

JANUARY 2021



COMMUNICATION ON PROGRESS 2020

We are pleased to report on N Brown Group plc's progress and actions taken in support of the Global Compact's 10 Principles for the sixth consecutive year. Our continuous support of the UN Global Compact has been demonstrated by our actions in 2020.



Global Compact Communication on Progress 2020 - N Brown Group plc

CEO Statement of support.

N Brown Group plc (“N Brown”) is pleased to reaffirm its commitment and participation in the UN Global Compact, continuing to measure the impacts we make as a business by working with the Global Compact’s Ten Principles (the “Principles”) and reporting on these annually.

During the last 12 months, the world has significantly changed due to the impact of Covid-19; this has resulted in a refocus of our priorities and approach to the Principles.

In this report, we describe the actions taken to continually move forward and embed the Principles into our strategy, culture and operations. This has placed us in a stronger position to manage, measure and deliver the targets we have set under our two key sustainability pillars: “Our People” and “Our Planet”.

This is our sixth annual Communication on Progress report. My team and I are available to answer any questions you may have; your ideas and feedback are always welcome.

A handwritten signature in black ink, appearing to read "S. Johnson".

Steve Johnson
Chief Executive Officer – N Brown Group plc

The Ten Principles of the UN Global Compact

Human Rights

[Principle 1](#): Businesses should support and respect the protection of internationally proclaimed human rights; and

[Principle 2](#): make sure that they are not complicit in human rights abuses.

Labour

[Principle 3](#): Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

[Principle 4](#): the elimination of all forms of forced and compulsory labour;

[Principle 5](#): the effective abolition of child labour; and

[Principle 6](#): the elimination of discrimination in respect of employment and occupation.

Environment

[Principle 7](#): Businesses should support a precautionary approach to environmental challenges;

[Principle 8](#): undertake initiatives to promote greater environmental responsibility; and

[Principle 9](#): encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

[Principle 10](#): Businesses should work against corruption in all its forms, including extortion and bribery.

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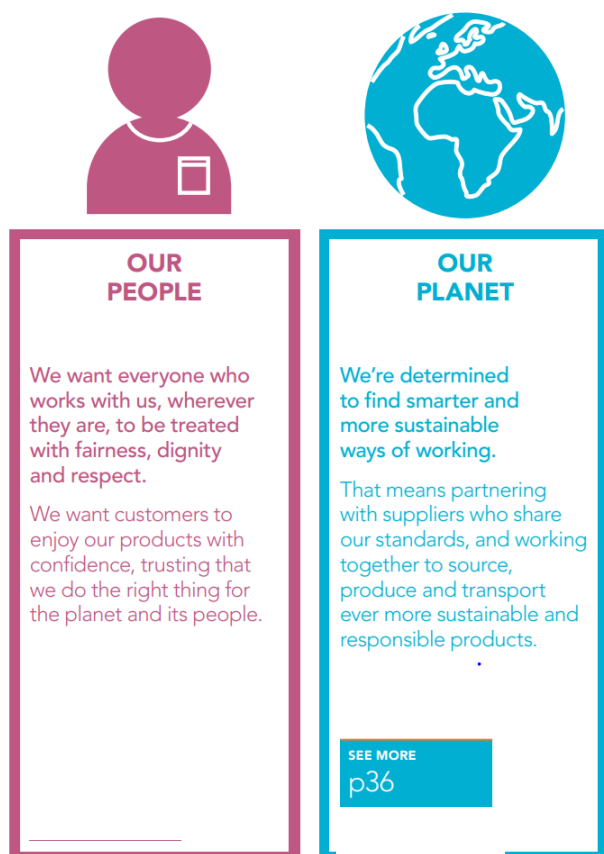
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SECTION 1: INTRODUCTION

The purpose of this report is to communicate our contribution towards sustainability and the UN Goals in relation to our own corporate performance. This year has seen our Corporate Social Responsibility (“CSR”) rebrand to Environmental Sustainable Governance (“ESG”) and we have redesigned our strategy to embrace the ESG pillars of “Our People” and “Our Planet”. Our strategy aims to fully align our ethical policies with our commercial activities, achieving tangible results and benefits for all our stakeholders.

At N Brown, we believe we should be a major force for good in fashion. We see this as our responsibility, and a purpose that goes beyond profit.

As part of the rebranding to ESG, the Company will focus its efforts under two key pillars:



Our strategy is designed to embrace the ESG pillars of Our People and Our Planet. It aims to fully align our ethical policies with our commercial activities, achieving tangible results and benefits for all our stakeholders.

Our People will expand on the good work already being done to support colleagues within the Company as well as all customers and stakeholders connected to N Brown across our supply chain.

Under **Our Planet** we have developed a challenging four-year sustainability roadmap. The projects identified will help N Brown accelerate its sustainability activities and demonstrate continuous improvement.

SECTION 2: PRODUCT

Creating responsible product is not only about the product itself but also the suppliers we partner with and the environment in which they create our product. We want customers to feel assured that the products they buy from us have been ethically sourced.

Relevant Sustainable Development Goals (“SDGs”)



N Brown has a strict policy on animal welfare. We do not and will not sell products made using real fur, ivory or from endangered species.

Our Modern Slavery Statement, last updated in October 2020, is in line with the Modern Slavery Act 2015 has been published [here](#) on our corporate website. Training in relation to Modern Slavery has been developed for all employees and has been delivered online this year due to working restrictions enforced through the pandemic.

2.1 ETHICAL TRADE INITIATIVE



For workers' rights.
For better business.

The Ethical Trading Initiative (“ETI”) is a leading alliance of companies, trade unions and NGOs that promotes respect for workers' rights around the globe. Our vision is a world where all workers are free

from exploitation and discrimination, and enjoy conditions of freedom, security and equity.

Sourcing sustainable product requires strong institutions within the supply chain, one of which is the ETI. Our continued partnership with the ETI has supported workers in garment factories through regular employment, fair working hours and a fair living wage. We only source from factories which comply with this the [ETI's Base code](#) which is the cornerstone of this Initiative.

Working with the ETI has assisted N Brown in our efforts to prevent any form of child labour or modern slavery in our supply chain. We continue to gain a greater understanding of the drivers of children entering the workplace and the risks this poses to their health, welfare and education. We endorse the UN's Good Health and Well-being Goal Number 3.

2.2 RSC & BANGLADESH ACCORD

The newly formed RSC will supersede the Accord in June 2021, and will take over all responsibilities regarding structure, operations and resources of the ACCORD. It will continue to help resolve safety complaints in order to ensure standards are kept as high as possible.



The ready-made garments (“RMG”) sustainable council (“RSC”) is a new initiative to carry forward the significant accomplishments made on workplace safety in Bangladesh.

The RSC will conduct fire, electrical, structural and boiler safety inspections, support and monitor remediation, conduct safety training and operate an independent safety & health complaints mechanism available to workers in RMG factories.

“The RSC is an unprecedented national initiative and through our collective efforts with the brands and trade unions we will make sure that Bangladesh remains one of the safest countries to source RMG products from.” — Rubana Huq, President of the BGMEA and industry representative on the RSC Board of Directors.



The Accord is an independent, legally binding agreement between brands and trade unions to work towards a safe and healthy garment and textile industry in Bangladesh. The Accord covers factories

producing RMG and at the option of signatory companies, home textiles and fabric & knit accessories.

In 2020, the BGMEA (Bangladesh Garment Manufacturers and Exporters Association) focused efforts on establishing the RMG Sustainability Council (RSC), steering through to its transition in June 2021. The RSC will take over the structure, operations and resources of the ACCORD as it phases out from Bangladesh.

2.3 ACT



Action Collaboration and Transformation (“ACT”) is a ground-breaking agreement between global brands and trade unions to transform the garment, textile and footwear industry and achieve living wages for workers through collective bargaining at industry level, freedom of

association and purchasing practices.

ACT supports the apparel industry by providing a fair living wage to workers through industry-wide collective bargaining. ACT aims to bring all stakeholders together, including global retailers, trade unions, manufacturers and government bodies, as a way creating structural change (UN Goal 16). ACT also partners with the International Labour Organisation (“ILO”) to create conditions that encourage fair wages and decent working conditions.

N Brown supports ACT’S position and belief that, in certain countries, minimum wage is not enough - for example when it does not adequately cover family support or provide any

discretionary income. ACT campaigns for the provision of fair wages for workers in support of UN Goal 10 on reducing inequality.

2.4 SUSTAINABLE CLOTHING

We continue to increase our efforts to move towards more sustainable product types; in particular across two of our main brands, Jacamo and Simply Be. An example of this is the transition to using recycled polyester in our outerwear products in the Spring/Summer 2020 collections.

Across our male and female denim categories, we have opted to use sustainably sourced cotton and trims in the upcoming ranges. We continue to focus on moving towards factories which use hydroless denim washing techniques. This is part of ongoing efforts across our supply base as we work closely with suppliers in order to encourage new technologies and ways of working.

Our motivation to improve the sustainability of our clothing demonstrates our proactive and precautionary approach towards future environmental challenges (UN Goal 7). This form of responsible consumption will improve the sustainability of cities and communities around the world.

2.5 AUDITING AND GRADING OF FACTORIES

N Brown continues to promote a transparent supply chain, believing a more transparent supply chain will allow for a more sustainable one. We pride ourselves in longstanding relationships with our suppliers and strive for continuous improvement, development and collaboration to improve working conditions wherever our product is made. The average length of our supplier relationship is 5 years.



Transparency in our supply chain:

Through our partnership with Verisio, a third-party audit company, we are pleased to report that we have a fully mapped and graded our Tier 1 supply base which includes cut make and finish factories. Since the last report, we have continued to

improve our supply chain network by increasing our transparency. We currently work with 934 suppliers, which is 21% reduction on the previous year. This has allowed us to better manage our supply chain and align our strategy. It has also given us a greater understand of our sourcing and supply base requirements. In December 2020 we published our Tier 1 factory list on the [N Brown website](#).

We also showed our commitment to achieving a transparent supply chain by signing the Apparel and Footwear Supply Chain [Transparency Pledge](#) (the “Transparency Pledge”) in

December 2020. The Transparency Pledge helps demonstrate apparel and footwear companies' commitment towards greater transparency in their manufacturing supply chain.

Throughout the pandemic we have concentrated our efforts and worked with our Top 30 global suppliers to ensure that we have up to date information on wages, working hours and general sustainability and ethical practices; ensuring that all workers are treated with the fairness they deserve.

2.6 ANTI CORRUPTION- A ZERO-TOLERANCE APPROACH

Relevant SDGs



N Brown operates a zero-tolerance approach to all forms of bribery and corruption. We have Anti Bribery and Corruption policies and activities in place to ensure full compliance to the Bribery Act 2010, with clear and strict guidelines issued in relation to gifts and hospitality, and conflicts of interest which, alongside training for colleagues involved in commercial negotiations, seek to ensure best practice.

Although we consider this approach to be 'business as usual', we provide training at induction in addition to frequent refresher training so that all staff are fully aware of our policies and procedures. In addition to our internal policy on whistleblowing, we also partner with an independent whistleblowing helpline to which individuals can report any concerns anonymously.

We communicate openly with our suppliers to ensure that all of them understand our zero-tolerance approach. Training across the supply chain ensures this message is continually reinforced. We seek to learn and adapt to a changing marketplace, reacting to new threats as they emerge within the risk landscape. Our audit and security teams conduct internal audit and risk assessments and investigative procedures in accordance with protocol that aligns with best industry practice. Any violations or breaches of our policies and procedures are investigated and with all due care and attention and dealt with appropriately; this includes working with the appropriate authorities as necessary. We are committed to continuous improvement and engage in industry networking to ensure maintenance of best practice.

SECTION 3: PEOPLE

RELEVANT SDGs



N Brown is proud of its Mancunian heritage and is committed to fostering talent in the north, investing in skill and role development across all areas of our business. We nurture and support all 1,950 colleagues across the group, creating career opportunities for all. Successfully developing our range of apprenticeship programmes and student placements this year, we focused on equipping our emerging talent with the tools and skills needed to bring their best self to work every day at N Brown.

The impact of Covid-19 has also given us the opportunity to focus and re-address our colleague's wellbeing and what is important to them. We have ensured that, where their role allows, colleagues have the correct tools to work remotely and have developed a number of programmes to support wellbeing, including daily HR briefings, top tips for healthy eating, exercises to support mental health, physical activities and guides to managing finances. For colleagues working in our distribution centres and offices, we have successfully implemented effective health and safety measures which meet government guidelines and ensure that our sites are 'Covid-secure'.

Our colleagues are at the heart of what we do. They alone determine our success and our ability to ensure that our customers look and feel amazing. We are all part of something special, building N Brown together, committed to bringing our best self to work every day. To support this, we will:

- Put our colleagues and customers at the heart of the organisation
- Provide opportunities for colleague learning and development and strive to promote from within
- Create an environment where everyone is seen as an individual and has the opportunity to share ideas and express their own skills
- Develop strong leaders who value, champion and guide their people

- Trust our colleagues, empowering them to make a difference to the business, their career and our customers' lives
- Be honest and respectful with each other, having courageous conversations to enhance and drive colleague performance
- We will embrace innovation and change, navigating ambiguity
- We will be clear about our expectations and our individual accountabilities
- We will take time to acknowledge our successes, have fun and celebrate

Without our people and their relentless enthusiasm and passion we couldn't do what we do. We are proud to report that employee engagement continues to be high.

3.1 ESTABLISHING YOUNG TALENT

N Brown have continued to develop relationships with local universities, especially Manchester Metropolitan University and The University of Manchester, where many of the company's placement students are sourced from. We currently employ 19 Placements and 51 Apprentices. This influx of young talent benefits our organisation through fresh, innovative ideas, bringing another dynamic to the way we operate.

The Placements and Apprentices themselves benefit by way of meaningful industry experience - highly valued by potential employers. Apprentices in tech, for example, have progressed significantly through our collaboration with Code Nation, an organisation that equips students in high schools with the skills, experiences, and connections that together create access to careers in technology. Our investment in human capital will drive our corporate success, whilst also creating job opportunities through quality education.

3.2 FLEXIBLE WORKING

As a company, we wish to support our staff to the best of our ability, promoting a flexible and inclusive working environment. Given our staff are heavily motivated by pace, it is important to empower them with the responsibility of managing their own time. This is shown through our Work from Home ("WFH") scheme, as well as our staggered hours system.

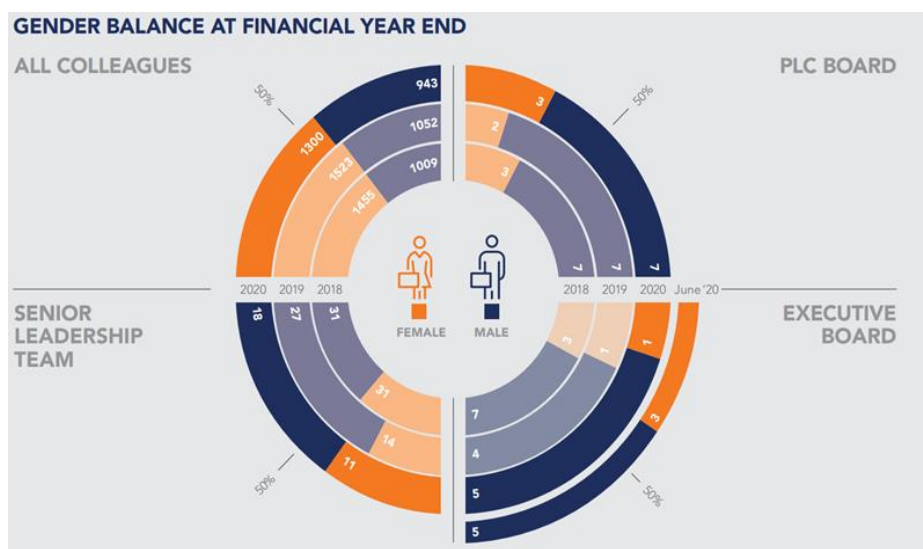
Impact of Covid-19 in 2020 has allowed us to think differently about how we work. We have implemented working from home for many colleagues where their role allows them to do so. We have ensured that all colleagues feel that they have the opportunity to manage their lives in terms of work, family and leisure balance. Our staggered hours system has allowed colleagues to manage various personal commitments, including home schooling, without affecting their work.

3.3 DIVERSITY



The board of directors recognises the importance of diversity, including gender, social and ethnic backgrounds, cognitive and personal strengths, at all levels of the company as well as on the board. As a company, we are committed to equal opportunities and increasing diversity across all operations.

We currently have 38% female representation at Group Board level and 50% on the Executive Board. Strengthening our executive pipeline was a priority in 2020 and we continue to ensure that the board's composition is maintained.



Senior Management

Females: 11 heads (35%)
Male: 20 heads (65%)

Employee Diversity

Females: 1150 heads (59%)
Male: 793 heads (41%)

Employee Diversity Bangladesh Hub.

Females: 2 heads (12%)
Male: 10 heads (88%)

3.4 BODY CONFIDENCE AND DIVERSITY

Here at N Brown we prioritise the customer by creating the best fitting product, regardless of their size, age or gender. Body inclusivity drives our success and continues to make us a more diverse company.



The **Simply Be** team have shown support to misrepresented customer groups through the launch of its New Icons campaign. A PR launch in October 2019 saw projections plus an army of real-life mannequins, ranging from ladies' sizes 12-24, each holding a newspaper bearing the same headline outside London's Freemasons' Hall. The campaign featured curvy women in a new light with arresting imagery which put curves centre stage including specially built billboards and a memorable film paying homage to a new breed of not just super models, but role models.



The **JACAMO** team continue to focus on men's body inclusivity and confidence. This year focusing attention on wellbeing, in December 2019 Jacamo took over a pub for the day – creating The Jacamo Arm-In-Arms. Based on insights from Jacamo's own research, a "safe space" was created for men to get together and discuss how they feel. Panel discussions took place throughout the day and the event was live streamed as part of our new social media strategy.



JD Williams customers expect the clothes they choose to fit perfectly and give them the confidence to live the life they want. Which is why we constantly strive to bring customers perfectly fitting and confidence-inspiring styles. The use of digital 2D pattern blocks ensure that we have complete control of our fit, delivering accuracy and consistency, and true to size product, so our customers can be sure that our clothes always deliver a great fit.

3.5 CHARITY AND VOLUNTEERING

We continue to encourage and support our colleagues to play a positive role within the local community. In what has been a challenging year, with our abilities to fundraise and volunteer limited due to the Covid-19 pandemic, we have continued to show our support for local colleague charity partners Maggie's Manchester and Oldham.



Maggie's offers free support to anyone with cancer and their families who walk through the door. You'll find their centres alongside NHS hospitals and they also offer support online.

Our colleagues have had to think differently about how they support their chosen charity this year given Covid-19 restrictions have prevented people coming together to collaborate in person. One way in which we have raised funds was through our [#HowFarCanWeGo](#) campaign; 27 colleagues independently cycled an incredible 1021 miles between them - which is the equivalent of cycling from Manchester to Ibiza!

In addition to our partnership with Maggie's and in response to the pandemic, N Brown has donated clothing to Action Together, a local charity in Oldham, to distribute to vulnerable people at this difficult time. We are also donating a proportion of profits from a range of rainbow themed products and face masks to the NHS charity, Action Together.



For stronger communities in Oldham, Rochdale and Tameside



People have the power to change the places they live and the things they care about. Action Together knows that people can

make things happen because we see it every day. Across Oldham, Rochdale and Tameside, there are thousands of people changing lives, improving neighbourhoods and contributing positively to our local area. Action Together offers a range of support to strengthen communities. We believe that by learning together, sharing skills and pooling resources we can get more done.

We have also made clothing donations to Smart Works and Dress for Success, which support women in finding employment.



Smart Works is a UK charity that provides high quality interview clothes and interview training to unemployed women in need. They harness the power of clothes and confidence to allow a woman to be her best at a crucial moment in her life, giving her the confidence, self-belief and the practical tools required to succeed at interview and transform her life.



Dress for Success is a global not-for-profit organization that empowers women to achieve economic independence by providing a network of

support, professional attire and development tools to help women thrive in work and in life. Since starting operations in 1997, Dress for Success has expanded to almost 150 cities in 25 countries and has helped more than 1.2 million women work towards self-sufficiency.

N Brown colleagues are looking forward re-starting volunteer work with their favoured charities once Covid-19 restrictions allow.

3.6 RESPONSIBLE LENDING

The provision of a leading range of financial services is an important part of our proposition, allowing customers to spread the cost of their purchases should they wish to. Maintaining a balanced approach to creditworthiness and affordability assessment is essential and an area in which we have years of expertise.

Our communications to customers are always simple, clear and never misleading. Our priority is ensuring transparency to explain how our products and services work and to actively help our customers assess affordability, enabling them to make informed decisions when they choose to borrow. Our customer's financial welfare and ability to pay is key in all the decisions we make regarding lending.

In circumstances where customers get into financial difficulties, we are proactive and collaborative in our approach, working with the customer to develop a personalised repayment plan which typically involves ceasing interest charges for a period of time.

In recent years we have invested heavily in new systems around Risk and Fraud Prevention. This means we have enhanced our assessment of affordability in our lending decisions and reduced the threat of financial crime. We have a full, unconditional licence from the Financial Conduct Authority in the UK who assess firms against their standards of fair customer treatment. And our Oxendales business in Ireland is regulated and licenced by the Central Bank of Ireland.

We take data security extremely seriously and maintain strict protocols around customer data. We have taken steps to combat the increasing threat of identity fraud. We ensure that we are fully transparent with customers in terms of how their data will be used or shared.

Regarding the professional partnerships we maintain with other financial services providers, we expect the highest standards which must be equal to our own and we monitor our partners to ensure this.

SECTION 4: PLANET

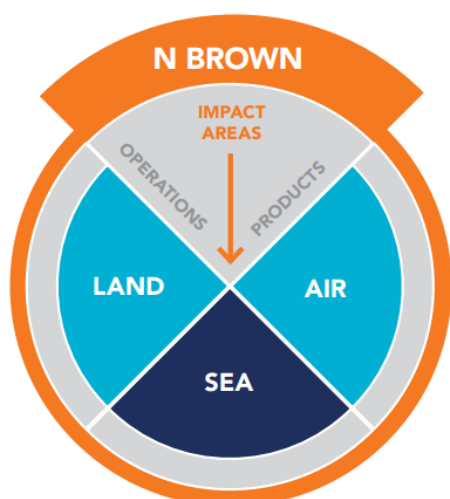
RELEVANT SDG's



N Brown is part of a rapidly changing retail world which is under increased scrutiny and demand from our customers, and wider stakeholders, to ensure our products are sourced, produced and transported as sustainably as possible.

Under the “Our Planet” pillar of our sustainability strategy, we have developed a challenging four-year sustainability roadmap that aligns with the values of our business. The road map will deliver projects that will help us address our key impacts across Land, Sea and Air.

SUSTAINABILITY IMPACT ASSESSMENT



LAND

Sustainable cotton
Sustainable timber (viscose, paper and board)

SEA

Man-made fibres (recycled packaging)
Plastic packaging

AIR

Direct carbon emissions
Indirect carbon emissions

FY21

Q1

Rebrand to ESG
New sustainable men's denim ranges launched

Q2

Implement supplier scorecards to allow buyers full performance viability on sustainability
Complete green LED lighting project – 80% energy saving

Q3

Introduce sustainable brand product labels
Commence input attribution by raw materials to enable full traceability of raw materials

Q4

Trial Green PE despatch bags on Simply Be and Jacamo
Review progress against existing 35% target and set new targets for GHG emissions reduction and climate change

FY22

Q3-4

All denim ranges to have sustainable properties
Roll out Green PE across all Simply Be and Jacamo despatch bags
Review recycling options for customers

Q1-2

Launch recycled swimwear range
Plan roadmap for CO₂ reduction in supply base

FY23

Q1-2

50% of own-brand product ranges sustainably sourced
Implement recycling options for customers

Q3-4

All plastics used across products and packaging to be recyclable

FY24

Q3-4

Review and assess next stage of sustainability roadmap

Q1-2

60% of own-brand product ranges sustainably sourced
Introduce sustainability auditors to ensure that closed loop is validated

4.1 SUSTAINABLE PARTNERSHIPS

Here at N Brown we are always searching for new and better sustainable ways of working. One way in which we do this is through our continued partnerships with Envantage and Viridor, experts in their respective fields, who help to drive improvements across our business.

This year we are proud to announce that we are supporting the British Retail Consortium's ("BRC") Climate Action Roadmap to get the Retail Industry and their supply chains to net zero carbon emissions by 2040. Climate change is the greatest threat we face and one that none of us can afford to ignore. The BRC Climate Action Roadmap is a clear and decisive statement that the retail industry is ready to take on this challenge and be part of the solution, and customers are seeking this change too.

Envantage

Envantage Ltd Energy and Low Carbon Specialists help us to understand our Greenhouse Gas ("GHG") emissions profile across our direct operations and supply chain. Envantage have extensive experience with carbon reduction programmes and sustainability reporting including the Carbon Disclosure Project.

Viridor

Viridor contribute towards our sustainability goals by supporting us in recycling, resource and waste management. These specialists are excellent at transforming commercial waste and recyclables into high quality raw materials and renewable energy. In 2018/19 Viridor produced enough energy to power 738,000 homes. Furthermore, their network of 300+ recycling and landfill diversion facilities allow N Brown to achieve consistent zero waste to landfill.

BRC Climate Roadmap

The roadmap builds upon the 'Better Retail Better World' campaign whereby retailers are leading the charge to meet some of the biggest global challenges of the coming decade. The launch of the Climate Action Roadmap begins a twenty-year journey through which the industry will combat climate change and help customers live low carbon lifestyles. Further information is available [here](#) on the BRC website.

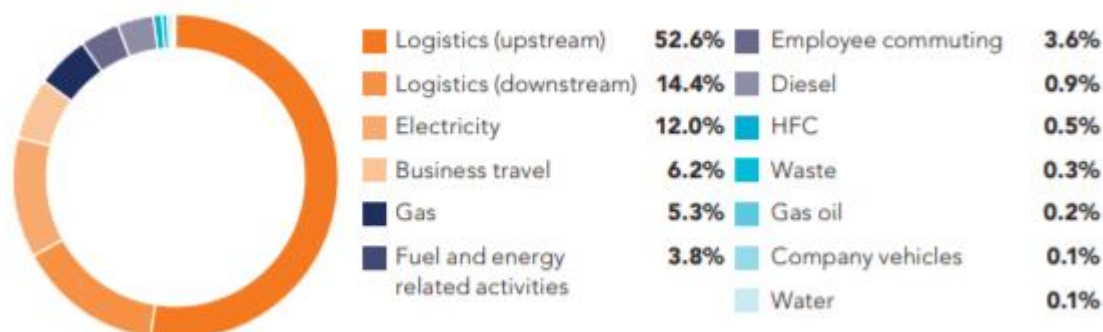
We are proud to have signed up to the BRC Climate Action Roadmap. Whilst we continue to focus on our own ESG strategy, we recognise the huge potential in sharing knowledge and learning from other retail leaders as we join forces and work collaboratively towards a Net Zero UK.

Envantage
Energy & Low Carbon Specialists



4.2 EMISSION REDUCTION

EMISSIONS PROFILE FY20 (TCO₂E)



Our direct GHG emissions are down by 15% compared to the previous reporting period. This has been achieved through a range of operational improvements from reducing the activity of our haulage fleet, making better use of warehousing space which has enabled us to rationalise our estate portfolio and LED lighting projects at our distribution centres and head office.

We have quantified the GHG emissions arising from transportation and distribution activities (both up/downstream) for the third year running. Our efforts have been focusing on reducing the amount of unplanned airfreight and improving supply chain planning to drive down emissions. Our downstream delivery partners have also helped drive down emissions through their efforts to decarbonise their operations, reducing the GHG emissions associated with each customer order delivered on our behalf. Compared to the previous reporting period, upstream and downstream logistics GHG emissions have fallen by 13%.

We continue to source 100% of electricity from zero carbon and renewable sources where we control the supply arrangements.

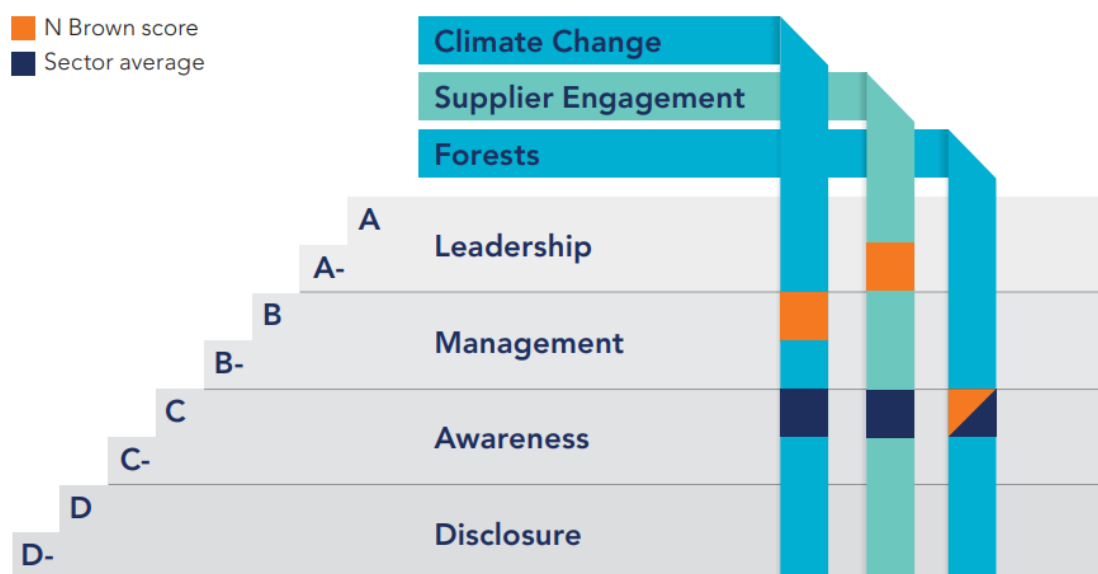
100% of waste has been diverted from landfill across our head office and distribution sites.

Buildings Emissions Target

Our main emissions reduction target is to reduce emissions per item shipped by 35% by 2021 against a 2015 baseline. At the end of FY20 we were well on track to meet this target, however Covid-19 has had an impact on our performance against the target. A new target will be developed during FY21 to redouble our efforts to reduce GHG emissions from our core business operations. We look to align our targets with the BRC Climate Roadmap.

4.3 SUSTAINABILITY REPORTING

Our GHG emissions inventory and the underlying energy use is included within our annual report in accordance with the UK Government’s Streamlined Energy and Carbon Reporting (“SECR”) Regulations. In addition to the mandatory reporting requirements, we continue to respond to the Climate Change and Forests modules of the Carbon Disclosure Project (“CDP”) on an annual basis. The diagram below shows the CDP Scores for the 2020 reporting period where we achieved either average or above average scores for the retail sector.



4.4 LED LIGHTING INITIATIVE

Given our commitment to internal environmental sustainability, we have invested in LED lighting upgrades across our main distribution centre and head office during 2020 with further works planned in order to drive down emissions. The LED lighting projects completed to-date have delivered energy and carbon savings beyond initial expectations.

4.5 SUSTAINABLE PACKAGING

We have taken huge strides to improve the quality and sustainability of all our packaging. This ranges from Forest Stewardship Council (“FSC”) approved labels to increasing the recycled content in our polybags.

Product Polybag and Despatch sacks

Our product bags remain 100% recyclable and are made from a minimum 50% recycled content which is above the legislative industry standard of 30% recycled content. We have also streamlined our product bag sizes; not only are our polybags smaller than before,

therefore requiring less plastic, but there are also fewer bag sizes, resulting in more efficient packing.

We have successfully conducted a trial where we replaced the content of our despatch sacks to 100% Green Polyethylene (“PE”) (Sugar Cane). Green PE is carbon negative, renewable, recyclable and sustainable. It is an alternative to regular fossil-based polythene, offering all of these environmental benefits without compromising on performance. We have also rationalised the number of despatch bag sizes down from five to three. A phased rollout of the Green PE despatch sacks is planned for February 2021.

Shoe Box and Box Fill

We have reviewed the number of shoe boxes sizes and have implemented a 50% reduction by decreasing the number of size boxes from eight to four. We have also seen an improvement in third party storage by streamlining box fill by an average of plus one per box. This has resulted in an approximate reduction of 1,300 pallet spaces in our warehouse.

FSC Approved Labels and Refurb Boxes

The FSC plays a key role in sustainably managing the world’s forests, certifying both sustainably sourced timber and the many products derived from timber. By procuring FSC certified card, board and paper packaging, we believe that we are using more sustainable options than the generic alternatives. We are proud that the swing tickets attached to our products for all our own-brands are made from FSC-approved materials. This applies to: JACAMO, Simply Be, JD Williams, Ambrose Wilson and Home Essentials. All refurbishment boxes in logistics are produced from FSC board.

Timber-based Commodities Review

We are planning to conduct a review of all timber-based commodities across the business in FY21 and to set our commitments to help tackle global deforestation.

SECTION 5: CONCLUSION

Working in an industry which already faces many environmental and social issues, the year has seen new challenges brought on by the Covid-19 pandemic. We have refocused and strengthened our efforts to find new ways of better managing our systems, aligning much of our strategy to the UN Goals. From building strong institutions to creating social and gender equality, we are paving the way for many digitalised fashion retailers in the sustainable world. We are committed to sustainability and remain on course to achieve the high targets we set ourselves - and we won't stop there.

Under the leadership of our Board of Directors, we can continue to deliver meaningful improvements and progress for our shareholders, employees, customers, suppliers, wider stakeholders and society as a whole.

SUSTAINABLE DEVELOPMENT GOALS

