



Verkkokauppa.com's environmental policy

Verkkokauppa.com takes environmental impacts into account in all its operations. This environmental policy complements and further defines Verkkokauppa.com's Code of Conduct.

Principles and scope

Verkkokauppa.com's environmental work is based on impacts, risks and opportunities identified through a double materiality analysis throughout the value chain, also considering the views of key stakeholders. We strive for continuous improvement. We identify, prevent and mitigate potential and actual adverse impacts on the environment and take them into account in our operations. We comply with environmental legislation and regulations. We report on our environmental practices, targets and progress.

1. Responsible sales practices

The principle of Verkkokauppa.com is to sell products that customers actually need, while minimizing customer returns and product waste. Pushing to make a sale is not something we do. We support our customers in making responsible choices by offering high-quality and long-lasting products and extending their life cycle with support services. Usable customer returns or products withdrawn from sale will not be disposed of, instead, they will be sold in outlet or given out as donations.

2. Circular economy and extending product life cycles

Offering products and services that promote the circular economy is an important part of Verkkokauppa.com's vision to create a new normal for buying and owning. We extend the life cycle of electronic products by offering maintenance, repair and trade-in services, as well as spare parts and refurbished products as an alternative to buying a new product. We are actively developing our offering. As a pioneer in e-commerce, we are also moving the circular economy online, lowering the threshold for participation. Our goal is to take into account ecodesign principles by, among other things, developing the durability, reparability, energy efficiency, resource use, proportion of recycled materials and recyclability of the products in our selection.

3. Climate and energy

Verkkokauppa.com is committed to the objectives of the International Climate Change Conference to mitigate global warming to 1.5°C and reduce its emissions in line with science-based short-term climate targets and to develop a transition plan for climate change mitigation. We carry out annual carbon footprint calculations covering the entire value chain and develop our emissions calculation to be ready to set absolute emission reduction targets.

We reduce emissions from our own operations by investing in energy efficiency, purchasing only electricity produced with renewable energy and heating and cooling energy produced with renewable energy where possible, and challenging our landlords to increase the supply of renewable energy and solutions in properties where we rent.



We work together with our suppliers and partners to reduce indirect emissions from the value chain, which account for more than 99% of our operations' emissions. We challenge our suppliers to set their own emission reduction targets and develop the availability of emission data. Our ambition is to make the emissions caused by the manufacture of products visible in product information. We reduce logistics emissions in cooperation with our freight and distribution partners. We will minimize air freight deliveries and switch to using renewable fuels in cargo transport where possible.

4. Pollution prevention

Verkkokauppa.com is committed to environmental protection and pollution prevention. We take care of the safe handling, storage and disposal of chemicals and hazardous substances in our own operations. We strive to minimize water use.

We manage the risks associated with air, water and soil pollution related to the manufacture of our products by setting environmental policy requirements for our suppliers. Similarly, the downstream part of our value chain, i.e. the end-of-life of electronic equipment, involves risks of environmental pollution, which we manage by guiding and encouraging our customers to properly recycle electrical and electronic equipment, batteries and hazardous substances, and by implementing due diligence in the selection of recycling partners.

5. Packaging and material choices

We take environmental impacts into account in our packaging solutions, which include packaging for online purchases, shopping bags and packaging materials for internal transfers. We minimize the use of packaging materials and do not overpack, while ensuring that the packaging protects the product to minimize product waste. We favor renewable materials over plastic and recycled materials over virgin materials. We favor sustainability-certified paper and cardboard. We do not use PVC and are committed to reducing the number of plastic shopping bags. We make sure that the materials we use are recyclable and develop sorting instructions.

We also set environmental requirements for our suppliers regarding product packaging.

6. Waste minimization and control for reuse

Our waste management is based on waste hierarchy, according to which we primarily aim to avoid waste generation and then promote reuse and recycling of materials. Our goal is to continuously improve the recycling rate of waste.

We help our customers to properly recycle end-of-life equipment to reuse valuable materials and handle hazardous waste safely. We accept waste electrical and electronic equipment (WEEE), batteries and accumulators in accordance with and exceeding producer responsibility, offering the possibility to recycle electronic devices and household appliances of all sizes without an obligation to purchase.

7. Environmental requirements for partners and suppliers

We implement the principle of due diligence and develop our operating methods to assess the environmental perspective in partner selection and procurement. We promote responsible environmental practices in



cooperation with our partners. We require our suppliers to adopt responsible environmental practices in accordance with our Supplier Code of Conduct, including commitment to the environmental requirements of the amfori Code of Conduct, and we monitor the implementation of these practices through audits of private label suppliers. Suppliers are also required to take the environmental perspective into account in their own supply chain. We recognize that there are negative environmental impacts upstream of our value chain, such as climate emissions, pollution, excessive water use and biodiversity loss, which we need to raise awareness of and look for ways to influence.

Responsible parties and changes

The environmental policy is the responsibility of Verkkokauppa.com's Director of Marketing, Communications and Sustainability, and its updating and changes are the responsibility of the company's Sustainability unit.

Approved by Verkkokauppa.com's Management Team 24.09.2024