

Berlin, 28 January 2025

Press release

As part of its sustainability strategy, DocMorris is testing reusable packaging for shipping materials

As a leading company in the healthcare sector, DocMorris has a special responsibility to society and has therefore set itself ambitious sustainability targets. The priorities include reducing the ecological footprint, the efficient use of energy, sustainable packaging materials and waste management. In 2023, DocMorris was able to reduce its CO₂ emissions by 13 per cent compared to the previous year. Since January 2024, only renewable energy has been purchased for the entire Germany segment. New shipping packaging has saved material resources and minimised CO₂ emissions. By optimising and standardising the packaging, the number of transport pallets required in the shipping process has been significantly reduced – saving 40 truck journeys per year.

DocMorris is constantly looking for additional ways to further reduce the consumption of resources for packaging. For this reason, the use of reusable packaging is now being tested in a pilot project. The aim is to reduce the need for packaging material and the associated waste volume by up to 50 per cent. In cooperation with the Hamburg-based company Ravioli, the provider's reusable packaging will also be used for shipping health and care products at DocMorris' logistics site in Ludwigshafen from January 2025. In a test run, 1,500 customers will receive their orders in reusable packaging. They are asked for their opinion on the new service in a short questionnaire. Each delivery avoids 100g of paper waste. After just two rounds, 200g reusable packaging performs better in the life cycle assessment than a disposable cardboard box of the same weight. Instead of being disposed of, the reusable packaging can simply be folded flat after use and conveniently thrown into any letterbox or handed directly to the DHL courier. The postage for the return to Ravioli has already been paid. The reusable packaging is then checked by the company, cleaned and returned for despatch.

DocMorris will analyse the results of the pilot project and derive consequences such as the possible expansion to other product groups. In future, customers will be able to choose whether they want to utilise the benefits of sustainable shipping with reusable solutions without having to compromise on product protection during transport.

'With the reusable packaging from our cooperation partner Ravioli, we could reduce CO₂ emissions from shipping materials by up to 80 per cent over a service life of ten rounds. This improves our carbon footprint, which already has advantages over decentralised drug supply by local pharmacies. This has been scientifically proven and is due to the fact that DocMorris eliminates a lot of delivery and private transport. We work every day to improve the health and well-being of our patients and customers. This also includes environmentally friendly services,' says Anne Walter, Head of Corporate Sustainability at DocMorris.

Media contact

Torben Bonnke, Director Communications

Email: media@docmorris.com

Phone: +49 171 864 888 1

DocMorris

DocMorris

DocMorris stands for customer-centred, innovative services and a wide range of digital healthcare products. These range from quickly making appointments to see a doctor online on the TeleClinic telemedicine platform to pharmaceutical advice and the supply of prescription and over-the-counter medicines and healthcare products from Germany's best-known online pharmacy. In addition, there is the marketplace with a broad complementary range of remedies and aids as well as products from the areas of nutrition, beauty and family. DocMorris thus provides its customers with easy access to comprehensive healthcare services in one place with just one click. In the Germany segment, the Swiss company DocMorris AG generated external sales of CHF 1,022 million in 2024 with more than 10 million active customers.