



# Swappie

ENVIRONMENTAL  
IMPACT REPORT

## 2021





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## WHY ENVIRONMENT MATTERS?

Global quantity of e-waste is relentlessly increasing and smartphones make up the fastest growing e-waste stream. This adds a huge impact on an already fully loaded environment and fastens climate change.

## OUR SOLUTION - CIRCULARITY!

We stand by circular consumption and keep existing products in use by trading in old smartphones, getting them refurbished and their life extended. After we circulate them back into the market and repeat all over again.

Swappie is the leading end-to-end platform for refurbished smartphones, and circularity is our answer to reduce e-waste, shape environmentally-smart choices and promote a sustainable future.



## CLIMATE IMPACT

## CIRCULAR ECONOMY



### SUSTAINABILITY GOAL

Maximize Swappie's customers carbon savings and minimize Swappie's own greenhouse gas emissions

Keep materials circular and maximize recyclability while maintaining the high quality of Swappie's operations, processes, and products



### ACTIONS

Help Swappie's customers exceed 100 000 tons of saved CO2e by 2024

Reduce energy consumption emissions and shift to 100% renewable electricity sources by 2024

Reuse 100% of functional smartphone parts, collect and recycle 100% of non-functional parts and other generated e-waste by 2024

Ensure Swappie's operations comply with quality and environmental standards to obtain ISO 9001 and ISO 14001 certifications



### PERFORMANCE IN 2021

Helped our customers save 23,550 tons of CO2e

Embraced automated carbon emissions tracking and Swappie's footprint totaled 10'445 tons of CO2e

Developed an internal, efficient process for e-waste management and recycling

Implemented ISO 9001 and ISO 14001 documentations and completed training for auditing



## ENGAGEMENT

Our great impact comes from shaping responsible consumption. By engaging with people, we encourage them to choose refurbished smartphones instead of new ones for the first time.

On top of that, we collaborate with companies, charities and organize public events to spread sustainability awareness and positive messages for refurbishment.

Through engagement we strive further to improve our environmental impact and empower sustainability in the value chain.



# ABOUT THIS REPORT

At Swappie, the mission to make refurbished electronics mainstream — and empowering people to make more environmentally friendly choices — is our North Star. We help consumers stay connected while building a more sustainable future.

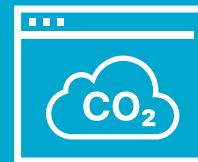
## HOW EXACTLY DO WE DO IT?

We compiled Swappie's first Environmental Impact Report 2021 to answer this question and highlight our environmental impact through topics that matter most to our business and our stakeholders. The report intends to elaborate on our environmental performance and objectively disclose our climate actions and strategies.

We continue to grow and evolve, and we acknowledge our social and economic responsibility throughout the value chain. And our people continue to be our most valuable asset and integrating social sustainability principles is coming to be the key.

Each year we set ourselves **ambitious environmental goals** and aim to bring even more people to join our mission.

**Among our 2021 accomplishments we:**



**Set a digital platform to track our carbon emissions and add transparency to our operations.**

As more people join our movement, we want to continue leading by example, and reduce our own environmental impact.



**Helped our customers save more than 3500 tons of CO2e by extending the life cycle of existing smartphones.**

When our customers choose refurbished smartphones instead of new, they save emissions associated with the production of new smartphones.

**1 MILLION**

**Expanded our community to more than 1 million people.**

We add to the refurbished electronics industry growth and enable hundreds of thousands of customers to make a positive impact by choosing refurbished instead of new.

# THIS IS SWAPPIE!

Almost all production extracts natural resources from the environment and generates waste.

**Swappie is the leading end-to-end platform for refurbished smartphones, and circularity is our answer to reduce e-waste and keep the world running sustainably.**





**When our journey started in 2016, only 5% of smartphones were purchased used.**

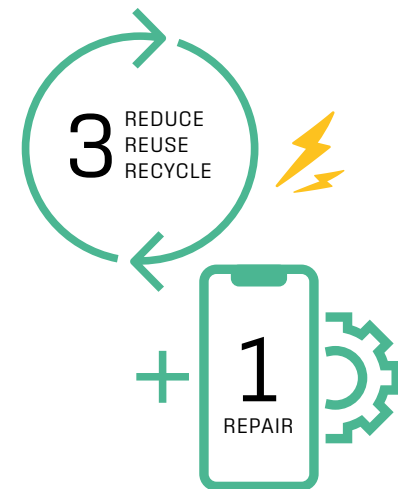
Swappie's purpose was to create a trusted and secure online destination where people could buy quality, refurbished smartphones and sell their old ones. Since then, we've grown our team to over 1,000 talents, set out our refurbishment centres in Finland and Estonia and expanded to multiple markets across Europe, inviting many more consumers to be part of a sustainable future.

From day one together with our customers, we have saved more than 40 000 tons of CO<sub>2</sub>e.

We firmly believe there's no need to pay a premium for quality or for a sustainable choice. Our process creates true circularity when we offer customers to trade in their old smartphones and extend their life cycle by refurbishing and reintroducing them back to the market with a warranty. By keeping existing smartphones longer in use we reduce e-waste and give people an opportunity to create a positive environmental impact by purchasing refurbished instead of new.

Swappie's business model is built on two circular economy shifts:

- Buying, selling, and recycling used smartphones online and in retail stores
- Refurbishing electronics using Swappie's "3+1R" concept: Reduce e-waste, Reuse all functional spare parts, Recycle generated waste, and Repair smartphones in-house.



Today responsible consumption is on the rise, and Swappie is proud to be a part of the refurbished electronics market's growth.

Along with reduction of carbon emissions and keeping precious resources in the production loop, we are eager to provide high quality products and seamless purchasing experience for our customers. Most often, top-notch performance of our products is guaranteed with thorough inspection and assessment. Our inspection has 52 stages!

Today responsible consumption is on the rise, and Swappie is proud to be a part of the refurbished electronics market's growth. We truly believe in our purpose and our journey has just started, but we already know that technology shouldn't cost us the Earth.



## 2021 KEY FIGURES





# ENVIRONMENTAL IMPACT

Our ultimate role is to shape sustainable consumer choices by offering refurbished products and creating a positive environmental impact through keeping existing products in use instead of producing new ones.



## 2021 KEY ENVIRONMENTAL HIGHLIGHTS

We helped our customers save 23,550 tons of CO<sub>2</sub>e. That means in 2021 our customers potentially:

Same carbon amount is captured by 389 000 trees in 10 years



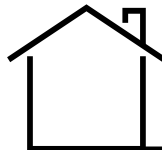
SAVED



**23 500**  
RETURN FLIGHTS

FROM PARIS TO NEW YORK

SUPPLIED

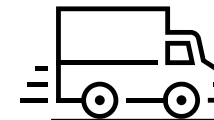


**15 307**  
HOUSES WITH  
ELECTRICITY



IN THE NETHERLANDS

REDUCED



**4710**  
CARS

DRIVING ON GAS



**200**  
KG

We helped to prevent nearly 200 kilograms of e-waste from dusting in the drawers and ending up in landfills



**ISO**  
9001  
14001

We refined our quality and environmental management systems to comply with ISO 9001 and ISO 14001 standards



**TOP**  
10%

We are among the top 10% of all net positive companies and received an Upright Project net impact score of +65%<sup>1</sup>

<sup>1</sup> Upright Project focuses on quantifying the net impact of companies on society, knowledge, health, and environment. In 2021, Swappie received a net impact ratio of +65% for having captured both the cost and benefits created in our entire value chain. This score places Swappie among the top 10% of all net positive companies. You can find more information on the Upright model [here](#).

**Swappie**

# OUR APPROACH





# SWAPPIE MISSION

**Our mission is to make refurbished electronics mainstream.**

Starting with iPhones, we want to help people make more environmentally smart choices and become the global leader for refurbished electronics. Sustainability is inherent to Swappie's mission, and we believe that circularity is the solution to reduce e-waste production, shape responsible consumption and generate economic value.





# OUR REFURBISHMENT PROCESS

Swappie's business seems to be simple and straightforward: we buy old smartphones, refurbish them and resell them online. It is right, but not quite!

**Each Swappie smartphone goes through a whole journey before it reaches our customers.**

We make this journey seamless - only a few clicks away to get your Swappie refurbished smartphone.

## Here is how we do it.

Once a smartphone is delivered to one of our refurbishment centres, it goes through a 52-step process to test its functions one by one: Does the touchscreen work? Is the battery in good condition? Does the speaker crackle? How about the microphone? Are the colours displayed correctly?

After the refurbishment process, to ensure the smartphone functions perfectly it undergoes another 52-steps of inspection. Only then can the smartphone be sold and delivered to the customer.

The refurbishment process is the core of Swappie's business. It offers huge potential for maximising resource efficiency and transforms consumer behaviour for more sustainable and environmentally friendly products



# ENVIRONMENTAL STRATEGY

**Swappie's primary commitment towards the environment comes from offering a trusted alternative in the smartphone industry, empowering consumers across the world to make sustainable choices.**

In 2021, we assessed Swappie product's handprint to better understand how we could improve our customers' environmental impact. Without losing focus on the future potential, we identified our significant sources of greenhouse gas emissions and gauged our carbon footprint. We are committed to the continuous improvement of our operations to maximise e-waste reduction and increase our use of recyclable packaging materials to minimise plastic waste.

**In this report, we focus on our environmental performance through three key strategic areas:**



## CLIMATE IMPACT

How and where can we make the most significant climate impact? We continue to find answers through our handprint assessment and studying our key greenhouse gas sources with a solid plan to reduce emissions.



## CIRCULAR ECONOMY

Circularity explains our business strategy, including e-waste management and recycling. Our goal is to create a positive impact through quality refurbished products and in-house innovation that keeps precious resources in the loop.



## ENGAGEMENT

Through continuous engagement, we preserve communication with our stakeholders and partners and can successfully integrate sustainability into the value chain. We regularly review and revise the scope of relevant topics to keep dialogue going between all key stakeholders,

to improve our environmental impact and help others to take actions towards sustainability. We also consider communities around us and collaborate to raise sustainability awareness and promote the positive concept of refurbishment.

# GOALS

Through Swappie's products, we help people worldwide reduce their environmental impact. As more consumers tend towards this choice, our business grows. And becoming Europe's fastest growing company, we witness natural expansion of our greenhouse gas emissions. To truly create positive change, Swappie sets two goals that are strategically important for the company and represent our environmental commitments.

## CLIMATE IMPACT

## CIRCULAR ECONOMY

## ENGAGEMENT



### SUSTAINABILITY GOAL

Maximise our customers' carbon savings and minimise Swappie's own greenhouse gas emissions

Keep materials circular and maximise recyclability while maintaining the high quality of our operations, processes, and products

To advance Swappie's environmental efforts, we constantly share views and perspectives with our employees, consumers, business partners, investors, and others. Today, we work towards best business practices in the supply chain and keep promoting sustainability. In addition, we develop offerings to empower sustainable consumer behaviour and increase market demands for circular products and services.



### ACTIONS

We will help Swappie's customers exceed 100 000 tons of saved CO2e by 2024

We will reduce Swappie's energy consumption emissions and transition to 100% renewable electricity by 2024

We will reuse 100% of functional smartphone parts, collect and recycle 100% of non-functional smartphone parts and other generated e-waste in all Swappie refurbishment centres by 2024

We will ensure our operations comply with quality and environmental standards to obtain ISO 9001 and ISO 14001 certifications

**Swappie**

# **CLIMATE IMPACT**







# CLIMATE IMPACT

**Swappie was born to create a great positive impact through its strong carbon handprint model.**

When customers buy refurbished instead of new, they reduce a significant portion of greenhouse gas emissions that originates when producing a new smartphone. We shape consumer choices by offering more sustainable solutions and positively impacting the environment.

**We also communicate a goal of minimising Swappie's greenhouse gas emissions to ensure the reduction of our environmental impact.**

For that, we must implement carbon efficiency improvements in our operations, develop emission reduction initiatives, and have continuous cooperation within our value chain.

# OUR CARBON HANDPRINT

To gauge our carbon handprint, we start by assessing our products' carbon footprint over their life cycle, from the emissions created by raw materials and production through end-of-life.

**The assessment revealed that the carbon footprint of a Swappie refurbished smartphone is 78% less than that of a new smartphone<sup>2</sup>.**

With Swappie's circular business model, we eliminate the carbon-intensive activities related to material sourcing, supply chain, and production emissions that are inextricably part of a new smartphone's life cycle. So, when people choose our high performing refurbished iPhones instead of new, they save emissions associated with new production. That creates a significant positive impact in the long run and can boost customers' sense of contribution to the world.



We offer refurbished smartphones instead of new, which expands our carbon handprint and significantly exceeds our carbon footprint

In 2021, we were proud to help our customers save 23 550 tons of CO<sub>2</sub>e

Our goal is to maximise our customers' carbon savings and exceed 100 000 tons of saved CO<sub>2</sub>e by 2024

<sup>2</sup> Carbon footprint of a Swappie refurbished smartphone is calculated using values from Apple's environmental reports and emissions from an average Swappie's refurbishment process including spare parts production and transportation.



We've been monitoring and communicating our carbon handprint calculations since 2020, basing our conclusions on science-based studies performed by the Finnish research centre (VTT) and Lappeenranta University of Technology (LUT).

**In 2021, the carbon handprint of an average Swappie refurbished smartphone resulted in 61.5 kg of CO<sub>2</sub>e<sup>3\*</sup>,**

equivalent to carbon emissions captured by [one tree seedling in 10 years](#). This means our refurbished smartphones offer our customers active solutions for reducing their carbon impact and demonstrating their commitment to helping the environment.

**In 2021, Swappie customers reduced their greenhouse gas emissions and saved 23 550 tons of CO<sub>2</sub>e<sup>4\*</sup>**

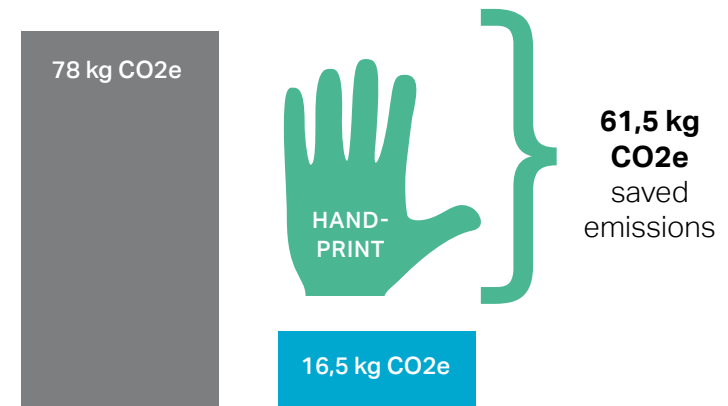
simply by choosing refurbished iPhones instead of buying new smartphones without compromising on quality. By 2024, our target is to **help customers reach more than 100 000 tons of saved CO<sub>2</sub>e emissions.**



Our strategy for growing our handprint involves promoting and expanding responsible consumption while simultaneously expanding our production capacity. In 2021, we expanded our refurbishment centre in Estonia, contributing to our increased handprint in 2022. At the same time, we introduce the circular economy to the masses through improving our own processes and making the buying and selling of refurbished smartphones as easy and secure as possible. At Swappie, we strive to become a global leader in refurbished electronics and to help more people make sustainable choices through our refurbished products.

### Reduced carbon emissions with Swappie refurbished smartphone, CO<sub>2</sub>e.

● Footprint of New Smartphone ● Footprint of Refurbished iPhone



Positive environmental impact we create with Swappie refurbished phones

<sup>3</sup> Calculated as the difference between the carbon footprint of a new smartphone and the carbon footprint of an average Swappie refurbished smartphone, showing that a refurbished smartphone has a positive climate impact compared to a new smartphone.

<sup>4</sup> Out of 100% of Swappie smartphones sold, roughly 60% are considered to replace a new device purchase (based on Swappie's own estimate). In 2021, this resulted in approximately 23 550 tCO<sub>2</sub>e saved compared to purchasing new smartphones.

\* Swappie carbon handprint calculation was validated with Gaia Consulting.

# OUR CARBON FOOTPRINT

**Swappie is focusing on extending and improving the life cycle of existing products while meeting the growing demand for environmentally friendly products.**

It's our ultimate goal to transition to carbon-neutral operations, with the first step of getting a clear understanding of our environmental impact.

We began by complying with Greenhouse Gas (GHG) Protocol and environmental management standards to fully understand the principles of Life Cycle Assessment (LCA). Then, in collaboration with [Planetly](#), we automated an extensive scope emissions calculation using efficient corporate footprint data management through carbon intelligence software.

As we grow, we are seeking ways to reduce our carbon footprint. Firstly, we ensure to have clear tracking of our own emissions

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In 2021, Swappie's greenhouse gas emissions totaled 10 445 tons of CO<sub>2</sub>e

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Our goal is to minimise our own greenhouse gas emissions. We commit to reduce our energy consumption emissions and shift to 100% renewable electricity by 2024



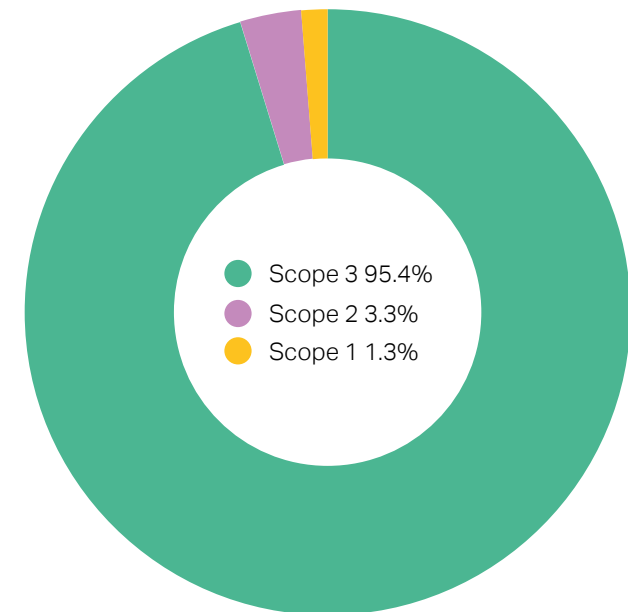


## In 2021, Swappie's greenhouse gas emissions totaled 10 445 tons of CO<sub>2</sub>e.

We collected and sorted Swappie greenhouse gas emissions data across Scope 1, Scope 2, and Scope 3 and categorised these using Planetly software.

Carbon Footprint	Emission source	Metric tons CO <sub>2</sub> e
Scope 1 <b>142</b> tCO <sub>2</sub> e	Stationary Combustion: Heating Fugitive emissions: Air conditioning	130,7 11,4
Scope 2 <b>341</b> tCO <sub>2</sub> e	Electricity Heating	264,6 76,5
Scope 3 <b>9962</b> tCO <sub>2</sub> e	Produced Goods and Services Upstream Transportation and Distribution Employee Commuting Capital Goods Upstream Leased Assets Business Travel Fuel- & Energy-related Activities General Waste in all locations Use of Sold Products	6861,3 1885,8 669,1 262,7 166,1 67,9 55,8 17,7 6,1

### Our Carbon Footprint 10 445 tCO<sub>2</sub>e



Scope 1 (1.3%) emissions mainly come from Swappie's Tallinn Refurbishment Centre, where we provide heat through the combustion of natural gas. The rest of these emissions originate from air conditioning at our refurbishment centres and Headquarters (HQ).

Scope 2 (3.3%) covers indirect emissions from our leased properties' electricity and heating consumption in refurbishment centres and HQ.

Scope 3 (95.4%) represents the majority of our carbon emissions. It includes indirect emissions from the company's procured goods and services, upstream and downstream logistics, employee commuting and business travel, etc.

Swappie's corporate carbon footprint calculation provided an excellent opportunity to enhance our understanding of our ability and level of readiness for reaching our long-term objectives. Based on our carbon performance results, we are committed to emission-reduction targets, improving the environmental impact of our business operations, and to ensuring sustainability in the value chain.



As **we commit to minimising our greenhouse gas emissions**, we set a concrete target to reduce our energy consumption emissions (Scope 2) **by shifting to 100% renewable electricity sources for all Swappie premises by the end of 2023**. In addition, we continue to identify additional energy efficiency opportunities and assess requirements for prompt implementation.

To address our indirect carbon emissions (Scope 3) across the value chain, we've set reduction of environmental impact targets using continuous optimisation of logistics networks. We are collaborating closely with our suppliers and business partners to reduce emissions in both our upstream and downstream supply chains.

In 2021, Swappie began expanding its production capacities internationally with the opening of our first refurbishment centre outside of Finland, in Tallinn, Estonia. This is expected to significantly reduce our distribution emissions, while we plan to further localise our production and fulfilment functions and decrease our downstream logistics emissions to a bare minimum.

Most importantly, we want to highlight how small actions make a considerable positive difference. Therefore, we maintain an open dialogue with our employees to find and implement new ways to reduce our footprint and reach positive environmental results together. One example of a substantial win could be encouraging our employees to commute via public transport or by using bicycles as frequently as possible.



# **CIRCULAR ECONOMY**





# CIRCULAR ECONOMY

The majority of a smartphone's lifetime emissions come from material and energy inputs into production, transportation, first-year use, and disposal. In addition to climate change, the production of smartphones is associated with social issues, for example, health and human rights violations in the mining sector.

Swappie redefines the life cycle of consumer devices through the circular business model, offering to buy, sell, and recycle smartphones.

**With Swappie, people can easily trade their old smartphones and — once these get refurbished and their life extended — we circulate them back into the market.**

By educating people that choosing refurbished can have a meaningful impact on the environment, we hope to create awareness around sustainability and shape responsible consumption.

In our refurbishment processes, we follow the 3R's concept, where we add to reduce, reuse, and recycle our key "R" element - repair.

**Swappie's "3+1R" concept is our way of reducing global e-waste and addressing issues linked to the primary production of electronics.**

Swappie took an additional step towards promoting the circular economy by joining the [Right to Repair campaign](#), which advocates for a universal right to repair, and [Eurefas](#), the European Refurbishment Association. We look forward to participating in market transformation by contributing to decision-making and drafting policy across Europe in order to advance a more open right-to-repair and to offer consumers more sustainable devices globally.



# MATERIALS RECYCLING

While sustainability and a circular business model are core to Swappie's growth since Day One, in 2021, we set a clear plan to help the environment through our goals. These include maximising our customers' carbon savings with our products, minimising Swappie's greenhouse gas emissions, and responsibly managing materials recycling and e-waste in Swappie locations.

Every year, the electronics sector releases millions of tons of carbon dioxide into the atmosphere (almost 3% of global emissions<sup>5</sup>). Two of this sector's major activities contribute to climate change: the production phase and end-of-life disposal.

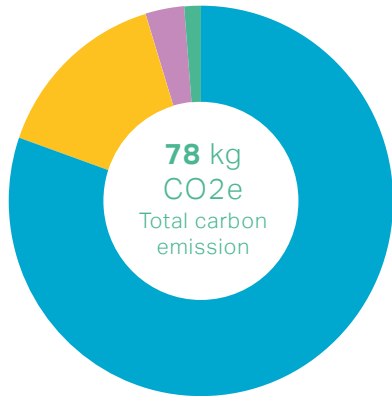
Making a new smartphone requires valuable rare earth elements, and a large portion of those elements are extracted through mining. This has significant adverse environmental and social impacts. In addition to material extraction and exploitation of ecosystems, further environmental emissions come from the manufacturing process, with excessive energy and water consumption.

Although we recognise that smartphone production is an indispensable part of Swappie's product value chain, we are rethinking traditional practices to shift more people towards responsible consumption by making refurbished electronics mainstream. By recycling and refurbishing existing smartphones, we keep valuable materials circulating and substantially help limit impacts on the environment caused by smartphones' production phase.



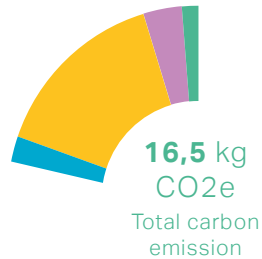
<sup>5</sup>Freitag, C., Berners-Lee, M., Widdicks, K., Knowles, B., Blair, G. S., Friday, A., 2021. The real climate and transformative impact of ICT: A critique of estimates, trends, and regulations. *Patterns*, 2 (9). <https://doi.org/10.1016/j.patter.2021.100340>.

### NEW iPhone



- 80% Production
- 3% Transportation
- 16% Use Phase
- 1% End of Life

### REFURBISHED iPhone



- 2% Production
- 3% Transportation
- 16% Use Phase
- 1% End of Life

New smartphone's production makes up about 80% of its footprint emissions. Swappie cut the need for new production by refurbishing existing smartphones. When people buy refurbished smartphones instead of new, they save emissions related to new smartphone production.

In 2021, we set ourselves the ultimate goal for keeping materials circular and maximising recyclability with the action to: **reuse 100% of functional smartphone parts, collect and recycle 100% of non-functional smartphone parts and other generated e-waste across all Swappie locations by 2024.**

To achieve this goal, we are looking up to Swappie's Research and Development (R&D) team - our "power centre" - that develops new repair methods and processes. Our highly skilled experts are constantly finding answers to previously unrepairable faults and improving efficiency with increased reuse rates of spare parts. Their efforts facilitate the robust recovery of valuable resources in our daily operations. This is especially important in the "repair" department, where all functional smartphone parts are salvaged for reuse. Our competitive advantage is having industry-leading repair standards and going further with integration of innovative e-waste management and recycling systems.



We're always looking for ways to efficiently use all resources and recyclable materials. For example, we ensured that Swappie product packaging is designed with sustainability in mind and made of 100% renewable raw materials.



# E-WASTE MANAGEMENT

We tackle the environmental challenges of the product disposal phase. In 2021 alone, through our platform we helped to prevent nearly two hundred kilograms of e-waste.

We offer innovative solutions to recycle smartphones. In 2022, we introduced Swappie ATM machines for people to easily recycle old smartphones in Finnish stores.







**End-of-life smartphones constitute one of the world's fastest growing electrical and electronic equipment waste streams.**

Smartphones contain various hazardous materials which — when disposed of improperly — can release toxic byproducts that harm the environment and ecosystems

**Swappie is tackling the environmental challenges of the product disposal phase.** In 2021 alone, we helped to prevent nearly two hundred kilograms of e-waste through our platform.

All the e-waste generated in our locations is recycled with certified partners to ensure responsible treatment and disposal.

We encourage people to help the environment and take responsible actions to recycle their old smartphones. Every Swappie store is equipped with electronics recycling bins: anyone can bring an old device and recycle it free of charge. We ensure that all devices in our bins go through the proper recycling process and find new uses.

Swappie strives to work in compliance with regional legislations including EU Directives on Waste Electrical and Electronic Equipment (WEEE) and Restriction on Hazardous Substances (RoHS). We organise an e-waste recycling system featuring appropriate collection, management, and recovery of electronic products in our refurbishment locations. Swappie guarantees environmental and quality compliance of our operations and processes by adopting relevant standards and regulations

Our Integrated Management System (IMS) covers all international quality and environmental management requirements. In the implemented IMS, we also plan processes for general waste collection and segregation, providing thorough guidelines for both HQ and refurbishment centres premises. This is a necessary action with related environmental impacts, and we are committed to securing proper waste management.





# INNOVATION



At Swappie, innovation leads to sustainability, and creative thinking drives our growth. Every year, we make sure a significant portion of Swappie's revenues are channelled back to sustainability investments.

In 2021, a large share of our investments was related to product development and research & development (R&D). These efforts focused on increasing the circularity through repair tech and enhancing the market's collection rates of pre-owned devices.

**Early 2022, we launched an innovative solution with automated Swappie ATM Machines in Finland.** As a result, our customers experience a smooth, easy, and convenient process for selling, upgrading or buying a smartphone using a specially designed smartphone ATM. This innovation prevents smartphones from languishing in dusty drawers while addressing the e-waste issue.

We are also increasing the automation processes within our production. For example, automation in refurbishment centres standardised and optimised our processes. With automation, we have better control of our process parameters, increasing time efficiency and even reducing our use of energy and other consumables.

By automating our diagnostics and checking processes, we can now better determine the required repair for each smartphone. In addition, as our diagnostics become more accurate, we can reduce the number of spare parts needed.

We cooperate with local and global companies to automate our operations processes. In addition, we are actively communicating with and looking for suppliers and different potential projects to reduce e-waste and create positive impact..

# QUALITY MANAGEMENT

Quality is our guarantee to reach the Highest Standards in our operations and products. It is a foundation of Swappie values and an integral part of overall management philosophy.

To verify our own compliance with quality and environmental regulations, we aim to certify our operations in accordance with ISO 9001 and ISO 14001 standards.





**The quality of materials and processes is relevant to maintaining high and long-lasting product functionality, a prerequisite for a circular economy.**

With Swappie's high performing refurbished products, we are enabling a more circular economy-consistent consumer behaviour and shaping market demand. To sustain high-performing levels, we seek new ways to tackle challenges more efficiently and constantly better ourselves, learn, and grow. Our core quality principles are as follows:



To delight our customers by striving to deliver products and services with zero defects, on time, and at the agreed price or budget;



To adhere to ethical principles, laws, regulations and Swappie values;



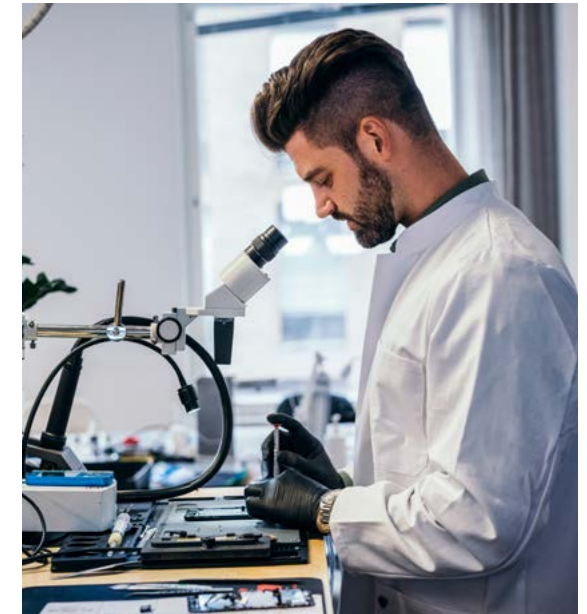
To systematically foster internal culture of quality and provide necessary support for improvement initiatives and ideas;



To monitor the end-to-end quality of our operations and continuously improve the Integrated Management System;



To work in accordance with our Swappie Environmental and Quality Policy and expect the same of our business partners.



To demonstrate our overall commitment to monitoring, assessing, and improving the quality of Swappie operation systems, the company established its own Integrated Management System (IMS) standardisation. Swappie IMS is an extensive document that addresses the requirements of ISO 9001 - Quality Management System, ISO 14001 - Environmental Management System. With Swappie IMS standardisation, we formalise processes and operating standards, control the environmental aspects of our operations, products, and services, and help achieve our goals.

Among our targets for 2022 are to conduct internal and external audits to obtain **ISO 9001 and ISO 14001 certifications** and systematically manage cross-company quality and environmental responsibilities.



### To achieve this goal, we follow our top quality and environmental management guidelines

Constantly measure, monitor, and analyse the company's quality performance

Always consider customer needs and expectations while pursuing the company's goals

Commit to providing the required leadership, management, adequate support, and necessary resources for Swappie IMS development and improvement

Guarantee that the company's Quality and Environmental Policy is embedded in our everyday work

Encourage and promote continuous quality improvement amongst all employees through education, training and coaching, supervision, and effective communication

Consider needs and expectations of interested parties for quality objectives





**We promise that our products meet high-performing standards and are safe** and compliant with relevant laws and regulations. We ensure the best performance of Swappie products daily, directing the internal Quality Control team to monitor and assess different aspects of our operational processes and procuring product quality tests.

**Every Swappie product and process shapes our customers' trust in what we deliver.**

Customer satisfaction leads to informed consumer choices that can shape sustainable decisions in the entire product value chain. **This is our way to spread responsible consumption and make refurbished mainstream.**

**Swappie**

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# ENGAGEMENT

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# ENGAGEMENT

Engagement with stakeholders increases our environmental performance and encourages sustainable actions throughout the value chain.

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We make a huge positive impact when bringing more people to choose refurbished instead of new for the first time.

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In 2021, we organised the first road tour throughout Finland to raise awareness around the concept of refurbished electronics.

To make a positive change we need everyone's engagement. We work closely with our stakeholders to share our environmental commitments and goals for sustainable development, and discuss improvement ideas to ensure a high standard of work ethics. We strive to identify and build relationships with the right suppliers that can commit to improve their sustainable performance, reduce their environmental impact and deliver quality products and services.



Today, our biggest impact comes from bringing more people to choose responsibly with Swappie as the majority of our customers purchase their refurbished smartphone for the first time.

While most of the new users come through our customer referrals and marketing, we also create campaigns and programs annually to engage in projects with local communities to increase knowledge and educate the public about their impact on climate change and environment protection.

In the summer of 2021, we organised the first “Puhelimet Rahaksi” (“Phones for money”) experimental road tour,

where two Swappie trucks travelled across Finland to raise awareness around the concept of refurbished electronics. The goal was to elevate the idea of recycling and to educate on the environmental impacts of storing electronics that are no longer in use. During the four weeks of this innovative four-wheeled buyback experience, we organised 40 events and achieved direct contact with more than a thousand people.

We also collaborated with a local Danish charity organisation — “[Plastic Change](#)” —

to help reduce plastic and electronics waste and to motivate customers to create environmentally positive habits. The charity focuses on reducing the production of plastic waste. Together, we built awareness around plastic pollution and how people can make a change by purchasing and consuming the right products. We partnered with Plastic Change because they reflect our Swappie values: They work to create a positive movement to help the environment.



KØB EN IPHONE. VI DONERER  
40,- TIL PLASTIC CHANGE



Swappie x plastic change

Our partnership with “[CO2 HERO](#)” has been ongoing since 2021.

Together we are working to increase sustainability awareness and encourage change in consumers’ everyday actions through a mobile application. The app aims to educate consumers on their daily choices by helping them visualise their carbon footprint. Together, we want to co-create knowledge on reducing the usage of precious metals and build awareness around e-waste. In addition, we encourage people to opt for more sustainable choices that decrease their carbon footprint in a playful and balanced way. As a result, together with CO2 Hero, we’re helping people to embrace new, environmentally friendly habits.





# **DATA AND VALIDATION**

Swappie Environmental Impact Report  
(the report) for 2021 has been prepared  
considering the Global Reporting  
Initiative (GRI) Standards.





# SCOPE OF THE REPORT

The reporting period of the Environmental Impact Report is the calendar year 2021, January 1 – December 31. The report aims to focus on the environmental sustainability topics, defined through materiality assessment.

The report covers environmental data, materials, and compliance data, including Finland and Estonia locations. For example, the climate data of the reporting and carbon emission figures cover Swappie HQ, Swappie Refurbishment Centres in Helsinki and Tallinn, and two retail stores in Helsinki.

Swappie Environmental Impact Report is published in English.



## INDEPENDENT CARBON VALIDATION

Swappie partnered with independent expert companies to review and validate our carbon performance, including carbon footprint and carbon handprint calculations.

### GAIA CONSULTING CARBON HANDPRINT VALIDATION

In early 2022, Swappie carried out the Handprint project work with Gaia Consulting to validate carbon handprint calculations for Swappie's refurbished iPhones. The validation process included a review of the carbon handprint calculation methodology, its accuracy level, and findings.

*As a result, Swappie's carbon handprint calculation was validated with Gaia Consulting.*

### TÜV CORPORATE CARBON FOOTPRINT CERTIFICATION

The accounting for greenhouse gas emissions follows the Greenhouse Gas Protocol standards, and our footprint calculations were done in partnership with Planety. Through the digital carbon intelligence platform, we collected required carbon performance data and calculated Swappie corporate carbon emissions.

Further, Swappie's corporate carbon footprint results were assessed by the independent assurance company - TÜV Rheinland and form the basis for certification that validates and verifies Swappie's greenhouse gas emissions.

**TÜV Rheinland (TÜV) certifies the Corporate Carbon Footprint (Scope 1, Scope 2, and selected Scope 3 categories) of Swappie Oy** with the reporting scope of the entire company. Specifications and accounting boundaries can be gathered from the review statement (Appendix). The [TÜV certificate](#) is issued, and its validity can be verified through the online certification database at [Certipedia.com](https://certipedia.com) with TÜV Rheinland test mark.



**Swappie**

# APPENDIX





# Review Report

20. May 2022

Test Report Number: CF-2022-05-21255818

Corporate Carbon Footprint (Scope 1, 2 & selected Scope 3 categories)  
of Swappie Oy (provided by Planetly GmbH)

Swappie Oy  
Itämerenkatu 3 A  
00180 Helsinki  
Finland

Critical Review of:

„Corporate Carbon Footprint of Swappie Oy“ (*final version provided on 17/05/2022,*  
*file: 20220517\_Swappie Oy 2021 CCF Report\_final.docx*)

TÜV Rheinland Energy GmbH  
Am Grauen Stein  
D-51105 Cologne

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Mail [tre-service@de.tuv.com](mailto:tre-service@de.tuv.com)  
Web [www.umwelt-tuv.de](http://www.umwelt-tuv.de)  
[www.eco-tuv.com](http://www.eco-tuv.com)

Management and headquarters of the  
company:

Managing Director: Dirk Fenske

Registered office of the company: Cologne  
District Court: HRB Cologne 56171  
Sales tax ID number: DE 814653989

Project:	Corporate Carbon Footprint 2021 of Swappie Oy, provided by Planetly GmbH
Client:	Swappie Oy, Itämerenkatu 3 A, 00180 Helsinki Finland
Contact persons:	Theresa Weiss (Planetly GmbH)
Date of creation:	20.05.2022
GHG covered::	direct / indirect / CO <sub>2</sub> equivalents
Verifier:	TÜV Rheinland Energy GmbH
Editor:	Theresa Weiss (Planetly GmbH)
Internal peer review:	Susanne Jorre and Laura Lang
Accounting boundary	Scope 1, 2 & selected Scope 3 categories
Test specification:	GHG Protocol: 2004, A Corporate Accounting and Reporting Standard, revised edition
Accounting period for certification:	01.01.2021– 31.12.2021
Calculation period (baseline):	Calendar year 2021
Accounting methodology:	retrospective
Report (created by Planetly GmbH):	Corporate Carbon Footprint of Swappie Oy
Verified result Carbon Footprints:	10,445.08 tCO <sub>2</sub> e
Certipedia ID:	0000083529
Certificate valid until:	31. August 2023

TÜV Rheinland Energy GmbH  
Am Grauen Stein, 51105 Cologne  
Susanne Jorre  
[susanne.jorre@de.tuv.com](mailto:susanne.jorre@de.tuv.com)  
0221 806 4501

## ***Review Statement***

A critical review in accordance with the GHG Protocol: 2004 was carried out for the Corporate Carbon Footprint (Scope 1, 2 & selected Scope 3 categories) 2021 of Swappie Oy. The present study was conducted by Theresa Weiss from Planetly GmbH.

The organizational boundaries include the offices in Espoo, Helsinki, and Tallinn. Operational boundaries were set to include business travel (flights, car and train rides, hotel stays), commute, electricity, heating, offline, packaging inbound, packaging outbound, consumables, cooling, server, online interaction, transport inbound, transport outbound, waste, and water.

All relevant Scope 1 & 2 activities and Scope 3 categories have been considered. Downstream transport & distribution, processing of sold products, downstream leased assets, franchises and investments were excluded from the analysis as they are not relevant for Swappie Oy's operations. Moreover, procured goods and services related to the production of the goods, use-phase emissions of sold products and end-of-life treatment of sold products were not in the scope of the analysis.

The data Swappie Oy provided for the most important activities in the considered reporting period 01.01.2021 – 31.12.2021, which include commuting, upstream transport & distribution, and procured goods & services, has been collected from activity data and can be considered accurate. Appropriate / current emission factors were used. However, emission data was not collected from suppliers.

Overall data quality was considered sufficient to calculate meaningful results for all of the activities. The resulting greenhouse gases of some Scope 2 & 3 categories were estimated through statistical average data based on space area and with the help of economic input-output life cycle assessment (EIO-LCA) methods.

The organizational and operational system boundaries, calculations and data used (emission factors and activity data) in the CCF report were reviewed for accuracy and completeness. All analysis steps were performed correctly in accordance with the GHG protocol. They are scientifically justified and correspond to the state of the art. The results are conclusive. With regard to the objectives and scope of the study, the data used can be classified as sufficient. The presentation of the results is understandable. Relevant recommendations for the report/calculation were discussed during the review process. The study presented is inherently consistent and transparent.



The greenhouse gas emissions calculated are as follows:

- Scope 1:	142.11 tCO <sub>2</sub> e,
- Scope 2:	341.06 tCO <sub>2</sub> e,
- Scope 3:	9,961.90 tCO <sub>2</sub> e,
<b>Total 10,445.08 tCO<sub>2</sub> e</b>	

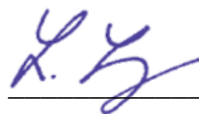
The calculations were checked on the basis of the documents provided.

In the review process, no significant misstatements or errors were identified which would have led to a significant change in the greenhouse gases assessed. The calculated values are therefore correctly determined in relation to the defined boundaries.

Cologne, 20. May 2022



Susanne Jorre



Laura Lang

# CERTIFICATE

Certificate-ID:	CO1-2022-05-21255818
Certificate for:	Corporate Carbon Footprint
Certificate holder:	Swappie Oy Itämerenkatu 3 A 00180 Helsinki Finland
Reporting scope:	Entire company, Scope 1 and 2, and selected Scope 3 categories
Certificate valid until:	30. August 2023
Test specification:	Greenhouse Gas Protocol:2004
Review report:	CF-2022-05-21255818
Corporate Carbon Footprint:	10,445.08 t CO <sub>2</sub> -equivalent / Calendar year 2021

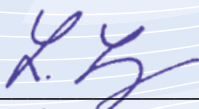
**Swappie**

Swappie Oy's Corporate Carbon Footprint has been determined by calculation. Specifications and accounting boundaries can be gathered from the test report. The validity can be verified using the certificate ID at [www.certipedia.com](http://www.certipedia.com).

Cologne, 20. May 2022



Susanne Jorre  
TÜV Rheinland Group  
Sustainability and Carbon  
Services



Laura Lang  
TÜV Rheinland Group  
Sustainability and Carbon  
Services



Corporate  
Carbon  
Footprint



[www.tuv.com](http://www.tuv.com)  
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