



CASE 5

E-commerce / Digital services: Online retailer

SMALL UNDERTAKING (12 employees)	MEDIUM UNDERTAKING (200 employees)*
<p><i>CONTEXT, illustrative, not to be disclosed under C2</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Depends on customer trust and online security <input type="checkbox"/> Employs mainly workers on a flexible basis <input type="checkbox"/> Is driven to reduce return packages and actively engaging with customers through its e-commerce platform 	<p><i>CONTEXT, illustrative, not to be disclosed under C2</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Fast-growing e-commerce platform delivering large quantities of packages <input type="checkbox"/> Is driven to reduce return packages and actively engaging with customers minimise these <input type="checkbox"/> Brands itself as a sustainable packages delivery service embedded in local communities
<p><i>The undertaking discloses that it has practices, policies or future initiatives for the following issues (B2):</i></p>	
<ul style="list-style-type: none"> • Climate Change • Circular Economy • Own workforce • Consumers & End-users • Business Conduct 	<ul style="list-style-type: none"> • Climate change • Circular Economy • Own workforce • Consumer & Ends-Users • Business Conduct
<p>We are conscious about the environment (Climate change, Circular economy):</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Thanks to our third-party delivery options that offer bicycle-based deliveries as the first option <input checked="" type="checkbox"/> By engaging with customers on reducing product returns, launch an auction platform for returned products <input checked="" type="checkbox"/> Thanks to the use paper or biodegradable packaging where possible to reduce plastic waste <input checked="" type="checkbox"/> As we purchase FSC-certified paper products to minimise our impact on deforestation <input checked="" type="checkbox"/> By putting in place a waste separation system in our warehouse to sort and recycle packaging waste <input checked="" type="checkbox"/> By replacing conventional lighting with LED systems and installing motion or daylight sensors in appropriate areas <p>We want to support our workers (office and remote working), therefore we (Own workforce):</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Ensure the workspace is ergonomically friendly: comfortable chairs with proper back support, adjustable and standing desks, adjustable computer height <input checked="" type="checkbox"/> Inform employees of remuneration terms and structure and any flexibilities provided (i.e. working hours, work/life balance) <input checked="" type="checkbox"/> We will be initiating, starting this year, quarterly meetings on workload and work life balance 	<p>We designed an environmental policy with the objective to (Climate change, Circular economy):</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> We use paper or biodegradable packaging where possible to reduce plastic waste <input checked="" type="checkbox"/> We purchase FSC-certified paper products to minimize our impact on deforestation <input checked="" type="checkbox"/> We have put in place a waste separation system in our warehouse to sort and recycle packaging waste <input checked="" type="checkbox"/> Our low carbon-delivery services include the use of EV-vans and cargo-bikes in cities <input checked="" type="checkbox"/> Rent warehouses supplied with renewable energy <input checked="" type="checkbox"/> Minimise waste streams from product returns and packaging <input checked="" type="checkbox"/> Implement lean packaging practices <p>We plan to further increase (Climate change):</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Low carbon deliveries in cities with low emission zones (see targets below) <input checked="" type="checkbox"/> Maximise the share of cloud-based services hosted in green data centres <p>We want to support our workers (office and remote working), therefore we (Own workforce):</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Ensure the workspace is ergonomically friendly: comfortable chairs with proper back support, adjustable and standing desks, adjustable computer height <input checked="" type="checkbox"/> Inform employees of remuneration terms and structure and any flexibilities provided (i.e. working hours, work/life balance) <input checked="" type="checkbox"/> From this year on, we will be initiating quarterly meetings on workload and work life balance

* This case study builds upon the practices, policies, and future initiatives outlined in the case study of the small undertaking. Any additional practices, policies, or initiatives not included in the small undertaking are highlighted in blue.

SMALL UNDERTAKING (12 employees)

MEDIUM UNDERTAKING (200 employees)*

We offer **secure and inclusive services (Consumers & End-users):**

- A secure online platform: we selected a local platform provider dedicated to customer privacy, cybersecurity, and safe transactions
- Accessibility to all: our sales channels are designed to be accessible to all, including well-labelled content, screen-reader compatibility, and the avoidance of exclusively visual or colour-based cues
- Customer feedback: our platform enables customers to send feedback and suggestions on product offering

To foster corporate culture, we (**Business Conduct**):

- Maintain regular online meetings where team members can share feedback, celebrate team successes, and contribute ideas to strengthen a positive and inclusive corporate culture

We aim to foster an equitable work environment and we are committed to (**Own workforce**):

- Address gender pay gap by conducting a remuneration analysis, communicating the outcome to our employees and adjusting inequalities
- Training managers on unconscious bias in hiring and promotion to facilitate bias-free screening and interviewing
- Provide mentorship and coaching programs that supports the growth, advancement, and leadership of women (i.e. STEM programmes that could be anchored to public policy initiatives)
- Offer a broad range of training, for example disconnection or stress management training

When we use delivery services, we ask our suppliers to (**Workers in the value chain**):

- Collaborate on the use of our mobile platforms to collect anonymous feedback from delivery workers on safety, wages, and treatment
- Adopt our Guidelines on Safe & Healthy Deliveries to minimise road safety risks, the impacts of demanding physical work and psychosocial conditions like time pressure and continuous monitoring

We offer **secure and inclusive services (Consumers & End-users):**

- A secure online platform: we selected a local platform provider dedicated to customer privacy, cybersecurity, and safe transactions
- Accessibility to all: our sales channels are designed to be accessible to all, including well-labelled content, screen-reader compatibility, and the avoidance of exclusively visual or colour-based cues
- Customer engagement on delivery design and product return
- Our compliance team continuously monitors EU regulations, proposed laws, and industry trends in relation to data privacy
- Our customer feedback and engagement inform continuous enhancements and it's a temperature check for potential complaints

Additionally, to foster corporate culture, we (**Business conduct**):

- Maintain regular online meetings where team members can share feedback, celebrate team successes, and contribute ideas to strengthen a positive and inclusive corporate culture
- Organise two team building activities per year to foster connections between employees and leadership, ensuring that the leadership team remains approachable and accessible

Description of target related to a policy (B2):

The small undertaking discloses under B2 that it does not have targets:

NO DISCLOSURE

The medium undertaking discloses under B2 that it has targets:

Low-carbon deliveries: provide 100% carbon-free delivery services in cities with low emission zones by 2030. We expect a moderate increase in leasing and contracting costs, exact information omitted as considered sensitive.

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