moved there.

2023: Recommerce Switzerland team moves to new offices at Bluefactory!

At the end of 2023, the Recommerce Switzerland team moved into a new coworking space located in a vibrant neighborhood in the heart of Freiburg, blending heritage, culture, and sustainability. This innovative building features several green spaces and stands out for its commitment to reducing its carbon footprint and promoting sustainability. The building's façade is made of locally sourced wood, treated using an innovative charred wood technique that provides natural and long-lasting protection. Additionally, it has a solar roof, a photovoltaic sunshade system, and an advanced water management system to minimize waste runoff.

Seminars and Events

Each year, Recommerce organizes its company seminar, an essential event for strengthening team spirit! This year, nearly 80% of the teams were present for the three-day gathering. They had the opportunity to enjoy a biking excursion along the Loire River, visit the Château d'Amboise, and take part in a canoe-kayak outing. But most importantly, they had the chance to explore the Clos Lucé, Leonardo da Vinci's residence, dressed in period attire. At Recommerce, team spirit and camaraderie are celebrated throughout the year!

Sports activities led by employees and supported by the CSE

Recommerce Romania's participation in a team half-marathon.

Booking a gym every Wednesday at noon, organizing weekly running sessions, indoor football, and climbing sessions.

Festive events

Participation of the teams from Freiburg and Germany in a Color Room team-building event.

Annual Spring and Christmas parties.

First CircularX seminar with participation in The Shifter conference.

Ensuring employee’s health and safety

Risk assessment and prevention

Each year, the Social and Economic Committee (CSE) and the Health, Safety, and Working Conditions Committee (CHSCT) review **workplace risks faced by employees. This process updates the company's Single Risk Assessment Document (DUERP)** and ensures the implementation of tailored preventive and corrective measures. Employees are also provided with a form to report any unidentified risks.

Employee training

All new employees must complete **mandatory training on safety procedures for handling emergencies.** Additionally, fire drills and evacuation exercises are conducted annually at all sites.

In 2023, 19 employees completed Workplace First Aid training, equipping them to administer first aid and recognize potential hazards within the workplace.

The general services representative in Nantes completed a 14-hour training program to deepen their expertise in occupational risk prevention. A certified training organization issued the corresponding certificate.

Fostering professional development

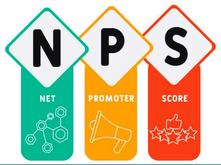
The onboarding and training process for new employees is a vital step that includes several key elements:

- Comprehensive training program: New employees participate in a mandatory training program with each department to gain a thorough understanding of the company’s operations.
- Welcome guide: A detailed handbook is provided, introducing the company’s policies, values, and culture.
- Buddy system: Each new hire is paired with a buddy —a colleague assigned to guide them, answer their questions, and support their onboarding. The company also hosts a welcome lunch for the new hire and their buddy.
- Onboarding feedback: New employees are invited to share their initial impressions and insights through a dedicated feedback report.
- Team-building activities: Team lunches and seminars are organized to foster informal connections and help new hires get acquainted with their colleagues.

Annual performance review and career mobility

The annual performance review provides an opportunity to evaluate the past year, assess the employee's performance and contributions, and discuss goal achievements, strengths, and areas for growth. It also serves as a platform for employees to share their aspirations for training, professional development, and career mobility.

Internal job opportunities are prioritized for employees, offering them the chance to explore new roles within the company.



NPS: 64.1

Employee satisfaction is assessed quarterly using **the Net Promoter Score (NPS)**. This metric helps us gauge team morale, gather feedback, identify areas for improvement, and ensure a fulfilling work environment.

Objective 7: Foster a fulfilling, dynamic, and growth-oriented work environment that supports professional development

2023

A 2.0 Digital-Only Health Insurance

Recommerce has partnered with an innovative digital health insurance provider that offers a range of free services to support employees' physical and mental well-being every day. Key features include:

- Access to complementary healthcare packages.
- Programs for meditation, stress management, mental load reduction, understanding endometriosis, tips for childbirth, and improving sleep.
- Free online consultations with specialists, including psychologists, midwives, dermatologists, sexologists, pediatricians, and dietitians.

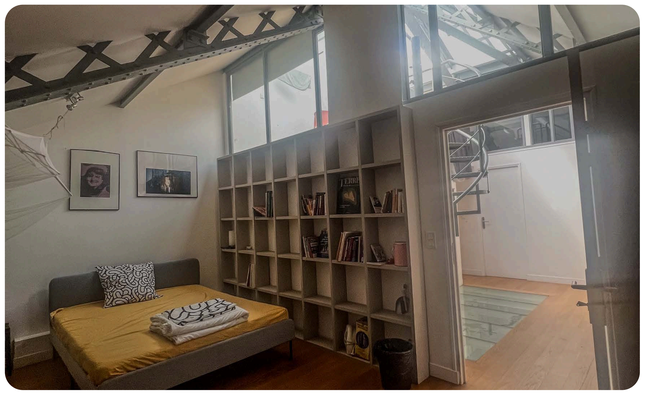
2023

A Company that cares about employee well-being and satisfaction!

CircularX was ranked 10th in the start-up category of the HappyIndex France ranking.

The Re!Room: A friendly co-living alternative to hotels

This project, initiated by the General Services team, offers employees traveling to the headquarters the option to book a room in a cozy loft located near the office.



2024 - 2025

Office Space improvements

Goal: To continue the renovation and improvement work at the Gentilly and Nantes sites for the comfort of employees.

Sociale performance indicator

Indicator	SDG	GRI	Scope	2021	2022	2023	Evolution 2022-2023	Objective 2024
Objective 6: Promote excellent working conditions								
Nb of employees	SDG8	401-1	Group	107,6	152,03	171,43	+13%	+
Nb of CSE Meetings	SDG8	401-4	Recommerce Solutions	15	23	15	-8	+
Agreements signed with social organizations	-	-	Recommerce Solutions	1	4	4	+3	=
Percentage of Interns and Apprentices	SDG10	405-1	Group	8,04%	7,58%	6,99%	-	=/+
Company cradles	SDG10	-	Group	3	3	3	=	=/+
Number of different nationalities	SDG10	405-1	Group	SDG	SDG	21	+	=/+
Number of employees with disabilities	SDG10	405-1	Group	2	3	3	=	=/+
Percentage of Women	SDG5	-	Group	40%	40%	40%	=	=/+
Number of women on the executive board	SDG5	405-1	Group	0/3	0/2	1/3	+1	=
Percentage of women in management roles	SDG5	-	Group	46%	46%	43%	-	+
Gender equality index (Men/Women)	SDG5	405-2	Recommerce Solutions	89/100	91/100	86/100	-5pts	+
Indicators on the Gender Pay Gap	SDG5	405-2	Recommerce Solutions	36/40	36/40	31/40	-5pts	+
Indicators on the Gender Gap in Individual Salary Increases	SDG5	405-2	Recommerce Solutions	35/35	35/35	35/35	=	=

Sociale performance indicator

Indicator	SDG	GRI	Scope	2021	2022	2023	Evolution 2022-2023	Objective 2024
Indicators on the percentage of female employees who received a raise in the year following their return from maternity leave	SDG5	405-2	Recommerce Solutions	DND	15/15	15/15	=	=
Indicators on the number of employees from the underrepresented gender among the top 10 highest-paid employees	SDG5	405-2	Recommerce Solutions	5/10	5/10	5/10	=	=
Objective 7: Foster a fulfilling, dynamic, and growth-oriented work environment that supports professional development								
NPS employees	SDG3	403-9	Group	64,4	62,1	64,1	+2,1%	+
Number of hours worked	-	403-9	Group	159305	191701	247876	+30%	+
Absenteeism rate (all types)	SDG3	403-9	Group	0,84%	2,84%	2,90%	+	-
Absenteeism rate (illness, paternity, maternity)	SDG3	403-9	Group	0,70%	1,97%	2,29%	+	n/a
Turnover rate	SDG3	401-1	Group	-	24,48%	14,60%	-	-
Number of sick leave days	SDG3	403-9	Group	310	1279	1539	+20%	-
Work accident frequency rate (AT)	SDG3	403-9	Group	0	0	0	+0%	=
Work accident severity rate	SDG3	403-9	Group	0	0	0	+0%	=
Hours of health and safety training	SDG3	410-1	Group	-	14	28	x2	+
Annual employee training hours	SDG3	404-1	Group	1095	1238	1224	-14h	+
Percentage of internal recruitments	SDG8	-	Group	11	11	5	-	+
Percentage of employee shareholders	SDG8	-	Recommerce Solutions	79%	61%	79%	+	=/+

2022-2025 roadmap	Where do we stand ?
Objective 8: Combat digital divide and foster local partnerships to strengthen our social impact	
Making quality communication equipment and resources more accessible to a larger audience. **Strengthen our partnerships with socially responsible companies (social enterprises, adapted enterprises) and associations to create job opportunities and promote the integration of people distanced from employment.** **Maintain and develop our activities with social enterprises and adapted enterprises, with a study underway to enhance our partnership with the social economy sector.**	Several partnerships and associations supported by the group (in France and Switzerland). Recommerce Romania is developing local partnerships. We actively support nonprofit networks through donations and the development of solidarity collection programs. In 2023, we launched new projects to strengthen our ties with associations, social enterprises, and adapted enterprises, such as REBOX, where donations are made for each order placed on Recommerce.com.
Objective 9: Support a local circular economy by influencing public policies and ensuring regulatory compliance	
Ensure a strategic presence to develop the reuse sector.	Active presence and engagement in key organizations such as EUREFAS and RCube.
Objective 10: Maintain compliance across our value chain and foster long-term relationships	
Establish a corruption management framework in line with the recommendations of the French Anti-Corruption Agency (AFA). **Prevent, assess, and manage social, environmental, and governance risks that may impact our subcontractors and suppliers.**	Compliance with Sapin 2 in 2022 and 2023 across all AFA pillars. Strengthening the processes for selecting, contracting, and monitoring service providers.

Objective 8: Combat the digital divide and foster local partnerships to strengthen our social impact

Fighting digital divide

Purchasing refurbished phones allows savings of between 20% and 70% compared to the price of new ones. Since its inception, Recommerce has facilitated the sale of over 5.2 million refurbished products, enabling just as many consumers to equip themselves at the lowest cost, while making a more responsible choice.

Since its creation, Recommerce has generated over

€310 M in purchasing power

for consumers by allowing them to sell their used phones at a fair price.

Supporting charitable projects

Solidarity Collection Programs

Recommerce has launched several initiatives to collect products for charitable purposes, donating the value of these items to various associations. Since its founding, over €163,000 has been raised through its flagship program, MonExTel, which has supported more than 200 associations.

Recommerce Swiss has also partnered with **Swisscom's MobileAid program**, which has now collected over 1 million smartphones. All proceeds from the sale or recycling of these devices are donated to SOS Villages d'Enfants.

Recommerce Switzerland

Partnership with Noops, an association in Switzerland committed to fighting planned obsolescence.

Urban collections are organized to collect WEEE, which is then transported to our partner workshop to be refurbished before being sold by the association.

Sharing the company's success with associations

On its e-commerce site, recommerce.com, the company has formed partnerships with several associations and committed to donating €1 for every order placed. Since 2021, over €27,000 has been distributed in this way.

€ 11 644

Donated to the GoodPlanet Foundation in 2023!

FONDATION GoodPlanet

Supporting Integration through Social Economy Partnerships

The company collaborates with social and adapted enterprises (ESSE and EA), for logistics, testing, repair, and recycling activities. Through these partnerships, Recommerce directly contributes to local job creation and supports people distanced from the workforce.

We also work daily with social economy enterprises for the maintenance of our premises, including ELISE and Entraide Union.

Objective 9: Support a local circular economy by influencing public policies and ensuring regulatory compliance

A strategic presence to develop the reuse sector

Implementation of Solidarity Collection Programs

Reuse, and more broadly the circular economy, has become an increasingly prominent topic in public and legislative debates in recent years. Numerous regulations in France and Europe have addressed the issue and evolved the legislative framework to incorporate these challenges (e.g., the AGEC Law, the "REEN" Law, the European Green Deal...).

However, the market is still in the process of stabilizing, with many new entrants engaging in informal, illegal, and shady market practices that create unfair competition for local and established players. Furthermore, the economic model of refurbishers still needs improvement, as many are facing financial difficulties due to high costs and the lack of a regulatory framework that properly suits their business operations.

As a responsible and pioneering actor, committed to making a positive societal impact and building the sector, Recommerce is actively involved in several key organizations to improve the industry and ensure that all players follow the same rules.

RCUBE	MINISTÈRE DE LA TRANSITION ÉCOLOGIQUE	MINISTÈRE DE LA CULTURE	économie circulaire	EUREFAS
Presidency of the federation for reuse and repair	Voting member of the REP commission (CIFREP) through Rcube	Member of the private copy levy commission through Rcube	Lead of the "new models" working group at the national council for circular economy (CNEC)	Presidency of the European Refurbishment Association

2023: a pivotal year for the industry

Recommerce has been involved in numerous key projects and initiatives shaping the industry at both the French and European levels.

Normalizing the market

- Deployment of the "RECQ" label (Quality Refurbishment) with national telecom operators
- Working with the government to establish a national certification for refurbished products

Reducing refurbishment costs

- Revising the Private Copying Levy framework applied to refurbished devices
- Advocating for the continued use of the Margin VAT system

Addressing unfair competition

- Contributing to efforts led by the Directorate General for Enterprises (DGE) to create a Charter for Responsible Marketplaces
- Supporting the enforcement of the RED Directive mandating USBC universal charger compliance

Improve the EPR system (more than 20 CIFREPs)

- Implementation of the Repair Fund
- Vote on new EPR channels (toys, cars, DIY, etc.)
- Improving the repair bonus for smartphones

New battery regulations

- Ensuring battery removability
- Prohibiting battery pairing practices and error messages related to replacement

"Right to repair" directive

- Mandating producers to offer out-of-warranty repair services
- Requiring the availability of spare parts at reasonable prices
- Banning technical and software practices that hinder independent repairs

Eco-design measures (ecodesign directive)

- Guaranteeing the availability of spare parts and repair manuals for smartphones and tablets for 7 years
- Prohibiting bundling practices (automatic grouping of products) for screens, batteries, and back covers
- Establishing design standards that prioritize repairability and reuse
- Introducing a formal legal framework to define refurbishment standards

Objective 10: Maintain compliance across our value chain and foster long-term relationships

At Recommerce, the responsibility of our supply chain is a core priority. We rely on a network of industrial and logistics service providers in France and Europe, as well as suppliers whose activities may have social and environmental impacts. Our goal is to build long-term relationships with our business partners, based on mutual commitment between Recommerce and its partners. **This involves maintaining full control over our supply chain in compliance with our contracts,** regulations, and particularly our responsibilities under the Duty of Vigilance framework and the Sapin 2 Law.

Deployment of an anti-corruption management system in line with the recommendations of the French Anti-Corruption Agency (AFA) and the Sapin 2 Law

Since 2022, we have been implementing our anti-corruption framework in compliance with the Sapin 2 Law, following the recommendations of the French Anti-Corruption Agency (AFA) and the requirements of the ISO 37001 standard. This ensures transparency and integrity in our operations, including:

A code of conduct designed to foster a culture of integrity and outline the ethical behaviors that all our stakeholders are expected to uphold.

A whistle-blowing system accessible to all our stakeholders, enabling them to report any serious violations of laws, regulations, or our code of conduct.

A compliance officer, the Secretary General, responsible for overseeing and coordinating activities related to the Sapin 2 Law

Mandatory training programs to raise awareness among our teams about best practices in compliance.

A risk mapping process to identify, assess, and prioritize corruption risks specific to our activities, and to implement tailored prevention measures.

An Alert Committee responsible for reviewing and addressing reports, along with an Ethics Committee tasked with determining sanctions in case of violations.

Objective 10: Maintain compliance across our value chain and foster long-term relationships

Prevention, assessment, and management of risks related to our service providers and suppliers

To mitigate risks associated with human rights violations, environmental impact, and ethical concerns involving our service providers and suppliers, we have implemented a rigorous selection and monitoring process. Additionally, we take a collaborative approach to support our partners in improving their CSR practices, fostering a positive dynamic within our ecosystem.

Selection process

A pre-selection questionnaire for suppliers, incorporating CSR and ethical criteria.

Selection of service providers certified under ISO 9001 (Quality), ISO 14001 (Environment), and ISO 27001 (Information Security).

Contractualization

Integration of CSR requirements into contracts, including certifications, occupational health and safety management, waste management, and KPI tracking.

Each contract includes adherence to our CSR Policy, Code of Conduct, Whistleblowing Policy, Ethics Charter, and Responsible Procurement Policy.

Monitoring and auditing

Audits conducted, including internal audits, supplier audits, and third-party audits to evaluate the quality of the refurbishment process.

Annual questionnaires and KPI tracking (e.g., GHG emissions, health and safety), along with on-site audits by internal teams and regular meetings to ensure continuous improvement.

2023

Supplier scorecard

Integration of CSR elements into the supplier evaluation framework used by the sourcing teams.

2024

Enhanced training program

In addition to in-person training sessions, the launch of Sapin 2 e-learning modules, mandatory for 100% of our employees.

Third-party evaluation

Implementation of a tool to assess corruption risks associated with our third parties.

Goal: Evaluate 100 third parties.

Objective 11: Ensure data security in all our operations.

Recommerce takes a proactive stance to counter the growing risks of cybersecurity and ensure the integrity, availability, authenticity, non-repudiation, and confidentiality of its data.

In the face of emerging cybersecurity threats and given the nature of our activities, information security and the protection of private data are top priorities, especially for our customers, employees, and partners.

Ensuring the deletion of customer data

Protecting customer data is a major priority, particularly for customers entrusting us with their phones for refurbishment.

Recommerce employs ADISA-certified solutions to **securely and permanently erase all data from each collected device**, ensuring complete anonymity.

Ensuring the availability, integrity, authenticity, non-repudiation, and confidentiality of data.

Information Security Management System

Since 2022, we have been ISO 27001:2013 certified, an international standard that specifies requirements for establishing and maintaining an information security management system. This certification ensures the protection of sensitive data and information within our operations. The partners we work with are also certified under the same standard.

Policies: Our information security policy, which outlines procedures to ensure data security, is aligned with the requirements of ISO 27001:2013 and the GDPR. The IT Charter is signed by all employees and attached to the internal regulations.

Training: Cybersecurity and GDPR training, including password management and awareness of potential threats, is part of the mandatory training program.

Business continuity: We regularly update our business continuity plan (BCP) to ensure the uninterrupted operation of our activities and to minimize disruptions during crises. Penetration tests (pentests) are also conducted to identify and address vulnerabilities.

Information system audits: Regular internal and external audits are conducted by a third-party organization and internal teams to identify corrective actions needed to strengthen the security of our data.

2023

Deal Certify deployment

Deal Certify provides a digital certificate of authenticity for every refurbished device. It ensures complete traceability for customers, guaranteeing quality and transparency.

2024

Enhanced training program

In addition to in-person training sessions, GDPR and Cybersecurity e-learning modules have been launched and are mandatory for 100% of our employees.

ISO 27001:2022 transition audit

Objective: Conduct the transition audit to the new version, which includes the addition of 11 new controls compared to the previous version!

Societal performance indicators

Indicator	Unit	SDG	GRI	Scope	2021	2022	2023	Cumul 2009	Evolution 2022-2023	Target 2024
Objective 8: Combat digital divide and foster local partnerships to strengthen our social impact										
B2C customer satisfaction (Verified Reviews)	Note/5	SDG12	-	RS	4,51/5	4,49/5	4,6/5	n/a	+	=/+
B2C customer satisfaction (TrustPilot)	Note/10	SDG12	-	RS	9,02/10	8,98/10	9/10	n/a	+	=/+
Amount paidback to consumers	M€	SDG12	-	Group except CircularX	40	59	68	310	+15%	+
Donations made through Recommerce.com	€	SDG17	203-1	RS	2590	10 436	11 644	24 671	+12%	+
Logistics providers EA/ESS	Nb	SDG17	413-1	Group except CircularX	DND	5	5	5	=	+
Objective 9: Support a local circular economy by influencing public policies and ensuring regulatory compliance										
Number of organizations where Recommerce operates	Nb	SDG17	-	Group except CircularX	5	5	5	5	=	=
Objective 10: Maintain compliance across our value chain and foster long-term relations										
Employees exposed	nb	SDG16	405-1	Group	n/a	n/a	65	65	+	n/a
Employees trained	%	SDG16	205-1	Group	n/a	n/a	57	57	+	100%
Corruption alerts	nb	SDG16	205-3	Group	0	0	0	0	+0%	0
Confirmed corruption cases	nb	SDG16	205-3	Group	0	0	0	0	+0%	0
Third parties assessed via IndueD	nb	SDG16	205-1	Group	0	0	50	50	+	100

Societal performance indicators

Indicator	Unit	SDG	GRI	Scope	2021	2022	2023	Cumul 2009	Evolution 2022-2023	Target 2024
On-site supplier audits outside the EU	nb	SDG16	414-1	Group except CircularX	5	10	25	75	+25	=/+
Termination of supplier contracts following an audit	nb	SDG16	-	Group except CircularX	DND	0	2	8	+2	n/a
Product alerts related to health and safety risks for customers	nb	SDG16	416-2	Group except CircularX	0	0	0	0	+0	0
Objective 11: Ensure data security in all our operations.										
Validated complaints regarding breaches of customer data confidentiality and data loss	nb	SDG16	418-1	Group	0	0	0	0	+0	0
Percentage of employees trained in the certified "GDPR" program	%	SDG16	-	Group	DND	DND	15,48%	DND	+	90%
Percentage of employees trained in the certified "Cybersecurity" program	%	SDG16	-	Group	DND	DND	16,07%	DND	+	90%

*These are new modules specifically dedicated to cybersecurity and RGPD. Since 2009, all employees have received initial mandatory training on RGPD and Cybersecurity regulations as part of their onboarding program.

Glossary

Waste treatment hierarchy

Defined by the Waste Framework Directive 2008/98/EC, the hierarchy establishes a priority order for waste treatment, starting with prevention to avoid waste generation. If waste is produced, the hierarchy specifies several treatment options, ranked from most to least desirable: preparation for reuse, recycling, recovery, and disposal. Refurbishment, a subcategory of reuse that may include repair steps, is considered the most desirable option to manage waste production effectively.

Definition of waste

According to the law, "waste" refers to "any substance, object, or generally any movable good that the holder discards, intends to discard, or is required to discard" (Article L541-1-1 of the French Environmental Code). However, items disposed of by their owner that are suitable for reuse, as opposed to those suitable only for recycling, are not considered waste.

Reuse

"Any operation through which substances, materials, or products that are not waste are used again for a purpose identical to that for which they were originally designed" (Article L541-1-1 of the French Environmental Code). All refurbished products fall under this category. These products have their lifespan extended and may change ownership without altering their purpose or functionality. At no point in this process do the products acquire the status of waste.

Refurbished product

A refurbished product is a second-hand item or spare part that has undergone "tests on all its functionalities to ensure it meets legal safety requirements and performs as expected by the consumer," including the deletion of any stored data. If necessary, the product may have "undergone one or more interventions to restore its functionalities" (Decree No. 2022-190). Refurbished products must meet specific consumer warranty requirements (Articles L217 and subsequent of the French Consumer Code). It is prohibited to describe a refurbished product as "like new" or "remanufactured."

Reuse

Any operation through which substances, materials, or products that have become waste are used again" (Article L541-1-1 of the French Environmental Code). After the reuse operation, products may change their purpose or functionality and subsequently regain their status as a product.

Recycling

Recycling involves an operation that destroys the product to recover its constituent materials, including metals. Products destined for recycling are, by definition, classified as waste. The term "recycling" may include processes such as incineration or landfill, without guaranteeing the reuse of the recovered materials.

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