

A photograph of two young girls standing by a river. The girl on the left is smiling at the camera, wearing a light-colored bucket hat with a yellow band, a white t-shirt with a large yellow sunglasses graphic and the text 'UN'S VA', and light-colored pants with a sun pattern. She has two long braids. The girl on the right is looking down, wearing orange overalls over a striped shirt and leopard-print sunglasses. She has her right arm raised, holding onto a tree branch. The background shows a river, trees, and a blue sky.

MYTHERESA

# The Mytheresa Positive Change Report

ESG Commitments in Review

JULY 22 – JUNE 23



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## About this report

This report for the fiscal year which ended on June 30, 2023 (FY 23) is prepared in alignment with the E-Commerce Standard of October 2018, issued by the Sustainability Accounting Standards Board (SASB). In case of deviation from the SASB guidelines, it is transparently stated in the methodological notes. The report also goes beyond the information required by the E-Commerce standard by including the efforts, mostly quantified, that were made in achieving the Mytheresa Commitment. The report covers all entities of the Mytheresa Group, i.e. MYT Netherlands Parent B.V. and all of its subsidiaries, also included within its consolidated financial statement. The report was completed on September 20, 2023. Please send any questions or feedback on this report to [sustainability@mytheresa.com](mailto:sustainability@mytheresa.com).

# Foreword by the Mytheresa Management Board

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We are delighted to release Mytheresa's second Environment, Social and Governance (ESG) report covering fiscal year 2023, highlighting all key aspects of our sustainability journey. The challenges are complex and constantly evolving, but we remain focused on the four pillars that shape the Mytheresa Commitment: **MYPLANET**, **MYTALENT**, **MYPRODUCT** and **MYPOLICY**. With each of these pillars, we've set concrete, ambitious and measurable goals and we've made meaningful strides toward our objectives:

## LIMITING OUR IMPACT ON THE PLANET

We made significant progress toward our goal to use only renewable electricity in our business, reaching 92% in all operations over which we have control. This means that the majority of our offices run on clean electricity. Similarly, we were able to significantly reduce our waste and use of single-use plastics, and we will continue to do our utmost to increase the share of recycled waste.

## FOSTERING RESPONSIBLE SOURCING

Following the implementation of our Animal Welfare Policy, banning exotic skins from Spring / Summer 2021 onwards and fur from Spring / Summer 2022 onwards, we are pleased that at the end of December 2022 our website was already completely free of products containing exotic skins and furs, as defined in our policy. Furthermore, we have now updated our policy to ban additional animal-derived materials and we are restricting our procurement of products containing angora and rabbit hairs. To foster responsible sourcing, we have also created the Mytheresa responsible sourcing guidance. This document provides our brand partners with pragmatic steps that aim to inspire a collaborative approach to creating products using practices that are more respectful of our planet, wildlife, and people - including, of course, our customers.

## FOSTERING RESPONSIBLE CONSUMPTION

We are equally pleased with our efforts to support the circular economy via our partnership with Bucherer. With this launch, we now offer our high-end customers in Europe, Switzerland, and the United Kingdom an opportunity to purchase Certified Pre-Owned luxury watches from brands such as Audemars Piguet or Omega. In addition, our partnership with the leading global platform for desirable pre-loved fashion, Vestiaire Collective, was rolled out to some of our US customers after the successful launch in Europe in June 2021. The products sold within this program for FY 23 have a total buyback value of approximately €4.2 million.

## FOSTERING DIVERSITY & INCLUSION

We are continuously fostering diversity and equal opportunities within our company through a diverse, fair, inclusive and positive culture. Since the introduction of Diversity & Inclusion in our values in 2021, we implemented a mandatory training that is part of the onboarding of our new team members, as well as numerous lectures and workshops. We also ensure equal opportunities for all genders by advocating for women in leadership roles and by committing to equal pay. Finally, our Diversity & Inclusion Committee, which was established in 2020, was strengthened by a new generation of members during the fiscal year and, to act beyond our own boundaries, we started to sponsor talents from underrepresented backgrounds in their careers.

We are proud of the progress we've already made in transforming our commitments into concrete actions but we remain conscious of the challenges ahead, so we have added new commitments and expanded the coverage period to include FY 26. Our revised Mytheresa Commitment, that we are publishing in parallel with this report, is now more complete with new material topics and is more ambitious with reorganized commitments, as we constantly challenge ourselves to have a positive global impact, to create a constructive review cycle in the business, and to inspire a greater change in the whole industry.

Recognizing that the ever-evolving external context will demand a systematic assessment and refining of our strategy and practices, we will be working during fiscal year 2024 to continuously enhance our ESG initiatives, ensuring that our Commitment remains aligned with the dynamic landscape and that our efforts effectively address emerging challenges. Mytheresa strives to consider all stakeholders when reviewing actions and will continue to uphold the trust they place in us.

We encourage you to continue reading to discover the remarkable efforts our teams have made over the past fiscal year to integrate ESG as a fundamental aspect of our lives.

### **The Mytheresa Management Board**



SECTION A.

## ABOUT MYTHERESA

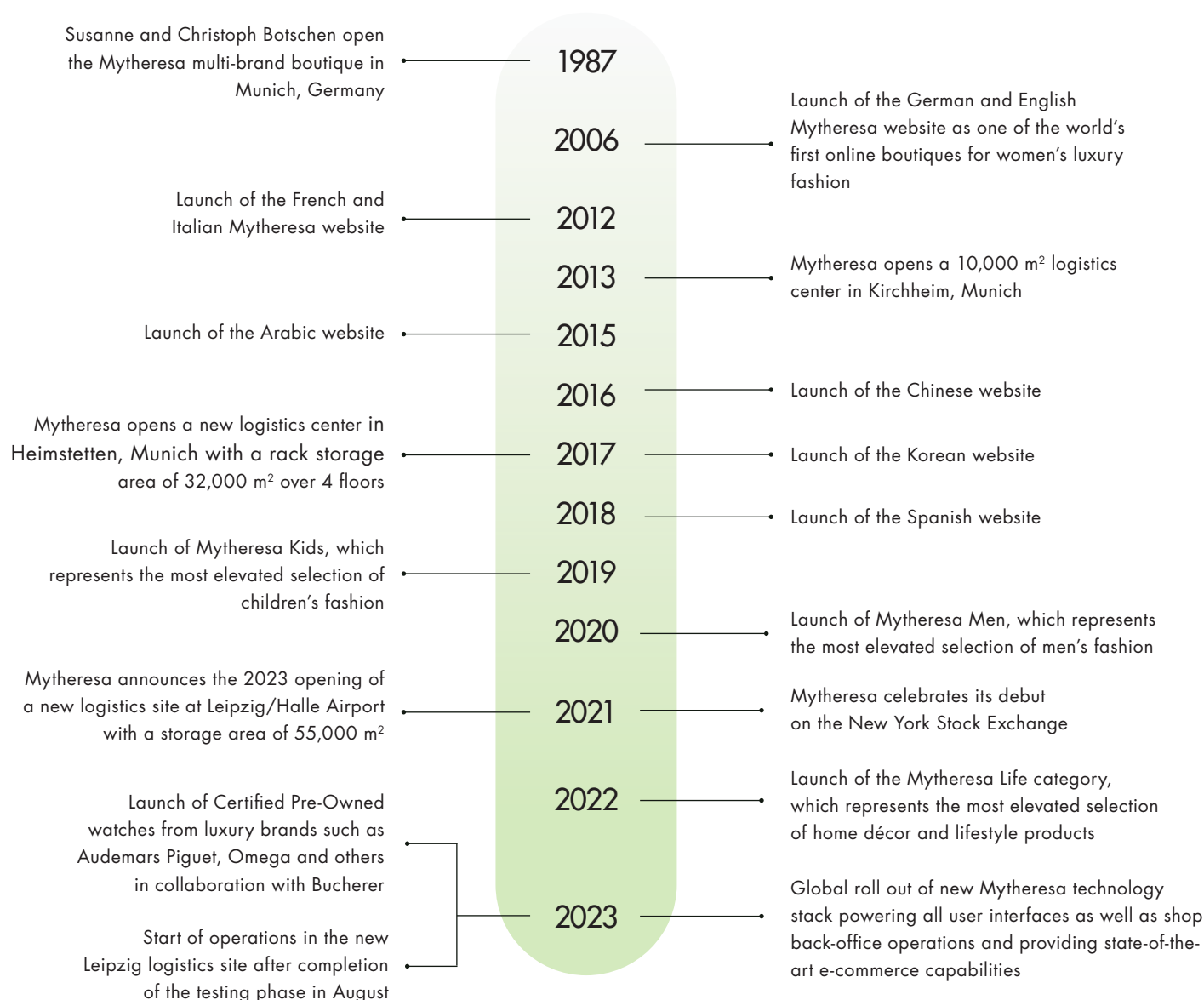


# 1. Our history

Mytheresa is a leading luxury e-commerce platform for the global luxury consumer shipping to over 130 countries. We offer one of the finest edits in luxury, curated from more than 200 of the world's most coveted brands of womenswear, menswear, kidswear and lifestyle products.

Our story began over three decades ago with the opening of Theresa, in Munich, one of the first multi-brand luxury boutiques in Germany, followed by the launch of the digital platform Mytheresa in 2006. Today, we provide a unique digital experience that combines exclusive product and content offerings with a differentiated global customer service, leading technology and analytical platforms, as well as high quality service operations.

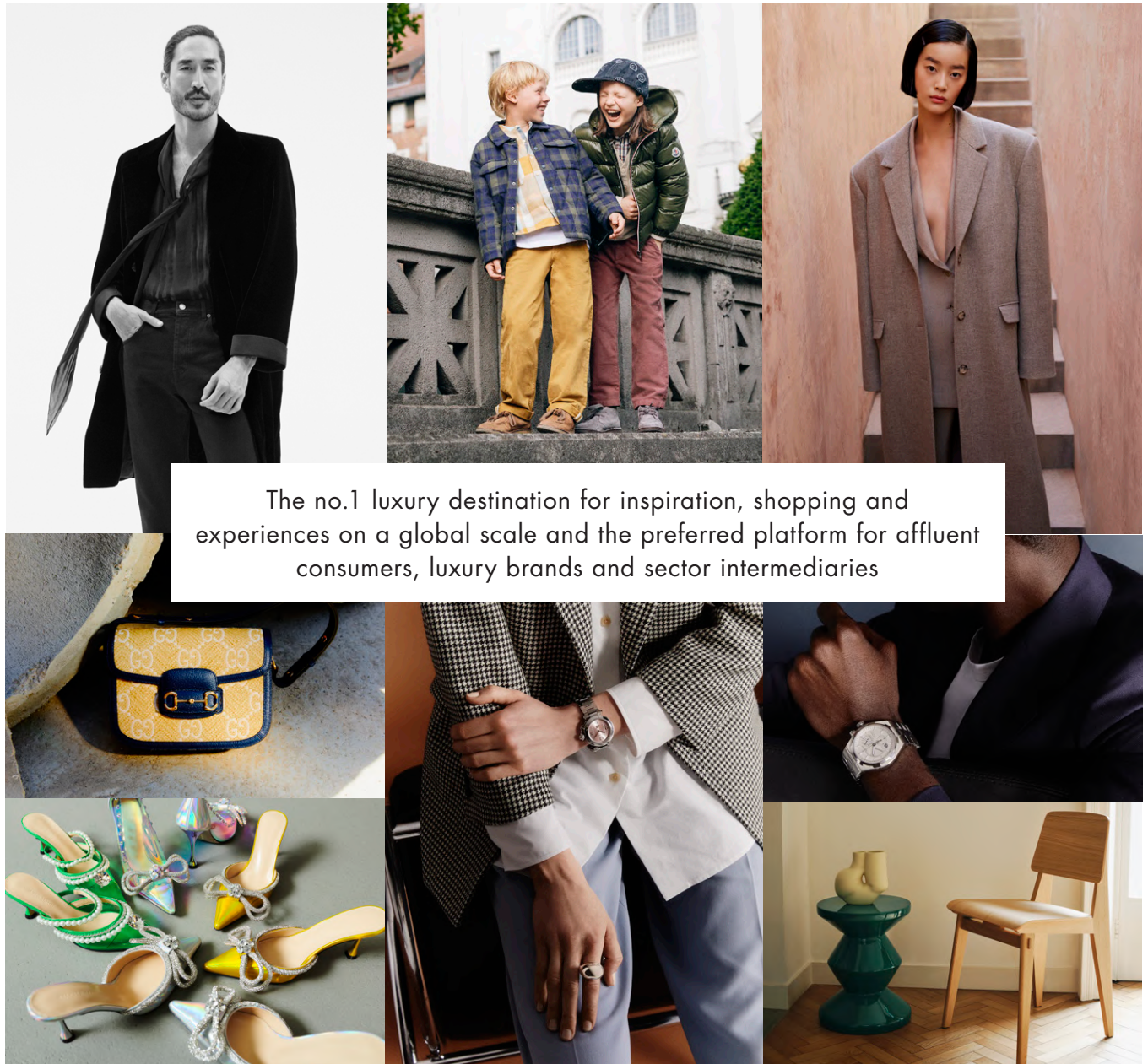
Our more than 30 years of market insights and long-standing relationships with the world's leading luxury brands, such as Bottega Veneta, Burberry, Dolce&Gabbana, Gucci, Loewe, Loro Piana, Moncler, Prada, Saint Laurent, Valentino, and many more, have established Mytheresa as a global authority in luxury goods.



Our success story is also reflected in our financial results: Mytheresa has consistently been profitable and is growing strongly. Our Gross Merchandise Value (GMV) transacted on our site has been increasing steadily from €97 million in 2014 to €855.8 million in fiscal year 2023. We grew by +15% in fiscal year 2023 and maintained a consistent profitability with an Adjusted EBITDA of €41.1 million.

## 2. Our vision and strategy

Mytheresa represents the finest edit in luxury. Our vision is to be the number one luxury destination for inspiration, shopping and experiences on a global scale, and to be the preferred platform for affluent consumers, luxury brands and sector intermediaries.



The no.1 luxury destination for inspiration, shopping and experiences on a global scale and the preferred platform for affluent consumers, luxury brands and sector intermediaries

To become the number one luxury destination and preferred platform for affluent consumers, our vision is pursued by our strategy to drive growth along four material pillars:

1. Customer Growth
2. Geographic Penetration
3. Category Expansion
4. Business Model Extension

## 1. Customer Growth

Our most important growth driver is to acquire new high potential customers and transform existing customers into top customers. We strive for constant customer engagement through a variety of digital and physical channels. Our preferential treatment for top customers revolves around early access to products, priority in shipping, invitations to “money can’t buy” experiences, and dedicated personal shoppers. All of these efforts translate into high customer loyalty with close to 100% revenue retention after the second year of customer acquisition. In FY 23, top customers, which make up 3.5% of our total customers generated 37.5% of our total GMV.

## 2. Geographic Penetration

Located in the heart of Europe, our business on the continent remains a strong driver for growth. The continuous shift of consumers towards online in luxury provides strong tailwinds. Today we already ship to over 130 countries. Timely delivery is central to our commitment to customer satisfaction. Our new warehouse in Leipzig will provide logistics infrastructures that are designed to handle global shipments efficiently and with full dedication to sustainable business practices by exploring greener shipment options. Moreover, it is our clear ambition to further increase our brand awareness, both inside and outside Europe, and gain significant market share in key geographic regions. Having established offices and teams in the United States in FY 21 and China in FY 23, we are able to prioritize growth in these two key markets with successful localized digital and physical marketing, such as our Chinese Designer Program and an exclusive pop-up store in the Hamptons.

## 3. Category Expansion

With Womenswear being an important part of our heritage, we continue to see a strong growth trajectory in this category. Following the successful introduction of Kidswear and Menswear, in 2019 and 2020 respectively, we have positioned ourselves as a fashion authority across all three categories.

As part of the continuous evolution of our business, we launched our newest category, “Life”, in May 2022, adding home décor and other lifestyle products to our offering. In continuation of our successful category expansion, we were happy to announce in FY 23 our exclusive partnership with Bucherer, the world’s largest luxury watches and jewelry retailer from Switzerland, adding a new category of Certified Pre-Owned watches to our luxury portfolio. We aim to cater to our consumers for all their luxury needs. Led by this understanding, we continue to evaluate prospective category additions.

## 4. Business Model Extension

Complementing our traditional wholesale business, we introduced the Curated Platform Model (CPM) at the end of FY 21. This innovative approach to collaborating with major luxury brand partners and deepening existing relationships provides our partners with more control over their inventory. While this new model continues to grow, the wholesale model remains the most important part of our fashion business.

Our now fully built-out capabilities and IT infrastructures support the CPM operation, allowing us to further scale up the business. These capabilities also enable us to introduce additional operating models, such as drop shipping, as we enter new categories. We view the extension of our business model as an important driver for the expansion of our company. Another noteworthy benchmark in FY 23 was the successful completion of a multi-year project to upgrade our complete e-commerce technology stack, including the successful migration of our websites, apps, content management system, merchandising and product information systems to a new service-based and highly scalable platform. This migration allows us to improve speed, flexibility, personalization, regionalization and cost of development.

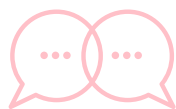
We carefully evaluate our options and assess implications based on a detailed operational view, while remaining true to the Mytheresa vision and strategy. In addition, stakeholders such as customers, brand partners, and employees expect that we embed ESG considerations and transparency into our business with the objective of enabling Mytheresa to grow in a sustainable manner.



## 3. Our values

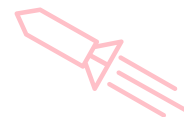
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The fundamental principles that govern Mytheresa and the daily operations of our teams are embodied by our eight values. Established in 2017, these values are well known to our teams and communicated to all new joiners as part of their onboarding process. Each of them contains several elements, some of which are presented below:



### Be transparent and direct

- Share relevant and appropriate information openly and actively
  - Be confident to stand up against all forms of discrimination
  - Seek honest feedback



### Make it happen

- Embrace change as a constant in digital luxury
  - Drive the topline and growth of Mytheresa
  - Act like an entrepreneur and get things done



### Love our customers

- Exceed customer expectations
- Empower our customer to make informed and conscious decisions while shopping on Mytheresa
- Treat every customer as an individual



### Be professional

- Be open to other people's perspectives
- Be mindful with resources, be it yours, others, financial or the planet's
- Become an expert in what you do



### Act with respect

- Respect everybody
- Fully embrace diversity
  - Respect the planet
- Keep to our company rules such as our Code of Business Conduct and Ethics



### Create a strong & diverse team

- Be an advocate for diversity & inclusion
- Take responsibility for your own developmental needs
  - Enable your team to be successful



### Work passionately

- Recognize the passion and success of others
- Promote an energizing and positive working environment
  - Demonstrate a positive can-do mindset



### Be creative in a smart way

- Focus on innovations that improve our business
  - Encourage others to be creative
- Always challenge the status quo for the better

## 4. Our FY 23 in numbers

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**856,000**

active customers, including more  
than 126,000 first time buyers  
(FY 22: 781,000)



Average order value of

**€654**

(FY 22: €626)



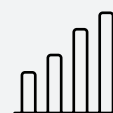
**2.012 million**

orders shipped during the year to more than 130 countries  
(FY 22: 1.765)



**1,456**

employees in 10 locations  
(FY 22: 1,238)



Adjusted EBITDA margin of

**5.3%**

(FY 22: 9.6%)



Gross Merchandise Value (GMV) of

**€855.8 million**

(FY 22: €747.3)



Net Promoter Score (NPS) of

**76.4%**

(FY 22: 80.9%)





SECTION B.

## OUR SUSTAINABILITY JOURNEY



# 1. Our commitment

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We see sustainability as a journey and not as an end state, about practices and not just about reaching goals. In a world where environmental, social and governance concerns are becoming more urgent than ever, we want to grow our business in the most sustainable way. This vision, as well as our framework to achieve our bigger purpose, was defined and published by our Management Board during the fiscal year and is embodied in the Mytheresa Commitment.

The Mytheresa Commitment encompasses our commitments to address the Environmental, Social, and Governance issues relevant to Mytheresa in order to grow our business in the most sustainable way.

The first version of the Mytheresa Commitment, published in March 2022, included 15 commitments, and associated sub-commitments, grouped under 4 main pillars and with different time horizons, covering the period from fiscal year 2021 until the end of fiscal year 2025. In parallel with the publication of this report, we are delighted to also publish a new version of the Mytheresa Commitments, comprising 13 new sub-commitments and expanding our commitment period to the end of the fiscal year 2026.

Each of the four deeply intertwined pillars pave the way for continuous profitable and responsible growth, as we build on our ongoing efforts to create a positive impact in our industry and on our planet.



**MYPLANET**



**MYTALENT**



**MYPRODUCT**



**MYPOLICY**

Our commitments and sub-commitments are accompanied by defined metrics for tracking our efforts. In part C of this report, we are proud to present our commitments in more detail, as well as the actions taken to reach them and the results of those actions.



## 2. Our material topics

This year saw the completion of Mytheresa's first materiality analysis, to identify Mytheresa's material sustainability impact, risks, and opportunities (IROs), following the double materiality principle. With this analysis, we wanted not only to prepare ourselves for the implementation of the European Corporate Sustainability Reporting Directive but also to restructure our Commitment around the identified material IROs. To carry out this analysis, we followed the Draft European Sustainability Reporting Standards (ESRS) 1 (General Requirements) and 2 (General Disclosures) of November 2022.

To identify our IROs we started with the list of sustainability matters included in the draft version of the ESRS and enhanced this list with other matters covered by rating agencies, well-known frameworks, or the Mytheresa Commitment, enabling us to reach a comprehensive list of 111 sustainability matters. These matters were scanned to eliminate topics that are not relevant to our own activities or our business relationships. When relevant, the remaining matters were gathered into a condensed list of 27 clusters. The process enabling us to evolve from the 111 matters to the 27 clusters was approved by our Sustainability Committee in April 2023.

To assess and prioritize the 27 clusters, we engaged with several stakeholders, including internal stakeholders representing different departments and functions. We also engaged with external stakeholders, including the Head of Sustainability Impact Disclosure of Kering, two experts of the consumer sector at BSR as well as representatives from one of our investors and one of our shipping partners. In total, 11 stakeholders were consulted. All internal stakeholders answered a list of questions in order to assess the impact materiality, based on the relative severity of the impact and likelihood, and financial materiality, based on the potential financial effect of the risk or opportunity and likelihood. Depending on the external stakeholders, they either answered the same questions to assess the impact materiality, or the questions to assess the financial materiality.

The results, with a score from 1 to 20 for both impact materiality and financial materiality, were consolidated and weighted in order to ensure that internal stakeholders and external stakeholders have the same weight in the results. All consolidated material impacts, risks, and opportunities with a score above 7 are considered to us as material.

In total 10 material IROs were identified and organized around the four pillars of the Mytheresa Commitment:



### MYPLANET

- Mitigation of climate change
- Adaptation to climate change



### MYTALENT

- Working conditions and well-being of our teams
- Diversity and equal opportunities within our teams



### MYPRODUCT

- Responsible sourcing
- Responsible consumption
- Quality and transparent information for our stakeholders



### MYPOLICY

- Corporate culture
- Corporate governance
- Responsible digital operations

These 10 material topics were approved by the Sustainability Committee in June 2023. The results of this analysis will be reviewed annually to ensure that they remain consistent and relevant and the analysis will be renewed every 3 years. Section C of this report is organized around our four pillars, 10 material topics, and our commitments.

### 3. Our sustainability governance

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To accompany, monitor and challenge our ongoing efforts, our governance structure for all sustainability aspects has been in force since the second quarter of FY 22. Our Sustainability Committee is composed of five members:

- Chief Executive Officer
- Chief Customer Experience Officer & Managing Director
- Chief Commercial and Sustainability Officer
- VP of Merchandise Planning and Sustainability Management
- Senior Sustainability Manager

The Sustainability Committee meets at least quarterly to address all sustainability aspects, including new laws and regulations, and monitor the progress towards our ESG Commitments. Other temporary members can be invited to the Sustainability Committee meetings to best address the topics on the agenda. The Sustainability Committee met ten times during the fiscal year 2023.

Our CEO and Chief Customer Experience Officer are responsible for regularly informing the other members of the Management Board about key elements discussed within the Sustainability Committee meetings. The Management Board meets at least once a month and also whenever one or more of its managing directors request a meeting. Since March 2023, the minutes of the Sustainability Committee are also sent to all managing directors not involved in the Sustainability Committee.

Sustainability falls under the responsibility of the Management Board and the implementation is supervised by the Supervisory Board. The Supervisory Board provides oversight, evaluates progress and performance, maintains a sound and transparent system of checks and balances and advises the Management Board when appropriate. In particular, the Nomination, Governance and Sustainability Committee oversees the steps taken by the Management Board to formulate a sustainability and ESG strategy that is appropriate for the company. The focus is on long-term sustainable value creation in the best interests of all relevant stakeholders of the company.

During FY 23 two sustainability updates were presented to the Supervisory Board. One in September 2022 on the achievements of FY 22, to present the draft of the first ESG report, and to present the ESG roadmap for FY 23. The second update in February 2023 was to present the sustainability progress of the first months of the fiscal year.

More information on Mytheresa's Corporate Governance can be found in the fourth section of this report.



# 2

sustainability updates  
were made to the  
Supervisory Board



## 4. Our highlights of the year



### NOVEMBER 2022

Introduction of the new Mytheresa signature packaging which is **easier to sort and recycle** thanks to the removal of magnets and the introduction of a removable ribbon

### JANUARY 2023

Launch of the Mytheresa Employer branding campaign for Leipzig



### JANUARY 2023

Mytheresa officially joins the **Fur Free Retailer Program**

### JANUARY 2023

Since this date, our **Partner Code of Conduct** has been systematically sent to all our brand partners. In total, **91%** of all our suppliers have received it



### MAY 2023

Launch of Certified Pre-Owned (CPO) watches, offering our customers pre-owned luxury watches in partnership with Bucherer

### FEBRUARY 2023

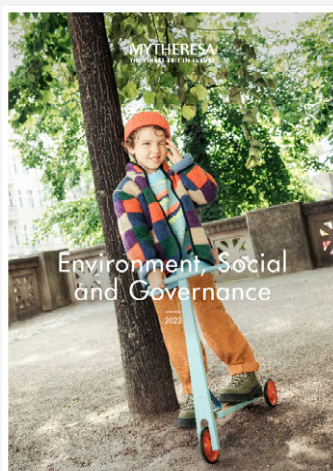
Launch of the Mytheresa Social Day. **67 employees** were engaged in a social day during the year

### MAY 2023

Handover of our new warehouse of 55,000 m<sup>2</sup> in Leipzig. The building is DGNB-Gold certified, a certification evaluating the overall performance of buildings based on strict criteria

### JUNE 2023

To reduce the use of virgin single-use plastics all polybags and plastic films purchased for our Heimstetten warehouse were switched to **post-consumer recycled plastics**



### OCTOBER 2023

Publication of a new version of the **Mytheresa Commitment**



### MAY 2023

Launch of an exclusive capsule with Patou, composed of pieces made from organic and recycled fibers as well as upcycled deadstock leather

### JUNE 2023

Identification of the **10 sustainability topics** that are material for Mytheresa, following the **double materiality principle**

### JULY 2023

The Mytheresa responsible sourcing guidance was developed and, from July 2023 onwards, is systematically sent to all our brand partners

### JUNE 2023

To inform our customers, details on the composition of our packaging and sorting recommendations were added to our website



SECTION C.





## OUR PROGRESS



# Our progress

The following section of this report is structured around the 4 pillars of the Mytheresa Commitment, our 10 material topics and key performance indicators for the fiscal year that ended June 30, 2023 (FY 23)<sup>1</sup>. To make it convenient to follow our progress, we have also provided the key performance indicators of the fiscal years that ended June 30, 2022 (FY 22) and June 30, 2021 (FY 21), when available.

The following symbols are used in the report:

-  The commitment was fulfilled during the fiscal year
-  Progress has been made towards meeting the commitment within the stipulated timeframe
-  The commitment for fiscal year 2023 was not met during the fiscal year
-  Commitment to be achieved over the coming fiscal years for which no significant progress is to be reported

All the commitments and sub-commitments for which a deadline was set for 2023 are highlighted in the remainder of this report, as well as those with a longer timeframe for which progress is to be noted during FY 23.



<sup>1</sup>Some SASB requirements, which are monitored but have not been identified as material, such as water consumption in our offices, have only been included in the SASB content index at the end of this report.



# 1. MYPLANET

Climate change is one of the defining challenges of our time and the fashion industry has a significant impact on it. We are fully committed to improving our impact on the planet and mitigating climate change, particularly in relation to greenhouse gas emissions, waste and packaging, as well as our indirect impact within our upstream supply chain (see section Myproduct for more details). To progress in this direction, we are committed to the following:

COMMITMENTS	FY 23
Measuring our carbon footprint for our own operations as well as all shipments, returns and packaging, and financing climate projects from FY 22 onwards	
Striving to be a zero-waste business by the end of FY 23	
Integrating sustainability into our customer's journey from January 2022 onwards	

Having **measured our carbon footprint** and assessed the key areas where our business has a high impact on the planet, we identified two immediate reduction targets. The first target is to ensure that the majority of our electricity comes from renewable sources. As such we reached, at the end of FY 22, our goal of using nearly 90% of electricity in our own operations from **renewable sources**, and are expanding this target to 100% by the end of FY 26.

Our second target for reduction is to **limit the waste** generated by our operations and by the packaging of our customers' orders. To that end, during FY 23, we've put in a lot of effort to reduce the use and waste from single-use plastics and to ensure that the majority of our operational waste is either reused, donated, recycled, or composted. We also ensured that the **packaging** in which our customers receive their orders can easily be recycled and started informing our customers on how to properly sort the received Mytheresa packaging.

Another step in our **MYPLANET** approach is to integrate sustainability into our customer journey. We feel it is important to act outside of our operational boundaries and inform our customers about the CO<sub>2</sub>e emissions generated by the delivery and return of their luxury products and to **promote better shipping options**.

There will always be some CO<sub>2</sub>e emissions that we cannot avoid or reduce. We take responsibility for these emissions by financially supporting Gold-Standard-certified **climate projects**. We will continue to look at further ways in which we can reduce our impact, particularly in our digital operations.

Finally, thanks to our first materiality analysis, the topic of adaptation to climate change was identified as material to Mytheresa. For this reason, as part of our updated commitments released in parallel to the publication of this report, we commit to define our climate-related risks and opportunities. Based on the obtained results, we will develop the appropriate adaptation solutions to reduce these risks.

## Mitigation of climate change

### MEASURING OUR CARBON FOOTPRINT

We generate direct emissions in our operations through our consumption of natural gas and fuel to run our four diesel vehicles. We generate indirect emissions in our operations through our consumption of electricity, including the electricity needed to run our four electric vehicles, purchased heating, and purchased cooling. Indirect emissions relate to the extraction, production and transportation of the energy we consume, the purchase of our packaging, the waste generated in our operations, our business travels, the commute of our teams, the use of our website, and the storage of our data in external data centers. In our downstream activities we generate emissions with the shipment of our customers' orders and potential returns of orders.

Together with ClimatePartner, we have been calculating our corporate carbon footprint (in other words, the greenhouse gas emissions related to our company) since FY 20. This calculation was based on the recognized standard of the Greenhouse Gas Protocol. This includes all direct emissions (Scope 1), indirect emissions from our operations (Scope 2), as well as most of our indirect emissions in our value chain (Scope 3). Not included in our corporate carbon footprint<sup>2</sup> are the emissions related to the production of the luxury goods sold by Mytheresa, their transport to us, and the use and end-of-life treatment of sold products.

Our gross CO<sub>2</sub> emissions for FY 23 was 45,712 t CO<sub>2</sub>e<sup>3</sup>, an increase of 2% compared to FY 22. The CO<sub>2</sub> emissions per order shipped decreased by 11% to a value of 23 kg CO<sub>2</sub>e.

<sup>2</sup>See methodological note for details of the categories included within our carbon footprint. <sup>3</sup>Calculated using the market-based method. Location-based CO<sub>2</sub> emissions are 46,748 t CO<sub>2</sub>e for FY 23, 45,496 t CO<sub>2</sub>e for FY 22, 36,269 t CO<sub>2</sub>e for FY 21.

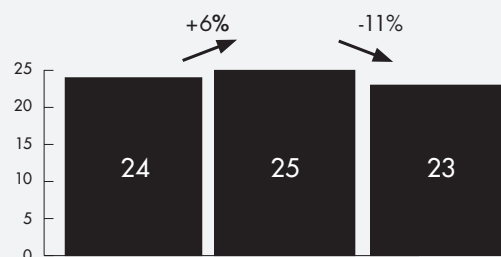


45,712 tons of CO<sub>2</sub>e  
(FY 22: 44,925,  
FY 21: 36,155)

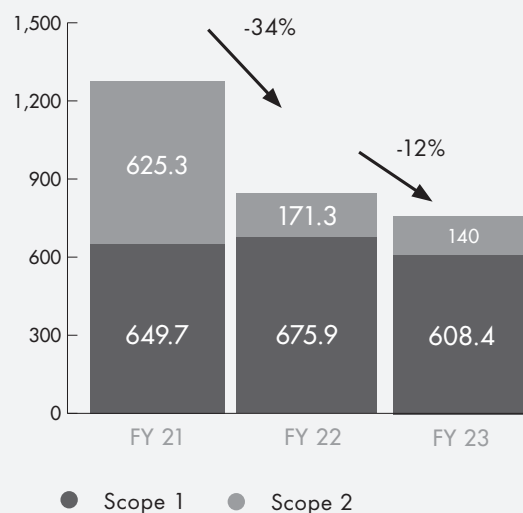


23 kg of CO<sub>2</sub>e per  
order shipped  
(FY 22: 25, FY 21: 24)

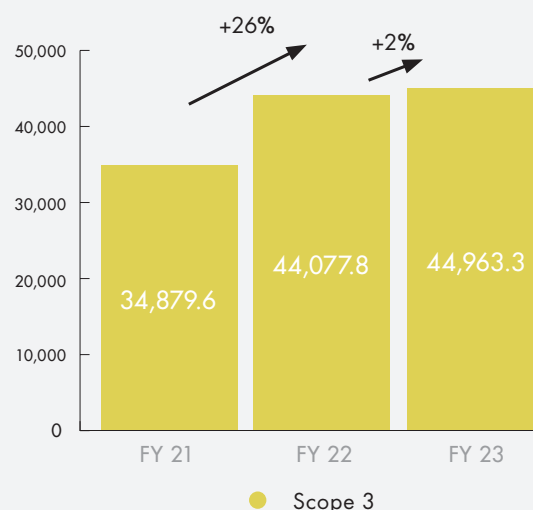
### CO<sub>2</sub> emissions per order (kg CO<sub>2</sub>e)



### Scope 1 and 2 emissions (t CO<sub>2</sub>e)



### Scope 3 emissions (t CO<sub>2</sub>e)



## Breakdown of emissions in tons CO<sub>2</sub> equivalent

Scope	FY 21	FY 22	FY 23	Variation
<b>Total</b>	<b>36,154.5</b>	<b>44,925.0</b>	<b>45,711.7</b>	<b>+ 2%</b>
Scope 1	649.7	675.9	608.4	- 10%
Scope 2	625.3	171.3	140.0	- 18%
Scope 3	34,879.6	44,077.8	44,963.3	+ 2%
Downstream transportation and distribution	29,913.9	37,144.9	36,922.6	- 1%
Purchased goods and services	2,494.9	2,770.9	3,484.6	+ 26%
Employee commuting	1,691.2	2,437.4	2,050.8	- 16%
Business travel	93.9	1,038.2	1,435.0	+ 38%
Upstream transportation and distribution	370.6	394.0	648.5	+ 65%
Fuel- and energy-related activities	262.9	232.6	313.6	+ 35%
Waste generated in operations	33.4	37.5	86.0	+ 130%
End-of-life treatment of sold products	18.8	22.3	22.3	+ 0%

Our Scope 1 and 2 emissions have decreased by 12%. This decrease is mostly explained by a higher share of renewable electricity used in our operations and by a reduction in the natural gas consumption in our Heimstetten warehouse and in our head office.

Our Scope 3 emissions have increased by 2%. One of the reasons for this increase is the growing number of customer orders prepared and their packaging. Business travels continued to increase, however, the footprint of the commute of our employees has decreased. This reduction is mainly attributable to methodological changes, since we renewed our employee commute survey and obtained a higher response rate, increasing the accuracy of our calculation. It should be noted, however, that this 2% increase is smaller than our growth. This is explained by the fact that we obtained detailed carbon-footprint reports from more shipping partners for FY 23, replacing the previous calculation that was based on the weight of the packages we sent and the shipping distances. This is the result of our growing engagement with our partners on sustainability issues throughout the year. This has also enabled us to identify that 69% of the orders we send out (by weight) are sent by a shipping partner with an approved near-term 1.5°C Science-Based Target.

“ At DHL, our aspiration is to make a substantial contribution to ensure that this will be a better world. Our sustainability roadmap is built on three key commitments: having clean operations for climate protection, being a great company to work for all and being a highly trusted company.

To ensure clean operations for climate protection, we have since 2022 an approved Science-Based Target which aims to limit global warming to 1.5°C above pre-industrial levels by 2030, in line with the Paris Agreement goals.



*To this end, we have publicly committed to using more than 30% of certified sustainable aviation fuels in our express and global forwarding business. Sustainable aviation fuels are produced from waste, used cooking oil, corn or water and can effectively reduce CO<sub>2</sub> emissions by up to 80%.*

*In order to achieve this goal, DHL has confirmed new strategic collaborations with bp and Neste, to provide more than 800 million liters of Sustainable Aviation Fuel (SAF) to DHL Express within the next five years, with the new agreements forming one of the largest SAF deals in aviation to date. These deals, together with the previously announced SAF introduction in the DHL network in San Francisco (SFO), East Midlands (EMA) and Amsterdam (AMS), will exceed 50 percent of DHL Express' target to reach 10 percent SAF blending for all air transport by 2026.*

*As the world's leading logistics provider, it is our commitment to provide green and more sustainable solutions for our customers. The landmark SAF deals with bp and Neste mark a significant step within the aviation industry and validate the framework of our Sustainable Roadmap.*

*John Pearson, CEO DHL Express, says: "We know our customers are committed to reducing their environmental impact so it's important we're giving them the means to do so. I'm delighted that our investment in SAF can now be fully leveraged by customers to enable them to bring down the emissions of their shipments. SAF is currently the primary route to reducing carbon emissions in aviation, so this is the most effective way to help our customers make their own supply chains more sustainable."*

*As further steps in DHL Express' sustainability roadmap under clean operations for climate protection, DHL Express will electrify 60% of our last-mile delivery vehicles and grow the use of sustainable fuel to 30% by 2030.*

*As the world's leading logistics company, we have a responsibility to set an example in our industry and be a sustainability leader. ”*

## **DHL Express**

Given the importance of our digital activities and the growing impact of the use of digital technologies, we included the impact of the storage of our data in external data centers since FY 21 into our carbon footprint. The majority of our data is stored in our internal data centers at our headquarters and in our warehouses in Heimstetten and Leipzig, which are powered by green electricity. In FY 23, we also included in our footprint the CO<sub>2</sub>e emissions linked to visits by our customers to our website.

To go further, we aim to set a CO<sub>2</sub>e emissions reduction target approved by a recognized organization before the end of FY 26, for our Scope 1, 2, and 3 emissions. Nevertheless, we have begun to implement measures to reduce our impact. These measures are described in the sections below.

Thanks to public data, we are fully aware that more than 90% of the total emissions of companies like ours fall into Scope 3 and are mostly derived from the procurement and use of sold products<sup>4</sup>. For this reason, we also commit to include the emissions associated with the procurement of the luxury goods sold on our website in our carbon footprint before the end of fiscal year 2025.

<sup>4</sup>McKinsey&Company (2022) Climate Sustainability in retail: Who will pay

## USING RENEWABLE ELECTRICITY WITHIN OUR OPERATIONS TO REDUCE OUR CARBON FOOTPRINT

At Mytheresa, most of the energy in our daily operations is consumed in our warehouses, offices, and stores. About 82% of our total energy consumption is used to power our warehouses and headquarters.

In fiscal year 2023, we consumed 22,037 GJ of energy, of which 45% was natural gas and 47% was electricity. Our energy consumption has increased by 19% due to the relocation of our teams to larger premises in Barcelona and London, the addition of our new warehouse in Leipzig and our new office in Shanghai. The energy consumption per order shipped also increased at a value of 3.0 kWh per order shipped (FY 22: 2.9, FY 21: 3.3).

At the end of June 2023, our headquarters, warehouses, and offices in Berlin and Milan, as well as our 2 stores, in which 89% of our teams are based, were powered by renewable electricity. As a result, we achieved a 92% share of renewable electricity in our operations, as well as in the common areas of our headquarters and warehouse (such as parking and external lighting).

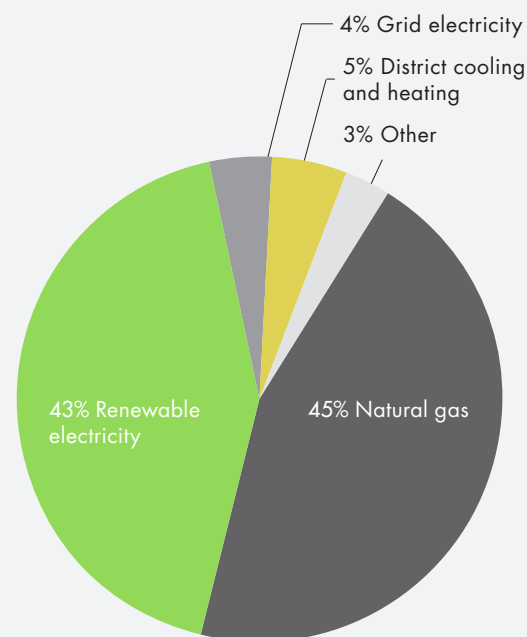
We will continue to work towards converting more of our electricity contracts to renewable electricity in the coming fiscal years or purchasing Energy Attribute Certificates with the goal to reach close to 100% by the end of FY 26.

We also strive to improve the efficiency of our buildings. The building hosting our head office was awarded the BREEAM certification in February 2023. BREEAM is an assessment system for the sustainability of buildings and real estate and was developed to reduce the environmental impact of buildings, improve the quality of life for users and increase the value of real estate in the long term. A level of "Very Good" was achieved as part of the certification. In parallel, during the fiscal year, we prepared a project to renovate our head office and improve the energy efficiency of our offices.

“ In July 2023, we officially launched a 9-month project to implement the New Work concept. With this project, Mytheresa employees will not only have access to a flexible working environment with bookable desks and more meeting rooms, but also to renovated premises. In the kitchens, a waste separation system was already installed during the month of August. The renovation should improve the energy efficiency of the building, with the installation of automated smart shading as well as heating control and a smart controlled LED Lighting. Finally, working

# 22,037 GJ of energy consumed

(FY 22: 18,593;  
FY 21: 18,067)



# 92%

of electricity from renewable sources (FY 22: 76%;  
FY 21: 49%)

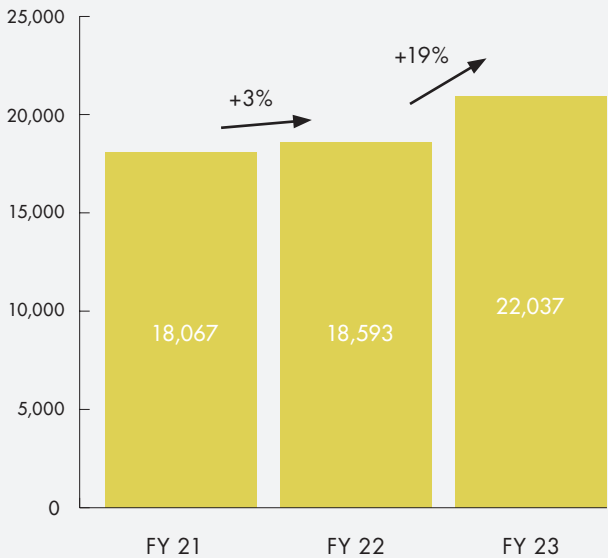
*conditions will be improved with better acoustics and plants within the working areas. Soon we will start upgrading the Mycanteen concept including an expansion of the outdoor area. ”*

**Leonie Sommer**  
Architect, Co-founder & Partner  
at Raumerfinder GmbH

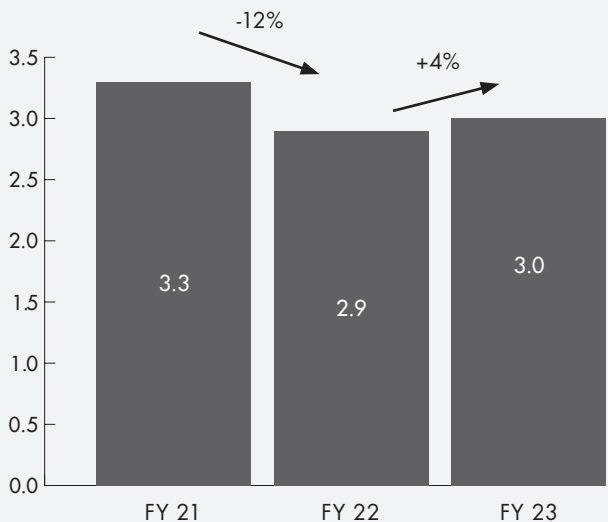
During the year, our teams in Barcelona moved to new offices in a building that is LEED certified. LEED certification is a globally recognized symbol of sustainability achievement and its goal is to create better buildings that reduce the contribution to global climate change, protect and restore water resources, promote sustainable and regenerative material cycles, enhance individual human health, protect and enhance biodiversity and ecosystem services, and enhance community quality of life. The building has achieved the highest level of the four possible certification levels: Platinum.

Finally, our new warehouse in Leipzig is DGNB-Gold certified, a certification evaluating the overall performance of buildings based on strict criteria, including but not limited to, climate protection, adaptation to climate change, and the conservation of natural resources and ecosystems.

## Total energy consumption (GJ)



## Energy consumption per order shipped (kWh)





## REDUCING THE WASTE WE GENERATE

Waste is a significant part of our impact on the planet. Within our operations, waste is generated mainly in our warehouse, upon reception and subsequent storage of the products from our luxury brand partners. Our main sources of waste are therefore the cardboard and paper we receive from our brand partners, as well as plastics used to protect the goods in storage in our warehouse.

We monitor the waste generated in our head office and Heimstetten warehouse. These locations represent 79% of our headcount. About 97% of monitored waste is generated within our warehouse. Operational waste for our new warehouse in Leipzig will be included in the calculation for the next report, as operations had not begun by the end of fiscal year 2023.

In our Heimstetten warehouse, which was the only one in operation during the past fiscal year, we use plastic films and polybags to protect the luxury goods in storage. During the year, we analyzed the most suitable options to achieve our goal of reducing waste from single-use plastics. Being fortunate enough to have a waste management company that recycles our plastic films and polybags, the most appropriate solution for us was to replace our virgin plastic films and polybags with films and polybags made from 100% post-consumer recycled plastic. We began using these new plastics in June 2023.

We are aware that we still use plastics, even though they come from recycled sources and are recycled, and will continue to analyze whether more appropriate solutions could be used in our operations in the future. We are in the process of implementing a similar approach at our Leipzig warehouse, where operations will begin shortly.

In our head office, a waste sorting system was designed during the fiscal year and was implemented in August 2023. This sorting system is part of a broader project to renovate our head office. A waste sorting system was also implemented in our new warehouse in Leipzig.

During the fiscal year, 87% of our waste was recycled (FY 22 and FY 21: 90%), and we will continue to do our utmost to increase this percentage and reduce the absolute value of the waste we generate. The introduction in August 2023 of a sorting system in our headquarters should help to increase this percentage.



1,328 tons of waste generated by our warehouse and head office

(FY 22: 1,061

FY 21: 941)

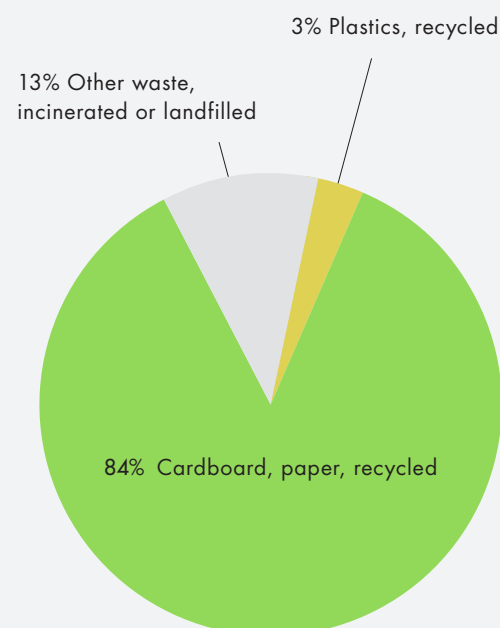


0.66 kg of waste per order shipped

(FY 22: 0.60;

FY 21: 0.62)

## Types of waste



Several projects were launched to reduce our waste and use of single-use plastics



**87%**

of our waste is recycled

(FY 22: 90%; FY 21: 90%)

## IMPROVING OUR PACKAGING

In addition to the waste generated within our operations, we are responsible for approximately 1,991 tons of packaging used to ship our customers' orders (1,734 tons in FY 22 and 1,557 tons in FY 21). On average, each order contains about 0.99 kg of packaging (0.98 kg in FY 22 and 1.03 kg in FY 21), of which 98.9% is cardboard and paper.

Our customers can choose between two types of packaging. One option is our emblematic yellow packaging, which creates the best customer experience. The other is an eco-packaging option that is sourced and produced in Germany and is FSC recycled certified. The eco-packaging reduces the weight and impact of shipments, as well as the quantity of waste.

To reduce our impact and ease the recycling of our packaging while maintaining the best customer experience, we launched an improved emblematic yellow packaging. Previously, our yellow boxes were made mostly of cardboard, but were closed with magnets that were incorporated into the cardboard, and a small fixed ribbon was attached to the box. The magnets have now been removed and the fixed ribbon was replaced by a removable ribbon that allows the box to be closed with a bow. In this way, customers wishing to sort their boxes correctly can dispose of the cardboard in the appropriate collection area for cardboard waste and the ribbon can be discarded in the appropriate area for textile waste. The new boxes have gradually replaced our former boxes since November 2022.



“ After receiving my first package from you I felt like walking out of expensive designer shop. Everything was so nicely packed ❤️. ”

### First time buyer from Latvia

In addition, during the fiscal year, we removed the thin plastic protective layer from the Mytheresa tags that made their recycling more complex. As a result, our eco-packaging, envelopes, Thank You cards, invoices, returns and exchange forms, protection paper, and tags are all made of cardboard or paper.

Our customers still receive limited quantities of plastics: our staple Nylon thread used to attach the Mytheresa tags to the luxury goods and plastic tape used to secure the packages before shipment. We will work to implement the most appropriate solution to reduce the quantities of plastic our customers receive.

To ensure that the packaging elements shipped to our customer will be properly sorted, a dedicated section was added to our website in June 2023, explaining the composition of all packaging elements and, their certification, if applicable, and providing our sorting recommendations.



Eco-packaging, on average 3 times lighter than our emblematic yellow packaging, was selected for

# 59.2%

of the orders

(FY 22: 55.8%;  
FY 21: 52.2%)



Our emblematic yellow boxes and Mytheresa tags were improved during the year to ease their recycling



100% of our customers are informed on how to properly sort the packaging received from Mytheresa

## PROMOTING BETTER SHIPPING OPTIONS

Our purpose is to provide customers with a luxury experience that includes fast and worldwide delivery. These deliveries contribute 80.8% of our total calculated footprint (FY 22 and FY 21: 82.7%). On average, 18 kg of CO<sub>2</sub>e is generated by the delivery of one order (21 kg in FY 22 and 20 kg in FY 20).

To reduce the impact of these deliveries, our customers in Europe have the option of choosing between express- and standard delivery. For our main shipping partner, who offers both standard and express options, we observe that express deliveries generate over 2.3 times more emissions than standard delivery. During the fiscal year, for the countries in Europe where both standard and express delivery options exist, the standard option was chosen by our customers for 65% of the orders sent.

All our customers are also informed of the average impact of the delivery of their order, either in their order confirmation, if they have chosen the option to finance climate projects, or in the Shipping section of our website.

## FINANCING CLIMATE PROJECTS

There will always be some emissions that we cannot avoid or reduce. We take responsibility for these emissions by financially supporting climate projects. Climate projects demonstrably avoid carbon emissions or remove them from the atmosphere and also promote the achievement of the UN's Sustainable Development Goals through improving living conditions in developing and emerging countries.

During the year, we financed two Gold-Standard-certified climate projects, presented on the following page, to the equivalent of the CO<sub>2</sub>e emissions we measured, plus a 10% safety margin, i.e. 49,922 t CO<sub>2</sub>e.

Because we have calculated the relevant greenhouse gas emissions for FY 23, implemented reduction measures, financed climate projects, and have committed to set CO<sub>2</sub>e emissions reduction targets, we are a ClimatePartner certified company starting from July 2023. You can transparently track our certification via the ClimatePartner certified label and the corresponding [climate-ID page](#). This certification replaces the carbon neutral company label received from ClimatePartner based on the emissions calculated for FY 22.

In addition, our customers can decide if they want to finance climate projects, up to the amount of CO<sub>2</sub>e emissions generated by the preparation, delivery, packaging and potential return of their order, by selecting the option at checkout. Only Gold-Standard-certified climate projects, like the ones presented on the following page, can be financed by our customers, and the cost associated with the delivery of one average order of 23 kg CO<sub>2</sub>e is €0.25. During the fiscal year, our customers decided to finance climate projects for 6.1% of their orders. This voluntary option is in addition to our commitment to financing climate projects for 100% of our calculated footprint.



36,923  
tons of CO<sub>2</sub>e generated by the shipment  
and returns of sold products  
(FY 22: 37,145; FY 21: 29,914)



18 CO<sub>2</sub>e on average for the delivery  
of one order (FY 22: 21; FY 21: 20)



100% of our customers are informed  
about the GHG emissions of their order  
(FY 22: 100%; FY 21: 0%)



We contributed to 2 climate projects  
resulting in

**49,922**

tons of CO<sub>2</sub>e of Verified Emission  
Reductions (VERs)



Our five-step journey to measure our impact,  
set reduction targets, implement reduction  
measures, finance climate projects and  
communicate transparently allows us to be  
a ClimatePartner certified Company



6.1% of our customers also decided  
to finance climate projects  
(FY 22: 4.7%; FY 21: 0%)





## GAS RECOVERY

With more than 15 million inhabitants, Istanbul is the largest city in Turkey and one of the largest in the world. The city's municipal waste is being disposed to two landfills: one on the Asian side of the city and the second on the European side. The purpose of this Gold-Standard VER project is to collect the gas emitted by the two landfills and produce electricity through gas engines coupled with generators. The electricity is fed into the national grid, substituting the baseline energy mix which is mainly based on fossil fuels.



## BIOGAS

This Gold-Standard VER certified project in Kerala, India, aims at moving away from fossil fuels and towards an inexpensive, easily available, and environmentally friendly alternative source of energy from food scraps. Where households, communities and institutions previously used firewood and received their electricity from the local grid, locally installed biogas plants now generate clean energy from organic waste, thus avoiding methane and carbon dioxide emissions. By managing waste directly at the source, residents help improve their own waste management and hygiene standards. The biogas provides them with clean energy for cooking and heating, without producing smoke or polluting the air.

## 2. MYTALENT

People are at the heart of our business. We drive a diverse, fair, inclusive and positive culture for our teams, partners, customers and the wider luxury industry.

To foster continuous progress within the MYTALENT pillar, we are committed to the following:

COMMITMENTS	FY 23
Striving to be a great place to work and to protect the well-being of our people	
Fostering diversity and equal opportunities within our company	

To always be a better place to work and to protect the well-being of our teams, we support our teams with **ongoing training** and foster a **work-life balance** with appropriate policies and measures. We are dedicated to continuous improvement in the area of **health and safety** and have rolled-out our health and safety guidelines in our Heimstetten logistics center. To continually monitor our progress, we conduct regular employee surveys which, whilst addressing a broad range of topics, always start with the same questions to help us measure employee satisfaction. We wish to maintain an **employee satisfaction** score of at least 75% across these surveys.

To **ensure equal opportunities and foster diversity**, Diversity & Inclusion has been integrated into our values since May 2021 and mandatory Diversity & Inclusion training was implemented for all employees and is part of the onboarding of our new team members. We also ensure equal opportunities among genders by advocating for **women in leadership functions** and by committing to **equal pay**. Finally, we also leverage our **Diversity & Inclusion Committee**, which was established at the end of 2020 for advice on diversity and inclusion matters. A third generation of members joined this Committee during the fiscal year. To act beyond our own boundaries, this fiscal year, we started to **sponsor talents from underrepresented backgrounds** in their Mytheresa careers.

Finally, to have an impact outside our own boundaries and to be a **good corporate citizen**, we encourage our teams to take one day per year for social work within local communities.



## Being the best workplace for our people

At Mytheresa, we are committed to providing our teams with a safe, inclusive, and constructive work environment. We offer ongoing training to our teams, strive to ensure a healthy work-life balance, promote health and safety, monitor our team's satisfaction regularly and use obtained results to continuously improve our practices.

### THE MYTHERESA TEAMS

At the end of June 2023, Mytheresa had 1,456 employees representing 1,432.2 Full Time Equivalents (FY 21: 978.9, FY 22: 1,196.7). This is an increase in our headcount of 18% in comparison with FY 22.

In addition to our 1,456 employees, Mytheresa also had 81 interns at the end of June 2023, an increase of 7% in comparison with the 76 interns at the end of the previous fiscal year. We started our apprentice program in FY 20, in our IT department. During the fiscal year, we had on average 1.8 apprentices in our head office.

Our share of colleagues working part-time decreased slightly in comparison with the previous fiscal years (FY 21 and FY 22: 6%).

To continuously attract the best talents, in particular to our new warehouse in Leipzig, numerous actions were taken, from the relaunch of the Mytheresa career page at the beginning of the fiscal year or the participation in numerous job fairs to the launch of a dedicated employer branding campaign, in partnership with Emil Forsberg, a key player for the city's Bundesliga football club (RB Leipzig) as well as the Swedish national team.

This fiscal year also marks the introduction of **MYSHARES**, our employee share purchase program. Our active teams with a seniority of more than 6 months were offered the possibility of becoming shareholders of Mytheresa through our Employee Stock Purchase Plan. Shares were offered to employees at a 25% discount rate.

## Breakdown of teams by location

		FY 21	FY 22	FY 23
GERMANY	Warehouse	441	546	666
	Head office	429	520	553
	Stores	37	39	42
	Berlin	9	5	8
SPAIN	Barcelona	50	63	83
ITALY	Milan	20	23	32
UK	London	21	21	33
USA	New York	7	21	26
CHINA	Shanghai, Hong-Kong SAR	0	0	13
		1,014	1,238	1,456

## Contract breakdown by gender

	FY 22	FY 23		
	Total (%)	Female	Male	Total (%)
Permanent contract	79%	759	437	82%
Temporary contract	21%	145	115	18%
Full-time contract	94%	832	549	95%
Part-time contract	6%	72	3	5%





## TRAINING AND DEVELOPMENT

From July 2023 onwards, our teams have access to a new e-learning platform, LinkedIn Learning, an award-winning industry leader in online training, with a digital library of over 21,000 courses in more than 20 languages covering a wide range of technical, business, and creative topics. This platform replaces the one that we have been using since January 2021, which offered over 100 different e-learning courses in German and English.

Given the wide variety of cultures, nationalities, and languages spoken by our teams, and in order to facilitate communication between all, we offer language lessons in German, Spanish, English, and French to all our permanent employees. To foster continuous development, we also highlighted an e-learning of the month within our internal social network, MYT Connect, until May 2023. With the launch of our new e-learning platform, this initiative is replaced by personalized training recommendations provided by people managers to their teams.

Colleagues who so wish can host or attend our monthly Lunch and Learn sessions, an informal training of 30 minutes led by our teams. 11 Lunch and Learn sessions were organized during the year, attracting more than 400 participants. Various topics were covered, such as presentations of the Diversity & Inclusion Committee, our project management department, the Mytheresa Commitment, the measurement team, and our global events team.

In addition, 11 trainings and workshops on the two focus topics of the year, "Mental Health and Well-being" and "Ethnic and Cultural Diversity", were organized, representing a total of 1,312 hours of training. More information about the topics covered can be found in the coming sections of the report.

At least 85% of our workforce attended company-wide training courses in FY 23. More than 7,700 hours of trainings, lectures and workshops were provided to our teams. In addition to these training hours, our teams receive regular on-the-job training.

The development of our teams is also bolstered by our performance review process. This performance review takes place at least once a year, and up to twice a year. Performance review guidelines are provided to people managers in order to support them in this process and ensure a consistent process within all departments. These reviews form the basis for discussions on salary increases and promotions.

## WORK-LIFE BALANCE

To foster flexibility, eligible employees (51% of our teams) can take up to 40% mobile office days a week. About 46% of our teams have the possibility to take up to 10 mobile office abroad days per year. Flexible working hours are also available to our eligible employees to help them balance their professional and personal lives. Contractually, our full-time employees work 37.5 to 40 hours per week. In the logistics center accrued overtime can be taken in compensatory time off or converted into pay. All our employees have access to 28 to 32 days of paid vacation, depending on their length of employment at Mytheresa.



At least

**85%**

of our teams were trained  
(FY 22: 81%)

More than

**7,700 hours**

of training provided  
(FY 22: 5,813)

We also offer the possibility for our teams in all our locations to take a sabbatical leave of up to three months.

Extended maternity leave is offered to our employees. In Germany, our teams have access to 6 weeks of paid maternity leave before birth and 8 weeks after the birth, that is to say, 3.5 months of paid maternity leave. During this period, they receive 100% of their salary, which is paid together by Mytheresa and the health insurance, in accordance with German laws. In addition, parents (regardless of gender) can take up to 36 months of parental leave, of which 12 to 14 months are paid with an income from the government of up to 1,800 euros per month. These 36 months can be distributed between both parents or taken by one parent. The parental leave is also possible in the case of adoption.

In the UK, our Mytheresa Family Friendly policy stipulates that our teams have the right to take 52 weeks of maternity leave, divided into the ordinary maternity leave of 26 weeks and additional maternity leave of a further 26 weeks. During the first 14 weeks, our teams in the UK receive 100% of their salary which is composed of the statutory maternity pay and the Mytheresa maternity benefit. The Mytheresa maternity benefit is extended from the 15<sup>th</sup> to the 32<sup>nd</sup> week at 50% of the total pay. These benefits are also available in the event of adoption.

Our teams also have access to up to 5 days of paid special leave of absence, to take care of their children in case of sickness.

Since the last fiscal year, our German teams have had access to the PME Familienservice, to support them in balancing their work and family lives. This benefit supports our colleagues in their search for a suitable childcare facility and also provides a back-up childcare facility for instances when their regular facility has closed. It also provides vacation care for children, days of virtual child care, as well as a 24-hour service portal with useful information, recommendations, and 24-hour counseling support via telephone. The PME Familienservice also offered free childcare services during the Advent season to allow parents to have sufficient time for the December holiday preparations.

“ I have tested the back-up nursery service from our PME Familienservice offer as our nursery was closed for one day. We had a very good experience overall: the booking process was very easy and quick via the hotline, we immediately received an email confirmation with all relevant details for the day, the nursery has very flexible hours, the educators were very nice and everything went very smoothly for us. I can only recommend any parents to use this service if in need, it really helped us to both work and not having to struggle to juggle between work and childcare. A great service to have! ”

**Anja Chateau**

Director Merchandise Planning



# 41,156

days of mobile office taken  
i.e. 11% of days worked were  
mobile

(FY 22: 43,522, i.e. 14%;  
FY 21: 33,466)

# 1,526

days of mobile office  
abroad taken

# 386

days of sabbatical taken,  
i.e. 0,1% of paid work time  
(FY 22: 319, i.e. 0.1%)

# 36,627

days of paid vacation,  
i.e. 10% of paid work time  
(FY 22: 30,443, i.e. 10%)

In November, the first Mytheresa Kids Day was organized at our head office and warehouse to support alignment between family and work life. The children got to know the different departments, visited their parents' workplaces, and participated in various activities like scavenger hunts, painting, or crafting. Several members of our leadership team, such as our Chief Operating Officer & Managing Director, our Senior Vice President of Operations, our Chief Customer Experience Officer & Managing Director, our Vice President of Digital Merchandising, and our Chief People Officer also made lunch with the kids.

During the fiscal year, we focused on one of our two focus topics "Mental Health and Well-being", with the goal to raise awareness about the topic and make resilience part of the Mytheresa performance culture. In this context, a 7-hour resilience training session was offered to all our team leads, heads, and directors in order to create awareness on this topic, provide them with a network to exchange on this topic, and enable them to support their teams to be more resilient. In addition, since January, our teams have also had access to weekly online yoga classes for free, focusing on common workplace stresses.

### TEAMS SAFETY

46% of our teams work in our two logistics centers, which can be prone to more accidents than our offices. To improve the health and safety of our employees, as well as third parties within our warehouse, we have formalized Health & Safety guidelines for our Heimstetten logistics center. The guidelines, approved in February 2023 include, but are not limited to, Health & Safety responsibilities, our risk assessment, our alarm plan or the correct protocol to follow in case of accidents, and how to report them to our human resources department. In parallel, we updated the handbook that all new joiners have to read and sign before working in our warehouse, to include a reference to these guidelines and ensure that all new joiners are aware of them. We commit to developing similar guidelines for the employees working in our second warehouse, in Leipzig, during the coming fiscal year.

During the fiscal year, our teams working in our warehouse received training in first aid, fire protection, and lift and carry. In total, 367 employees of our warehouse were trained on these topics.

To minimize the risks of work-related health problems, all teams working in our head office were offered a preventive examination, during which work habits are examined as well as eyesight. 98 employees attended to this examination. Our teams were also offered a flu shot in October 2022.

We constantly monitor Health & Safety incidents and total of 14 work-related accidents were recorded during the year. Of these accidents, 4 were on the way to- and from work. The majority of the remaining 10 accidents are related to injuries during product handling and falls on our premises. The accident rate (based on a rate of 200,000 working hours) is 1.12.

### THE MYTHERESA SOCIAL DAYS

At Mytheresa we believe it is important to support and engage in projects within the communities in which we operate. For this reason, we have committed to allow 1 day per year of social work for each team member. After a first pilot at the end of June 2022, the program was officially launched in February 2023. Employees can organize a Social Day for the association they wish to support.



Health & Safety guidelines for our warehouse in Heimstetten were finalized and approved

14 work accidents, i.e. an accident rate of 1.12 (based on a rate of 200,000 working hours)  
(FY 22: 15 accidents, rate of 1.28)



**67**  
employees engaged in a Social Day  
(FY 22: 26)



If an employee would like to support a specific association in the form of a Social Day, they are responsible for building a team of volunteers and presenting the project to a board made up of our Employee Engagement & Diversity Lead, our Senior Corporate Communication Manager, our President North America and our Store Manager. This board is in charge of ensuring that the project is in line with Mytheresa's values.

During the past year, 8 Social Days were organized, to which 67 employees donated their time. Among the projects carried out, the teams have, for example, helped Perlentor, an association that offers individual exit assistance for women who want to escape prostitution, in optimizing their marketing tools in order to reach more women. Teams have done manual work such as painting or repairing the premises of an association supporting young people or an animal shelter. They have also helped the associations God Love We Deliver, PANE QUOTIDIANO and Münchner Tafel by handing out food to people in need.

Our teams will continue to support associations in the form of social days in the coming year and several Social Days are already planned for the fiscal year 2024.



“ On June 2 our Brand Marketing team volunteered at the Münchner Tafel e.V. as part of the Mytheresa Social Day Initiative.

The Münchner Tafel was founded in 1994 as one of the first food banks in Germany with the main purpose to support people in need with food and daily supplies. We had the chance to support this great cause by supplying 600 people at two different distribution stations across Munich. We were unbelievably touched by all the gratitude and personal stories of the people we met.

Participating in such an important cause would not have been possible without Mytheresa's Engagement & Diversity team, who encouraged us to #makeithappen. And of course, a big thank you to the amazing Münchner Tafel team, who really inspired us! ”

**Louise Lea Marie Hahn**

Brand Marketing and Clienteling Manager

## MONITORING TEAM SATISFACTION

To monitor the satisfaction of our teams, as well as the impact of the measures we take to increase their well-being, we conduct regular employee satisfaction surveys. These surveys consist of two parts: firstly, a set of recurring questions asked in each survey; and secondly, a set of questions specific to a focus topic. The recurring questions through which we calculate our satisfaction rate and for which responses (on a scale of 1 to 5) are compulsory are as follows:

- Overall, I am satisfied with Mytheresa as a place to work.
- I know and understand the corporate goals / corporate strategy.
- I feel that I am part of a team.

Two surveys were organized, in November 2022 and March 2023. We obtained a satisfaction rate of 76.3%, which is 1.3% above our target of 75%.

The results of the satisfaction surveys are shared with the people managers, who are responsible for analyzing the results and implementing the appropriate improvement measures within their teams. In addition, the Human Resources department uses the results to identify our areas of improvement. Following the surveys, a discount of 30% was given to employees wishing to purchase the Deutschland Ticket, a ticket allowing the use of all public transport, including regional trains all over Germany. The next survey was held in July 2023.

*“ ESG commitments and progress are becoming an increasingly integral part of the needs of employees, candidates and customers, which among other things is a logical consequence of the desire for purpose and sustainability in the work context.*

*At Mytheresa, we take responsibility and, for example, we now offer our employees a very attractive transport pass to encourage the use of public transport. This new employer benefit should also help reduce the carbon footprint linked with the commute of our employees. ”*

**Björn Kastl**  
Chief People Officer

To monitor team satisfaction, we also track our voluntary and involuntary turnover rates.

	FY 22	FY 23		
	Total	Female	Male	Total
Voluntary turnover rate	19%	28%	26%	27%
Involuntary turnover rate	3%	3%	5%	3%

Although our involuntary turnover rate remains stable, we can observe an increase in the voluntary turnover rate. This increase is mainly visible in our warehouse. We operate in a very tight labor market in which companies are recruiting under a situation of workforce shortages. Munich and the surrounding areas are one of Europe's most dynamic business regions and in June 2023, Bavaria's unemployment rate (3.2%) was 42% lower than the German unemployment rate (5.5%).

In the next fiscal year, we will continue to work tirelessly to increase our teams' satisfaction and be the best workplace for them.



Employee satisfaction

of **76.3%**

(FY 22: 76.8%;

FY 21: 78.4%)

## Ensuring equal opportunities and fostering diversity

Mytheresa is an equal-opportunity employer and we do not accept any form of discrimination, harassment, or bullying. It is extremely important for us that equal opportunities are offered to all employees in terms of payment, performance evaluation, and career opportunities.

### FOSTERING DIVERSITY AND INCLUSION

Diversity & Inclusion is an integral part of our culture. It has been included in our company values since May 2021 and we are committed to taking a stance against discrimination inside and outside our company. We are continuously fostering diversity and equal opportunities within our company through a diverse, fair, inclusive, and positive culture.

To engage all our teams in our ambition, a mandatory Diversity & Inclusion training of 90 minutes was rolled out in FY 20 to all current employees and is now included in the compulsory trainings for all new starters. The purpose of this training is to ensure that our teams are aware of issues related to diversity and inclusion, such as unconscious bias, privilege or racism. In FY 23, more than 300 new employees joined the compulsory Diversity & Inclusion training.

During this fiscal year, the focus topic was "Ethnic and Cultural Diversity", with the goal to raise awareness of our employees' diverse ethnic and cultural backgrounds, educate our employees on various cultural and ethnic groups and their customs and strengthen the bond between our teams, no matter their different backgrounds.

In this context, different lectures and workshops on the topic of ethnic and cultural diversity were organized, with for instance, a lecture and workshop to present what is meant by cultural and ethnic diversity, a workshop on Allyship vs. Advocacy to learn more about the topic of active allyship and reflect on how to be a better ally, and a lecture on communication across cultures. A training on plain language was also offered to people managers, which aimed at highlighting the fact that all teams have different communication styles, and explaining how to adapt communications to their various audiences.

*“It was a real pleasure to work with colleagues from Mytheresa in discussing topics such as diversity, inclusion and active allyship over the last year. It was clear from our conversations that they were really engaged and committed to positive change in the organisation and society as a whole. Keep up your great efforts!”*

#### Keshav Bhatt

Certified master life coach, Neuro Linguistic Programming (NLP)  
Practitioner and Associate Consultant for INvolve

During the year, the relaunch of the Mytheresa career page also made it possible to include detailed information about Diversity and Inclusion at Mytheresa.

If situations of discrimination or difficulties related to diversity arise, all our employees have the possibility to report them to our Employee Engagement & Diversity Lead or anonymously through our whistleblowing system. All reported events are investigated and for situations that are not reported anonymously,



The D&I compulsory training was attended by more than

**300**  
new joiners



coaching and remediation meetings are organized. During the fiscal year, reported cases were analyzed and appropriate remediation measures were taken.

The next focus topic of "Gender Equality" was identified for fiscal year 2024. Throughout the coming fiscal year, this topic will be highlighted with numerous activities such as lectures, the celebration of international days, and company-wide trainings.

### WOMEN IN LEADERSHIP FUNCTIONS<sup>5</sup>

In August 2021 our Diversity Policy was published, setting the goal that the Management and Supervisory Board members should be comprised of at least one-third female members by 2023.

At the end of FY 23, 58% of the leadership roles were filled by women. This percentage has slightly increased in comparison to the 57% of women in leadership at the end of FY 22. However, it is still lower than the 62% overall share of women employed at Mytheresa.

Our 7-member Supervisory Board was composed of 57% women by the end of June 2023 (FY 22: 50%), which allowed us to reach the goal stated in our policy. Our Management Board of 5 people was composed of 20% women (FY 22: 20%), which is a little below the 2023 target of our policy. In total, however, we have achieved a 42% share of women in our two boards (FY 22: 38%). This policy, which includes targets for 2023, is due to be updated in the course of next year.

During the fiscal year, 82% of promotions to leadership positions went to women (FY 22: 67%) and 47% of external hires for leadership positions went to women (FY 22: 50%).

For World Women's Day we celebrated inspirational women and each employee had the opportunity to pay tribute to an inspirational woman, by sharing a picture and explanation about why this woman is inspirational to them on our internal social network. On the same day, a lecture on personal branding was given by Prof. Dr. Yasmin Weiß, a renowned Professor at the Nuremberg Institute of Technology, a Supervisory Board member in five German companies, a start-up founder and a former advisor to the former German chancellor, Dr. Angela Merkel.

<sup>5</sup>The 7 members of our Supervisory Board (57% women, 43% men) are included in the figures shown in this section.



## Women employed at Mytheresa

	FY 22	FY 23		
	% of women	Female	Male	% of women
Boards and C-level	33%	6	12	33%
VPS, Director and Head	64%	49	41	54%
Team leads & leads	54%	51	25	67%
Total leadership	57%	106	78	58%
Teams, excluding leadership	64%	802	477	63%
Total Mytheresa	63%	908	555	62%

## COMMITTING TO EQUAL PAY

At the end of the fiscal year 2023, we performed our second equal pay analysis by exploring the unadjusted and adjusted gender pay gap between men and women overall, and by field of profession. The objectives of this analysis were to identify the current state of the situation and to reflect on the appropriate measures in case of any gap.

This second analysis highlighted an adjusted gender pay gap of 4.08% between women and men (FY 22: 5%). While we are delighted to see this reduced gap, we will continue to analyze it in detail to identify the range and reasons why a pay gap can be tolerated, such as different locations or working time constraints, and implement appropriate actions to minimize the non-tolerable pay gaps.

## OUR DIVERSITY & INCLUSION COMMITTEE

The Mytheresa Diversity & Inclusion Committee was established in December 2020, and we have relied on its invaluable advice on diversity and inclusion ever since. The Committee acts as Diversity & Inclusion ambassadors within Mytheresa and helps embed and strengthen Diversity & Inclusion within the company culture across all locations.

A third generation of Committee members joined the Committee during the fiscal year, with the appointment of 3 new members, thus ensuring continuous action over the years.

The Committee advises the Management Board on Diversity & Inclusion topics, suggests objectives and new ideas, and is led by our Chief Customer Experience Officer and Managing Director. The Committee meets every two weeks internally and is joined by our Chief Customer Experience Officer & Managing Director once a month. The Committee also presents its current projects and action plan to the Management Board annually.

*“Our aim is to cultivate an environment that provides a sense of belonging for all our employees, customers and partners. This is not a onetime effort it’s an ongoing journey and every day task for us to create a culture of diversity, inclusiveness and fairness. A big part of it, is to get inspired by the insights of our diverse workforce and the D&I Committee which we believe leads to better business results.”*

**Isabel May**

Chief Customer Experience Officer & Managing Director

The Diversity & Inclusion Committee organized several speaker events during the fiscal year, including external stakeholders such as Yusra Mardini (UNHCR Goodwill Ambassador and former member of the Refugee Olympic Athletes team), and Paul Walsh from The Centre of Inclusive Leadership, as well as internal stakeholders such as two colleagues who shared their personal experience of fleeing from their respective countries and coming to Germany. These events were accessible to all Mytheresa teams and attracted an average of over 130 attendees.

In addition to the speaker events, several actions were led by the Committee, for instance the creation of a prayer room with prayer mats in our head office and Heimstetten warehouse and the introduction of more gender-neutral bathrooms across our locations.



To commit to equal pay, a second equal pay analysis was performed and highlighted that our adjusted gender pay gap is

# 4.08%

(FY 22: 5%)



A third generation of members joined the D&I Committee during the fiscal year

Finally, through the initiative of the Diversity & Inclusion Committee and in partnership with the Goethe Institute, Mytheresa has joined the Horizonte Projekt which connects German companies with experienced professionals from Iraq, Iran, Jordan, and Lebanon, to help them build new networks and gain insights into the German market and culture. In this regard, we are delighted to welcome two people from Jordan and Lebanon to our company for 6 weeks in the second half of 2023.

### THE MYCOMMUNITY

The Diversity & Inclusion Committee launched the MYCommunity in February 2022, an employee resource group composed of more than 100 members, which supports the Diversity & Inclusion Committee in promoting diversity and inclusion at Mytheresa. The MYCommunity met 14 times during the past year.

To bring employees from different cultural backgrounds and departments together the MYCommunity founded the internal cooking event "Culture Kitchen" in October 2022. On a monthly basis, one employee cooks a dish from their home country alongside a dozen participants, enabling them to learn from another culture and make new connections within Mytheresa. Nine "Culture Kitchen" events, based on Brazilian, French, German, Indian, Nigerian, Spanish, and Ukrainian recipes, were held during the year and attracted a total of 115 participants.

To support our focus topic "Mental Health & Well-being", a monthly Mindfulness-Hack session was initiated by the MYCommunity. The concept of this session is to dedicate 15 minutes of the day to mindfulness methods proposed by members of the Community. 9 sessions were organized during the year and included meditation sessions, breathing exercises, and a presentation of Stephen Covey's Circles of Influence and Concern model.

The MYCommunity also invited members to a #IAmRemarkable workshop, a global Google Initiative that strives to empower everyone, particularly underrepresented groups, to celebrate their achievements in the workplace.

To promote engagement from the very first days at Mytheresa, the MYCommunity has also been hosting a monthly onboarding session in our head office since March 2023, to give new starters the opportunity to meet each other, exchange experiences and make new connections.

### SUPPORTING TALENTS FROM UNDERREPRESENTED BACKGROUNDS

During the fiscal year, we welcomed two talents from underrepresented backgrounds. The first talent, with a refugee background, completed an internship of six months in several departments to showcase the variety of possible careers within a company. The second talent was enrolled in an association-led program aimed at better preparing disadvantaged, unemployed youth for the job market and during 2 weeks learned about our IT, HR and finance departments.

We will continue to welcome talents from underrepresented backgrounds in the coming years and we have adjusted our commitment in order to sponsor at least 10 talents from underrepresented backgrounds in their business career before the end of June 2026.



# 2

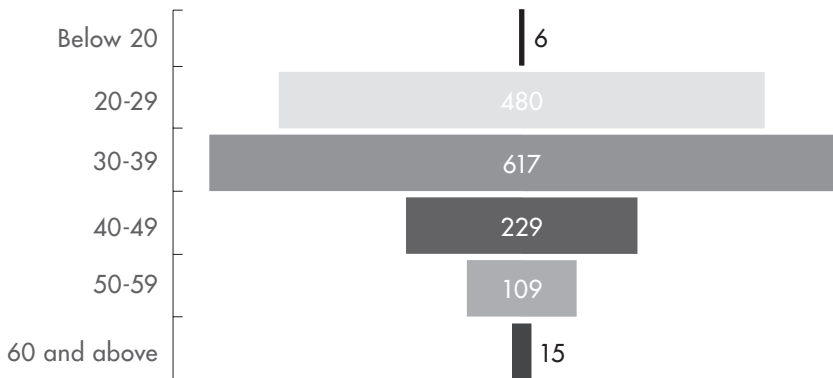
Talents from underrepresented  
backgrounds sponsored  
(FY 22: 0)



ASSESSING THE DIVERSITY OF OUR TEAMS

Our international activity and our attractiveness allow us to have teams composed of multiple nationalities. At the end of June 2023, our employees represented a total of 93 nationalities, an increase of 7% compared to the 87 nationalities at the end of June 2022. The most represented nationalities among our employees are German (22%), Italian (11%) and Croatian (8%). We also provide jobs to employees who require a work permit to work in our locations.

The average age of our teams at the end of June was 34.63 years (FY 22: 34.25). The age breakdown of our teams is as follows:



In May 2023, all teams were invited to participate in a survey on diversity, inclusion, and discrimination. The goal of this survey was to learn more about the perception and experiences of the Mytheresa teams as well as their wishes and concerns. After analysis of the answers provided by the teams and comparing them with the results of the previous survey, the results were discussed with our Chief Executive Officer, Chief People Officer and Chief Customer Experience Officer & Managing Director. They will also be presented to the leadership teams during the summer of FY 23. While we are pleased to note that the percentage of people feeling discriminated against remains stable and low, we have nevertheless observed areas for improvement, and a few cases of people feeling discriminated against have been investigated in depth.







93

Nationalities represented on our teams as of June 30, 2023  
(FY 22: 87, FY 21: 78)

### 3. MYPRODUCT

At Mytheresa, we believe it is our duty to source our luxury goods responsibly, to foster responsible consumption, and to provide our customers with clear and transparent information about our products to help them make informed and conscious decisions before making a purchase.

To achieve our ambition, we are committed to the following:

COMMITMENTS	FY 23
Committing to animal welfare and being fur-free from FY 22	
Defining responsible sourcing requirements for our brand partners selling on Mytheresa by the end of FY 23	
Supporting a circular economy by offering additional services to our customers starting June 2021	
Using our platform to inspire and engage with our customers on sustainability topics	
Driving transparency by the end of FY 25	
Informing and engaging with our customers actively about the impact of the product they choose by the end of FY 25	

To **source responsibly**, we implemented the Mytheresa **Animal Welfare** policy, banning exotic skins from Spring / Summer 2021 onwards and fur from Spring / Summer 2022 onwards, and updated our policy to ban additional animal-derived materials. We have defined the Mytheresa **responsible sourcing guidance** to encourage our brand partners to evolve towards products and production practices that are more respectful of the planet, people, and our customers.

To **foster responsible consumption**, we launched **Certified Pre-Owned luxury watches** in partnership with Bucherer and launched several **exclusive capsules** highlighting a sustainability attribute. **Our resale service** in collaboration with Vestiaire Collective encourages our customers to support the circular economy. In addition, in the coming fiscal year, we plan to inform our customers about ways in which they can reduce the amount of water and chemicals they use for the care of their luxury products.

The last step of our approach will be to provide **quality and transparent information** to our customers by the end of FY 25, with the goal of helping them make more informed consumer decisions. We will drive transparency by regularly assessing sustainability practices of our brand partners, sharing the results with our customers, and providing them with clear and transparent information about the products they choose.

## Sourcing responsibly

### CURATING PRODUCTS FROM INTERNATIONAL LUXURY BRANDS

An integral part of our DNA is to offer our customers a well-curated selection of products from international luxury brands. Our expert buying team travels the globe with a simple mission: to bring the finest curation of luxury products directly to our customer's doorstep.

All products presented on our website have followed a rigorous selection process and quality is an integral part of this process. Upon reception of all goods within our warehouse, the quality of the product is controlled. During the fiscal year, only 3.3 % of our returns were linked with quality issues (FY 22: 2.5%).

In addition, in the case of customer returns, we have developed an authenticity verification process to ensure that we are able to detect any counterfeits we might receive from customers and ensure that we will not send them to other customers. Our return and shipping teams are in charge of analyzing the products in order to detect potential counterfeits and for this reason, during the fiscal year, 101 employees from these teams have received regular authenticity trainings from our authenticity coordinator. In case of doubts, our in-house expert will evaluate the products and take the necessary measures. Several of our brand partners already use RFID or NFC tags, which ease this authentication process.

All our customers have access to our after-sale service. If they notice a manufacturing fault or production defect, our after-sale service will help them find the best solution for any possible issue with their luxury piece. This department would also be in charge, if needed, of product recalls. During the past fiscal year, no product recalls for quality issues were necessary.

We continually monitor our customers' satisfaction and improve our processes based on their feedback. During the fiscal year 2023, we achieved an average Net Promoter Score (NPS) of 76.4% (FY 22: 80.9%).

“ A beautiful experience. Starting with purchasing on a very easy to navigate website to an impeccably wrapped dress that was a delight to open. Not to mention the actual dress itself was Devine. I'm really impressed with your service as I work in luxury retail myself and have to say "you nailed it" 5-star service 🙌🙌🙌 ”

**Frequent buyer form Ireland**

### COMMITTING TO ANIMAL WELFARE

Animal welfare is an important concern for us, our customers, our partners, and our teams. For this reason, we have collaborated with the Humane Society of the United States and followed the guidelines of the Fur Free Retailer program. This is an international coalition of more than 50 leading animal welfare and environmental protection organizations supported by the Fur Free Alliance.

We used this collaboration to define our Animal Welfare commitments and inform our Animal Welfare Policy. In this policy, published in August 2021, we committed to eliminate the sale of products made from animals that were raised solely for the use of their fur, or those made with fur from wild animals from Spring / Summer



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products with fur or exotic skins on our website



2022 onwards. We also formalized our commitment to remove, from the Spring / Summer 2021 buy onwards, all exotic skins from species including but not limited to python, lizard, alligator, crocodile, ostrich, shark, kangaroo and stingray.

At the end of December 2022, 0.0% of the products listed on our website contained exotic skins and furs as defined in our policy, enabling us to officially join the Fur Free Retailer Program.



*“Abandoning fur was a natural step on our path to sustainability. We are proud of our animal welfare policy, which we have developed in collaboration with the Humane Society of the United States and in accordance with the guidelines of Fur Free Retailer Program. As a leading global luxury company, we believe that sustainability is an important part of our strategy for the future. We acknowledge our corporate responsibility to improve our environmental impact and support animal welfare.”*

#### **Michael Kliger**

Chief Executive Officer

Starting January 2023, we also decided to restrict our procurement of products containing angora and rabbit hairs. We therefore committed to stop buying these products from Spring / Summer 2024 onwards, phasing out the existing and pending inventory of all seasons by the end of 2024. Our animal welfare policy was updated accordingly and approved in August 2023 by the Humane Society of the United States.

To ensure that we comply with our policy, a dedicated process was implemented during the fiscal year. Twice a year, all teams linked with the sourcing and merchandising of our luxury goods are trained on our policy. In addition, a quarterly check of all our inventory is performed by the sustainability department to ensure that no product that goes against our guidelines is purchased by our buyers and sold on our website. If an anomaly is observed, remediation measures are implemented immediately.

We will continue to monitor animal welfare concerns and revise our policy accordingly if necessary.

#### **THE MYTHERESA RESPONSIBLE SOURCING GUIDANCE**

We have committed to defining responsible sourcing requirements for our brand partners selling on Mytheresa by the end of FY 23. After having developed our Partner Code of Conduct, which clearly presents the Mytheresa requirements to all its brand and business partners (see section **MYPOLICY** for additional information), we also developed our responsible sourcing guidance in the second half of the fiscal year.

This document sets out the most relevant sustainability matters that we believe a brand partner should consider when trying to source and produce



The Mytheresa responsible sourcing guidance was developed and, from July 2023 onwards, is sent to all brand partners

more responsibly and is organized around the four pillars of the Mytheresa Commitment. When possible, and to encourage continuous improvement, topics covered in this guidance are presented on four levels, with level 1 representing compliance with applicable laws, the Partner Code of Conduct of Mytheresa or standard industry practices and level 4 representing innovative practices, either linked to official government strategies (such as the EU strategy for sustainable and circular textiles) or practices already observed in some companies actively pursuing a more sustainable luxury industry. In this way, a brand partner that considers it has implemented the practices associated with one level can then work towards implementing the practices of the next level in order to further evolve into more responsible practices.

The guidelines were approved at the beginning of July 2023, and from July 2023 onwards, they are systematically sent to all our brand partners with our order confirmations.

*“ This year we have taken a strong first step in our program to promote responsible sourcing. After preparing our Partner Code of Conduct, which is sent to all our brand partners, we have developed the Mytheresa Responsible Sourcing Guidance. This document provides our brand partners with pragmatic steps which aim to inspire a collaborative approach to creating products, using production practices that are more respectful to our planet, wildlife and people including, of course, our customers. We hope this document will be a valuable resource for our brand partners who may not have the resources or structure to develop their own policies. We look forward to collaborating with our brands to create more sustainable products that will be actively communicated across all Mytheresa channels in the coming seasons. ”*

**Richard Johnson**

Chief Commercial and Sustainability Officer

## Fostering responsible consumption

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### CERTIFIED PRE-OWNED WATCHES

On the 10<sup>th</sup> of May 2023, Mytheresa launched Certified Pre-Owned (CPO) watches in partnership with world's largest luxury watches and jewelry retailer Bucherer. With this launch, we now offer our high-end customers in Europe, Switzerland, and the United Kingdom, an opportunity to purchase pre-owned luxury watches from renowned brands such as Audemars Piguet, IWC Schaffhausen, Jaeger-LeCoultre and others.

Each watch is selected by Bucherer, checked, refurbished if needed, and authenticated by its certified watchmaker. The CPO watches come with an international two-year warranty. These watches combine long-lasting excellence with historical craftsmanship.

“The general way in which pre-owned luxury products are being perceived has changed for the better. This development is particularly pleasing when it comes to mechanical watches since these are luxury items that have been built to last. Through the Certified Pre-Owned program, these watches are given a second life. Bucherer watchmakers, who have been certified by the respective watch brands, check the authenticity of the watches and certify them. If necessary, they also receive a maintenance service including original replacement parts. In addition, Bucherer further guarantees the functionality of these watches with a two-year international warranty. Deciding to purchase a Certified Pre-Owned watch not only entails a sense of security in having bought something authentic and long-lasting but also brings with it a beautiful heritage. This decision is ultimately also motivated by a crucial awareness of sustainability. The watch will be worn again with the new owner marking the start of the next chapter in the watch's life – one that will continue for many years.”

**Bucherer**



## EXCLUSIVE CASPULES

During the past fiscal year, we launched exclusive capsules with a sustainability attribute:



In May 2023, the Patou x Mytheresa exclusive capsule collection was launched. All the looks of the capsule are a chic ode to versatility. It features pieces made from **organic cotton** and **recycled faille**. The capsule also includes leather handbags, made of premium **upcycled deadstock leather** and organic cotton tote bags.



In November 2022, we collaborated with British conscious luxury pioneer Stella McCartney on an exclusive party capsule collection. The exclusive capsule comprises 7 party pieces and the collection is underpinned by a **dedicated approach to conscious fashion**. Aligned with Stella McCartney's vision and values, the capsule is crafted from more responsible materials, including a forest-friendly viscose blend, as well as lead-free crystal details.



The Acne x Mytheresa re-purposed mini capsule, made from **repurposed velvet**, was launched in April 2023 and valorizes existing stocks of velvet.

We aim to develop more exclusive campaigns and exclusive products with which we can inspire our customers both in a fashion and a sustainability sense, using our responsible sourcing guidance as a standard.

## OUR RESALE SERVICE IN PARTNERSHIP WITH VESTIAIRE COLLECTIVE

In June 2021, Mytheresa entered into an innovative partnership with the leading global platform for desirable pre-loved fashion, Vestiaire Collective. Our partnership with the B Corp fashion resale platform aims to drive the fashion industry's shift towards more sustainable practices by introducing a resale service dedicated to Mytheresa's high-end luxury customers.

The service is accessible to our high-end customers in Austria, Belgium, Bulgaria, Croatia, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Ireland, Lithuania, Luxembourg, Latvia, Malta, Monaco, the Netherlands, Poland, Portugal, Romania, Spain, Sweden, Slovenia, Slovakia and the United Kingdom, for the resale of ready to wear, accessories, and shoes from 51 brands. In July 2022, the program was rolled out to some of our U.S. customers.

### 1. SUBMIT

Our customers need only upload a few pictures and provide some details about the items for resale. Customers are not required to create an account with Vestiaire Collective.



### 2. REVIEW

Vestiaire Collective reviews the items and provides an initial price quote within two business days based on the resale value of the item, brand, model, color and condition.

MYTHERESA



**Vestiaire  
Collective**



### 4. RECEPTION OF STORE CREDIT

Our customers will receive Mytheresa store credit within 2 business days and are not required to wait for the items to sell.



### 3. ACCEPT

Our customers have 14 days to accept the offer, which is also subject to a physical evaluation and authentication of the items, and can then send the product using a prepaid shipping label.

During the past fiscal year, 17,611 products were listed by our customers on the Vestiaire Collective platform, with a total buyback value of €4,198,943. Compared to FY 22, the number of pieces submitted has increased by 140% and their value by 88%.

37% of customers enrolled in the program use it regularly (FY 22: 37%) and on average submit new items to Vestiaire Collective every 34 days (FY 22: 20 days). While the share of customers using the program regularly is stable, we are pleased to see a growth of 66% in the number of customers enrolled in the program, partly explained by the rollout of the program to some of our U.S. customers.

In addition, the Mytheresa x Vestiaire Collective seller profile is accessible to all and allows buyers to purchase the

pre-owned luxury goods listed by Mytheresa's high-end luxury customers. The Mytheresa x Vestiaire Collective seller profile is followed by over 28,000 potential buyers. On average, other Vestiaire Collective seller profiles are followed by 282 potential buyers.

In the coming year, we will continue to partner with Vestiaire Collective with the aim of converting more customers and bring circularity closer to our top customers.

To continue to foster responsible consumption we will develop, during the coming fiscal year, care instructions to help our customers reduce the amount of water, detergent, or energy used during the use-phase of the products. This information will be communicated on our website.



# €4,198,943

total buyback value of the products listed within  
the program, for a total of 17,611 products  
(FY 22: €2,232,498 for 7,323 products)

## Providing quality and transparent information

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Our customers already have access to style details about our products, from the composition of the items to detailed size and fit information. To deliver the best customer experience and provide further information about our products, our customer care department is available six days a week in 13 different languages.

We have committed to offering more information to our customers and to engaging them more around sustainability topics. Several of our brand partners are working towards more sustainable practices and products and we would like to convey this information to our customers in a transparent and structured manner.




During the fiscal year we started to structure our approach and defined two levels for which we want to provide information. On the first level, we will regularly assess our brand partners on their sustainability practices. In accordance with our commitment to communicate the results of our supplier assessment by the end of FY 25, we will share the obtained results with our customers. The assessment will be performed with the help of an external partner who specializes in business sustainability ratings.

On the second level, we will provide clearer information at product level, starting with the information required by the French Anti-Waste Law for a Circular Economy (AGEC) and extend this information to other traceability information as well as information on the sustainability impact of products that our brand partners may send us. This will enable us to reach our commitment to establish an information scheme on the sustainable impact of products on our website in collaboration with our brand partners by the end of FY 2025.



## 4. MYPOLICY

We commit to the highest standards of corporate governance regarding data management, corporate behavior and legal compliance, and we monitor and manage our business risks actively. Our **MYPOLICY** commitments are the following:

COMMITMENTS	FY 23
Working only with brands that comply with our Code of Conduct since January 2021	
Ensuring an effective corporate risk management	
Being compliant with all legal and regulatory requirements, including laws and regulations at local, national and international levels	
Maintaining the highest standards of data protection	
Having an effective cybersecurity and IT resilience	

To **execute an effective corporate culture** we commit to implementing our Code of Conduct and to working only with brand partners that comply with it.

The implementation of a company-wide **risk management and internal control** system ensures that risks are identified, assessed and actively managed and that the appropriate controls will efficiently mitigate risks. In addition, the rollout of **mandatory trainings** on our Code of Business Conduct and Ethics, data security, Diversity & Inclusion and workplace safety are key to ensuring that all teams are aware and aligned with our corporate culture. **Regularly monitoring compliance** through internal audits, our whistleblowing system, and keeping **long-lasting relationships** with our business partners is also key to our corporate culture.

Finally, to remain **compliant with all applicable legislations**, we prepare ourselves for the coming legislations sufficiently ahead of their application date.

In order to ensure **responsible digital operations**, we strictly adhere to our **cybersecurity and IT resilience framework**. We aim to maintain the highest standards of **data protection and privacy** at all times and have published our data protection guidelines so that all users have access to it and we regularly train our employees on these guidelines. In addition, we **closely monitor our cybersecurity and data security incidents** and commit to addressing any data and privacy incidents within 48 hours as well as communicating them to all affected users.

## Executing an effective corporate culture

Honest, lawful, and ethical conduct together with our love for luxury forms the basis for the strong and successful relationships we seek to build and maintain with our customers, business partners, and shareholders.

Executing an effective corporate culture means upholding our values, respecting laws and regulations, and having an appropriate compliance and risk management system, as well as an internal control system for financial reporting according to the U.S. Sarbanes-Oxley Act (SOX).

### GOVERNANCE OF OUR CORPORATE CULTURE

Our Compliance Officer, our Lead SOX Compliance & Risk Management, and our 26 internal control owners strive to ensure that an effective corporate culture is implemented at Mytheresa, alongside our internal audit department.

The roles and responsibilities of our risk management and internal control system are based on the three lines of defense model. On the first line, 26 control owners have been identified and are responsible for managing the risks and controls in their respective areas. On the second line, our Lead SOX Compliance & Risk Management is in charge of developing, implementing, and continuously improving our internal control and our risk management system. On the third line, our internal audit department provides independent and objective assurance as well as advice on the adequacy and effectiveness of our processes and controls.

Regular as well as ad-hoc reporting is performed by our internal audit department. The regular reporting includes a quarterly update to our Management Board and the Audit Committee. In addition, our internal audit department reports to the Supervisory Board on an annual basis. The last annual reporting occurred in October 2022. Compliance with laws and regulations and the effectiveness of our internal risk management and control system are under the supervision of our Supervisory Board. The Audit Committee undertakes the preparatory work for the Supervisory Board regarding the monitoring of the effectiveness of Mytheresa's internal risk management and control system by the Supervisory Board.

This reporting structure ensures that, on a regular basis, the Lead Internal Audit informs the Management Board and the Audit Committee regarding the conformance of the internal audit department's activities under the Code of Ethics and the International Standards for Professional Practice of Internal Auditing.

Our compliance system was implemented during the fiscal year 2021 in order to detect and respond to compliance incidents. This compliance system relies on several policies, such as our Code of Conduct, our Whistleblowing policy, our Diversity policy and our Insider Trading policy.

In September 2022, our Competition and Compliance policy was added to this compliance system. This policy explains why it is important to respect competition laws, how to deal with competitors or suppliers and provides rules regarding recommended resale prices and antitrust guidance.

In addition, our Insider Trading policy, which was adopted in January 2021, and defines employee obligations for trading in the company's securities, was reviewed and updated during this fiscal year. The updated policy is applicable to all persons that have information about the company that is not generally available to the public.



Our compliance system, implemented during the fiscal year 2021, was updated during the fiscal year 2023

In order to ensure that all our teams can easily access our latest policies and procedures, a dedicated section was added to our internal social network, MYT Connect in March 2023.

### OUR CODE OF CONDUCT

In January 2021, we published our Code of Business Conduct and Ethics (hereinafter: Code of Conduct). This Code of Conduct applies to all our teams, as well as members of our Management and Supervisory Boards. It includes 22 expectations, such as respect for the international standards of fundamental human rights, committing to non-discrimination, fostering diversity and inclusion, preventing insider trading, dealing with conflicts of interest, and prohibiting corrupt practices.

During the first half of the fiscal year, we developed the Partner Code of Conduct of Mytheresa, which brings together the requirements of Mytheresa towards all its brand and business partners. This Code of Conduct is based on international standards such as the International Labour Organization's Declaration on Fundamental Principles and Rights at Work or the United Nations Guiding Principles for Business and Human Rights.

From January 2023 onwards this new Code of Conduct has been systematically sent to all our brand partners with our order confirmations. This process will remain in place to ensure that our brand partners are aware of our standards. In addition, we reached out to our main non-brand business partners to share this Code of Conduct with them. We have also started to integrate it into some contracts and will continue to do so next year. In total, 91% of our suppliers (in procurement volume) have received the Partner Code of Conduct of Mytheresa.

### OUR RISK MANAGEMENT SYSTEM

We foster an effective risk management culture to establish the fundamental attitude and required behavior in dealing with risks. We pay special attention to compliance risks and risks that threaten the safety or well-being of our teams and third parties.

Our Group Risk Management policy was developed in July 2021 to set clear rules and guidance regarding the management of risks our company encounters in its strategic decisions and business operations. This policy defines our risk management strategy, risk management organization, and risk management processes. This policy was reviewed in 2022 to identify whether an update was required and the same version was approved in August 2022.

During the fiscal year, the frequency of the risk reporting to our Lead SOX Compliance & Risk Management was increased from once a year to twice a year. Risks can also be reported on an ad-hoc basis for newly identified major risks and sudden material changes of already identified and assessed risks. The risk inventory was therefore updated in October 2022 and June 2023. At the end of the fiscal year, our risk management system encompassed 19 risks.

The last update to the Audit Committee on our risk inventory was performed in October 2022.

In November 2023, the next review of our Group Risk Management Policy and our risk inventory will be performed, followed by an update to the Supervisory Board.



# 91%

of our suppliers received the  
Partner Code of Conduct of  
Mytheresa



Our risk management  
system was updated during  
the fiscal year

## OUR INTERNAL CONTROL SYSTEM

Our Internal Control System policy, approved in July 2022, sets clear rules and guidance for the establishment and implementation of the Internal Control System for Financial Reporting according to the U.S. Sarbanes-Oxley Act. Since April 2021 our internal control system, which is based on the Committee of Sponsoring Organizations of the Treadway Commission (COSO) 2013 framework, has been implemented at Mytheresa. Mytheresa was supported by the consulting company Rysqer in the design and implementation of the Internal Control System and we currently use the GRC tool from Rysqer to perform and document our controls, including the associated evidences. Furthermore, the internal audit department is performing the design and implementation as well as operating effectiveness testing within the tool.

At the end of June 2023, our Internal Control System was composed of about 140 controls, covering four levels: entity-level controls, process-level controls, general IT controls (ITGC), and IT application controls (ITAC).

We are in full compliance with all requirements of section 404a of the Sarbanes Oxley Act and anticipate the applicability of section 404b by starting to implement the associated processes.

## PROPAGATING OUR CULTURE THROUGH TRAINING

To ensure that our teams follow our corporate culture, five mandatory e-learning modules, covering compliance, data protection, information security, diversity and inclusion and occupational health and safety were developed and rolled out between September 2020 and October 2021 to all our teams and are now part of the onboarding process of our new-joiners.

To instill our Code of Conduct and compliance policies within our organization, compulsory training on our Code of Business Conduct and Ethics was rolled out to our teams between August and September 2022. The teams within our offices needed to attend an e-learning session of 30 minutes covering the elements included within our Code of Conduct, including but not limited to, data protection, trade secrets, dealing with competitors, equal opportunities, or whistleblowing processes. Within our store and warehouse, a printed version of this training module was handed out to our teams with the requirement to read and sign it. In total, 1,232 employees attended the training. The e-learning session was added to the compulsory trainings that are part of the onboarding process of our new-joiners and completes the list of mandatory training modules.

Moreover, our entity level and process level control owners were trained in April 2023 on our internal control and SOX environment. The one-hour training included a presentation of the SOX requirements, information on effectively designed controls, an overview of our controls, and our testing approach. A similar training will be organized at least once a year. In May 2023, the ITGC control owners also received training. The goal of this training was to present the responsibilities of control owners and explain why SOX audits are organized as well as the SOX audit process. This training will be renewed regularly.

## MONITORING COMPLIANCE THROUGH OUR INTERNAL AUDITS

During the fiscal year a risk management and compliance audit was performed by our internal audit department. All policies and associated processes were reviewed and advice was provided by our internal audit department. The recommendations are being implemented by the relevant departments.



Our internal control system of about 140 controls was updated during the fiscal year (FY 22: about 130)



# 85%

of our teams followed our code of conduct training during the FY 23



6 mandatory e-learning modules were completed by

# 1,000

colleagues during FY 23 (FY 22: 5 modules followed by more than 600 colleagues)



Quarterly audits of our internal control system are also performed by our internal audit department. These audits include a review of the design and implementation in the form of a walkthrough, of the adequacy of internal controls, and a test of the effectiveness of our internal controls, with the aim to identify potential gaps and weaknesses and provide measures and recommendations for improvement. In case of unsatisfactory audit results remediation measures, including remediation deadlines, are set. For FY 23, four reports were delivered to the Audit Committee on the results of these audits, including, in cases of identified control deficiencies, recommendations, and remediation measures. In November 2023, a full report will be provided to the Supervisory Board and Audit Committee on the results of the four audits of the fiscal year.

The Audit Committee approved the internal audit plan for fiscal years 2023 – 2024 in October 2022, which was subsequently approved by the Supervisory Board.

### MONITORING COMPLIANCE THROUGH OUR WHISTLEBLOWING PROCEDURES

Our Whistleblowing Group Policy and processes were defined in January 2021. These allow all our employees and partners to raise concerns about known or suspected violations of our Code of Conduct, as well as suspected violations of law or fraudulent activities. The policy clearly states that any form of reprisal, discrimination, or any other form of retaliation against a person reporting a concern in good faith is prohibited. During the fiscal year, we ensured that our policy and processes were in line with the applicable laws.

The whistleblowing system falls under the responsibility of our Chief People Officer and our Compliance Officer. They are responsible for receiving the cases, analyzing them, and, if necessary, transferring them to the most appropriate person to handle the case, as well as ensuring that the case is analyzed, handled, and closed in a timely manner.

20 cases were reported through our system during the fiscal year. 100% of them have been received, analyzed, and transferred to the team in charge of the implementation of remediation measures within 24 hours. 100% of these cases were resolved during the fiscal year.

None of the reported cases were related to compliance issues and they were mostly focusing on Human Resources topics. Of all reported cases, none were identified as material but appropriate remedial actions were systematically taken.

### VALUING LONG-LASTING RELATIONSHIPS

We strive to be a good business partner and to value and respect long-lasting partnerships. Our value proposition to our brand partners includes offering online visibility to highly coveted global luxury customers, creating exclusive experiences and collections, and the production of 100% proprietary content in-house across different media formats on behalf of, and in partnership with, our brand partners. In addition, our focus on the most valuable luxury customers and our ability to deliver a superior service experience highlights our commitment to maintaining brand integrity for our brand partners. Finally, we have developed significant data capabilities and insights across our platform and regularly provide our brand partners with detailed aggregated data, analysis, and customer insights on metrics such as product performance, spending and trend patterns, brand affinity, product adjacencies, subcategory penetrations, and geographic reach.



Quarterly audits of our internal control system were performed by our internal audit department



100%

of reported cases through our whistleblowing mechanism were processed within 24 hours  
(FY 22: 100%)



0

material whistleblowing cases were reported during the year  
(FY 22: 0)



Average duration of the partnership with our brand partners of

10.1 years

(FY 22: 12.0)

We are proud to have an average partnership duration with our brand partners of 10.1 years. This average partnership duration has decreased compared to the 12 years reported last year, mainly due to the growth of brands we have been partnering with more recently, such as Alaïa, Jacquemus, Toteme or Zimmermann. 57% of our revenue comes from brand partners we've been working with for over 10 years.

### **BEING A GOOD CORPORATE CITIZEN**

For several years now, we have been organizing fundraisers and making donations to support local charities. Some of these donations are made with the support of our teams. For instance, in January 2023, we organized a raffle and the raised amount was doubled by Mytheresa and given to "Initiative Krebskranker Kinder München", a charity supporting children and their families in fighting cancer. In March 2023, numerous employees donated money to support people affected by the earthquakes in Syria and Turkey through the associations "Bündnis Entwicklung Hilft" and "Aktion Deutschland Hilft" and again Mytheresa doubled this amount. During the year, we also donated to several organizations, including but not limited to, the German Childhood Cancer Foundation, the US National Alliance on Mental Illness, and Dress for Success, an international not-for-profit organization that empowers women to achieve economic independence by providing a network of support, professional attire, and the development tools to help them thrive in work and life.

### **IMPLEMENTATION OF COMING LEGISLATION**

During the fiscal year, we have begun preparations for the implementation of two main pieces of legislation that will be applicable to Mytheresa. The first one, which will be applicable starting January 2024, is the German Lieferkettensorgfaltspflichtengesetz (Supply Chain Due Diligence Act). The first step was to develop and distribute our Partner Code of Conduct and to appoint a human rights officer. We were also in discussions with numerous platforms that could help us perform our due diligence obligations. We will start working with the platform we have selected in the course of fiscal year 2024.

A first step has also been taken in the implementation of the Corporate Sustainability Reporting Directive (CSRD) with the identification of our material sustainability matters, following the double materiality principle. We will continue to put in place the various components of the regulation over the coming years so that we can publish, in FY 26, a report in accordance with this regulation.

Our sustainability teams and legal counsel will also continue to monitor regulatory developments, particularly those relating to the proposed rules on Climate-Related Disclosure from the U.S. Securities and Exchange Commission (SEC) or the European Corporate Sustainability Due Diligence Directive (CSDDD).

## Ensuring responsible digital operations

At Mytheresa, our entire business is based on digital infrastructures. For us, having responsible digital operations means ensuring that we have a robust cybersecurity system, a strong IT resilience, and protecting the privacy of those who entrust us with their data, in particular our customers, employees and business partners.

### GOVERNANCE OF OUR DIGITAL OPERATIONS

Our technology team, of more than 100 people is managed by our Chief Technology Officer (CTO). This team is not only in charge of ensuring responsible digital operation, but also of developing, implementing, and improving our website, our app, and systems such as our ERP.

To protect the data entrusted to us, we rely on the support of our data protection officer.

Our Audit Committee, that is composed of four members from our Supervisory Board, monitors the application of information and communication technology by Mytheresa, in particular in relation to cyber security and data privacy. The Audit Committee received regular updates on data protection, privacy and cybersecurity at every meeting during the past fiscal year.

The Supervisory Board received an update on cybersecurity in September 2022 and a technology update in May 2023. In addition, there was a cyber incident training for the Supervisory Board in November 2022.

The beginning of the calendar year 2023 marks the completion of a multiyear project, with the successful global rollout of the new Mytheresa technology stack powering all user interfaces and providing state-of-the-art e-commerce capabilities. This project reinforces our existing processes for ensuring responsible digital operations.

“Mytheresa’s unique digital experience is based not only on a sharp focus on high-end luxury shoppers, exclusive product and content offerings and high-quality service operations, but also on a leading technology and analytical platform.

Our technology team works relentlessly to maintain and continuously improve our technology. I am very proud of the tremendous work of our teams who ensured during the year the successful global roll out of the new Mytheresa webstore while upholding to the highest standards of data privacy and cybersecurity.”

**Philip Barthold**  
Chief Technology Officer



In FY 23, 2 reports on our digital operations were delivered to the Supervisory Board



Cybersecurity and IT Resilience framework was strictly followed during FY 23

### COMPLYING WITH THE APPROPRIATE CYBERSECURITY PROCESSES

Our cybersecurity and IT resilience framework, applicable since July 2021, is strictly adhered to. Our critical infrastructure and critical applications subject to potential cybersecurity risks were identified, and the response framework was defined for each

critical system. This framework has four steps: Protect, Detect, Respond, and Update the Supervisory Board.

In addition to our Policy on Passwords applicable since May 2022, all teams have had access to our Acceptable Use Policy since April 2023, which sets out clear rules and guidelines for the use of the information systems and other information assets. This policy covers, for instance, our antivirus protections, guidelines to prevent misuse of computers, rules regarding data storage and data transport, and the protocol in case of loss of devices.

In case of a severe incident, we have a formalized emergency response procedure that includes an escalation, depending on the level of criticality, to the CTO and CEO as well as all affected parties, including our customers if needed.

To continue improving our IT resilience, we assess our processes and procedures on an ongoing basis. Regular security patches, penetration tests, and scheduled tests on our recovery and restore processes are integrated as part of our security policies. Monitoring and alerting processes for the entire infrastructure on the main operational topics are constantly reviewed, adjusted, and optimized.

During fiscal year 2023, we did not identify the need to update our processes beyond those already in place.

#### USE OF PERSONAL DATA

At Mytheresa we collect and store personal information provided by our customers. This personal data can include names, genders, email addresses, countries, languages, and the details of transactions. Some of our third-party service providers, such as identity verification and payment processing providers or shipping partners, regularly have access to our customers' personal data.

The personal information of our customers is primarily used for transactional content. It should however be noted that the email addresses of our customers can be used for behavioral advertising such as newsletters. This advertising is only sent to customers who have directly opted in on our website. In some regions, a double opt-in is necessary to receive our newsletters. Confirmation of the sign-up is stored within our systems. We also send emails to our customers related to items left in their shopping cart or wishlist. Our privacy policy for users can be found on the Mytheresa website and is regularly updated. The policy was updated during the past year.

Our database includes over 3 million customers. 82% of them receive newsletters and 100% of those who receive them have opted in. This database is cleaned up on a regular basis to remove, for instance, subscriptions with invalid or old email addresses.

In addition other personally identifiable information of the users of our platforms, such as their email Hash or IP address, is collected upon opt-in for marketing purposes and analytical purposes, with the aim to optimize our own marketing communication and analyze our traffic. The opt-in is a prerequisite before transmitting any information to our trusted marketing and analytics partners. Our partners and a detailed explanation can be found within our privacy policy for users.



Users Privacy policy is available on our website

Employee Privacy policy is accessible to all our employees



Information is collected for newsletter purposes

for **82%**  
of our users  
(FY 22: 78%)

**100%**  
of them have opted in  
(FY 22: 100%)



We also store the personal data of our employees and our data privacy policy is accessible to all our teams.

### PROTECTION OF PERSONAL DATA

To protect sensitive information, we rely on a variety of security measures including encryption and authentication technology licensed from third parties. To limit fraudulent actions, we do not store complete credit card details in our systems, except in the rare cases of customers who place orders by phone.

In accordance with international compliance standards (such as ISO 27001 or GDPR), we have implemented controls to ensure the “need to know” principle for “write” and “delete”-access to personal data. Personal data is stored only as long as needed, either for business reasons or to fulfill our retention obligations.

Finally, employment contracts of new employees include detailed clauses on the General Data Protection Regulation (GDPR) and confidentiality, which are signed by our employees before joining Mytheresa. All employees are trained on data protection as part of their onboarding process.

In case of a data security incident, our Compliance Officer would be directly informed by the team that detected the incident. Remediation measures are immediately taken and severe incidents are reported to the authorities.

During the year, we did not identify the need to develop new processes beyond those already listed above.

### ENSURING RESPONSIBLE OPERATIONS THROUGH REGULAR AUDITS

We are regularly assessed by third parties as part of the financial audit process, for GDPR audits, and for PCI (Payment Card Industry) compliance processes. We also perform vulnerability scans and penetration tests multiple times per year.

Data protection audits are conducted every 2 years by our external data protection officer. The last audit was held in May 2021 and no findings were identified. The next audit is planned for the end of calendar year 2023.

### MONITORING OF CYBERSECURITY AND DATA SECURITY INCIDENTS

Cybersecurity and data security incidents are continuously monitored, not only to get them resolved as swiftly as possible but also to adjust our procedures.

During the fiscal year, we didn't experience any severe cybersecurity incidents, i.e. any incident that might have had an impact on our operations. In the same way, we were not subject to any internal or external severe data security incidents.



0

severe cybersecurity incidents  
were observed in FY 23

0

internal or external severe  
data security incidents were  
observed in FY 23  
(FY 22: 0)

## Having the appropriate corporate governance

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Mytheresa has a two-tier board, with a Management Board and a Supervisory Board.

The Mytheresa Management Board is composed of our five managing directors:

- Michael Kliger, Chief Executive Officer
- Dr. Martin Beer, Chief Financial Officer
- Isabel May, Chief Customer Experience Officer
- Sebastian Dietzmann, Chief Operating Officer
- Gareth Locke, Chief Growth Officer

The rules of Procedure of the Management Board can be found on the Governance Section of our [Investor Relations](#) page.

The Mytheresa Supervisory Board is composed of seven members, all appointed between September 2020 and July 2021. Four members of the Supervisory Board are considered independent directors in accordance with the Dutch Corporate Governance Code. The Supervisory Board has set up and appointed three committees: the Nominations, Governance and Sustainability Committee, the Compensation Committee, and the Audit Committee.

The rules of procedures of the Supervisory Board were amended and restated during FY 23 and the former Nominating, Governance and Compensation Committee of the Supervisory Board was split into two committees: the Compensation Committee and the Nomination, Governance and Sustainability Committee. The responsibilities of the Compensation Committee include making recommendations on the remuneration policy, monitoring its implementation or presenting an evaluation of the Management Board's performance against the performance targets. The responsibilities of the Nominations, Governance and Sustainability Committee include reviewing the size and composition of the Management Board and Supervisory Board, overseeing the corporate governance structure of the company, as well as reviewing and discussing the company's ESG strategy. Our Supervisory Board profile as well as rules of procedures of the Supervisory Board can also be found on the Governance Section of our [Investor Relations](#) page.

In fiscal year 2023, the Supervisory Board held thirteen meetings. All meetings had a (virtual) attendance of 100%, except for three meetings, which had a (virtual) attendance of 85%.

The Supervisory Board undertakes an annual evaluation of its own effectiveness and performance, of its committees and individual members, and of the Management Board and its individual members. In May 2023, the evaluation process was conducted internally and supported by the company secretary. The results of the board evaluation were discussed in the Nomination, Governance and Sustainability Committee and subsequently presented to the Supervisory Board and the Management Board. The outcome of the evaluation confirmed that the Management Board, the Supervisory Board, and the committees continue to operate effectively and that all of our directors continue to demonstrate commitment to their role.

More information about governance related to sustainability, corporate culture and responsible digital operations can be found in the dedicated sections of this report. More information on our remuneration policy, short-term incentive plan, and long-term incentive plan can be found in our [Annual and Transition Report](#).



SECTION D.

# APPENDIX

# SASB content index

SASB Code	Accounting metric	Description and reference
<b>Activity Metric</b>		
GC-EC-000.A	Entity-defined measure of user activity	Our GMV for the fiscal year 2023 is of €855.8 million. We had 856,000 active customers.
CG-EC-000.B	Data processing capacity, percentage outsourced	Our data processing capacity is estimated at about 320 TB. 179 TB of this capacity is in-house at our headquarters and in our two warehouses. About 44% of the capacity is outsourced.
CG-EC-000.C	Number of shipments	2,012,000 orders were shipped during the fiscal year.
<b>Hardware, Infrastructure, Energy &amp; Water Management</b>		
CG-EC-130a.1	<ul style="list-style-type: none"> <li>• Total energy consumed</li> <li>• Percentage grid electricity</li> <li>• Percentage renewable</li> </ul>	In fiscal year 2023, the total energy consumption was of 22.037 GJ, of which 47% was grid electricity. 92% of this electricity was renewable. As a result, 43% of our total energy consumption was from renewable energy sources (electricity). Additional information can be found in the section <a href="#">Using renewable electricity within our operations to reduce our impact</a> .
CG-EC-130a.2	<ul style="list-style-type: none"> <li>• Total water withdrawn</li> <li>• Total water consumed</li> <li>• Percentage in regions with high or extremely high baseline water stress</li> </ul>	In fiscal year 2023, the total water withdrawn was 8,299 m <sup>3</sup> , of which 42% came from regions with high or extremely high baseline water stress. Our offices in London, Barcelona, Berlin, and Shanghai and our warehouse in Leipzig are located in regions with a high or extremely high baseline water stress, according to the Aqueduct Water Risk Atlas from the World Resources Institute. Water is withdrawn from the municipal network. The majority of withdrawn water is released within the sewage systems and only a non-significant percentage is consumed, mainly for drinking purposes. 0% of the water is incorporated in production.
CG-EC-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	About 56% of our data is stored at our headquarters and in our warehouses, which are powered by renewable electricity. 85% of externally stored data, based on procurement volume, is stored with providers who have implemented strategies to reduce the impact of storage, such as powering operations with renewable electricity.



## Data Privacy and Advertising Standards

CG-EC-220a.1	Number of users whose information is used for secondary purposes	In fiscal year 2023, we used customer information for secondary purposes to send regular newsletters to 2,967,432 users (82% of our database). Customer data is not used for other secondary purposes and is sent to affiliates only for business purposes. Additional information can be found in the section <a href="#">Use of personal data</a> .
CG-EC-220a.2	Description of policies and practices relating to behavioral advertising and user privacy	We aim to maintain the highest standards of data protection and privacy. Our users privacy policy and employee privacy policy list the measures that we apply, such as encryption and authentication technology, data protection audits or data protection trainings. In addition, we have implemented controls to ensure the “need to know” principle for “write” and “delete”-access to personal data and this data is stored only as long as needed. Additional information can be found in the section <a href="#">Protection of personal data</a> .

## Data Security

CG-EC-230a.1	Description of approach to identifying and addressing data security risks	Our approach is defined within our cybersecurity framework. Critical infrastructure and applications subject to potential risks were identified and a response framework defined for each critical system. We are regularly audited by third parties and continuously reinforce our resilience. Additional information can be found in the sections <a href="#">Complying with the appropriate cybersecurity processes</a> and <a href="#">Ensuring responsible operations through regular audits</a> .
CG-EC-230a.2	<ul style="list-style-type: none"> <li>• Number of data breaches</li> <li>• Percentage involving personally identifiable information (PII)</li> <li>• Number of users affected</li> </ul>	In fiscal year 2023, no severe internal or external data security incidents were observed. Therefore, no users were affected and no personally identifiable information was breached. Additional information can be found in the section <a href="#">Monitoring of cybersecurity and data security incidents</a> .

## Employee, Recruitment, Inclusion & Performance

CG-EC-330a.1	Employee engagement	Employee engagement is measured with the help of our employee satisfaction rate and we have set the objective to reach a satisfaction rate of 75%. For the fiscal year 2023, our employee satisfaction rate was 76.3%. Additional information can be found in the section <a href="#">Monitoring team satisfaction</a> . A description of the methodology employed can be found in the <a href="#">Methodological note section</a> .
CG-EC-330a.2	<ul style="list-style-type: none"> <li>• Voluntary turnover rate</li> <li>• Involuntary turnover rate</li> </ul>	For the fiscal year 2023, the voluntary turnover rate was 27% and the involuntary turnover was 3%. Additional information can be found in the section <a href="#">Monitoring team satisfaction</a> .

CG-EC-330a.3	<p>Percentage of gender and racial/ethnic group representation for:</p> <ul style="list-style-type: none"> <li>• Management</li> <li>• Technical staff</li> <li>• All other employees</li> </ul>	<p>At the end of June 23, our headcount included 58% women and 42% men at management level and 63% women and 37% men at team level. We don't have any technical staff according to the SASB definition. For all populations combined, the share of women is 62% and our share of men is 38%.</p> <p>The ethnic group representation of employees is not monitored due to German legislations. Additional information, especially on our policies and programs to foster equitable employee representation, can be found in the sections <a href="#">Fostering diversity and inclusion</a> and <a href="#">Women in leadership functions</a>.</p>
CG-EC-330a.4	Percentage of technical employees who are H-1B visa holders	<p>None of our 26 employees in the U.S. can be categorized as technical employees. In Europe, 84 employees have a working visa.</p>
<b>Product Packaging and Distribution</b>		
CG-EC-410a.1	Total greenhouse gas (GHG) footprint of product shipment	<p>In fiscal year 2023, the total GHG emissions of our product shipments and returns was 36,923 metric tons of CO<sub>2</sub>e, i.e. 18 kg of CO<sub>2</sub>e per order. We finance Gold-Standard-certified climate projects to the equivalent of the CO<sub>2</sub>e emissions that we measure. Additional information can be found in the section <a href="#">Promoting better shipping options</a>.</p>
CG-EC-410a.2	Discussion of strategies to reduce the environmental impact of product delivery	<p>Our customers can choose the eco-packaging option, which is on average 3 times lighter than our emblematic yellow packaging, is sourced and produced in Germany, and is FSC recycled certified. This option therefore has a lower impact. During fiscal year 2023, 59.2% of orders were shipped with this option.</p> <p>In Europe, customers can also choose between standard and express delivery. Express shipping currently generates over 2.3 times more emissions than standard delivery. For orders shipped in European countries where the two options exist, the standard option was chosen for 65% of the orders.</p> <p>Our customers can also decide to finance Gold-Standard-certified climate projects, up to the amount of CO<sub>2</sub>e emissions generated by the preparation, delivery, packaging and potential return of their order. Our customers decided to finance climate projects for 6.1% of the orders. This voluntary option is in addition to our commitment to financing Gold-Standard-certified climate projects for 100% of our calculated footprint. Additional information can be found in the sections <a href="#">Promoting better shipping options</a> and <a href="#">Financing climate projects</a>.</p>

# Methodological notes

About Mytheresa	
Active Customers	Unique customer account from which an online purchase was made across our sites at least once in the preceding twelve-month period.
Total order shipped	Operating metric used by management, which is calculated as the total number of online customer orders shipped to our customers during the twelve months ended on the last day of the period presented.
Average order value (AOV)	Operating metric used by management, which is calculated as our total gross sales from online orders shipped from our sites during the twelve months ended on the last day of the period presented divided by the total online orders shipped during the same twelve-month period.
GMV	GMV is an operative measure and means the total Euro value of orders processed, including the value of orders processed on behalf of others for which we earn a commission. GMV is inclusive of product value, shipping and duty. It is net of returns, value added taxes and cancellations. GMV does not represent revenue earned by us. We use GMV as an indicator for the usage of our platform that is not influenced by the mix of direct sales and commission sales.
Adjusted EBITDA margin	Calculated as a percentage of net sales.
MYPLANET	
All MYPLANET metrics	Wherever possible, primary data has been used for all environmental information included in this report. Where data was not available, estimates were made. The estimates mainly concern the consumptions of our London, New York and Shanghai offices, representing 5% of our headcount (estimated on the basis of surface area and number of employees), as well as information related to the shipment of few products (about 0.7% of orders) from an external warehouse.
Corporate Carbon Footprint	ClimatePartner GmbH has calculated the Corporate Carbon Footprint for mytheresa.com GmbH for July 2022 - June 2023 based on the standards defined in the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard (GHG Protocol). The corporate carbon footprint includes all our offices and employees. The following emissions sources are included: direct emissions from facilities, direct emission from vehicles, purchased electricity, heating, steam and cooling, indirect emissions from purchased packaging materials, electronic devices, external data center, visits by our customers to our website, consumables, office paper, water, upstream emissions from heat, electricity, vehicle fleet, inbound logistics for packaging and consumables, operational waste, business travels, downstream transportation and distribution, end-of-life treatment of packaging, employee commuting. Excluded from our footprint are: purchased products from the brands, associated inbound logistics, use of the products and end-of-life of products. To calculate the emissions related to employee commuting, a survey was prepared and sent to all employees. The participation rate was 39%.
Percentage of orders sent with the standard option	For European countries where standard and express delivery options are offered to our customers, weight of orders sent with the standard option divided by the total weight of orders sent.

Difference of CO <sub>2</sub> emissions between the standard and express options	For our main shipping partner and for the countries where the standard and express options are offered, the total CO <sub>2</sub> e emissions of the shipments divided by the total weight of the shipments were compared for the standard and express options.
% of orders sent by shipping partners with a science-based target	Weight of the orders shipped by shipping partners with a near term 1.5°C target which was approved by the Science-Based Targets initiative divided by the total weight of all orders.
% of orders shipped with the eco-packaging	Number of orders shipped with the eco-packaging divided by the total number of orders.
<b>MYTALENT</b>	
Number of nationalities	The number of nationalities is calculated based on the headcount. In case of double nationalities, it is only counted if one of the nationalities is not already represented within our headcount.
Adjusted gender pay gap	For all our employees, including apprentices, interns, working students and temporary workers, the hourly wage (without bonus nor allowances) by employee was calculated as of 30.06.2023. Employees were gathered in 8 clusters based on team task. Within the 8 clusters, an extra cluster was built for the top leadership (managing directors, chief level and vice presidents). All other levels have been included in the clusters. Average wage within each cluster was calculated as well as the gender pay gap. Overall gender pay gap was calculated by weighting each cluster pay gap with the headcount of the cluster, in relation with the companywide headcount. Location, level, length of service or entity within Mytheresa were not considered in the analysis. Long term absences were excluded from the analysis.
Number of work accidents	In Germany, number of accidents reported to the trade association (Berufsgenossenschaft). It includes all accidents at work or on the way to work leading to the incapacity to work for more than 3 days. It also includes serious accidents which are reported immediately to the insurance company. In the other countries, number of work accidents reported to the insurance companies or health & safety providers.
Incident rate	Number of work accidents multiplied by 200,000 and divided by the working hours. Working hours are calculated based on the FTEs at the end of June, multiplied by the number of working days of the year, excluding bank holidays, and number of working hours per day. Paid vacations days are not included in the working hours.
Share of our headcount trained and number of training hours	The share of our headcount trained was calculated based on the number of people who attended the compulsory code of conduct training and dividing it with the total headcount at the end of the fiscal year. Total training hours include: compulsory trainings, e-learning platforms, onboarding of new joiners, advanced leadership program, Lunch & Learn sessions, Sox trainings and the lectures organized during the year. Not included are on-the job training and other voluntary trainings.
Paid work time	Number of FTEs at the end of June multiplied by the number of working days of the year, excluding bank holidays.
Employee Satisfaction	Regular Mytheresa employee satisfaction surveys are performed yearly and include following recurring questions: <ul style="list-style-type: none"> <li>• Overall I am satisfied with Mytheresa as a great place to work</li> <li>• I know and understand the corporate goals / corporate strategy</li> <li>• I feel that I am part of a team</li> </ul> For each question, our teams answer on a scale from 1 to 5. Average satisfaction rate is calculated for each survey based on the 3 questions and the results of the surveys of the year were weighted by the number of participants. For the two surveys of the year, the participation rates were respectively 62 and 58%.



Turnover rates	Turnover rates were calculated based on the number of voluntary (employee-initiated) or involuntary (Mytheresa-initiated) departures divided by the number of employees at the end of the reporting period.
<b>MYPRODUCT</b>	
Percentage of returns for quality reasons	Number of returns for which customers indicated that the return was related to poor quality, divided by the total number of returns in the fiscal year.
Buyback value	Price defined by Vestiaire Collective for the buyback of the product submitted by our customer.
Share of customers enrolled in the program and using it regularly	Number of customers who received more than three vouchers (store credit) through the program, with at least one week of difference between two vouchers, divided by the number of customers who received vouchers.
Average frequency of product submission	Average time between the reception of vouchers for the customers enrolled in the program and using it regularly.
<b>MYPOLICY</b>	
Share of suppliers that have received our Partner Code of Conduct	Expenses with suppliers that have received our partner code of conduct, divided by our entire expense volume, excluding non-supplier payments such as intercompany payments, taxes, or payment to employees.
Average partnership duration	For each brand partner, duration between the first booking of an order by our incoming good teams and June 30, 2023 was calculated. The average duration was weighted by the FY 23 net revenues for each brand. Please note that the methodology differs slightly from the methodology used for the FY 22 report.
Share of brand partner we've been working with for over 10 years	Net revenue from brand partners with a duration between the first booking of an order by our incoming good teams and June 30, 2023 above 10 years divided by the total net revenue.
Share of users for whom information is collected for secondary reasons	Number of users within our database receiving our newsletters divided by the total number of users in our database. These figures are as of July 17, 2023.
Share of users who have opted-in	Number of users within our database having subscribed to our newsletter divided by the number of users receiving our newsletters. These figures are as of July 17, 2023.
<b>SASB content index</b>	
Data processing capacity and percentage outsourced	<p>Precise data is available for our headquarters where we have a data storage capacity of 179 TB.</p> <p>For our main external partner, the storage capacity is constantly expanding. In mid-September 2023, the capacity allocated to us was 92 TB.</p> <p>Finally, we estimate the data stored externally by our other partners to be approximately 48.3 TB, based on our expenditures.</p>
Water consumption	Primary data was used for our head office and our warehouses in Heimstetten and Leipzig, representing 84% of our teams. For other offices, water consumption was estimated based on the number of employees (1.5 m <sup>3</sup> / employee). Due to the late receipt of some invoices, the consumptions for the other sites have been estimated on some months, using the data of the other months.