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Luxury & Fashion Forum 2022

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Mirella Muller-Wuellenweber

Global Sector President eRetail & Fashion DHL Customer Solutions & Innovation





WELCOME TO THE LUXURY & FASHION FORUM COLOGNE

Converging two worlds of fashion and luxury

Discover. Connect. Create Creating a unique experience under the IC roof to bring industry specialists and thought leaders

Bringing Global to Local

A forum to bring international and local industry players together to meet here in the heart of Europe

The Future of Logistics (in fashion and luxury)

A real emphasis on customer centric supply chains









DIGITALIZATION

SUPPLY CHAINS

SUPPLY CHAIN RESILIENCE



ENVIRONMENT SOCIAL GOVERNANCE

RE-COMMERCE & CIRCULARITY

REGIONALIZATION



Nikola Hagleitner

Chief Executive Officer Post & Parcel Germany, DPDHL Group



ACCELERATED GREEN LOGISTICS IN THE ERA OF SUSTAINABILITY DHL LUXURY & FASHION FORUM 2022

Nikola Hagleitner, 06. September 2022

P&P Germany



Sustainability is an increasingly important societal topic and plays a larger role in consumer decisions today

2018 - Fridays for Future movement

2015 - UN Paris Climate Agreement

2006 - Al Gore - An Inconvenient Truth

1999 - Eco Tax Reform

Source:s Bundesverband der Energie- und Wasserwirtschaft 2020. Statista: Survey 2022, DPDHL

80% of Germans would be **willing to change their behavior** to protect the climate

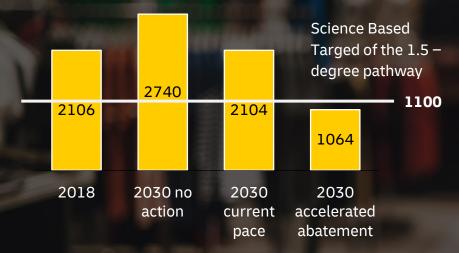
65,6% of German consumers say that sustainability plays a role in their consumption decisions

78% of German consumers 18+ years wish for CO₂-neutral delivery

However, we also recognized that consumers are often **not mature yet to take an active decision** for green solutions and that rather the ethical pressure is the dominating factor (8% opt-in vs. 79% opt-out) Green solutions in transportation and last mile delivery can play a vital role in positively influencing consumer's perception of a product's sustainability

Emissions of the fashion industry

in Mn Tonnes CO2Eq



20% potential emission savings within brand operations (Mn tonnes CO2Eq):

- Reduced overproduction (-158)
- Decarbonized retail operations (-52)
- Improved material mix (-41)
- Increased use of sustainable transport (-39)
- Minimized returns (-12)
- Improved packaging (-5)

Fashion industry executives perceive supply chain & logistics (30%) and sustainability (14%) as main challenges ahead

Sources: McKinsey "Fashion on Climate Report" and "State of Fashion 2022 survey"

DPDHL Group is a pioneer in sustainable logistics, making high investments to reach our goal of climate-neutral logistics by 2050

By 2050, reduce logistics-related GHG emissions¹ to net zero² (Scopes 1 to 3, excluding offsetting). **By 2030,** additional expenditures of up to €7 billion earmarked for sustainable technologies and fuels.



Joint effort and engagement: Working together with customers, transportation partners and industry partners on initiatives to reduce fuel consumption and GHG emissions; procuring data needed for targeted subcontractor management.

¹ Basis for GHG emissions calculation (well-to-wheel): Greenhouse Gas Protocol, DIN EN 16258 and Global Logistics Emissions Council Framework. ² Reduction to unavoidable minimum, which is to be fully compensated by recognized countermeasures (without offsetting). ³ New owned buildings.

FOR INTERNAL USE

With our green portfolio, we make carbon emissions completely transparent for us and for you – and offer solutions to reduce or compensate them

Optimized delivery with DHL recipient services

- Parcel notification and selection of drop-off location and delivery date
- Increase first time delivery and avoid unnecessary emissions

CO₂e-free delivery vehicles

 Expansion to >52,000 CO₂e-free delivery vehicles by 2025 (38,000 electric vehicles and 14,000 e-trikes)

Operating Locations

- 280 CO₂e-neutral delivery bases by 2025
- > 95% share of green electricity
- Save 5,600 tonnes of CO₂e by 2025

Direct addressing to DHL Packstation

- >10,000 DHL Packstation
- CO₂e savings of up to 30%¹⁾
- Around the clock access



*all figures related to Germany's last mile

1)Federal Environment Agency (2020): The greening of online trade. New challenges for the environmental promotion of sustainable consumption (https://www.umweltbundesamt.de/sites/default/files/medien/5750/publikationen/2020_12_03_texte_227-2020_online-handel.pdf).

With our green portfolio, we make carbon emissions completely transparent for us and for you – and offer solutions to reduce or compensate them

Transparency target: Carbon reports for customers in all divisions



Optimization of customer supply chains to reduce emissions, waste and other environmental impacts

Decarbonization of logistics service by using sustainable fuels and technologies (GoGreen Plus)

Insetting



Offsetting of customer GHG emissions¹ via certified climate protection projects (Go Green)

¹ This offsetting is not taken into account for the calculation of our carbon footprint.



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Tiffany Wendler

Associate Partner McKinsey & Company

McKinsey & Company





The State of Fashion 2022

Luxury and Fashion Forum

September 6

The Business of Fashion



McKinsey & Company

Fashion Sales in McKinsey Fashion Scenarios

Compared to 2019 baseline, %

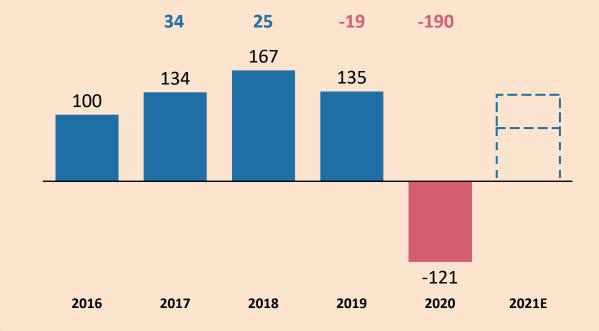
3-8 2 -4 to +1 21 22 E 2022 E 2020 (Pre Ukraine) (Post Ukraine)

2020 was a devastating year: Industry revenues fell by 20% - the future remains uncertain

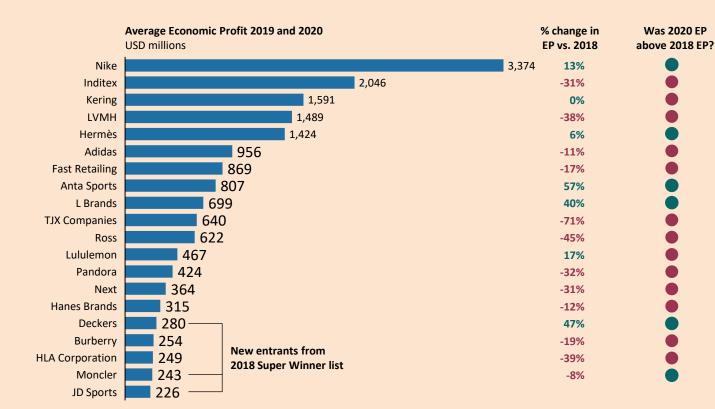
Total economic profit

Indexed to 2016 economic profit as 100

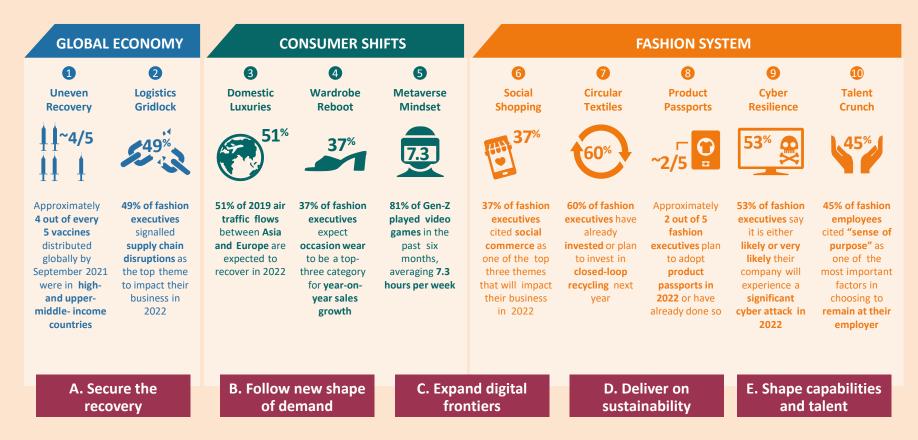
As a result, industry economic profits fell dramatically, and turned negative for the first time



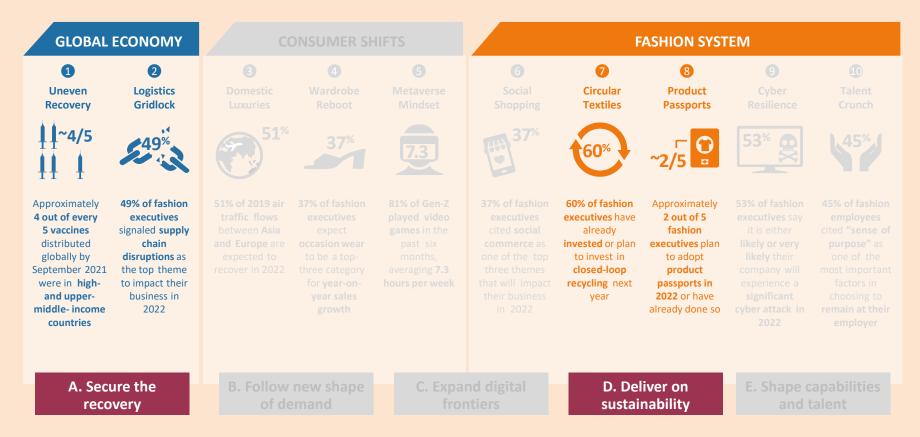
There is a group of Super Winners that have remained consistent throughout the past two years



We see five priorities that shape the State of Fashion in 2022



Today we are going to focus on how to secure the recovery and deliver on sustainability



Let's hear it from you Participants' poll

How concerned are you regarding these challenges? Please rank the options below [1 = very concerned; 5 = not concerned]



В

COVID-19 and country restrictions

Demand decrease due to inflation and recession



Supply chain cost and bottlenecks



Increase in input costs



(Future) excess inventory

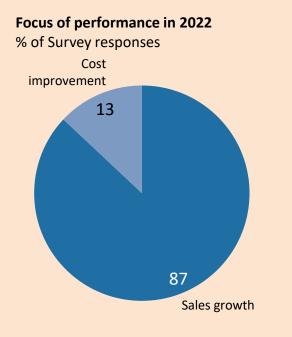


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Executives are expecting growth...



... but this optimism is met with a sense of change and uncertainty

How executives describe the year ahead Top 3 adjectives, % of survey responses

Chal	lenging
Cirai	lenging

Digital

Profitability

Change

Supply Chain & Logistics

Uncertainty

Customer centricity

Dynamic

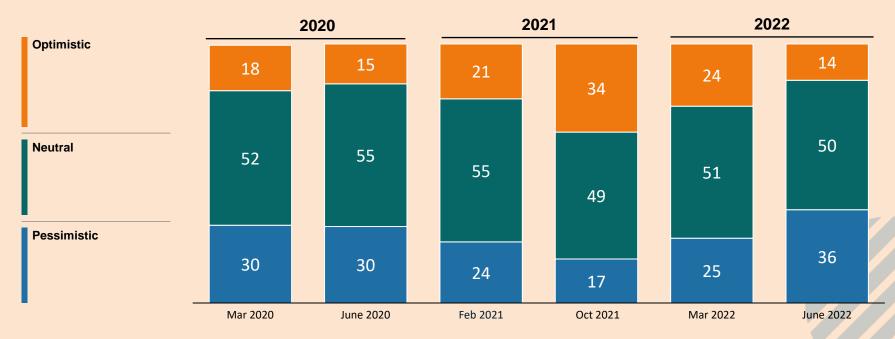
Consolidation

ESG

Optimism

Recent economic and geo-political developments have increased consumer pessimism to higher levels than 2020

Confidence in own country's economic recovery after crisis, % of respondents



Forward-looking consumers expect to decrease spending, especially low-income groups



1. Net change is calculated by subtracting the % of respondents stating they decreased spend from the % of respondents stating they increased spend in the category

Source: McKinsey & Company Europe Consumer Pulse Survey, 4/12–4/18/2022, n = 5,075 (France, Germany, Italy, Spain, UK)

In addition to the unstable economy the fashion industry has to navigate the new normal around logistics gridlock

Rising shipping costs and longer wait times are adding new layers of complexity

Fashion brands must focus on improved demand driven planning, while still building flexibility and supply chain resilience Multiple factors negatively impact supply chains in 2022, with shipping and raw materials cost

Operational trends expected to impact¹ supply chains in 2022, % of responses



1. Responded "very high impact" or "high impact"

And there is a new threat to global supply chains – the risk of excess inventory is becoming real

Excess inventory threat

High risk for inseason products, that if marked down, could impact margins heavily



After a first demand shock in H1 2020, we have then experienced demand picking up, while supply decreasing, Orders of parts and materials that increased during the supply crisis are expected to unlock, while inflation may reduce demand – with risk of excess inventory as consequence

D. DELIVER ON SUSTAINABILITY

Let's hear it from you Participants' poll

How important do you consider the following themes? Please rank the options below [1 = very important; 5 = not important]



B

Change in consumer expectations

Stringent ESG regulations



Investment and growth requirements



Talent moving to sustainable companies



New technologies (e.g., closed-loop recycling)



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D. DELIVER ON SUSTAINABILITY

The time to act on sustainability for the fashion industry is now

Shifting consumer expectations	Stringent ESG regulations	Investors upping ESG requirements	Talent moving to sustainable companies	Closed loop recycling
15-30%	30-50%	2-5x	80%	60%
price premium for sustainably produced products and services across B2C and B2B sectors	corporate profits at stake from external engagement, e.g., with carbon pricing (in place in EU, expected in USA)	multiple uplift possible for companies with strong sustainability focus	of millennials want to work for a company strong on ESG	invest in closed loop recycling planned or done by fashion executives

D. DELIVER ON SUSTAINABILITY

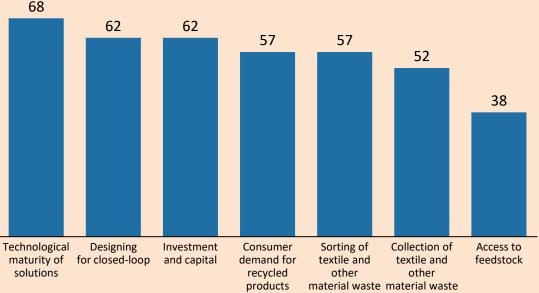
Closed loop recycling is one of the key levers the fashion industry can pull to reduce its environmental impact

For fashion circularity to be successful, companies will need to **embed circular textiles into the design stage**, while adopting **large-scale** collection and sorting

processes a

The maturity of existing solutions, the need to design for closed-loop, and investment are considered the most important

Most important¹ factors to effectively scale closed-loop recycling, % of responses



Core principles for the fashion industry

Five considerations for executives to navigate the State of Fashion in 2022

Build up the resilience muscle

The future remains uncertain. Fashion companies must build in flexibility into their assortment and supply chains to react fast to changes in supply and demand

Invest in smart pricing

Optimize strategy around net margin with priced based on elasticity, key value items and next alternative to buy

Drive proactive cost management

To cope with the recent margin pressure companies need to create full transparency on the spending and optimize cost structure at product and category levels

Make net zero an organizing principle for business

Coalitions of stakeholders are needed to solve systematic problems. Net zero pledges need to be translated into clear plans as a clear requirement of investors and regulators

Play offense vs. defense when it comes to ESG

Companies will be expected to disclose more information and should invest in closer monitoring of value chains – next to complying with regulations there is the opportunity to create a true competitive advantage



Thank you

Do not hesitate to reach out to continue the conversation



Tiffany Wendler

Associate Partner EMEA Apparel, Fashion & Luxury Practice at McKinsey



tiffany_wendler@mckinsey.com



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Caroline Rush

Chief Executive Officer

British Fashion Council

Scott Lipinski

Chief Executive Officer

Fashion Council Germany

Ann Claes

Sr. Project Manager Fashion Flanders DC





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WHAT TO EXPECT FOR TODAY ...

09:00-10:00	ARRIVAL & REGISTRATION
10:00-11:45	 Opening Mirella Muller-Wuellenweber (DHL) Accelerated green logistics in the era of sustainability Nikola Hagleitner (DHL) The State of Fashion 2022 Tiffany Wendler (McKinsey) The European Fashion Alliance Caroline Rush (BFC), Scott Lipinski (FCG), Ann Claes (FDC)
11:45-12:00	COFFEE BREAK
12:00-13:00	 Knowledge Sessions
13:00-14:00	LUNCH
14:00-15:30	 Accelerated Digitalization in Supply Chain Hendrik Venter (DHL) Empowering brands with circular fashion Ludovic Terru (Reflaunt) Solving Fashion Returns Shailja Dubé (IPF)
15:30-15:45	COFFEE BREAK
15:45-16:45	 Sustainable Supply Chain Risk Mgmt. for Fashion & Luxury Matthias Lenz (Everstream Analytics) Augmented Reality in the Fashion Supply Chain Tobias Broehl (TeamViewer)
17:00-OPEN	CLOSING & NETWORKING DINNER



KNOWLEDGE SESSION OVERVIEW









How to enable supply chains to deal with unsold garments

1

Accelerate the Transition to the Digital Supply Chain

2

Internet of Things - High Value Luxury Goods Tracking

3

Luxury & Fashion Supply Chain Decarbonization







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Hendrik Venter

Chief Executive Officer EMEA

DHL Supply Chain

Claire Lannou

VP Business and Account Development eCommerce DHL Supply Chain





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Ludovic Terru

VP of Operations

Reflaunt



\otimes **REFLAUNT**

The fashion resale market. Where are we?

KEY FIGURES FROM THE BOF REPORT

\$132 bn

Size of the global fashion resale market in 2020

11-16%

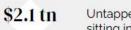
Max. market share held by the largest resale marketplaces (Poshmark, TheRealReal)



Of "resaleable" inventory in the market today

647%

Value appreciation in resale of a pair of limited edition Dior x Air Jordan 1 sneakers



Untapped opportunity of items sitting in people's closets



As brands enter the booming second-hand market, we are at the dawn of a new phase of growth with an estimated \$2.1 trillion locked in customers' closets

Creation (Pre Independent vintage stores	Legitimization (08-13) Managed platforms e.g. TheRealReal				Differentiation (14-19) Hundreds of players each with their own positioning and target			Normalization (20-onward) COVID-19 accelerates growth of the market			
Peer-to-peer MP Lawsuit Chanel vs. eBay emerge TheRealReal				audience Resale-as-a- Service emerges			Fashion brands announce first partnerships e.g. Gucci x TheRealReal				
•	2009 2013 2017		2017	2019		2020 —	2021				
EILEEN FISHER take-back program				STELLA MCCARTNEY x TheRealReal		BURBERRY x TheRealReal		ZALANDO preowned (in-house)	GUCCI Vault (in-house)	LULULEMON x Trove	
							REFORMATION x Thredup		LEVIS x Trove	NIKE in-house	ADIDAS x Trove
									GUCCI x TheRealReal	ISABEL MARANT	MY THERESA x
RESALE TOTAL FUNDING SURPASSED \$5 BILLION with 6 unicorns emerged in the last 3 years and global market size estimated at \$130 billion						FARFETCH SECOND-LIFE	x Faume	Vestiaire Collective			
and global	markets	120 0301	nated at \$	130 51110					COS x Reflaunt	H&M x Reflaunt	NET-A-PORTER x Reflaunt
BRANDS ARE NOW RUSHING TO ENTER THE MARKET to tap into the \$2.1 trillion opportunity of resaleable inventory in their customers' closets								BALENCIAGA x Reflaunt	HARVEY NICHOLS x Reflaunt	ALEXANDER MCQUEEN x Vestiaire Collective	

⊗REFLAUNT

We offer Resale-as-a-Service to luxury brands and retailers, connecting them with a global network of marketplaces

Our model allows brands and retailers to retain customers and generate repeat sales

Our technology enables the brand's customers to resell or upcycle their past purchases in a click from their own account on the ecommerce platform.

Once the item has sold, they receive cash or shopping credits which they can immediately use towards a new purchase.



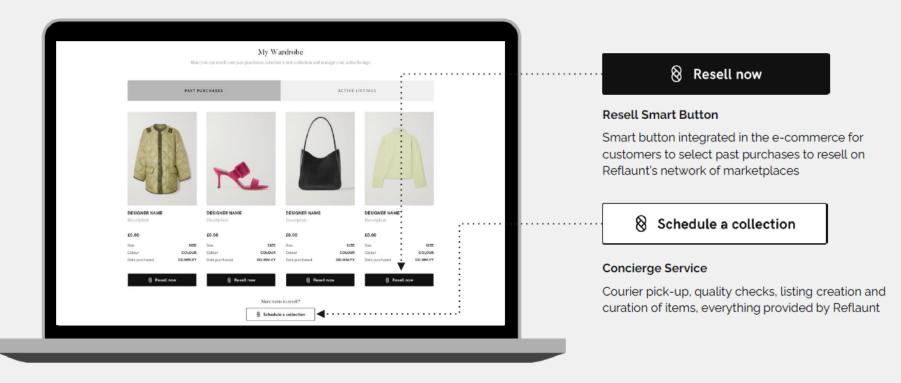
Sale value converted in shopping credits

We source inventory with a white label Resale-as-a-Service offering and sell it through our unique network of second-hand channels

We source inventory through a white label RAAS, directly through the brand

We sell the inventory through our network of second-hand channels





We source inventory with a white label Resale-as-a-Service offering and sell it through our unique network of second-hand channels

We source inventory through a white label RAAS, directly through the brand

We sell the inventory through our network of second-hand channels



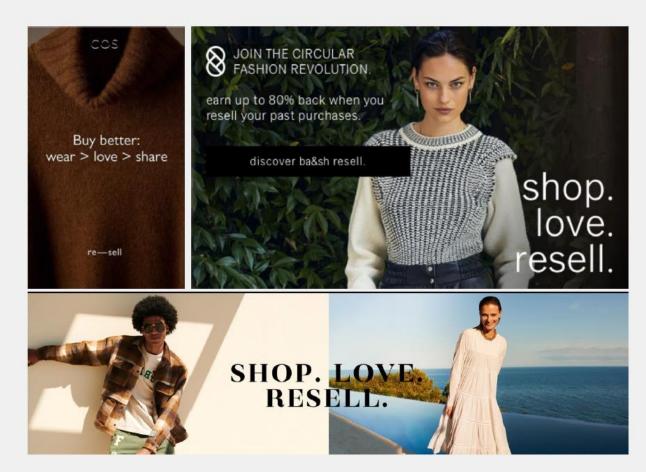
We are continuously growing our network of resale channels to accelerate time to market and liquidity

Through this network, we reach an aggregate of **50 million second-hand shoppers** across different demographics and shopping behavior.





Resale boosts traffic and customer retention



ON AVERAGE WE HAVE SEEN

3.4

Items sold per seller

65%

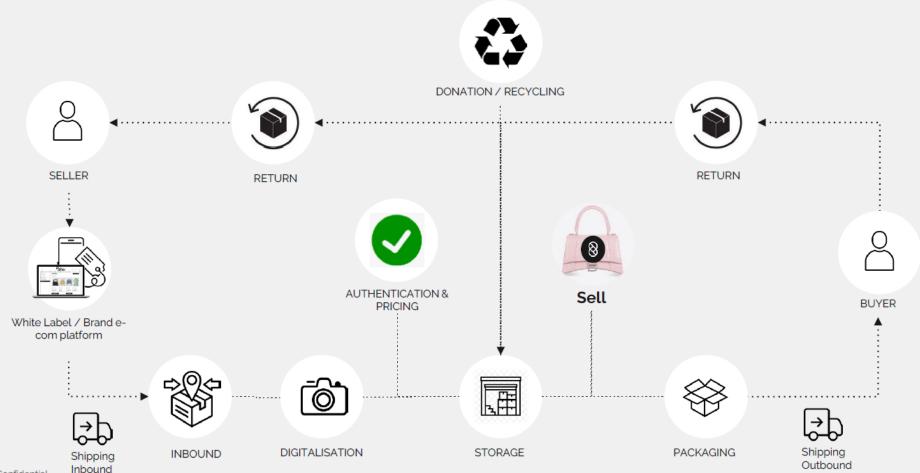
items sold within 4 months

85%+

Sellers choose shopping vouchers

2.2x

Top-up on voucher value



Operational Pillars



Build an integrated eco-system – Enable the integration of all partners: Retailers, Brands, Marketplaces, 3PLs.



A unique digitalization process for unique products - This includes professional photos to reflect the best the condition of the product.



Authentication – Leverage on data and collaborate with Brands to assess the risk of counterfeit and authenticate product.



A pricing algorithm optimizing the pay-out to the seller while maximising sell through.



A global logistics network – Our global presence allow us to scale and reach out to Brand's customer.

Thank you.

Ludovic Terru

VP of Operations ludovic@reflaunt.com



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Shailja Dubé

Institute of Positive Fashion Lead

British Fashion Council



THE CIRCULAR FASHION ECOSYSTEM PROJECT



INSTITUTE OF POSITIVE FASHION

PHASE 2: SOLVING FASHION RETURNS

Shailja Dubé Institute of Positive Fashion Lead, British Fashion Council 6th September 2022



Agenda

Background

Initial Key findings: Stakeholder interviews and consumer B survey

- C Your opinion: Measures to reduce returns

Q&A

INSTITUTE OF POSITIVE FASHION

POSITIVE

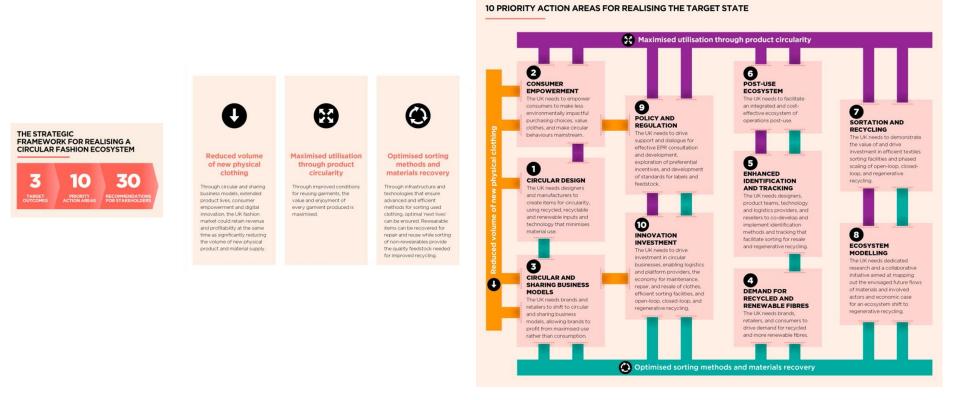






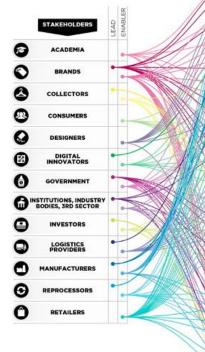
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The Circular Fashion Ecosystem – Phase 1





STAKEHOLDER ACTIONS AND CONNECTIONS



INSTITUTE OF POSITIVE

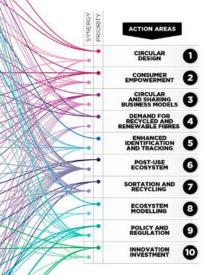
POSITIVE

RECOMMENDATIONS

Mainstreaming circular design Matching designs and reprocessing Designing for reprocessing Adopting digital prototyping Developing a digital tracking system Digitising garments Supporting manufacturing in the UK Manufacturing and distributing clothes on demand Utilising supply chain textile waste materials Educating for circularity Changing perceptions of recycled content Shifting consumer practices Formalising skills Expanding brand repair and care services Expanding rental and subscription Expanding product take-back and service provision Boosting recommerce Developing systems for optimised recirculation Standardising local authority collection systems Investing in advanced sorting Investing in upskilling for sortation and recycling Financing emerging technologies Scaling recycling Introducing an EPR scheme Developing feedstock and label standards Modelling economic and material flows Modelling industry and innovation hubs Mainstreaming metrics for societal prosperity Directing investment towards circular performance

Providing grants and incubation

Across the recommendations, there will be a need for one or more convening actors who can bring the relevant stakeholders together and ensure alignment against a common goal.



Lead stakeholder:

Stakeholders identified as most suited to lead on implementing the recommendation. Enabling stakeholder:

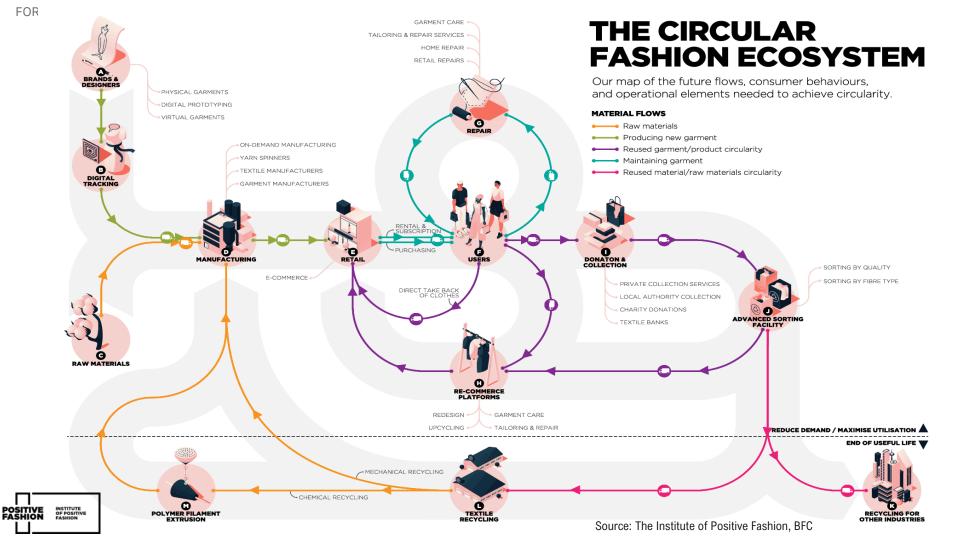
Stakeholders that are needed as collaborators to make the recommended initiative a reality and a success

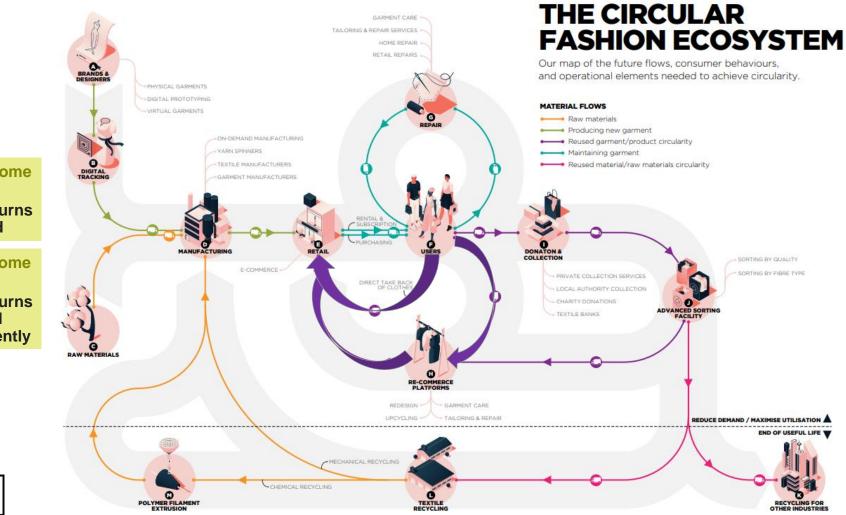
Priority action areas:

The action area the recommendation is designed to contribute to the most.

Synergy action area:

Additional action areas that the recommendation contributes to.





Target outcome 1: Product returns are reduced

Target outcome 2: Product returns are handled more efficiently

> INSTITUTE OF POSITIVE

EACHION

POSITIVE FASHION

Fashion returns generate significant financial and environmental costs



The current UK fashion sector represents an ecosystem that has recognised a need to evolve and address its environmental and social impact



Aim of the report

- 1 Highlight the environmental and societal impact of fashion product returns
- 2 Explore potential mitigation measures
- **3** Provide insights from returns that are relevant to circular and sharing business models (CSBMs)

... within the UK fashion industry

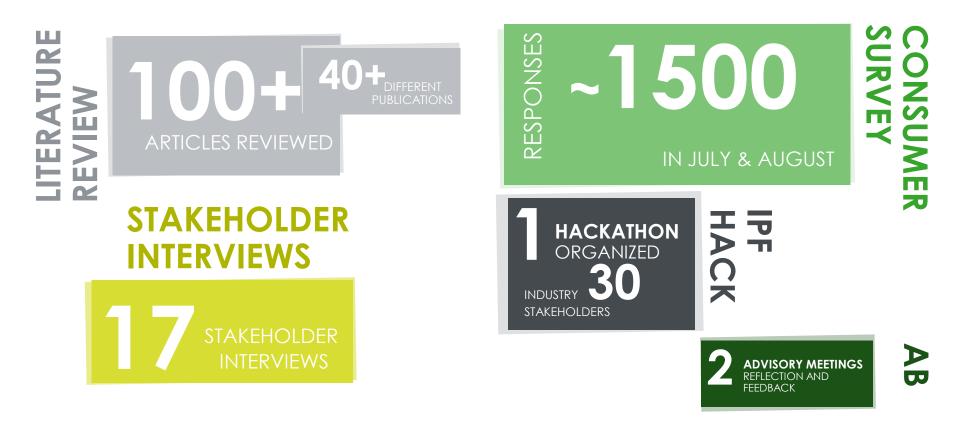




INITIAL KEY FINDINGS



This report takes a holistic approach



FOR INTERNAL USE

Stakeholder Voices: Returns pose significant challenges to the industry



Long return periods

...cause high mark downs as products become outdated

"" (...) almost half of our collection is Never-Out-Of-Stock styles, which means that we don't really need to discount our returns."

Brand



Environmental issues

...emissions, water utilization and waste

"Reverse logistics play an important part in the discussion around CO_2 emissions (...) However, today, there are still significant data gaps."

NGO



Complex operations

...returns are more complex to handle than original item

"Returns handling is a complex process with numerous manual steps. This (...) eats up all the margin of a mass-market item."

Innovator/Technology provider

Innovator



Untapped innovation

...causes missed efficiency opportunities

"By putting tracking tags on all our products, we are able to scan the garment and it will tell us what is the best place for that return to go, what shop or other location."

Brand



...given rising return volume & labour shortage

"We see an increasing demand for logistic services in the future that make an expansion of our networks necessary to handle the additional volume."

Logistic provider



...different KPIs across BUs make a unified approach difficult

"The Finance Department might be incentivized to reduce high intensity shoppers, who make the highest value of purchases but also incur the highest costs of returns."

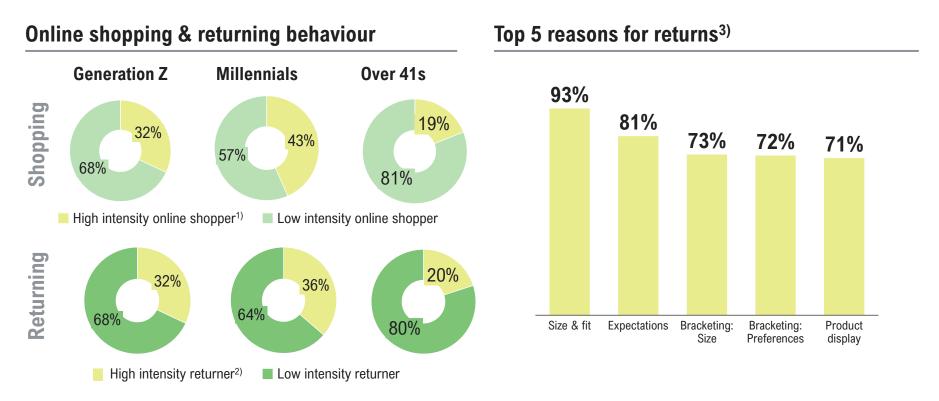


...missed opportunity to engage customers digitally

"Customers can engage with a brand much more than they do now; they can do digital fitting in real time (...), and decide yes, this is the right outfit for me. It's brand interaction."

Technology provider

Consumer Survey: who returns and why...

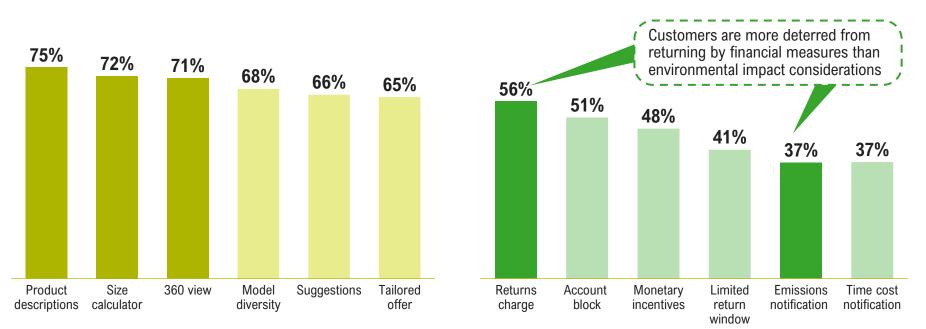


1) High intensity online shoppers: people purchasing above-average amounts of items (approx. >=2 items/typical month); 2) High intensity online returner: shoppers returning over the average rate of returns for online purchases in the UK (~30%); 3) Multiple answers possible; Bracketing is where customers buy several versions of the same item in different sizes/colour to try on at home, with the intention to return the ones that don't fit

Consumer Survey: Measures to minimise returns...

What features would be helpful for you to select a product and not return it? Choose all that apply¹⁾

Which measures would likely stop you from returning online purchases? Choose all that apply¹⁾

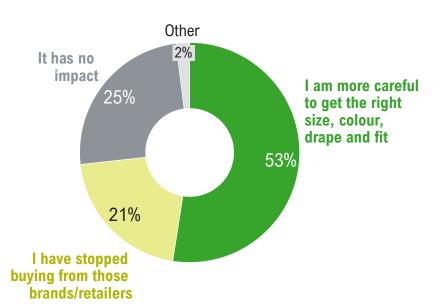


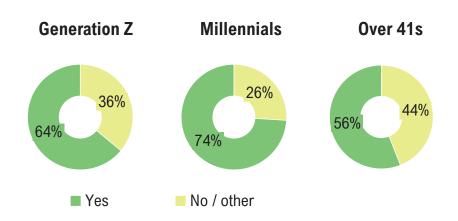
1) Multiple answers possible; % indicates share of online shoppers who selected the response

Consumer Survey: Measures to minimise returns...

Do return charges levied by retailers/brands have an impact on your online purchasing behaviour?

Would you share your data with brands/retailers for a digital avatar to try on products virtually?





"The product would be shown on an avatar which is representing yourself, it's not a picture. From our experience, consumers are benefitting from this feature and [uptake] is increasing."

Technology

provider

Applying learnings from reverse logistics of returns can help optimise CSBMs' operations, achieving greater efficiency with lesser environmental impact

Learnings from returns that are relevant to circular and sharing business models (CSBMs)

	Education		
1 Digital passport	2 Automation	3 Last mile improvements	4 Customer awareness
Identification tags to optimise sorting & tracking and validate authenticity of luxury products, increasing resale value	Automated operations in, e.g. warehousing, cleaning & stock management, to increase efficiency and lower cost	Logistics can be optimised if CSBMs partner with store-based partners to utilise their store network for fulfilment, and consolidate truck trips for both pick ups and drop offs	Addressing consumer concerns on resold/ used items, especially around sanitization, is critical to increase penetration of CSMBs

"Customers have a reticence for pre-loved and rental clothing because they see it as dirty, but new clothes have also been through so many hands. [CSBMs] need to communicate the sanitisation process better."

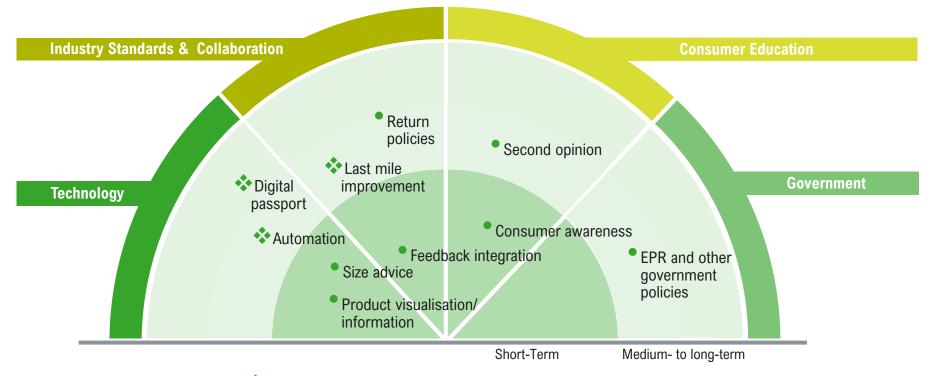
Re-commerce provider

The [CSBM's] message needs to be a really positive one, that people can feel good about bringing their products back and confident that they're doing the right thing by doing so."





Measures to minimise returns or to handle them more efficiently



FOR INTERNAL USE Your opinion is needed



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Luxury & Fashion Forum 2022

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Matthias Lenz

DHL Channel Partner Lead Everstream Analytics





Make your supply chain more responsible & sustainable



Reputation / Image

For 70% of consumers, social factors (human and labour rights) play a huge role in their buying decisions

Accenture

11 0

Number of victims of child labor worldwide 170M

Penalty payments for violating German Corporate Due Diligence Act up to 2%



Climate Change

Projected water shortage impact for high-risk companies 40-50% EBITDA

Estimated cost of workplace disruption from climate change \$2T

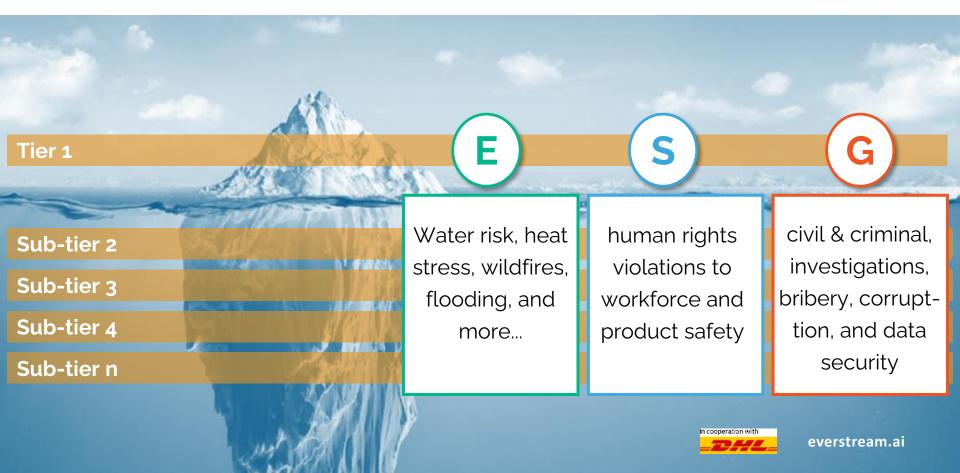


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FOR INTERNAL USE

It is a challenge to keep track of all supplier risks



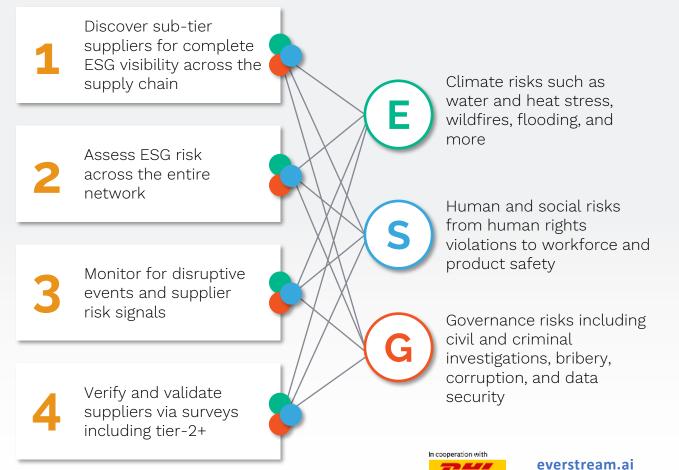
slido

Join at slido.com #3410



Complete multi-tier ESG visibility and monitoring

Across every step of the process



FORINTERNALISE

Everstream deep dive

Example: German Supply Chain Act Dashboard



Kategorien des Lieferkettengesetzes

Land	Child labor	Environment	Individual freedom	Labour rights	Civil unrest	Terrorism	War
China	15.25	13.50	14.25	20.00	8.96	4.22	2.62
Indien	64.00	36.00	50.00	80.00	66.54	46.72	9.38
Türkei	44.00	54.00	53.00	80.00	69.00	64.33	12.08
Vereinigte Staaten	0.00	54.00	9.00	60.00	47.59	30.09	6.77
Vietnam	57.00	37.00	53.00	60.00	45.00	12.00	9.00



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Everstream deep dive Global Cotton Risk

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Think of the first mover advantage you have by proactively monitoring your most important commodities.

In cooperation with

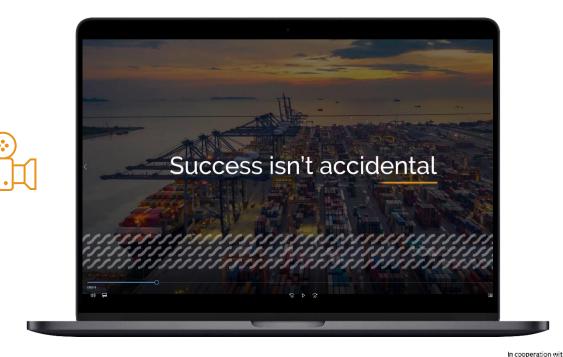
Let us make your supply chain more resilient

More than 250 companies trust the Everstream Analytics solution

Kundenauszug



The market leading Everstream end-to-end supply chain risk management solution





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Tobias Broehl

Account Executive TeamViewer





AUGMENTED REALITY IN THE FASHION SUPPLY CHAIN

EMPOWERING FRONTLINE WORKFORCE



Tobias Bröhl - AR Expert



THE WAY WE WORK IS FUNDAMENTALLY CHANGING



DIGITAL TECHNOLOGY HAS A GREAT IMPACT ON OUR EVERYDAY LIFE



80% OF WORKFOCE IS DESKLESS

THE DIGITAL AGE OFTEN LEAVES OUT FRONTLINE WORKERS



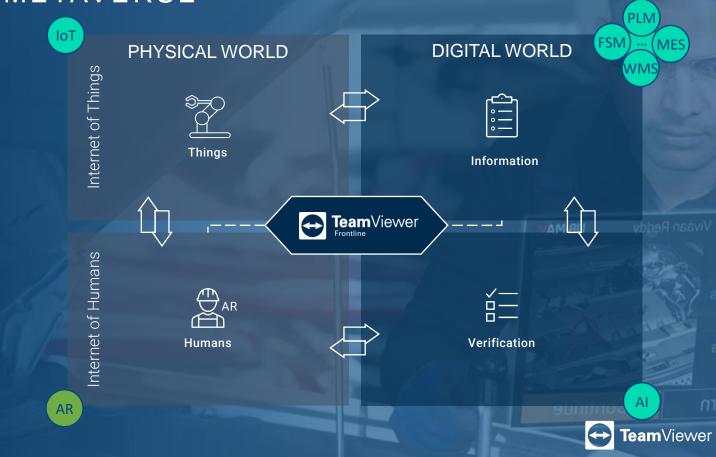
TEAMVIEWER IS AUGMENTING FRONTLINE WORKERS' INTELLIGENCE

VUZIX

VUZIX



ENABLING THE INDUSTRIAL METAVERSE





Augmented Reality **Productivity Suite**

xPick Logistics Manual Order Picking In- & Outbound Logistics Inventory & Sorting

xMake Assembly

Assembly Instructions Quality Assurance Training

Remote Support Remote Support Service & After Sales **Guided Training** X

Χρ

xAssist

XQ

xInspect

Maintenance Maintenance & Service **Guided Diagnosis** Instant Troubleshooting

xm



Logistics Operations 4.0 AR in the warehouse



AR in Recommerce Processes



Incoming Goods Handling



Goods Inspection (Documentation)



(Re-)Packing



Storing



Picking



Outgoing



INTERNAL USE

FASTER HANDLING OF INCOMING GOODS THROUGH HANDS-FREE OPERATIONS



AUTOMATIZED PRODUCT CONFIRMATION THROUGH IMAGE RECOGNITION





INCREASED PROCESS SECURITY THROUGH STEP-BY-STEP GUIDANCE





15% PRODUCTIVITY INCREASE THROUGH VISION PICKING





FOR INTERNAL USE







CREATING A WORLD THAT WORKS BETTER







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THE ERA OF SUSTAINABLE

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THE ERA OF SUSTAINABLE LOGISTICS GLOBAL SUPPLY CHAINS KEEP THE WORLD TURNING

SHARE sustainability-related challenges, experiences, knowledge, and ideas

SHAPE the future of logistics, to help businesses operate sustainably and profitably

DELIVER sustainable logistics solutions for a more sustainable future

"TOGETHER WE CAN HELP ADDRESS THE CHALLENGES OF THE CLIMATE EMERGENCY" 25.-27 April 2023 Valencia, Spain

ATJA BUSCH nief Commercial Officer DHL & Head of CSI



NETWORKING DINNER