

2024-2025 Sustainability Report

Making everyday care lighter, one thoughtful choice at a time.

Our reported activity	2024-2025
Revenue	RMB 1.22 million, combined for two years
Bottle-use equivalents	Approximately 10,000 units of 2.5 kg liquid detergent; internal estimate
Liquid transport mass	95,000 kg reported estimate; basis requires reconciliation; not CO2e
Employment preparation	4 young people with intellectual disabilities participated in training

GRI-referenced edition

Reporting period: 1 January 2024 to 31 December 2025

Publication: September 2026

Reporting entity: Chengdu Zhinian Technology Co., Ltd. / Twiggy

This English edition presents the scope, performance, methods and limitations of our Chinese report. It includes a clarification of the transport estimate. It is not an externally assured report or a claim of full compliance with the GRI Standards.

Our reporting boundary

We report on the economic, environmental and social practices of Chengdu Zhinian Technology Co., Ltd., the company operating Twiggy. Our reporting boundary covers our operations, product design, sales and company-led social projects during 2024-2025. Complete supplier and partner financial, environmental and labour data are outside the information currently available to us.

We use the GRI Universal Standards 2021 and selected Topic Standards as an organizing framework. Our disclosure is partial. We have not completed all applicable disclosures or a formal stakeholder engagement process, and we do not claim to report in accordance with the GRI Standards. The content index identifies the disclosures we discuss and the information still missing.

Report attribute	Our approach
Frequency	First report; annual or biennial updates are planned.
Assurance	No external assurance has been performed.
Company data	Revenue, product substitution estimates, training participation, sponsorship and gifting relationships are company-reported.
External information	Official sources establish standards and event context; they do not independently establish our commercial relationships.
Subsequent events	UNCCD COP17 took place in 2026 and is reported separately from 2024-2025 performance.
Feedback	https://www.twiggylife.com/en/contact/

An internal estimate is not a verified environmental outcome. Bottle-use equivalents do not establish plastic waste avoided, and transport mass does not establish greenhouse gas emissions avoided. Section 6 explains a further inconsistency in the available activity data.

A lighter everyday life

Cleaning connects our homes with materials, packaging, transport and water. We began with a practical question: can an everyday cleaning product do its job while making packaging simpler, delivery lighter and product information easier to understand?

During 2024-2025, we explored laundry sheets as an alternative to some bottled liquid detergent purchases. We considered plant-derived ingredients, enzymes and minerals in our formulation work. Alongside the business, we supported employment preparation for four young people with intellectual disabilities and contributed to cultural and public-interest events.

Our products include plant essential-oil laundry powder, laundry sheets, laundry soap, PomeloPure Multi-Clean Paste, RoseHerb Shampoo Paste and ChamoHerb Shampoo Paste. We look at these products through their full journey: ingredients, manufacture, packaging, delivery, use and disposal.

Our information systems are still developing. We do not yet have a complete life-cycle assessment or Scope 1, 2 and 3 greenhouse gas inventory. Packaging weights, delivery distances, training hours and longer-term employment outcomes also require more consistent records. We see this first report as the beginning of better measurement.

We want readers to be able to distinguish our intentions from our results. We will keep explaining what we can substantiate, revise estimates when evidence changes and use future reports to show where progress has occurred.

The Twiggy management team
September 2026

The issues we need to manage

Our management team prepared an initial review using business information, product materials, project records and external standards. We have not conducted a formal stakeholder survey or a complete materiality assessment. The priorities below reflect our preliminary management assessment, not a documented stakeholder consensus.

Stakeholders	Topics and current communication
Customers	Ingredients, cleaning performance, instructions, price and safety; labels, website and customer service.
Employees and trainees	Respect, learning opportunities and suitable tasks; day-to-day discussion and project feedback.
Suppliers and manufacturers	Quality, delivery, materials and traceability; purchasing discussions and batch documentation.
Community partners	Project purpose, participation and resources; direct collaboration and events.
Regulators and industry bodies	Product standards and responsible claims; monitoring official requirements.

Our preliminary priorities

We give high priority to product quality and responsible communication, packaging and transport efficiency, and ingredients in relation to the water environment. Economic resilience and inclusive training are also priorities. Community and cultural partnerships form part of our wider contribution.

Our approach is to collect evidence before making quantitative claims, improve instructions to reduce misuse, and review complaints and corrections. Responsibilities, documented review procedures and measurable targets need further development in the next reporting cycle.

Keeping our work viable

RMB 1,220,000 in reported revenue

We reported combined revenue of RMB 1.22 million for 2024-2025. For a small brand, revenue supports the continuity of product development, supply-chain relationships, quality management and social initiatives. The figure is revenue, not profit, cash flow or a measure of environmental benefit.

We have not published the annual split or a complete statement of economic value generated and distributed under GRI 201-1. Operating costs, employee wages and benefits, payments to capital providers and governments, community investments and retained economic value remain to be compiled on a consistent basis.

Information	Current disclosure and next step
Revenue	Two-year total disclosed; prepare annual figures and explain the accounting basis.
Operating costs	Not disclosed; map accounting categories for consistent reporting.
Employee pay and benefits	Not disclosed; aggregate figures while protecting individual privacy.
Taxes and community spending	Not disclosed; distinguish taxes, commercial sponsorship and charitable contributions.
Review	Develop an internal reconciliation and approval process for future reporting.

We will track financial performance and social and environmental outcomes separately. Revenue growth alone does not demonstrate improved resource efficiency or positive community impact.

From bottles to sheets

Approximately 10,000 bottle-use equivalents

Our Chinese report records an internal estimate that laundry sheets substituted for the use of approximately 10,000 units of 2.5 kg bottled liquid detergent during the reporting period. The estimate uses sales information and substitution assumptions to describe a change in product format.

A bottle-use equivalent is not a counted bottle diverted from landfill, a recycling result or a measured reduction in plastic weight. The estimate depends on comparable washing performance, recommended dosage and the number of equivalent washes per product. These assumptions require fuller documentation.

Measurement component	What we still need
Equivalent washes	SKU-specific dosage, number of washes and a clearly defined liquid-detergent comparator.
Sales boundary	Sales, returns and channel records matched to the reporting period.
Packaging mass	Measured weights for bottles, closures, labels and outer packaging for both alternatives.
End of life	Information on local collection and recycling systems, and consumer disposal behaviour.

Our immediate aim is prevention: using less packaging where the product can remain stable and usable. We reference GRI 306 to organize our understanding of waste-related impacts, but we do not report waste generation, diversion or disposal tonnages because the necessary data are unavailable.

Understanding the 95,000 kg figure

The Chinese report presents 95,000 kg as an internally estimated reduction in liquid-product transport mass. We retain the figure here for consistency with that disclosure, while clearly identifying that its calculation boundary and supporting records still require reconciliation. It is not 95,000 kg of CO₂e avoided.

A reconciliation still to complete

The separate bottle-use estimate of 10,000 units at 2.5 kg corresponds to 25,000 kg of liquid product before subtracting the mass of the replacement sheets and their packaging. It therefore does not, by itself, support the 95,000 kg transport figure. A different sales boundary, replacement assumption or count of transport legs would need to be documented. We do not treat the two estimates as mutually validated.

To estimate transport emissions, we need shipment mass, distance, transport mode, loading assumptions and appropriate emission factors. Comparing alternatives also requires an equivalent cleaning function and consistent boundaries. A mass figure alone cannot establish avoided emissions.

Planned record	Purpose
Products and packaging per order	Calculate the actual shipped mass.
Origin, destination and distance	Build transport activity in tonne-kilometres.
Transport mode and emission factors	Estimate emissions using documented sources and years.
Comparator and replacement product	Compare equivalent service under the same assumptions.

We have not completed a Scope 1, Scope 2 or Scope 3 inventory or obtained independent carbon verification. Future reporting should reconcile the activity figures before publishing a quantified avoided-emissions claim.

Following ingredients beyond use

We explore plant-derived inputs, enzymes and minerals in our laundry and personal-care formulations. Ingredient selection can support a focused formulation, but source alone does not determine a product's safety or environmental performance.

The environmental behaviour of a cleaning ingredient depends on its properties, concentration, dose, wastewater treatment conditions, biodegradability and ecotoxicity. Our reporting-period information does not include a complete product life-cycle assessment, wastewater monitoring programme or comprehensive ecotoxicity assessment.

We therefore do not quantify a reduction in chemicals discharged into nature. We do not use this report to claim that our products create no pollution, leave no residue, or are suitable for every person or material. Plant-derived fragrances and other ingredients may still be unsuitable for people with particular sensitivities.

Evidence level	Our next work
Ingredient	Document ingredient identity, function, supplier specifications and available safety information.
Product	Maintain quality checks, stability information, batch traceability and instructions.
Use	Explain dosage, water temperature, suitable fabrics or surfaces and warnings.
Environment	Identify an appropriate biodegradation, ecotoxicity or life-cycle assessment pathway for a priority product.

Clear instructions are part of our responsibility. We want customers to understand how much to use and when a product is appropriate, rather than treating words such as natural or plant-based as a universal performance or safety grade.

Making room to participate

Employment preparation for four young people

During 2024-2025, we provided employment-preparation training to four young people with intellectual disabilities. Our reported focus was participation in real work tasks, familiarity with routines and confidence in taking part. We protect participants' identities and do not include personal details in this report.

Four training participants does not mean four permanent jobs created. Training hours, completion rates, subsequent employment outcomes and continuing support are not yet supported by a complete dataset. We plan to record these outcomes more consistently and listen to participants and partners when evaluating the programme.

Culture and public-interest conversations

We report sponsorship support for TEDxSuzhou Countdown 2024 and the D Major Choir's Warm Winter Carols hundred-person choral gathering. These partnerships connect our work with public discussion and cultural participation. The English rendering of the choir event name is descriptive.

The TED event can be checked against the organizer's public event page. Our sponsorship relationship and the choir sponsorship are company-reported; this report does not present them as independently assured social outcomes.

From participation to outcomes

Using GRI 413 as a reference, we plan to record each project's purpose, resources, participation, partner feedback and follow-up. We will distinguish commercial sponsorship from charitable support and avoid equating the number of activities with the scale of social benefit.

Taking everyday care into wider conversations

COP30: within the reporting period

The UN Climate Change Conference COP30 was held in Belem, Brazil, in November 2025; its official conference page lists 10-21 November. We report that Twiggy products were included in conference-period gift arrangements. The relationship is company-reported and is not independently established by the official conference page.

COP17: a subsequent event in 2026

The UNCCD COP17 conference in Ulaanbaatar, Mongolia, was scheduled for 17-28 August 2026. We report that our laundry sheets and herbal shampoo paste were included in conference-period gift arrangements. This development falls outside 2024-2025 and is not included as reporting-period performance.

Participation in such gift arrangements does not mean that the United Nations, UNFCCC or UNCCD has certified, endorsed or recommended our brand or the environmental performance of our products.

Our reason for participating

Everyday products connect with climate and land through raw materials, packaging, transport, consumption and wastewater. We use these occasions to discuss practical choices, including solid formats and appropriate dosing. Any quantified environmental benefit still needs product-specific evidence and a consistent comparison.

Official event references are listed in Section 12. They provide conference context; evidence of our role must come from our own participation and partner records.

A 2026-2027 work programme

Our first priority is to improve records and the evidence behind our claims. We then intend to establish product and logistics baselines, followed by measurable targets where the underlying data are sufficiently reliable. These are planned actions, not completed results.

Area	Planned action	Timing
Economic	Map economic-value categories and reconcile annual financial figures.	Before next report
Packaging	Weigh major SKU components and record material types.	2026
Transport	Reconcile substitution estimates; collect shipment mass, distance and mode.	2026-2027
Climate	Prepare a first Scope 1 and 2 inventory and screen material Scope 3 categories.	2027
Products	Build evidence files for ingredients, quality, instructions and claims.	Ongoing
Water environment	Choose an assessment route for one priority product.	2027
Social projects	Record training hours, completion, feedback and follow-up outcomes.	After each project
Governance	Introduce a documented review of sustainability claims and supporting records.	2026

Our next update should explain changes to estimates and boundaries so that readers can compare results meaningfully. We intend to publish methods alongside figures and explain where evidence is still missing.

Content index and information gaps

Reference framework: GRI 1, GRI 2 and GRI 3 (2021), and selected Topic Standards. This map identifies related content; it does not assert that each disclosure requirement has been fulfilled. No applicable Sector Standard has been identified in our initial review.

Disclosure	Location	Coverage / remaining gap
2-1 / 2-2	Section 1	Entity and reporting boundary; organizational details are partial.
2-3 / 2-5	Section 1	Period, planned frequency, contact point and absence of assurance.
2-6	Sections 2, 5-7	Products and value-chain considerations; partial.
2-22	Section 2	Management statement.
2-29 / 3-1	Section 3	Initial stakeholder and issue review; no formal engagement process.
3-2 / 3-3	Sections 3-10	Preliminary issues, management approach and planned actions; partial.
201-1	Section 4	Revenue only; distributed and retained economic value missing.
301-1	Section 5	Material weights unavailable; no materials-use total reported.
305	Section 6	No Scope 1, 2 or 3 inventory; transport estimate is not CO ₂ e.
306-1 / 306-2	Sections 5, 7, 10	Impact pathways and prevention approach; partial.
306-3 / 4 / 5	Section 5	Waste generation, diversion and disposal weights unavailable.
413-1	Section 8	Training and sponsorship activities; programme coverage and outcomes incomplete.

Reading our numbers carefully

Indicator	Definition and limitation
Revenue	Combined company-reported 2024-2025 revenue in RMB; no annual split; not profit.
Bottle-use equivalent	Estimated equivalent use of 2.5 kg liquid-detergent units; not verified plastic waste avoided.
Transport mass	Reported 95,000 kg estimate retained from the Chinese edition; calculation boundary unresolved and inconsistent with the separate bottle figure if treated as the same basis.
Training participation	Reported number of young people receiving employment-preparation training; not jobs created.

Sources and further reading

GRI Standards and Universal Standards 2021

GRI 1: Foundation 2021

GRI 306: Waste 2020

UNFCCC: COP30 official conference page

UNCCD: COP17 official conference page

TED: TEDxSuzhou Countdown event listing

Our Chinese sustainability report and downloads

Company-specific figures and relationships in this report derive from our Chinese report and company statements. They have not been independently assured. We will update the disclosure when reconciliation or new supporting evidence changes our understanding.

Read our work and contact us: www.twiggylife.com/en/sustainability/