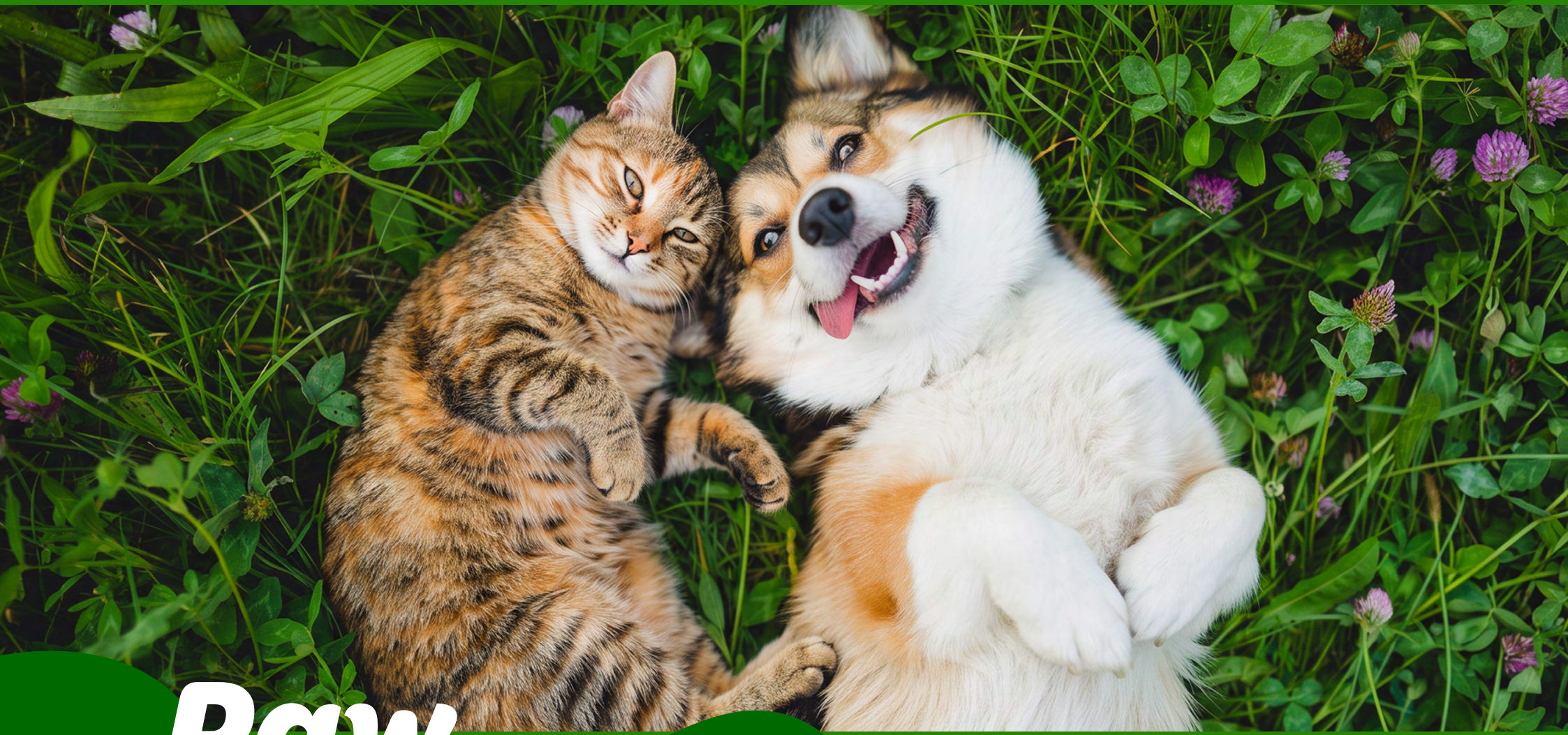
zooplus



Paw Print

Update 2025

Our impact on the planet, pets and people

Understanding our impact

The Paw Print 2025 presents zooplus' sustainability performance for the fiscal year ending on 31 December 2025.

As an e-commerce platform, our impact goes beyond our own operations into sourcing, packaging, logistics, and product use. This report shows how zooplus creates impact for the planet, pets and people through the way it operates and grows its business.



Every order we deliver creates an impact on the planet, pets and people.

This report for FY2025 has been prepared with reference to the Voluntary Sustainability Reporting Standard for Small and Medium-sized Enterprises (VSME), developed by the European Financial Reporting Advisory Group (EFRAG) and subsequently adopted by the European Commission as the EU Voluntary Standard (VS).

The VSME provides a practical framework for transparent and consistent sustainability reporting, supporting organisations in identifying, assessing and communicating the environmental, social and governance topics most relevant to their business and value chain.

By aligning its sustainability reporting with the VSME framework, zooplus aims to provide stakeholders with a clear and structured overview of its sustainability approach, performance and priorities, while building the foundations for future reporting in accordance with the European Sustainability Reporting Standards (ESRS) from 2027. Further information and detailed disclosures can be found in the Annex.

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Hear from our CEO



Dear readers,

For many pet parents, zooplus is part of a familiar routine: choosing what their pet needs and having it delivered reliably to their door. As a pet parent myself, I know that these are not simply products in a parcel. They are part of how we care for the animals that share our lives.

Our responsibility, however, goes beyond the moment a delivery arrives. Every order is shaped by choices made much earlier: which products we offer and how they are sourced, how much material is needed to protect them, how efficiently an order is fulfilled and transported, and what happens to products and packaging after use.

These choices shape our carbon footprint and determine how effectively we apply the principles of reducing, reusing and recycling. They also connect our environmental responsibilities directly to the experience we provide for pet parents: delivering products safely and reliably, while working to use resources more thoughtfully.

Looking beyond the parcel also means recognising the people behind it. Our colleagues, suppliers and logistics partners make our service possible every day. Acting responsibly includes supporting learning, inclusion and wellbeing within our teams, setting clear expectations for how we work with others, and contributing to animal welfare and the communities in which we operate.

There is no single action that defines responsible business. It is the result of many decisions, from the materials used in a box to the way we support our colleagues and work with our partners. Some changes are immediately visible. Others take sustained effort across a complex value chain. What matters is that we understand the impact of these decisions and continue to improve them with care and consistency.

This report presents the progress we have made, while being open about the areas that still require further work. Reporting with greater structure matters because it helps us see where we need to be more precise, make better choices and hold ourselves accountable. It also allows our stakeholders to understand what we have achieved and where we intend to focus our efforts as we continue to improve.

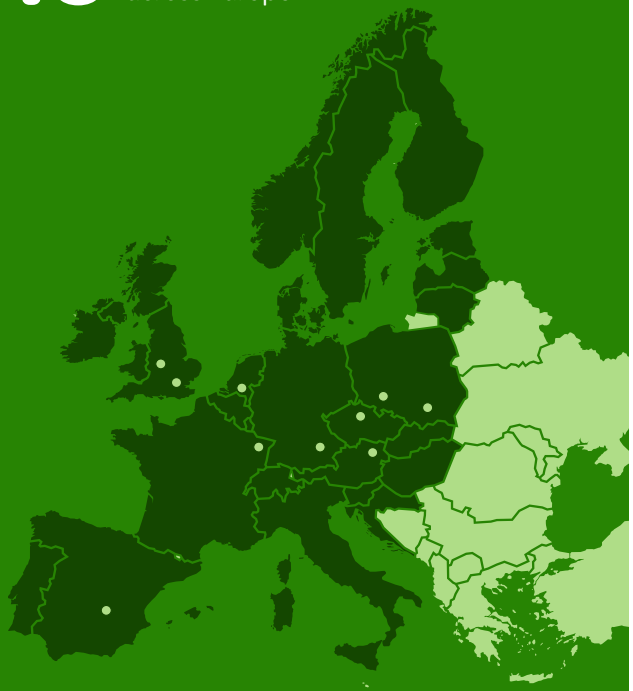
The trust pet parents place in zooplus is something we earn over time. We earn it through dependable service, but also through the care we bring to the choices behind that service. This Paw Print Update is an invitation to look beyond the parcel with us and to understand how we are working to serve pets, people and the planet more responsibly.

Lionel Desclée, Chief Executive Officer

zooplus at a glance

18,500+
products across food, accessories, and health categories [C1a]

10 **office locations**
across Europe



27 **European countries**
served through localised shops [C1b]

12 **million pet parents**
at the heart of what we do

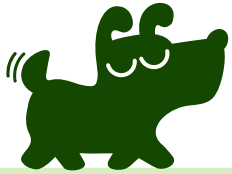
Since 1999, zooplus has consistently championed innovation, customer satisfaction, and sustainability, marking a quarter-century of trusted service in the pet care industry.

Our Value chain [C1c]

zooplus' value chain spans from upstream sourcing through its digital and fulfilment operations to downstream delivery and product use. The most significant sustainability impacts arise before products reach customers and continue across packaging, logistics, and end-of-life management.

Our Business

zooplus has been a pioneer in e-commerce for pet supplies, offering pet food, accessories, and health products. We combine digital convenience with pet expertise, supporting customers with relevant choices and reliable delivery. Our own brands and partner brands help us serve diverse pet needs across categories.



Upstream suppliers

Suppliers of pet products, ingredients, materials, and packaging

zooplus

Digital platform, fulfilment, customer experience, and data-driven services

Downstream customers

Delivery, product use by pet parents, and end-of-life of products and packaging

Supplier engagement

Product safety and quality

Governance and compliance

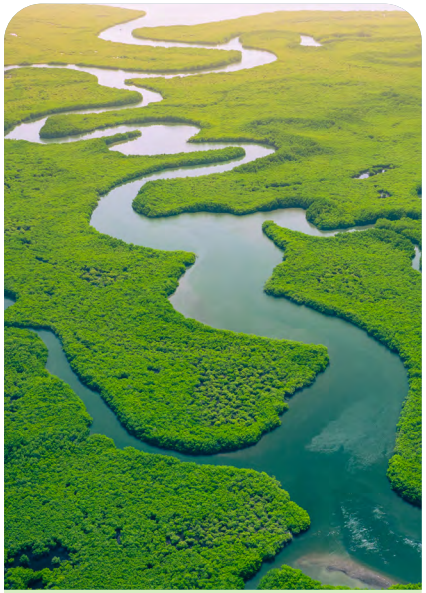
Risk management and data

zooplus

Sustainability strategy

Where we focus our impact [C1d]

Our approach is structured around three interconnected pillars:



Planet

Reducing environmental impact across products, packaging, and logistics.

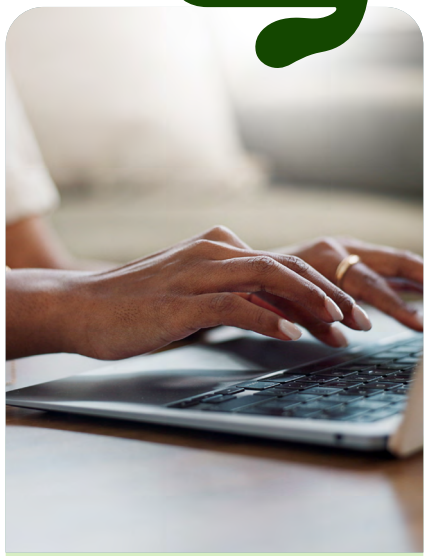
Read more →



Pets & People

Creating positive impact for our employees, customers, and communities.

Read more →



Principles & Governance

Ensuring responsible, ethical, and transparent business practices.

Read more →

These pillars reflect the areas where zooplus can create the most meaningful and measurable impact.

Our sustainability approach is guided by **our company values, which act as a foundation for how we prioritise actions**, make decisions, and continuously develop our sustainability strategy.





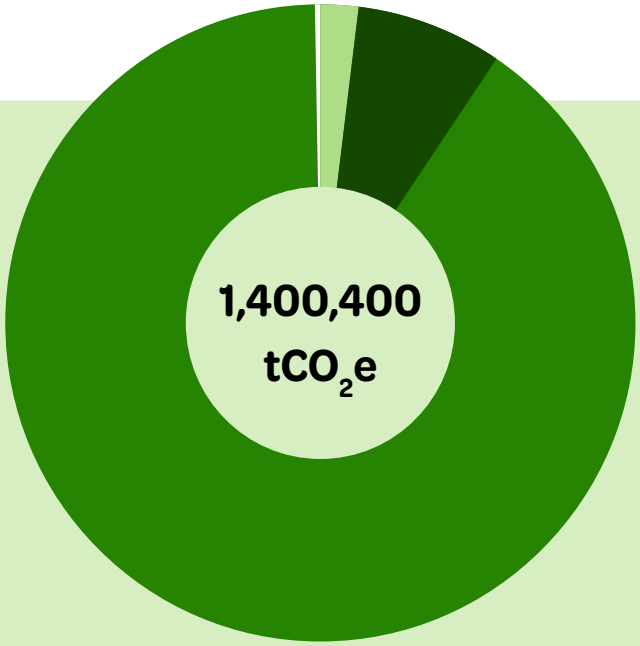
Planet

understanding our environmental impact

As an e-commerce platform, the largest share of our environmental impact occurs beyond our direct operations. These impacts are primarily driven by the products we offer as well as the logistics and distribution networks that support their delivery to customers.



98% of our emissions come from our value chain



- **91.6%** Purchased goods and services
- **6.5%** Transportation and distribution
- **1.8%** Rest of the categories in Scope 3
- **0.1%** Scope 1 and Scope 2

zooplus corporate carbon footprint 2025, emissions distribution

This shapes where we focus our efforts, particularly on product sourcing, packaging, and logistics.

Our carbon footprint in 2025 [B3]

Since 2022, we have reduced our carbon footprint per parcel by more than 30%, reflecting efficiency improvements especially in packaging and operations.

Scope 1 and 2

cover emissions associated with our own operations, including direct emissions and indirect emissions from purchased energy.

Scope 3

includes our indirect emissions, from all activities along our value chain, like purchased goods and services, transportation and product disposal. Together, these emissions make up approx. **1.39** million tonnes of CO_2e**.

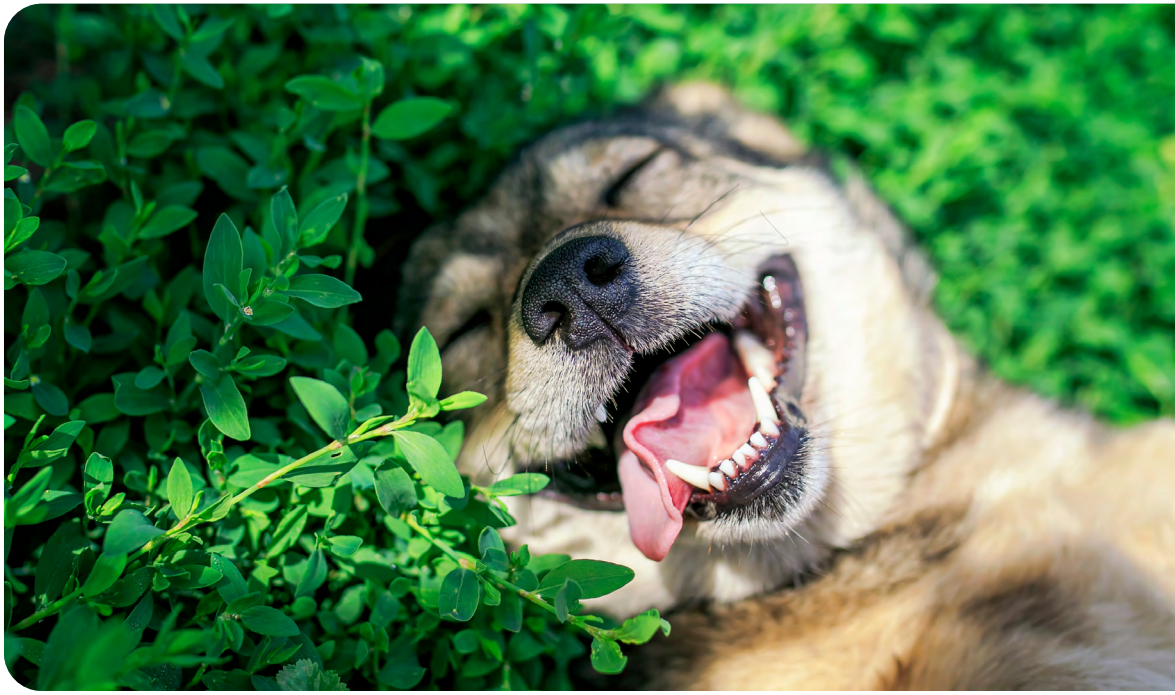
The majority of our emissions stem from the pet products we sell, accounting for 79% of our total emissions.

** All our greenhouse gas emissions are calculated as carbon dioxide equivalents CO_2e

Data quality note: Carbon footprint figures are based on a mix of primary data, partial primary data, and country-level averages, reflecting current data availability across our value chain. No spend-based emission factors were used.

Greenhouse gas emissions scope (market-based)*	tCO_2e in 2025
Scope 1	137
Scope 2	948
Scope 3	1,399,315
Total GHG emissions	1,400,400

***Market-based emissions** are calculated using emission factors from zooplus' specific energy suppliers, reflecting the actual electricity source.



Circularity in packaging and materials [B7]

We focus on circularity across packaging and logistics by applying the principles of reducing, reusing, and recycling while ensuring product protection and a positive customer experience.



Customer-centric circularity

Packaging development balances environmental impact reduction with product safety and customer expectations, ensuring durability while avoiding unnecessary material use.

Reduce

Reducing packaging impact by:

- increasing recycled content
- optimising box sizes
- eliminating unnecessary materials

Reuse

Extending product and material lifecycles by:

- refurbishing returned products
- donating usable items
- repairing goods where possible

Recycle

Using and improving recyclable materials by:

- designing packaging for recyclability
- investing in paper-based solutions
- investing in ongoing material innovation

A deep dive into our packaging

Reducing impact through smarter packaging [C2] [B7]

Packaging plays a key role in our environmental footprint, given the scale of our operations and deliveries across Europe. Understanding the materials we use and how our packaging is designed helps to illustrate both its impact and the actions we are taking to reduce it.

For many years, we have designed our parcels with circularity in mind. Our shipping boxes contain more than 95% recycled material, our tape is made from over 85% recycled PET, and our void-fill materials consist of 100% recycled paper or plastic, with more than half sourced from post-consumer waste. We continuously refine our packaging solutions while maintaining a high-quality customer experience, ensuring product protection and minimising material use and environmental impact.

Carton

- Made from >95% recycled paper content
- Designed to balance material efficiency and product protection
- Optimised box sizes reduce unnecessary material use

Adhesive tape

- Made from >85% recycled PET (Polyethylene terephthalate), a commonly recycled plastic material
- Designed to keep parcels secure during transport while minimising the use of virgin materials.
- Smart packaging helps minimise tape use, with adhesive tape applied only when needed to secure parcels



Filling material

- 100% recycled filling material (>50% post-consumer content)
- Helps protect products during transport
- Easily recyclable through standard recycling streams
- Additional filling material is used only when necessary for product protection, with package sizing optimised to reduce the need for void fill

Improving our logistics [B2]



Transportation and delivery

Delivery is an important part of our environmental footprint, particularly the final stage of the journey from a local distribution hub to the customer's doorstep. To reduce impacts associated with this stage, many of our logistics partners are increasingly adopting more sustainable delivery solutions, for example:

- expanding the use of electric vehicles
- introducing fleets powered by alternative fuels
- optimising delivery routes and networks, particularly in urban areas

These measures help improve delivery efficiency and contribute to reducing emissions associated with shipping.



Improving energy use across our operations

While most of our impact occurs across our value chain, we also work to run our own operations more efficiently. [B2]

Headquarters in Munich

A sustainably certified workplace

Our headquarters is based in LUMEN, a building that has achieved DGNB Platinum certification, one of Germany's highest sustainability ratings for buildings. This independent certification reflects the building's strong environmental performance and its contribution to a high-quality workplace.



Key sustainability features

- **Energy-efficient building services**, including district heating and district cooling.
- **Heat recovery systems** to improve overall energy performance.
- **Solar panels installed on the roof,** providing part of the building's electricity requirements.

Beyond energy

- **Barrier-reduced and flexible building design** to support diverse use cases.
- **Bicycle infrastructure and excellent public transport access** in the city centre.
- **Rooftop greenery and rainwater retention**, supporting climate-resilient design.

Our approach across offices

Energy sourcing across our office footprint

Office energy sourcing varies depending on local market availability and building ownership models. In some locations, renewable electricity is purchased directly through office-level contracts while in others, it is sourced at building level.

Energy-efficient buildings and infrastructure

Across several locations, our offices benefit from modern, energy-efficient buildings, which support lower operational energy use through:

- LED lighting and efficient lighting controls.
- Modern heating, cooling, and ventilation systems, often combined with building management systems.
- Design features that support natural light, thermal comfort, and efficient space use.

Working with landlords and partners

Many zooplus offices sit in multi-tenant buildings where energy decisions are shared with landlords. Here, progress is often driven by building upgrades such as improved heating systems or on-site renewables.

We prioritise renewable electricity and energy efficiency across our offices and infrastructure where possible.

Preparing ecosystems for the future

Supporting climate and nature projects that strengthen forests, restore ecosystems, and promote sustainable land use.

Healthy ecosystems play an important role in climate resilience, biodiversity, and long-term environmental stability. As part of our wider Planet approach, we support selected climate and nature projects that contribute to ecosystem restoration, forest adaptation, soil health, and long-term environmental benefits.

More than 2,000 tonnes of CO_2e avoided or removed through carbon projects in 2025

We prioritize high-quality carbon removal projects that deliver meaningful climate benefits and support lasting environmental outcomes.

You can find more information about all the projects on Our Supported Climate Projects.

Some of the projects we support

Climate-resilient forests in Germany

The Schlegel climate project, implemented by Pina Earth in Thuringia, Germany, supports the conversion of forest stands into more biodiverse and climate-resilient ecosystems. Through measures such as species diversification and long-term forest stewardship, the project contributes to ecosystem restoration and supports the forest's capacity to store carbon over time.

In 2025, more than 10,000 silver fir trees were planted as part of these efforts. This builds on ongoing plant care activities and the nearly 5,000 silver fir and douglas fir trees planted in 2024.





Regenerative land and soil solutions

The Oregon biochar project converts locally sourced forestry and agricultural residues into biochar, a stable, carbon-rich material that helps store carbon for the long term. The biochar is primarily used in agriculture to support soil health, water retention, and nutrient efficiency, and can also be used in applications such as water filtration.

By making productive use of biomass residues and increasing access to biochar for farmers, the project contributes to durable carbon removal and more sustainable land management.

Giving back to the communities we serve [B2]

At zooplus, caring goes beyond our products. We support animal welfare and communities across Europe through donations, partnerships, and employee engagement.

Local shelter volunteering

Teams in **Kraków, Vienna, Munich,** and other locations **volunteered at local shelters**, assisting with daily care and cleaning, and supporting the wellbeing of animals in their care.

Colleagues helped shelters during relocations, seasonal preparations, and everyday operations, providing hands-on support where it was most needed. Internal collections and product donations, driven by employees and partners, helped provide food and essential supplies to animals in care.

In 2025, examples of volunteer activities included supporting Tierschutz Austria, assisting Stawiamy na Łapy during its relocation to a new facility, and volunteering with the Kraków-based animal welfare organization KTOZ to support animals awaiting adoption.





Community partnerships and events

Teams in the UK took part in charity initiatives such as Battle Cancer London, raising funds to support people rebuilding their lives after cancer treatment and demonstrating our commitment to communities beyond animal welfare activities.

In 2025, participation in initiatives such as the Asylum's March and charity concerts significantly **raised awareness of pet adoption** and the **essential work of animal shelters**.

zooPoints

Our zooPoints loyalty programme allows customers to earn points with every purchase. These points can be donated to animal shelters, turning everyday shopping into direct support for animal welfare. These contributions help fund essential needs such as food, medical care, and daily shelter operations.

€ 1 million

Total contributions via zooPoints in 2025

Diversity, equity and inclusion [B2]



Diversity strengthens zooplus by bringing together a broad range of perspectives, experiences, and backgrounds.

This diversity fosters innovation, supports collaboration, and contributes to an inclusive workplace where employees can thrive and perform at their best.

2025 Highlights

1,200+ employees

80 nationalities

Women represent **50%** of our workforce

diverZOOty

Our cultural celebration pillar

Culture Fest

Through cultural celebrations such as Latin Fest, Diwali, Holi, and Eastern European night, we create opportunities for employees to learn about and appreciate different cultures, fostering greater cultural awareness, inclusion, and mutual understanding.

These initiatives strengthen employees' sense of belonging, encourage cross-cultural collaboration, and contribute to a workplace where diversity is recognised, valued, and actively celebrated.

Our LGBTQ+ pillar

The pride of zoo

We focus on celebrating pride across locations and throughout the year. We support inclusive spaces for LGBTQ+ colleagues and allies through employee-led initiatives, while encouraging openness, allyship, and dialogue around identity and belonging. Pride month also serves as a moment to celebrate progress and recognise ongoing challenges.

Our women's inclusion pillar

zooFemme

Through this pillar, we are committed to advancing gender equality and increasing the visibility, participation, and development of women across the organisation. We encourage dialogue, learning, and career development while creating opportunities for networking, mentorship, and knowledge sharing.

These efforts contribute to a more inclusive culture, support equal opportunities, and help strengthen diverse representation at all levels of the business.

Our age and disability pillar

The Wise & Wonderful

Under this pillar, we focus on supporting employee wellbeing and creating an environment where individuals feel empowered to seek support when needed. Through awareness initiatives covering mental health, wellbeing, and different life stages, we promote open conversations, early intervention, and greater understanding of diverse employee experiences.

These efforts contribute to a more inclusive, supportive, and psychologically safe workplace.

Empowering our teams

Learning, innovation, and growth [B2]

Continuous learning is an important enabler of zooplus' long-term success. Through digital learning platforms, leadership programmes and knowledge-sharing initiatives, employees are encouraged to build capabilities that support both their professional development and the future needs of the business.

In 2025, zooplus supported employee development through a combination of structured learning opportunities and continuous training formats, helping employees build skills and capabilities across the organisation.

In 2025, zooplus supported continuous learning and professional development through a mix of instructor-led and digital learning opportunities.

More than one-third of employees participated in live training sessions, complemented by the completion of **1,120 eLearning courses** across internal and external platforms.

Employees also recorded **956 learning hours on LinkedIn Learning**, averaging **1 hour and 41 minutes of learning per digital learner**.

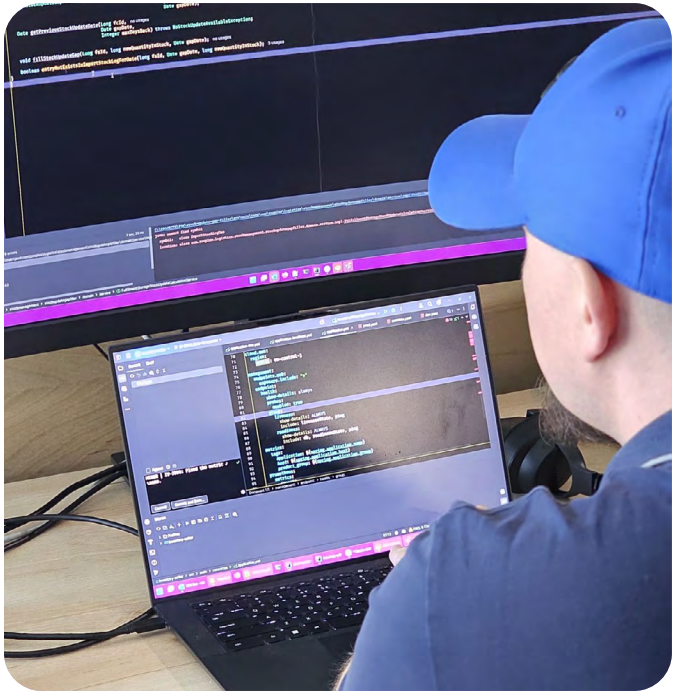
Leadership development spotlight

First-Time Manager Programme

Effective leadership is essential to an engaging and high-performing workplace. To support employees transitioning into their first people leadership role, zooplus offers a dedicated First-Time Manager Programme combining external expertise with internal training.

What it covers:

- Leadership fundamentals
- Communication and feedback
- Conflict management
- Coaching and team development



The team-led initiative **zooHack** brought together different colleagues to solve challenges through creativity, technology, and collaboration.

During zooHack, cross-functional teams worked on ideas ranging from AI tools to smarter internal processes.

Supporting wellbeing and engagement [B2]

ZooSpark - mentoring programme

Founded in 2024 by zooplus employees as a voluntary initiative, the zooSpark mentoring is a self-organised, company-wide effort to foster professional growth and community engagement. The programme connects mentors and mentees across departments and encourages knowledge sharing, leadership development, and personal growth.

2025 Highlights

87 mentor-mentee pairs
matched across 7 offices and multiple functions

1,100+ mentoring hours
delivered over a 9-month period

4.7/5 average satisfaction score
reflecting strong participant experience

Our teams are at the heart of zooplus. We aim to create an environment where people feel supported, connected, and empowered to grow both professionally and personally.

Connection and engagement

We support connection and collaboration across teams through regular team events, family days, sports activities, and shared celebrations across locations.



These moments help strengthen collaboration, build trust, and foster a sense of belonging beyond day-to-day work.

Social Day - Time to Do Good

zooplus supports employee engagement through its "Social Day – Time to Do Good" programme. Employees are offered one dedicated day per year to contribute to charitable or social causes, either individually or as part of a team.

Activities often focus on animal welfare organisations but can also include broader community initiatives, such as food banks or environmental projects, helping employees create meaningful impact beyond their day-to-day roles.

Wellbeing and mental health

Employee wellbeing is a key component of our people strategy. In 2025, we launched our first Mental Health Week to promote wellbeing, resilience, and psychological safety across the organisation.

Combining expert-led learning with practical wellbeing activities, the initiative helped raise awareness, encourage open dialogue, and strengthen a workplace culture where employees feel supported and empowered to thrive.

Governance & responsible business conduct [B2]

Our governance framework is supported by policies and standards that guide ethical conduct, responsible sourcing, and data protection across our value chain, helping to build trust with customers, partners, and communities.

pet sustainability coalition

Since 2022, zooplus has been a member of the **Pet Sustainability Coalition** (PSC), a non-profit organisation dedicated to advancing environmental and social practices across the pet industry.

Through this membership, zooplus supports best practices and contributes to more sustainable and transparent value chains across the pet industry.



Policies and ethical standards

Ethical business conduct is a fundamental part of how we operate at zooplus. Our company code of conduct sets out the principles and expectations that guide employees in acting with integrity, accountability, and respect in their day-to-day work.

These principles are supported by clear internal policies and processes covering topics such as anti-bribery and anti-corruption, conflicts of interest, competition law, and the protection of confidential information. Together, they provide a consistent framework for ethical decision-making, legal compliance, and responsible business conduct across our organisation and value chain.

Company Code of Conduct

Data protection and digital responsibility

zooplus maintains data protection and information security practices to safeguard customer and employee data and support secure digital interactions. These practices are complemented by clear privacy policies and transparency measures, helping stakeholders understand how personal data is handled and protected. Together, they support the responsible use of data and compliance with applicable legal requirements.

Digital Services Act Transparency Report 2025

Responsible sourcing and partnerships

Responsible sourcing is guided by our supplier code of conduct, which sets clear expectations for suppliers regarding human rights, labour standards, business ethics, and responsible business practices. Through the implementation of these requirements and our engagement in industry initiatives, we strive to strengthen sustainability, transparency, and accountability across our value chain.

zooplus Supplier Code of Conduct

Annex





General information [B1]

Company information [B1e]

Legal form of the company
zooplus SE is a European public limited-liability company.

Industry classification of zooplus
NACE sector classification code(s): NACE G - 47.76 Retail sale of flowers, plants, fertilisers, pets and pet food, NACE G - 47.92 Intermediation service activities for specialised retail sale.

Number of employees
1,293 (headcount)

Country of primary business activity
Germany

Strategy: business model and sustainability related initiatives [C1]

zooplus serves pet parents through a B2C e-commerce retail model, offering pet food, accessories, and health products via digital platforms across Europe.

Key business relationships

- Suppliers of branded and own-label pet products
- B2C customers (pet food and consumables, pet accessories)
- Third-party logistics and delivery partners supporting warehousing and last-mile distribution
- Payment service providers

Approach to sustainability report preparation [B1a]

The report follows VSME Option B, covering the requirements of both the basic and comprehensive modules. In specific areas, further disclosures are informed by the framework and guiding principles of the European Sustainability Reporting Standards (ESRS).

Disclosure of sensitive information [B1b]

Some confidential and sensitive details were omitted. The list of omitted topics can be found here.

Basis of the report [B1c]

This sustainability report is prepared on consolidated basis.

Sustainability certifications [B1d]

As of the reporting period, zooplus SE has not obtained any sustainability-related certifications or labels.

Practices, policies and future initiatives for transitioning towards a more sustainable economy [B2]

zooplus addresses sustainability topics through a combination of operational practices, governance frameworks, and ongoing initiatives across its value chain.

These activities reflect the company's approach to integrating sustainability considerations into its operations and decision-making.

Sustainability areas covered:

- Climate change (page 5, page 6 , page 10 , page 11)
- Circular economy (page 7, page 8)
- Affected Communities (page 12)
- Own workforce (page 13, page 14, page 15)
- Workers in the value chain (page 16)
- Business conduct (page 16)

Description of practices, policies and future initiatives for transitioning towards a more sustainable economy [C2]

zooplus implements a range of practices and policies across its value chain to support its transition towards a more sustainable economy. These are reflected in initiatives across climate, circularity, workforce, value chain and governance, as outlined above and described in more detail throughout the respective sections of this report. At present, zooplus has not established formal sustainability targets.

Responsibility for implementation is embedded across the organisation, with overall accountability typically assigned to senior management functions responsible for sustainability, operations, and corporate governance. The sustainability team coordinates sustainability activities across the company, supports monitoring and reporting, and facilitates collaboration across functions. The overall responsibility for sustainability is anchored at executive level with our Chief People Officer.

Area	Key practices and policies
Climate and operations	Lower impact logistics, renewable electricity
Circularity	Packaging optimisation and use of recycled materials
People and workforce	Learning programmes, wellbeing initiatives, DEI
Value chain	Supplier Code of Conduct and responsible sourcing practices
Communities	zooPoints, donations, volunteering and animal welfare initiatives
Governance	Code of Conduct, anti-corruption framework

Energy and greenhouse gas emissions [B3]

Energy consumption split [B3]

	Renewable energy consumption (MWh)	Non-renewable energy consumption (MWh)	Total energy consumption(MWh)
Electricity	767	1,316	2,083
Fuel	0	4,591	4,591
Total Energy consumption including electricity and fuel	**767**	**5,907**	**6,674**

Scope 3 [B3]

zooplus reports total Scope 3 emissions but does not publish the emissions breakdown by individual Scope 3 category. The calculation currently covers the material categories included in the corporate carbon footprint.

It covers:

- Category 1: Purchased goods and services,
- Category 3: Fuel and energy related activities,
- Category 4: Transportation and distribution,
- Category 12: End-of-life treatment of sold products.

Scope 3 reporting currently focuses on material emission categories (>1% of total emissions). Future reporting developments may include additional categories to support greater transparency, completeness, and alignment with evolving reporting expectations.

Estimated greenhouse gas emissions [B3]

The detailed information is available on page 6.

GHG reduction targets and climate transition [C3]

zooplus has not established formal GHG emissions reduction targets or adopted a climate transition plan for the reporting period. The current focus is on improving the quality and completeness of emissions data to support future target-setting and transition planning.

Pollution of air, water and soil [B4]

Based on zooplus' double materiality assessment (DMA), pollution of air, water and soil topics were not considered material for the reporting year 2025. As a result, zooplus does not provide detailed quantitative disclosures for these topics but continues to monitor relevant developments and potential impacts.

Biodiversity and ecosystems [B5]

Based on zooplus' DMA, biodiversity and ecosystems topics were not considered material for the reporting year 2025. As a result, zooplus does not provide detailed quantitative disclosures for these topics but continues to monitor relevant developments and potential impacts.

Water and marine resources [B6]

Based on zooplus' DMA, water and marine resources topics were not considered material for the reporting year 2025. As a result, zooplus does not provide detailed quantitative disclosures for these topics but continues to monitor relevant developments and potential impacts.

Description of circular economy principles [B7]

zooplus applies circular economy principles across its packaging and operations, focusing on resource efficiency and waste reduction. More details are on page 7 and page 8.

Resource use and waste management [B7]

We are currently unable to disclose data on resource use and waste management. We are continually working to improve our availability and quality of data to disclose this metric in future reporting

Climate risks [C4]

zooplus manages climate-related risks through its established enterprise risk management process, which includes regular reviews and reassessments of identified risks, as well as the identification and evaluation of emerging risks.

Climate-related risks include both transition risks (such as regulatory developments and cost increases) and physical risks (including extreme weather events such as flooding, storms, and water stress) across our entire business operations and value chain.

To complement this short-term risk management approach and strengthen our understanding of longer-term climate-related impacts, we conducted a dedicated Climate Risk Scenario Analysis in 2025.

The assessment covered key offices, fulfilment centres, suppliers, logistics providers, data storage and payment service providers across twelve countries and evaluated both transition risks and physical climate hazards.

Using climate scenarios consistent with a below 2°C and an approximately 4°C warming pathway, the analysis examined potential impacts across mid- and long-term time horizons extending to 2050 and 2100.

About our people

General workforce characteristics [B8]

Total number of employees (headcount): 1,293

a. Type of employment contract

Type of employment contract	No. of employees (headcount)
Permanent	1,247
Temporary	46

b. Gender

Gender	No. of employees (headcount)
Total	1,293
Female	658
Male	632
Other	0
Not reported	3

c. Country of employment

Country (of employment contract)	No. of employees (headcount)
Germany	683
Poland	236
Spain	223
Austria	91
France	29
United Kingdom	28
Czechia	2
Netherlands	1

Health and safety [B9]

Information related to work related accident rate is not currently tracked by zooplus. We are continually working to improve our availability and quality of data to disclose this metric in future reporting.

One recordable work-related accident occurred at zooplus for the year. zooplus recorded no fatalities from work-related injuries or work-related illness.

Workforce remuneration, collective bargaining and training [B10]

The detail related to annual training hours can be found on page 14. We do not track the number of annual training hours per employee (split by gender).

Information relating to workforce remuneration and collective bargaining is considered classified information and thus not disclosed in the report.

Convictions and fines for corruption and bribery [B11]

During the reporting period, no convictions for violations of anti-corruption or anti-bribery laws were recorded. Accordingly, no fines were incurred.

Additional own workforce information - human rights policies and processes [C6]

We have established business conduct principles for our workforce. We have also implemented whistleblowing channels as part of our complaints-handling mechanism for employees throughout the organization. The policy covers: child labour, forced labour, human trafficking, discrimination, accident prevention.

For more details, please see the governance section of this report.

Severe negative human rights incidents [C7]

We have no confirmed incidents of child or forced labour, human trafficking, discrimination, accident prevention issues, or related concerns within our workforce. We are also unaware of any incidents in our value chain, communities, consumers, or end-users.

Revenues from certain sectors and exclusion from EU reference benchmarks [C8]

zooplus does not participate in any of the sectors specified under paragraph 63 of the VSME standard, such as controversial weapons, tobacco cultivation and production, fossil fuels (coal, oil, and gas), or the manufacture of pesticides and other agrochemical products. As a result, we do not generate revenue from these industries.

In addition, zooplus is not subject to any exclusions from EU reference benchmarks in alignment with the Paris Agreement.

List of omitted disclosures deemed to be classified or sensitive information [B1b]	
B1 e.(iii)	Size of balance sheet (total assets) in EUR
B1 e.(iv)	Turnover in EUR
B3	Greenhouse gas emission intensity per turnover (in tCO_2e)
B3	Category-level Scope 3 emissions disclosure
B8	Workforce - General characteristics - Turnover rate %
B10	Workforce – Remuneration, Collective Bargaining
C5	Female-to-male ratio at management level Number of self-employed personnel
C9	Gender diversity ratio in the governance body



Our offices

List of sites [B1e]

Site	Address	Post code	City	Country	Latitude	Longitude
Headquarter	18 Herzog-Wilhelm-Straße	80331	Munich	Germany	N 48° 08' 09.96"	E 11° 33' 59.40"
Office	Génova 17	28004	Madrid	Spain	N 40° 25' 36.48"	W 03° 41' 36.60"
Office	17 Pawia	31-154	Kraków	Poland	N 50° 04' 17.76"	E 19° 56' 43.80"
Office	Taborstraße 1-3	1020	Vienna	Austria	N 48° 12' 47.52"	E 16° 22' 44.76"
Office	Piłsudskiego 69	50-019	Wrocław	Poland	N 51° 06' 03.24"	E 17° 01' 51.96"
Office	Wrocławska 36	55-020	Wrocław	Poland	N 50° 58' 21.36"	E 17° 04' 06.96"
Office	2 Rue du Vieux Marché aux Vins	67000	Strasbourg	France	N 48° 35' 00.60"	E 07° 44' 25.08"
Office	2 Eastbourne Terrace	W2 6LG	London	United Kingdom	N 51° 31' 03.72"	W 00° 10' 49.44"
Office	Na Perštýně 342/1, Office Number 412	11000	Prague	Czechia	N 50° 04' 57.00"	E 14° 25' 04.80"
Office	Hart van Brabantlaan 10	5038	Tilburg	Netherlands	N 51° 33' 37.08"	E 05° 04' 33.96"

List of subsidiaries [B1d]

Subsidiary	Shareholding	Business activities
MATINA GmbH, Munich	100%	Own-brand business
BITIBA GmbH, Munich	100%	Secondary brand business
zooplus services Ltd., Oxford, United Kingdom	100%	Service company in the UK
zooplus italia s.r.l., Genoa, Italy	100%	Service company in Italy
zooplus polska sp. z o.o., Kraków, Poland	100%	Service company in Poland
zooplus services ESP S.L., Madrid, Spain	100%	Service company in Spain
zooplus france s.a.r.l., Strasbourg, France	100%	Service company in France
zooplus Nederland B.V., Tilburg, Netherlands	100%	Service company in the Netherlands
zooplus Austria GmbH, Vienna, Austria	100%	Service company in Austria
zoolog Services sp. z o.o., Wrocław, Poland	100%	Service company in Poland
zooplus Czech s.r.o., Prague, Czech Republic	100%	(dormant company, in liquidation since 1 June 2025)
Matina Services Ltd., Oxford, United Kingdom	100%	(dormant company)
Tifuve GmbH, Munich	100%	(dormant company)
zooplus EE TOV, Kyiv, Ukraine	100%	(dormant company)
zooplus d.o.o., Zagreb, Croatia	100%	(dormant company)



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