



Sustainable Sourcing & Animal Welfare Policy

Version: 3.0

Status: Final

Last reviewed on: 01.05.2025

Current version effective date: 28.05.2025

zalando



Table of Contents

1.0 Purpose & Application

1.1 Glossary of terms

2.0 Minimum Sourcing Requirements, Evidence Documentation and Ambitions

2.1 Human Rights Due Diligence

2.2 Manufacturing Processes

Chemical Management

Wet Processing

Sandblasting

2.3 Fibres and Materials

2.3.1 Cotton Fibres

2.3.2 Synthetic Fibres

2.3.3 Forest Fibres and Materials

Man-Made Cellulosic Fibres (MMCFs)

Wood, Paper, Cork & Rubber

2.3.4 Animal-Derived Fibres & Materials

Leather & Animal Skin

Wool & Animal Hair

Feather & Down

Bone, Horn, Shell, Coral & Teeth

2.4 Plastics & Packaging

2.5 Metals and Fine Jewelry

2.6 Electronics

2.7 Beauty & Personal Care

3.0 Animal Welfare Principles

4.0 Use of Voluntary Customer-Facing Green Claims



1. Purpose & Application

All companies of the Zalando Group are committed to trading responsibly and we take steps to ensure that the goods we sell and procure have been produced in an ethical, safe and environmentally conscious manner. **Our journey towards sustainability goes beyond mitigating our impact - it is also about actively galvanising our industry to make a positive and lasting change for the planet and its people.** However, transitioning to a more sustainable, equitable, and accessible future requires collective effort from our Business Partners, including how their products and materials are sourced. **Our Sustainable Sourcing & Animal Welfare Policy is part of our contractual agreements with Business Partners, and is complementary to our [Code of Conduct](#) and other mandatory [sustainability & ethical standards](#),** which set the baseline for social, environmental and chemical compliance, and applies to all Business Partners, including, but not limited to: suppliers, agents, trading companies and partners in Partner Program & Connected Retail (hereinafter “Business Partners”) of Zalando SE and all its subsidiaries (hereinafter “Zalando”). The policy aims to support the transition to a fair, sustainable and circular economy and defines minimum requirements for the use of specific fibers, materials, ingredients and manufacturing methods for products sold through Zalando.

Zalando encourages a continuous improvement approach towards sourcing minimum requirements and ambitions, which we expect Business Partners to adopt and demonstrate progress towards. We encourage Business Partners to proactively invest in initiatives, systems and tools that help to increase overall supply chain traceability, allowing for more robust risk identification and remediation across environmental, animal welfare and human rights topics. We also encourage our Business Partners to integrate circularity principles throughout their operations and product design processes for products sold on Zalando. Products should increasingly utilize safe, recycled, and renewable materials, be designed for extended use through durability and repair strategies, avoid use of substances of concern, and minimize recycling disruptors.

Business Partners’ products are required to comply with this policy and the minimum requirements described in this document. Therefore, ongoing compliance checks may be performed when products are onboarded to Zalando’s platform. Section 2.0 of this policy outlines the types of evidence documentation per requirement, indicating the forms of substantiation Business Partners may be asked to provide, upon request. Products that are considered to be in violation of this policy will be removed from sale, and inventory may be returned to the Business Partner. **Further, Zalando reserves the right to suspend partners from selling on the platform or terminate the business relationship, if they violate this policy and the legal requirements for such termination under applicable law are met.**



1.1 Glossary of Terms

Business Partners: Refers to all suppliers, agents, trading companies and partners in Partner Program & Connected Retail (hereinafter “Business Partners”) of Zalando SE and all its subsidiaries (hereinafter “Zalando”).

Minimum requirements: These are the mandatory, foundational requirements between Zalando and all Business Partners, as outlined in Section 2.0.

Evidence documentation: These are the forms of documentation and proof that all Business Partners may be asked to provide, upon request, to ensure that the minimum requirements are fulfilled. Evidence documentation per minimum requirement is outlined in Section 2.0.

Forbids/not permitted: Refers to materials, fibres, ingredients and/or manufacturing processes which Zalando does not allow.

Ambitions: These are the set of recommendations between Zalando and all Business Partners, as outlined in Section 2.0

Encourage: Seen as firm recommendations by Zalando to Business Partners. The recommendations listed under the ‘Ambition’ column as such are not mandatory, but we urge Business Partners to ensure continuous progress towards these topics.



2.0 Minimum Sourcing Requirements, Evidence Documentation and Ambitions



2.1 Human Rights Due Diligence

Human Rights Due Diligence

Upholding human rights is fundamental to Zalando's ethical business practices and is intrinsically linked to sustainable sourcing. We recognize that every individual within our supply chain, from the raw material producers to the end-product manufacturers, deserves to be treated with dignity and respect. This section of our policy underscores our commitment to preventing human rights abuses, ensuring that sourcing decisions contribute to a more just and equitable world. We aim to build a supply chain that not only respects legal obligations but also fosters positive social impact.

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none"> All Business Partners and their products on Zalando's platform must adhere to Zalando's Code of Conduct. As outlined in the Code of Conduct, Zalando strictly forbids <u>all products and materials</u> made using child labour and/or forced labour. 	<p>Upon request Business Partners must provide evidence to confirm that appropriate due diligence and preventive measures are taken to ensure that their products and materials do not originate from such high-risk geographies where human rights violations may be present.</p> <p>Upon request Business Partners must provide one or more of the following forms of evidence to demonstrate forced labour is prohibited in their supply chain:</p> <ul style="list-style-type: none"> Supplier Code of Conduct Supplier Sourcing Policy 	<ul style="list-style-type: none"> Business Partners are encouraged to join the International Accord on Fire & Building Safety in geographies where it is active. The Accord supports Business Partners' aim to tangibly reduce due diligence risks in their supply chains. <ul style="list-style-type: none"> Business Partners Tier 1 (i.e. Final assembly) suppliers located in, e.g. Bangladesh, are also strongly encouraged to join the International Accord on Fire & Building Safety. Business Partners producing textile and footwear products are encouraged to follow the OECD Due Diligence Guidance for Responsible Supply Chains in the Garment and Footwear Sector as a way to manage compliance to Zalando's Code of Conduct. Business Partners producing all other applicable product categories (e.g. Beauty, Electronics, etc) are encouraged to follow the OECD Due Diligence Guidance for Responsible Business Conduct as a way to manage compliance to Zalando's Code of Conduct.



2.2 Manufacturing Processes

Chemical Management

Zalando’s Product Restricted Substances List specifies the chemical limits permitted in our products in line with EU REACH regulations and all applicable standards set by international markets. Comprehensive details regarding these chemical requirements can be found in Zalando’s Quality Assurance Manual, Annex 1, which is accessible on Retail Center and Zalando Partner University. All Business Partners are required to implement a robust chemical management system and due diligence testing to ensure compliance with Zalando’s Quality Assurance Manual. We carry out additional tests across our product range to ensure our products are safe for customers, and regularly update the Quality Assurance Manual to include relevant regulatory requirements. Zalando is committed to driving positive improvements through close collaboration with our Business Partners.

Wet Processing

Wet processes such as dyeing, finishing and leather tanning use substantial amounts of water and involve large quantities of dyes and chemicals, which can leave behind polluting residues. Zalando is committed to lowering the environmental impact of our Private Labels production and encouraging our Business Partners to do the same.

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none">• All products from Business Partners must comply with Zalando's Product Restricted Substances List (RSL), which is aligned with EU REACH regulation and national regulations of our sales countries.• For a comprehensive overview of chemical management requirements please refer to Zalando's Quality Assurance Manual.	Upon request Business Partners must provide sufficient evidence that products are in accordance with requirements described in Zalando's Quality Assurance Manual and RSL.	<ul style="list-style-type: none">• Business Partners should demonstrate progress towards eliminating discharge of hazardous chemicals within the supply chain.• We encourage Business Partners to demonstrate progress towards proactively tracking and reporting on environmental systems and impacts of their supply chain, for example through adoption of industry tools and solutions such as the Worldly Facility Environmental Module (FEM).• Business Partners are encouraged to work with industry recognized standards, including ZDHC and bluesign®, to incorporate robust and effective chemicals management systems in their supply chains.



2.2 Manufacturing Processes

Sand-blasting

Sand-blasting involves projecting fine sand with compressed air to create a worn look on denim and other apparel products. Sand-blasting can be extremely damaging to the health of workers and can lead to a potentially fatal lung disease called silicosis. Zalando recognises the risks to workers and the environment and has banned the use of sand-blasting for all products on our platform.

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none"> The use of sand-blasting is not permitted. The following alternative processes may be used: washing; stone-washing; chemical treatments; laser/ozone treatments; hand sanding/manual treatments using sandpaper; or machine sanding. 	<p>Upon request Business Partners must provide evidence to confirm that their products do not use the practice of sand-blasting.</p> <p>Upon request Business Partners must provide one of the following in order of preference:</p> <ul style="list-style-type: none"> Third-party certification such as GOTS that prohibits sand-blasting. Clauses between the Business Partner and their suppliers, showing prohibition of sand-blasting. Business Partners own sourcing policy showing prohibition of sand-blasting across their entire product assortment Evidence of audits to verify that sand-blasting does not take place. 	<ul style="list-style-type: none"> Business Partners should demonstrate progress towards eliminating discharge of hazardous chemicals within the supply chain. We encourage Business Partners to demonstrate progress towards proactively tracking and reporting on environmental systems and impacts of their supply chain, for example through adoption of industry tools and solutions such as the Worldly Facility Environmental Module (FEM). Business Partners are encouraged to work with industry recognized standards, including ZDHC and bluesign®, to incorporate robust and effective chemicals management systems in their supply chains.



2.3 Fibres & Materials



2.3.1 Cotton Fibres

Cotton is a traditionally resource-intensive crop which requires large amounts of water and pesticides to grow. In certain regions, there are also human rights risks related to forced and child labor. Zalando is committed to scaling the sourcing of more sustainable cotton in the industry and eradicating risks of forced labor from its supply chain. As clearly outlined in our Code of Conduct, Zalando does not permit the use of forced labor, child labor or any other form of modern slavery and therefore sourcing cotton from countries at high risk of forced labor issues is not permitted. Our private label business is steadily increasing the use of regenerative, recycled, and organic cotton while exploring direct-to-farm sourcing opportunities.

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none">• Zalando strictly forbids products using forced labour in relation to cotton sourcing, including those products containing cotton fibres grown or processed in regions with a high risk of forced labour.• For such high-risk areas, the guidelines established by the International Labour Organization (ILO) are followed.	<p>Upon request Business Partners must provide evidence to confirm that the cotton used in their products do not originate from such high-risk areas.</p> <p>Upon request Business Partners must provide one or more of the following forms of evidence to demonstrate forced labour is prohibited in the supply chain:</p> <ul style="list-style-type: none">• Supplier Code of Conduct• Supplier Sourcing Policy and/or a Cotton Traceability Policy or Strategy	<ul style="list-style-type: none">• Business partners are encouraged to develop robust traceability systems for their cotton fibres, tracing them back to the country of origin.• Business Partners should aim to increase the amount of recyclable, renewable, recycled, regenerative, organic and other types of certified cotton used in products wherever possible.



2.3.2 Synthetic Fibres and Materials

Synthetic fibers such as polyester, polyurethane and nylon are traditionally made from non-renewable fossil fuels and require significant amounts of energy to be manufactured into fabric. Washing synthetic fibers also contributes to microplastic pollution of waterways and oceans. Zalando is committed to increasing the use of renewable or recycled feedstocks in synthetic fiber production and working collaboratively with the industry to develop solutions for microplastics. Zalando is committed to support the scaling of textile to textile recycling via investments and industry partnerships. Our private label business is actively replacing virgin polyester with recycled polyester, including textile-to-textile innovations, and is committed to phasing out virgin polyester entirely.

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none">• Zalando strictly forbids products made using Polyvinyl Chloride (PVC) due to the environmental risks associated with the material. Business Partners should replace PVC with safer alternatives, such as polyurethane, wherever possible.• This requirement will come into effect for the Autumn/Winter 2026 (AW26) selling season. From then on, products containing PVC will not be permitted on Zalando.	<p>Upon request Business Partners are required to provide written declarations confirming that PVC has been replaced with alternatives in all applicable products.</p> <p>Upon request Business Partners must provide one of the following in order of preference:</p> <ul style="list-style-type: none">• Third-party certifications such as PVC Free.• Clauses between the Business Partner and their suppliers which prohibit the use of PVC in their products.• A self-declaration confirming that PVC has been replaced with alternatives in all applicable products.	<ul style="list-style-type: none">• Business Partners should demonstrate progress towards eliminating discharge of hazardous chemicals within the supply chain.• We encourage Business Partners to demonstrate progress towards proactively tracking and reporting on environmental systems and impacts of their supply chain, for example through adoption of industry tools and solutions such as the Worldly Facility Environmental Module (FEM).• Business Partners are encouraged to work with industry recognized standards, including ZDHC and bluesign®, to incorporate robust and effective chemicals management systems in their supply chains.



2.3.3 Forest Fibres & Materials: Man-Made Cellulosic Fibres

Man-made cellulosic textile fibers such as viscose/rayon, modal and lyocell are made from wood pulp, which is then turned into a semi-synthetic fiber through chemical processing. Zalando is committed to protecting the world's forests and reducing the environmental impact of chemical processing on waterways, air emissions and local communities. As set out in our [Forest Protection Policy](#), we are working towards eliminating the sourcing of wood pulp from ancient and endangered forests across our private label supply chain, together with the non-profit organization Canopy. We are also committed to the [CanopyStyle](#) initiative, which aims to catalyze Next Generation Solutions, and engage in collective advocacy that advances forest conservation.

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none"> Business Partners must demonstrate progress towards eliminating man-made cellulosic fibre (MMCF) suppliers with a high risk of sourcing wood pulp from ancient and endangered forests, for example by sourcing from suppliers with a “Green Shirt” Canopy ranking and providing evidence upon request. 	<p>Upon request Business Partners are required to demonstrate progress via Canopy Green Shirt ranking.</p> <ul style="list-style-type: none"> If no Canopy ranking is available to Business Partners a Man-made Cellulosic Fibre (MMCF) policy or self-declaration to not source from ancient and endangered forests must be provided, upon request. 	<ul style="list-style-type: none"> Business Partners should aim to increase the amount of recyclable, renewable or recycled forest-based material – specifically ‘Next Gen MMCF materials’ used in products wherever possible. We encourage Business Partners to join the CanopyStyle initiative and showcase their commitment to sourcing forest-based materials responsibly, while supporting the growth of Next Gen Solutions. We encourage Business Partners to demonstrate that forest-based materials have traceability back to the country of origin, and have sufficient compliance management systems in place to ensure compliance to upcoming EU Deforestation Regulation. We encourage Business Partners to set Man-made Cellulosic Fibre (MMCF) targets to transition towards preferred options, and eliminate deforestation and the use of ancient and en



2.3.3 Forest Fibres & Materials: Wood, Paper, Cork and Rubber

Zalando is committed to protecting the world's forests as a critical lever to regenerate ecosystems, promote biodiversity, and protect the rights of indigenous rural communities. Zalando does not permit the sale of products which contain materials from vulnerable or endangered plant species and encourages responsible forestry practices as well as the increased use of recycled content.

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none">Zalando strictly forbids products made with vulnerable or endangered species, which appear on either the International Union for the Conservation of Nature (IUCN) or the Convention of International Trade in Endangered Species (CITES) checklists.	<ul style="list-style-type: none">Upon request Business Partners must provide key sourcing information including the species name (common and Latin) and country of origin.	<ul style="list-style-type: none">Business Partners should aim to increase the amount of recyclable, renewable or recycled forest-based material used in products wherever possible.We encourage Business Partners to demonstrate that forest-based materials have traceability back to the country of origin, and have sufficient compliance management systems in place to ensure compliance to CITES Regulation and upcoming EU Deforestation Regulation.We encourage Business Partners to set forest-based materials targets (e.g. wood, paper, rubber) to eliminate deforestation and the use of ancient and endangered forests in their products.



2.3.4 Animal-Derived Materials

Zalando is committed to good animal welfare and the conservation of biodiversity, and we recognize the responsibility we share with the fashion industry to guarantee good animal welfare when sourcing animal-derived materials within supply chains. Our [Animal Welfare Principles](#) set out the seven principles to which Business Partners must adhere when supplying products made from animal-derived materials, for example: materials may only be sourced from domesticated farmed species that are not killed solely for the production of fashion and lifestyle products, materials from wild animals (including those on the [IUCN](#) or [CITES](#) checklists) are not permitted; and fur is not permitted, regardless of source.

See table of requirements, evidence documentation and ambitions for all animal-derived materials on pages 15-25.



2.3.4 Animal-Derived Materials

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none"> • Zalando strictly forbids products made with vulnerable or endangered animal species, which appear on either the International Union for the Conservation of Nature (IUCN) or the Convention of International Trade in Endangered Species (CITES) checklists. • Materials from wild animals which are killed solely for the purpose of fashion products are also strictly forbidden. These include but are not limited to: alligator, crocodile, lizard, marine, mammals, ostrich, kangaroo, and snake, wool and animal hair from wild animals, wool, skin or leather from newborn or aborted animals (e.g. karakul), hair from rabbit (angora) and badger. 	<p>Upon request Business Partners must provide key sourcing information including the species name (common and Latin) and country of origin to confirm that endangered species are proactively avoided.</p> <p>Upon request Business Partners must provide one of the following, in order of preference, to confirm that wild animals are not used in their products:</p> <ul style="list-style-type: none"> • Third-party certifications that prohibit material from endangered and threatened animal species (e.g. GOTS, RWS, RAS, RMS, RDS) • Clauses between the Business Partner and their suppliers that prohibit the use of endangered species in their products. • A Business Partners own sourcing policy which demonstrates their prohibition of endangered species. • A self-declaration confirming that wild animal species are not used in all applicable products. <p>Any use of endangered species found in products on Zalando's platform will be off-boarded and returned to the Business Partner.</p>	<ul style="list-style-type: none"> • Business Partners should aim to increase the amount of recyclable, renewable, recycled and certified animal material used in products wherever possible. • We encourage Business Partners to demonstrate traceability, back to the country of origin, across wool and hair products and demonstrate year-on-year increases in certified, organic or recycled animal materials.



2.3.4 Animal-Derived Materials

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none">• All animal-derived materials used in products may only be sourced from domesticated farmed species that are not killed solely for the production of fashion and lifestyle products.• These include but are not limited to bone, horn, shell, teeth, pearls, mother of pearls, wool, alpaca, cashmere and animal hair, feathers and down, leather and skin.<ul style="list-style-type: none">◦ Exceptions may be allowed in cases when wild animals are harvested or hunted under controlled and responsible practices, to manage invasive species and/or pests, and where the material is a byproduct of food production or other industries. Appropriate evidence must be provided and reviewed by Zalando.	<p>Upon request Business Partners must provide key sourcing information to confirm that only domesticated farmed species are sourced.</p> <p>Upon request Business Partners must provide one of the following in order of preference:</p> <ul style="list-style-type: none">• Third-party certifications that ensure animal materials comply with ethical sourcing and animal welfare standards (e.g. GAP, RWS, RDS, etc).• Clauses between the Business Partner and their suppliers mandating that all animal-derived materials must originate from domesticated farmed species that are not killed solely for the production of fashion and lifestyle products.• A self-declaration confirming that all animal-derived materials are sourced from domesticated farmed species that are not killed solely for the production of fashion and lifestyle products, for all applicable products.	<ul style="list-style-type: none">• Business Partners should aim to increase the amount of recyclable, renewable, recycled and certified animal material used in products wherever possible.• We encourage Business Partners to demonstrate traceability, back to the country of origin, across wool and hair products and demonstrate year-on-year increases in certified, organic or recycled animal materials.



2.3.4 Animal-Derived Materials

Leather & Animal Skin

Leather is a durable and long-lasting material used in fashion and lifestyle products, however it also comes with a high environmental impact and animal welfare considerations. Livestock rearing contributes to global deforestation and leather processing involves many complex chemical reactions with significant human health and environmental risks. Zalando is committed to collaborating with the industry towards greater traceability in the leather supply chain to improve animal welfare standards and reduce the risks of deforestation. We are also committed to supporting responsible leather production through regenerative farming practices, sustainable manufacturing methods and circular business models, which keep products in use and protect artisan skills. Our private label business is a member of the Leather Working Group and is committed to using Leather Working Group approved manufacturers in our supply chain.

See table of requirements, evidence documentation and ambitions for leather and animal skin on pages 18-19.



2.3.4 Animal-Derived Materials

Leather & Animal Skin

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none"> Only leather or skin from domesticated farmed species that are not killed solely for the production of fashion and lifestyle products may be used. These include but are not limited to cow, buffalo, goat, lamb, pig, sheep and yak. Leather or skin from wild animals is not permitted. These include but are not limited to alligator, crocodile, lizard, marine mammals, ostrich, kangaroo, and snake. <ul style="list-style-type: none"> Exceptions may be allowed in cases when wild animals are harvested or hunted under controlled and responsible practices, to manage invasive species and/or pests, and where the material is a byproduct of food production or other industries. Appropriate evidence must be provided and reviewed by Zalando. 	<p>Upon request Business Partners must provide key sourcing information to confirm that leather and animal skin is sourced from domesticated farmed species that are not killed solely for the production of fashion and lifestyle products.</p> <p>Upon request Business Partners must provide one of the following, in order of preference:</p> <ul style="list-style-type: none"> Third-party certifications that ensure materials comply with ethical sourcing and animal welfare standards. Clauses between the Business Partner and their suppliers, mandating that all animal-derived materials originate from domesticated farmed species that are not killed solely for the production of fashion and lifestyle products. A self-declaration stating that all animal-derived materials are sourced from domesticated farmed species that are not killed solely for the production of fashion and lifestyle products, for all applicable products. 	<ul style="list-style-type: none"> We encourage Business Partners to demonstrate that leather and animal skin materials have traceability back to the slaughterhouse and/or country of origin and have sufficient compliance management systems in place to ensure compliance to upcoming EU Deforestation Regulation. Business Partners are encouraged to work with industry recognized standards, such as the Leather Working Group (LWG), who support environmental practices in leather production, including chemical, ecological and traceability standards. Business Partners are also encouraged to set deforestation-free leather targets through industry initiatives, such as the Deforestation-Free Call to Action from the Leather Working Group, Textile Exchange and World Wildlife Fund



2.3.4 Animal-Derived Materials

Leather & Animal Skin

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none"> Leather or skin from live, newborn or aborted animals (e.g. slink or karakul) is not permitted. Leather from companion animals including dogs and cats is not permitted. 	<p>Upon request Business Partners must provide key sourcing information to confirm that leather from live, newborn, aborted or companion animals is not sourced.</p> <p>Upon request Business Partners must provide one of the following in order of preference:</p> <ul style="list-style-type: none"> Third-party certifications ensure animals are treated humanely, and that leather or skin is not harvested from live, newborn or aborted animals (e.g. the Leather Working Group, Certified Humane) Clauses between the Business Partner and their suppliers, confirming the prohibition of leather or animal skin from live, newborn or aborted animals. A self-declaration stating that leather or animal skins are not sourced from live, newborn or aborted animals, for all applicable products. 	<ul style="list-style-type: none"> We encourage Business Partners to demonstrate that leather and animal skin materials have traceability back to the slaughterhouse and/or country of origin and have sufficient compliance management systems in place to ensure compliance to upcoming EU Deforestation Regulation. Business Partners are encouraged to work with industry recognized standards, such as the Leather Working Group (LWG), who support environmental practices in leather production, including chemical, ecological and traceability standards. Business Partners are also encouraged to set deforestation-free leather targets through industry initiatives, such as the Deforestation-Free Call to Action from the Leather Working Group, Textile Exchange and World Wildlife Fund



2.3.4 Animal-Derived Materials

Wool & Animal Hair

Wool and other types of animal hair are natural and durable materials with insulating qualities. However, poor animal husbandry and intensive farming practices can lead to animal welfare abuses and negative environmental impacts. Zalando is committed to leading by example and our private label business became certified to the Responsible Animal Fibre Standard in 2020, which ensures that relevant animals included in the standard's scope have been treated responsibly and come from farms with a progressive approach to land management. We commit to increasing the amount of certified wool, alpaca and mohair sources across our private label supply chain on an annual basis, as part of our sustainable material strategy.

See table of requirements, evidence documentation and ambitions for Wool & Animal Hair on pages 21-23.



2.3.4 Animal-Derived Materials

Wool & Animal Hair: Wool, Alpaca and other animal hair fibres

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none"> Only wool and animal hair from domesticated farmed species that are not killed solely for the production of fashion and lifestyle products may be used. This includes, but is not limited to cow, buffalo, goat, lamb, pig, sheep, camel, horse, alpaca and yak. Wool and animal hair from wild animals is not permitted. Wool from newborn or aborted animals (e.g. karakul) is not permitted. Wool and animal hair from companion animals including dogs and cats is not permitted. Wool from animals on which mulesing is performed is not permitted. Hair from rabbit (angora) and badger is not permitted. 	<p>Upon request Business Partners must provide key sourcing information to confirm that these requirements are met.</p> <p>Upon request Business Partners must provide one of the following, in order of preference:</p> <ul style="list-style-type: none"> Third-party certifications that ensure materials comply with ethical sourcing and animal welfare standards (e.g. RWS, ZQ Merino Standard, Australian Wool Innovation Non-Mulesed Wool Scheme, New Zealand Merino Company's ZQRX Standard or equivalent standards) Clauses between the Business Partner and their suppliers, mandating that all animal-derived materials must originate from domesticated farmed species that are not killed solely for the production of fashion and lifestyle products. A self-declaration stating that all animal-derived materials are sourced from domesticated farmed species that are not killed solely for the production of fashion and lifestyle products, and that mulesing (when relevant) is proactively avoided. 	<ul style="list-style-type: none"> We encourage Business Partners to demonstrate traceability, back to the country of origin, across wool and hair products and demonstrate year-on-year increases in certified, organic or recycled animal materials. Business Partners are encouraged to work with industry recognized standards which support good animal welfare and land management practices.



2.3.4 Animal-Derived Materials

Wool & Animal Hair: Mohair

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none">Mohair is only permitted on Zalando's platform when <u>both the final product and Business Partner are both certified to the Responsible Mohair Standard (RMS).</u>	<p>Upon request Business Partners must provide the following evidence:</p> <ul style="list-style-type: none">A valid Scope Certificate indicating that the Business Partner is certified to the Responsible Mohair Standard (RMS).<ul style="list-style-type: none">It is not sufficient for only the Business Partner's suppliers to be certified, the Business Partner themselves must also be certified.A Transaction Certificate from the Tier 0/1 supplier to the Business Partner, indicating that the final product is certified to the Responsible Mohair Standard (RMS).Any use of uncertified mohair in products on Zalando's platform will be off-boarded and returned to the Business Partner.	<ul style="list-style-type: none">We encourage Business Partners to demonstrate traceability, back to the country of origin, across wool and hair products and demonstrate year-on-year increases in certified, organic or recycled animal materials.Business Partners are encouraged to work with industry recognized standards which support good animal welfare and land management practices.



2.3.4 Animal-Derived Materials

Wool & Animal Hair: Fur

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none">Real animal fur is not permitted in products on Zalando's platform, regardless of source.	<p>Upon request Business Partners are required to demonstrate that no real animal fur has been used in products.</p> <ul style="list-style-type: none">Any use of real fur in products on Zalando's platform will be off-boarded and returned to the Business Partner. <p>Upon request Business Partners must provide one or more of the following in order of preference:</p> <ul style="list-style-type: none">Third-party certifications or material composition testing reports to prove the origin of all fur-like materials used, confirming they are synthetic or plant-based alternatives (e.g. the ISO Certification for synthetic materials)Commitment to the Fur Free Retailer ProgrammeClauses between the Business Partner and their suppliers, prohibiting the use of real animal fur.	<ul style="list-style-type: none">We encourage Business Partners to demonstrate traceability, back to the country of origin, across wool and hair products and demonstrate year-on-year increases in certified, organic or recycled animal materials.Business Partners are encouraged to work with industry recognized standards which support good animal welfare and land management practices.



2.3.4 Animal-Derived Materials

Feathers & Down

Feathers and down are natural materials with insulating qualities often used in outerwear, sports performance products, or for decorative purposes. There are significant risks of animal welfare abuses in the harvesting of bird feathers, including live plucking. Zalando is committed to ensuring that all animals are treated humanely and encourages the use of recycled and renewable alternative materials. Our private label business became certified to the Responsible Down Standard (RDS) in 2018, and we are committed to use down from RDS certified sources, which ensures that animals that have been treated humanely.

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none"> Only feathers or down from domesticated farmed species that are not killed solely for the production of fashion and lifestyle products may be used. These include but are not limited to: duck and goose. Feathers or down obtained from wild birds are not permitted. These include but are not limited to: ostrich, peacock or marabou feathers. Feathers or down obtained through live-plucking are not permitted. Feathers as a by-product of fowl raised to produce foie-gras (e.g. force-feeding) are not permitted. 	<p>Upon request Business Partners must provide key sourcing information to confirm that feathers and down are only sourced from domesticated farmed species and not from wild birds.</p> <p>Upon request Business Partners must provide one of the following, in order of preference:</p> <ul style="list-style-type: none"> Third-party certifications that ensure the down and feathers come from ducks and geese that have not been subjected to unnecessary harm, including live-plucking or force-feeding (e.g. RDS, Downpass or equivalent standard) A self-declaration stating that Business Partners do not engage in live-plucking or force feeding in their feather/down sourcing. 	<ul style="list-style-type: none"> Business Partners are encouraged to work with industry recognized standards which support good animal welfare and land management practices. Business Partners are also encouraged to source alternatives to feather and down, such as biobased, renewable alternatives.



2.3.4 Animal-Derived Materials

Bone, Horn, Shell, Coral & Teeth

Bone, horn, shell, coral and teeth are natural materials used for jewellery, trimmings or decorative purposes. There are both environmental and animal welfare issues linked to the collection and production of these materials. Zalando is committed to responsible sourcing of such materials and does not permit the sale of products which contain materials from vulnerable or endangered species.

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none"> Only bone, horn, shell, and teeth from domesticated farmed species that are not killed solely for the production of fashion and lifestyle products may be used. Bone, horn, shell and teeth from wild animals are not permitted. Pearls, shell, mussel and coral from wild species and wild harvested sources are not permitted. <ul style="list-style-type: none"> Exceptions may be allowed in cases when wild animals are harvested or hunted under controlled and responsible practices, to manage invasive species and/or pests, and where the material is a byproduct of food production or other industries. Appropriate evidence must be provided and reviewed by Zalando. 	<p>Upon request Business Partners must provide key sourcing information to confirm that bone, horn, shell, teeth, pearls, mussel and coral are only sourced in compliance with these requirements.</p> <p>Upon request Business Partners must provide one of the following, in order of preference:.</p> <ul style="list-style-type: none"> Clauses between the Business Partner and their suppliers, mandating that all animal-derived materials must originate from domesticated farmed species that are not killed solely for the production of fashion and lifestyle products. A self-declaration stating that Business Partners do not source their relevant animal materials from wild animals or wild harvested sources. 	<ul style="list-style-type: none"> Business Partners should aim to increase the amount of recyclable, renewable, recycled and certified animal material used in products wherever possible. We encourage Business Partners to demonstrate traceability, back to the country of origin for all animal-derived materials, and demonstrate year-on-year increases in certified, organic or recycled animal materials.



2.4 Plastics & Packaging



2.4 Plastics & Packaging

Plastics & Packaging

Plastic is a robust, yet lightweight material commonly made from non-renewable fossil fuels, which usually does not biodegrade at the end of its life and contributes to pollution of the land and sea. Additionally, product packaging is often made of plastics or paper, and is one of the topics top-of-mind for our customers, when it comes to sustainability. Zalando prioritises the minimisation of single-use plastic. We transitioned from plastic to paper shipping bags in 2024 for all last-mile delivery to our customers and committed to supply 100% of our own packaging from sustainable sources, such as FSC, Blauer Engel, or recycled materials. We have also begun to transition our polybags from 40% to 100% post-consumer recycled content.

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none">Products made of oxo-degradable plastic must not be placed on the market as required by the Single-Use Plastic Directive, EU 2019/904.	<p>Upon request Business Partners must have documentation to guarantee sourcing of plastics is not from oxo-degradable sources.</p> <p>Upon request Business Partners must provide one of the following in order of preference:</p> <ul style="list-style-type: none">Third-party certifications, such as EN 13432, ASTM D6400 or European Bioplastics, which provide assurance that the product breaks down in a controlled manner without generating oxo-degradable plastics.Documentation showing their product's compliance with the Single-Use Plastic Directive and evidence that their materials are not oxo-degradable. Suppliers can issue formal compliance statements confirming that their products adhere to national and international regulations.A self-declaration stating that no oxo-degradable plastics are used. These declarations must confirm that additives such as transition metals (e.g. cobalt, manganese) which are commonly used in oxo-degradable plastics are not present.	<ul style="list-style-type: none">Business Partners should aim to increase the amount of recyclable, renewable or recycled plastic used in their products wherever possible.Business Partners should aim to increase the amount of recyclable, renewable, recycled, or forest-certified packaging materials used in their products wherever possible.Business Partners should aim to minimise the use of void fill.Business Partners should aim to use more efficient folding techniques to reduce polybag sizes.Business Partners should aim to minimise the polybag thickness.Business Partners should aim to use water-based colors instead of solvent-based colors for printing where possible.



2.5 Metals & Fine Jewelry



2.5 Metals & Fine Jewelry

Metals & Fine Jewelry

The mining and processing of metals and semi-precious/precious stones pose severe social and environmental risks, including child labor, forced labor and human trafficking, violation of indigenous peoples' rights, armed conflict violations, pollution of water and air, soil degradation and deforestation. Zalando is committed to addressing these risks through collaborative action towards improved traceability in the industry and encourages the increased use of recycled or sustainably-sourced materials to support the circular economy and artisan skills.

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none"> All jewelry products must comply with relevant EU REACH regulations, and all applicable standards set by international markets regarding chemical compliance. <ul style="list-style-type: none"> For a comprehensive overview of restricted substances as defined by Zalando's Restricted Substance List please refer to Zalando's Quality Assurance Manual. Business Partners selling precious metals and stones on Zalando's platform must have a responsible mineral supply chain policy addressing social and environmental risks (e.g., diamond sourcing from conflict regions). 	<ul style="list-style-type: none"> Upon request Business Partners selling precious metals and stones through Zalando must demonstrate progress towards sustainable sourcing (e.g. through the Responsible Jewellery Council or equivalent). Upon request Business Partners must provide their responsible mineral supply chain policy. 	<ul style="list-style-type: none"> We encourage Business Partners selling precious metals and stones to demonstrate progress towards sustainable sourcing of their primary materials, such through the involvement in multi-stakeholder initiatives such as the Responsible Jewellery Council (RJC). Business Partners selling precious metals and stones should set public targets for sourcing recycled or sustainably-sourced materials, such as those certified to Fairmined and/or RJC.



2.6 Electronics & Appliances



2.6 Electronics & Appliances

Electronics & Appliances

Electronics are complex devices comprising hundreds of components made from different metals and chemical elements and compounds. There are severe social and environmental risks related to the mining and processing of these materials, specifically from conflict regions, and the waste generated from discarded electronics is a growing problem in the industry. Zalando is committed to addressing these risks through collaborative action towards improved traceability in the industry and encourages the increased use of recycled or sustainably-sourced materials to support the circular economy and reduce the amount of electronic waste generated.

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none"> Business Partners selling electronics and appliances through Zalando must have due diligence systems and processes in place to assess the risk of sourcing raw materials from fragile or conflict-affected areas, as well as the likelihood that those raw materials used in products could be financing conflict, forced labour or other social and environmental risks. 	<p>Upon request Business Partners must provide one of the following in order of preference:</p> <ul style="list-style-type: none"> Responsible mineral supply chain policy. Declaration confirming that their products are in compliance with relevant requirements of this directive. 	<ul style="list-style-type: none"> We encourage Business Partners to demonstrate traceability, back to the country of origin, of all key raw materials used in electronic and appliance products, including but not limited to tin, tungsten, tantalum, gold, and cobalt. Business Partners should aim to increase the amount of recyclable, renewable or recycled materials used in their electronics and appliance products wherever possible.
<ul style="list-style-type: none"> All electronic products and appliances must comply with RoHS and WEEE Directives and Conflict Mineral Regulation. Per EU Directive 2009/125/EC, Business Partners must establish a framework for the setting of eco-design requirements for energy-related products. For a comprehensive overview of these regulatory requirements please refer to Zalando's Quality Assurance Manual. 	<p>Upon request Business Partners selling electronic products and appliances through Zalando must demonstrate progress towards sustainable sourcing.</p> <p>Upon request Business Partners must provide evidence to comply with the relevant directives and regulations.</p> <ul style="list-style-type: none"> For a comprehensive overview of evidence documentation please refer to Zalando's Quality Assurance Manual. 	<ul style="list-style-type: none"> We encourage Business Partners to have in place a responsible mineral supply chain policy which addresses social and environmental risks, as well as the attached processes as suggested by the OECD guidelines on Responsible Business Conduct or sector specific guidelines.



2.7 Beauty & Personal Care



2.7 Beauty & Personal Care

Beauty & Personal Care

There are various social, environmental and animal welfare risks related to the ingredient sourcing, manufacturing, packaging and disposal of beauty and cosmetic products. Zalando is committed to addressing these issues and providing a platform to offer more sustainable and circular beauty products to customers. As specified in our [Animal Welfare Principles](#), no beauty or personal care products sold on Zalando may be tested on animals, in accordance with EU legislation, and we do not permit the use of certain animal-derived ingredients in the cosmetics we sell. Zalando is also committed to addressing the human rights risks of mica sourcing through the use of synthetic mica alternatives or robust traceability programs, whereby working conditions can be closely monitored.

See table of requirements, evidence documentation and ambitions for Beauty & Personal Care on pages 34-36.



2.7 Beauty & Personal Care:

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none"> Business Partners selling electronics and appliances through Zalando must have due diligence systems and processes in place to assess the risk of sourcing raw materials from fragile or conflict-affected areas, as well as the likelihood that those raw materials used in products could be financing conflict, forced labour or other social and environmental risks. 	<p>Upon request Business Partners must provide one of the following in order of preference:</p> <ul style="list-style-type: none"> Responsible mineral supply chain policy. Declaration confirming that their products are in compliance with relevant requirements of this directive. 	<ul style="list-style-type: none"> We encourage Business Partners to demonstrate traceability, back to the country of origin, of all key raw materials used in electronic and appliance products, including but not limited to tin, tungsten, tantalum, gold, and cobalt. Business Partners should aim to increase the amount of recyclable, renewable or recycled materials used in their electronics and appliance products wherever possible. We encourage Business Partners to have in place a responsible mineral supply chain policy which addresses social and environmental risks, as well as the attached processes as suggested by the OECD guidelines on Responsible Business Conduct or sector specific guidelines.
<ul style="list-style-type: none"> All electronic products and appliances must comply with RoHS and WEEE Directives and Conflict Mineral Regulation. Per EU Directive 2009/125/EC, Business Partners must establish a framework for the setting of eco-design requirements for energy-related products. For a comprehensive overview of these regulatory requirements please refer to Zalando's Quality Assurance Manual. 	<p>Upon request Business Partners selling electronic products and appliances through Zalando must demonstrate progress towards sustainable sourcing.</p> <p>Upon request Business Partners must provide evidence to comply with the relevant directives and regulations.</p> <ul style="list-style-type: none"> For a comprehensive overview of evidence documentation please refer to Zalando's Quality Assurance Manual. 	



2.7 Beauty & Personal Care

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none"> Zalando strictly forbids products made with vulnerable or endangered plant and animal species, which appear on either the International Union for the Conservation of Nature (IUCN) or the Convention of International Trade in Endangered Species (CITES) checklists. 	<p>Upon request Business Partners must provide key sourcing information including the species name (common and Latin) and country of origin to confirm that endangered species are proactively avoided.</p> <ul style="list-style-type: none"> Any use of endangered species found in products on Zalando's platform will be off-boarded and returned to the Business Partner. 	<ul style="list-style-type: none"> We encourage Business Partners to demonstrate traceability, back to the country of origin, of all key raw materials used in electronic and appliance products, including but not limited to tin, tungsten, tantalum, gold, and cobalt. Business Partners should aim to increase the amount of recyclable, renewable or recycled materials used in their electronics and appliance products wherever possible.
<ul style="list-style-type: none"> All beauty products must comply with Regulation (EC) 1223/2009, which prohibits the use of animal testing. <ul style="list-style-type: none"> Industry recognized standards including Cruelty Free International and Beauty Without Bunnies are encouraged. 	<p>Upon request Business Partners must provide documentation, policies or certifications in place to ensure animal-testing is prohibited in their supply chains.</p> <p>Upon request Business Partners must provide one of the following in order of preference:</p> <ul style="list-style-type: none"> EU compliance with the European Ban on Animal Testing Regulation. Cruelty-free certifications from established third-party organisations ensuring that products have not been tested on animals at any stage of production, such as The Leaping Bunny or PETA's Beauty Without Bunnies. Declaration stating that beauty products have not been tested on animals. 	<ul style="list-style-type: none"> We encourage Business Partners to have in place a responsible mineral supply chain policy which addresses social and environmental risks, as well as the attached processes as suggested by the OECD guidelines on Responsible Business Conduct or sector specific guidelines.



2.7 Beauty & Personal Care

Minimum Requirements	Evidence Documentation	Ambition
<ul style="list-style-type: none">The use of bee venom, snake venom and coral extract in beauty products is not permitted.	<p>Upon request Business Partners must provide documentation, policies or certifications in place to ensure the use of bee and snake venom, and coral extract is prohibited in their supply chains.</p> <p>Upon request Business Partners must provide one of the following in order of preference:</p> <ul style="list-style-type: none">Third-party certifications such as Vegan Society or PETA Cruelty-Free and Vegan assuring that products do not contain animal-based substances.Detailed ingredient list and Safety Data Sheets for each product, clearly stating that bee venom, snake venom and coral extract are not included.Declaration stating that the ingredients supplied do not contain restricted substances.	<ul style="list-style-type: none">We encourage Business Partners to demonstrate traceability, back to the country of origin, of all key raw materials used in electronic and appliance products, including but not limited to tin, tungsten, tantalum, gold, and cobalt.Business Partners should aim to increase the amount of recyclable, renewable or recycled materials used in their electronics and appliance products wherever possible.We encourage Business Partners to have in place a responsible mineral supply chain policy which addresses social and environmental risks, as well as the attached processes as suggested by the OECD guidelines on Responsible Business Conduct or sector specific guidelines.



3. Animal Welfare Principles



3. Animal Welfare Principles

- **Zalando does not permit animals to be killed solely for the purpose of fashion.** We believe that killing animals solely for the purposes of fashion products is unnecessary. Zalando does not sell fur and has been part of the Fur Free Retailer program since 2016. Animal-derived materials may only be used in products sold on any Zalando platform under the conditions listed below.
- **Zalando is against the sale of products made from wild animals.** These include materials derived from wild-caught animals and wild animals reared in farming environments, particularly those species classified as vulnerable or endangered, which appear on either the International Union for the Conservation of Nature (IUCN) or the Convention of International Trade in Endangered Species (CITES) checklists.
- **Zalando is against animal testing.** No cosmetics/beauty products sold on Zalando may be tested on animals, in accordance with the EU ban that came into effect on 11 March 2013.
- **Zalando requires all Business Partners selling animal-derived products to promote good animal welfare throughout their supply chains.** We encourage all Business Partners to establish and implement their own Animal Welfare policies, which adopt the Five Domains Model and according Five Provisions and Aligned Animal Welfare Aims designed to assess and encapsulate both the physical and mental state of animals. We commit to strive for the same level of Animal Welfare within our Private Label supply chain, and to understand and reduce confinement, body alterations and journey times, whilst improving enrichment provision across the supply chains. We believe that animals should be pre-stunned at slaughter and are committed to supporting One Health approach to antimicrobial resistance.
- **Zalando does not permit the use of live animals in photoshoots.** Business Partners using animal imagery in marketing materials should ensure imagery used is sensitive to animal welfare issues.
- **Zalando is committed to increasing traceability and transparency across our supply chain and the industry as a whole.** We acknowledge that progress in implementing our Animal Welfare Policy can only be achieved where Business Partners have systems in place to trace back to the source of primary production within their supply chains. We expect all Business Partners to provide key sourcing information as standard about the animal-derived materials they use, including the name of the species of animal (common and Latin), country of origin where applicable (where the animal was reared and slaughtered), and any relevant documentation showing proof of good animal welfare or compliance of materials.
- **Zalando is committed to increasing the amount of sustainably-sourced materials, including those from animal-derived sources.** We are committed to leading by example; Zalando's own Private Labels are certified to Textile Exchange's Responsible Animal Fibre Standards; and we expect our Business Partners to follow by implementing robust certification systems for animal-derived materials and fibres. We also encourage and support the innovation of plant-based alternatives to animal-derived products. We will provide information on our progress towards sourcing more sustainable materials in our annual public reporting.



4.0 Use of Voluntary Customer-facing Green Claims



4. Use of Voluntary Customer-facing Green Claims

Zalando **encourages Business Partners to develop robust product sustainability and materials strategies, going beyond the minimum sourcing requirements** outlined in this policy, including the use of materials, ingredients and third party certification schemes which support environmental, ethical and animal welfare improvements.

Consumers are also increasingly demanding products which minimise harm to the environment and the workers producing the products they buy. **Therefore, Zalando encourages Business Partners to consider developing products which fulfill our voluntary Sustainability Product Standards.** When the relevant product data is shared with Zalando and the criteria are fulfilled, the products will have sustainability-related attributes (e.g. recycled material, organic material, etc) displayed in our digital experience.



4. Use of Voluntary Customer-facing Green Claims

In parallel, environmental legislation in Europe is tightening, setting a higher bar for the industry toward better practices and improved transparency for customers. Therefore, **Business Partners must ensure that they have the necessary documentation to evidence any sustainability-related claims they would like to make on Zalando.** This includes, but is not limited to product claims and all forms of sustainability-related messaging. Business Partners may be requested to share evidence documentation for their sustainability-related claims, and **Zalando reserves the right to remove sustainability-related claims from the platform if they are found to be inaccurate or misleading.**

We expect Business Partners to adhere to our Sustainability Communication Policy and guidelines, as well as applicable national and international regulations. The communications and messaging displayed on our platform, whether created by Zalando or our Business Partners, should be based on a fair and transparent description of products and services, including verifiable data which reflect the unique qualities and features of each product. **Any form of exaggeration while communicating social and environmental performance is firmly rejected.**

Related Resources:

- [Sustainability Product Standards at Zalando: Full Guide](#)
- [Sustainability Communication Policy for Business Partners](#)
- [Guide to customer-facing sustainability communication](#)