



SUSTAINABILITY REPORT **2023**



WHAT WE HAVE DONE IN THE LAST 12 MONTHS

PLANET



Science-based targets approved.
*Submitting Near Term Targets 2023.



PLT Marketplace launched.



£2.3m raised by BHF through clothing donations. *since 2019



We moved to totally renewable electricity.



New Low Energy feature available on boohoo's womenswear website.



boohoo group match funded CottonConnect emergency flood response in Rajanpur Pakistan .



In year two, **2,254** farmers managed **12,054** acres of land.



In year three of our CottonConnect programme we are delighted that two UK retailers will be joining us to pilot a new programme in India.



Converted **13%** of our cotton usage to Better Cotton certified cotton. Better Cotton is sourced via a chain of custody model called mass balance. Better Cotton Farmers benefit from the demand for Better Cotton in equivalent volumes to those we source.*



boohoo womenswear introduced vintage products into a collaboration collection for the first time to test second life clothing with its customers.



Launched Karen Millen rotate, our first hiring service.



Almost **2000** hires from Oasis, Miss Pap, Warehouse and Boohoo with Hirestreet, saving **38,600 kgs** greenhouse emissions.




Repair pop up shop with Karen Millen (knitwear, leather).




First technology 'greenprint' created.

* Better Cotton is sourced via a chain of custody model called mass balance. Better Cotton Farmers benefit from the demand for Better Cotton in equivalent volumes to those we source.


PROCESS




Fashion Transparency Index: We increased our score by **8%** since the last reporting period.




42% of our suppliers completed the FEM module 0% was verified.




Welcomed external experts to train our teams on circular design.



Responsible purchasing awareness.



Product Compliance and Testing Laboratory.



In-house sustainability champions programme launched.

PEOPLE – OUR PEOPLE, OUR COMMUNITY, OUR SUPPLIERS



First British retailer to achieve Pride 365 certification.



Our teams learnt about individuality with the experts at The Human Library.



Our Diversity, Equity & Inclusion (DEI) family programme created.



We introduced Brown Bag development lunches for our teams.



We launched a 'Let's Talk About' series to talk about challenging topics.



The Garment and Textile Workers Trust grants of **£300k+** issued.



168 garment workers in Leicester qualified with KTL training.
* KTL (Key Training & Learning) is a training provider based in Derby, delivering qualifications for the textile industry.



Reconfirmed our commitment to the International Accord for Health and Safety.



Over a 12 month period we supported **45** individual charities and community organisation.

WHAT'S INSIDE...






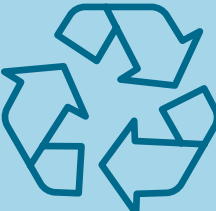
This report is designed to provide an open, no-nonsense and transparent update on our progress to become a more sustainable business.

We want to provide a fair and balanced assessment, so whilst we are proud to showcase the progress that we have made, we haven't shied away from talking about the challenges that we are facing in achieving the stretching targets we have set ourselves.

This is our third report and in pursuit of continual improvement we are changing our approach. We have tried to avoid some of the more complicated sustainability language and have written this report in plain English. We have focused on the three areas that we get asked most about by our customers, colleagues and shareholders: The planet, our people and the processes we use to produce our products.

SHORT ON TIME? HERE IS A SNAPSHOT OF OUR PROGRESS	5
A VIEW FROM JOHN LYTTLE, CEO	9
PLANET... AND WHAT WE ARE DOING TO TACKLE OUR IMPACT	10
THE ACTION WE ARE TAKING THROUGHOUT THE PRODUCTION PROCESS	12
HIGG BRM 2021 SCORES	17
OUR PEOPLE (INCLUDING OUR EXTENDED BOOHOO FAMILY) AND WHAT WE DO TO SUPPORT THEM	18
PROCESS	23
WHAT'S NEXT... A MESSAGE FROM ANDREW REANEY	29

SHORT ON TIME? HERE IS A SNAPSHOT OF OUR PROGRESS

Target	What we have done
<div>1</div> <div>By 2025 all of our polyester and cotton products will contain recycled or more sustainably sourced materials.</div>	<div><div></div><div>In 2022 10% of the polyester we purchased contained recycled content.</div></div> <div><div></div><div>In 2022 we increased the % of Better Cotton in our supply chain to 13% and 1.65% of our total cotton purchased was organic.</div></div> <div><div></div><div>Our partnership with CottonConnect shifted focus in 2022 to the provision of aid following the floods which devastated the country and all forms of crops. .</div></div>
<div>2</div> <div>By 2030 all of the materials we use in our garments will be more sustainably sourced.</div>	<div><div></div><div>In 2022 20% of our products contained more sustainable materials in accordance with the criteria established in our sustainability plan.</div></div>
<div>3</div> <div>By 2023, we will launch resale and recycling offers across our brands</div>	<div><div></div><div>PrettyLittleThing launched MARKETPLACE our first ever resale site in summer 2022. Karen Millen and Oasis have partnered with resale experts Thrift+. Over 1700 garments have been hired through brand partnerships with Hirestreet. You can now HIRE products from FIVE of our brands.</div></div>
<div>4</div> <div>By 2025, no textile waste will go directly to landfill from our UK supply chain.</div>	<div><div></div><div>Efficient systems to recycle textiles in this country do not yet exist, meaning that there is not one simple solution to this issue. The details of all the action we are taking can be found in the product pages of this report.</div></div>

5

Sustainable design: innovation to reduce waste, increase durability and improve recyclability.



We have had experts in circular design visit our sites to talk to our design and buying teams. Our teams have participated in working groups run by WRAP which is looking to create a guidance document for the industry.

6

By 2023: All customer garment packaging will be reusable, recyclable or compostable and any plastic will contain over 50% recycled content.



All our mailer bags across the group are made of **80%** recycled material and are fully recyclable (if taken to the right recycling points). Our return polybags are **95%** recycled and fully recyclable (if taken to the right recycling points). Our swing tickets are now **25%** smaller. We have removed lamination and they are now made from recycled material and are fully recyclable. When calculating the impact of this change, from our nominated suppliers alone (who produce 45% of our volume), this reduces our paper consumption.

7

This year we will announce our goals on water, chemicals, biodiversity, microfibres, developed in partnership with experts.



This is something we plan to address this year. We are moving into our third year of CottonConnect programme and at the end of this year we will be able to see the benefits the programme has had on the soil.

8

By 2023 map our raw materials supply chain for key fibres.



We are committed to mapping and publishing our raw material supply chain and we have commenced a pilot mapping our top China suppliers from farm through to production.

9

By 2025 publish key raw material supply information.



We will be focusing on one of our key sourcing regions for 2023.

10

By 2023 demonstrate improvements in UK garment factories and positive impact on workers.

At the time of writing, we had **74** apparel suppliers based in the UK.
In 2021 we announced that they would be moving to the fast forward model of auditing and today **ALL** of our UK suppliers are engaged in the programme.
Last year we were one of only 4 retailer members of the AGM PPP who volunteered to work with Unions in Leicester to support access to our suppliers.
The garment and textile workers trust established by the group has recently announced in the region of **£350,000** of funding for organisations whose purpose is to support garment workers in Leicester.
We have been partnering with local training providers to provide access to free on site training for our suppliers. To date **178** workers have achieved a L1 NVQ.

11

By 2025 demonstrate the impact of our improved supplier management programme over 5 years.



Our intensive three-year focus on strengthening, consolidating and auditing our supply chain has delivered a **89%** year-on-year reduction in red-rated audits across our supplier base (2022: 56 red-rated audits; 2023: 6 red-rated audits).

12

Make it easier for our customers to make sustainable choices with us.

Driving change at the affordable end of the fashion sector is vital to achieve the critical mass to drive meaningful change. But, making change accessible and affordable isn't simple. Our customers want to make more responsible choices without spending much more or compromising on style. So, we are focussed on implementing changes that mean they don't have to.
We are doing this in lots of different ways: improving the volume of more sustainable materials, offering vintage and pre-loved items, improving the quality and longevity of our products, creating guidance on how to care for purchases, and offering different ways to purchase and responsibly part with pre-loved items.
We're also working hard to ensure that our communication with customers is honest, accurate and transparent

13

By 2030, achieve a carbon reduction across our value chain, aligned to SBT equivalent of 52% reduction in emissions relative to growth.



We have partnered with a new carbon accounting specialist Emitwise who have conducted a thorough review of our entire value chain.
Total market-based emissions have decreased by **8%** from 852,370 tCO₂e to 781,146 tCO₂e.
Our new methodology has initiated a reassessment of our targets to ensure we are aligned with the standards set by SBTi. This means we are re-benchmarking and have submitted a near term target submission to SBTi. The group's first TCFD report can be found in the FY2023 Annual Report on our website <https://www.boohooplc.com/>.

14

By 2022, publish our social impact strategy.



The group launched BeYou, our social impact strategy in summer 2022. The programme was supported by a group commitment to donate **1%** of pre-tax profits to good causes.

15

By 2025 receive independent external recognition via an award, accreditation or kitemark for doing the right things by our people and a genuine commitment to D&I.



In 2022, the group was delighted to become the first British retailer to achieve Pride 365 accreditation. We are an active member of Inclusive Employers and Diversity in Retail. We are keen to earn further recognition for our work to be an employer of choice.

LINKING EXECUTIVE REMUNERATION TO ESG PERFORMANCE

In 2021, the group introduced non-financial targets into the annual bonus scheme to ensure that management remained focused on making progress against some of the wider strategic issues affecting the business.

In 2021, non-financial targets were linked to the successful delivery of the Agenda for Change programme, and in 2022, the targets were linked to delivery against the UP.FRONT sustainability strategy.

A VIEW FROM JOHN LYTTLE, CEO

Dear readers,

Three years ago, we examined every aspect of our business and determined that there were areas where we could do better to limit our impact on the environment. In 2021, we announced a new approach to our sustainability journey, accompanied by a set of stretching targets designed to accelerate our progress to decarbonise our business, which last year were certified by the Science Based Targets Initiative.

In this report you will read an honest assessment of our progress and what we have planned for the year ahead.

To deliver our ambition requires the attention of every single member of our team. Our people are the driving force behind the progress we make, not just our specialists in sustainability, but the collective will of everyone at the boohoo group, and I'm incredibly proud of their determination to ensure that we do better in every aspect of our operations.

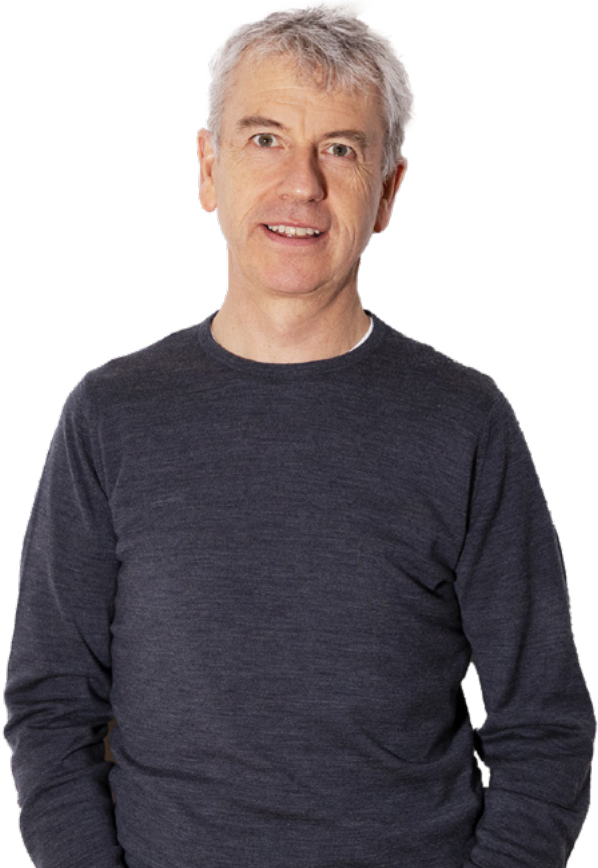
As a business, with a duty to deliver for our shareholders, our unwillingness to settle means that we have taken some great strides: In the last 12 months we have: Launched our new social impact strategy, BeYou which sees us champion individuality, support young people to be their best future self and support the smaller charities that matter most to our people. The Trust that we funded to improve the lives of those employed in the garment industry, has gifted over £350,000 in grants and we have recently found an innovative new partner, Yellow Octopus, who have novel and importantly, scalable, ideas to tackle textile waste, which we will begin to realise in the coming financial year.

Building on the examples listed above, the next few pages demonstrate how the group is creating long-term sustainable value for our shareholders through our continuous improvement plan. As we progress and learn from the innovation we are trialling, and the new partners we are working with, we're adapting our habits and behaviours to meet the demands of what lies ahead.

While I am proud of how far we have come in meeting a number of our ambitious targets, for example: delivering an 89% reduction in red-rated audits, receiving external recognition for our D,E & I work and reducing our market based emissions by 8%, we still have more work to do for us to achieve our 2030 goals. That is why this Sustainability Report carries particular significance for us. Together with our committed team, collaborating beyond our borders and continuing to prioritise sustainability, we will continue to raise the bar.

Thank you for reading our Sustainability Report.

JOHN



PLANET... AND WHAT WE ARE DOING TO TACKLE OUR IMPACT

As you have seen on previous pages we have set ourselves a long list of stretching targets. The purpose of all these targets is to make tangible progress on our journey to decarbonise our business. Reducing our emissions in every area of our business and supply chain is central to achieving this aim.

To do this in a way that drives lasting and robust change, means we have to do it with the support and understanding of our teams and our customers.

Our journey is not going to be straightforward, but we learn quickly and adapt fast.



HERE'S ONE EXAMPLE WHERE OUR DESIRE TO LEARN AND TEST CAUSED A STIR

KOURTNEY KARDASHIAN BARKER X BOOHOO

In 2022, boohoo womenswear signed a deal with the icon Kourtney Kardashian Barker. Kourtney has a staggering 198m followers, a level of reach that is unrivalled.

In 2021, over 14,000 of our customers told us:

- » they felt that sustainable fashion was the preserve of those with deep pockets and was not affordable or accessible to them;
- » that more sustainable fashion was not on trend; and
- » they were confused by the conflicting information they read about sustainability.

We wanted to change this and recognised an opportunity to use Kourtney's reach and global influence to learn more and drive awareness of sustainability, to inspire a huge audience on how they can make more sustainable choices. We firmly believe that to make progress, the conversation about sustainability must move beyond experts and engage customers. The combined reach of boohoo's customer base and Kourtney's followers presented a significant opportunity to do this.

Together we:

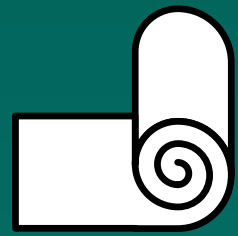
- » explored and investigated new fabrics and ways of curating a collection – our design team created products that could be worn in multiple ways (including an 8 ways to wear buttoned dress) included vintage for the first time, and trialed different sustainable fabrics, including recycled content, cotton from the CottonConnect programme, and pieces made in our UK based Thurmaston Lane manufacturing centre;
- » created high quality, timeless, yet affordable pieces made to wear forever and hand down to family and friends;
- » created a socially motivated educational documentary series that took Kourtney and boohoo's audience on a journey of discovery. The aim was to educate a global audience on the complexity of sustainability and the process of creating and executing the collection. It spoke in an honest way about the challenges and what we can all do to make more sustainable choices. We gathered together a group of world class experts, each representing different aspects within the challenges of the sustainability landscape, who shared their thoughts, with Kourtney asking questions on topics ranging from textile waste to modern day slavery. The docuseries we created has been viewed hundreds of thousands of times;
- » hosted our first ever runway show at New York Fashion Week at the iconic Highline in New York, bringing a more sustainable collection to the global spotlight – the first of this scale for an online fashion brand;
 - » this was followed by a spectacular clothing swap shop with Patrick Duffy, CEO of Global Fashion Exchange, to encourage the idea of swapping clothes rather than discarding them;
 - » we subsequently hosted our own swap shops at our global showrooms in LA, London and Paris for influencers who helped drive further reach;
- » posted data and insight on Kourtney's social channels which reached hundreds of millions of people; and
- » created a free Kare Kit to encourage customers to cherish their purchases.

THE ACTION WE ARE TAKING THROUGHOUT THE PRODUCTION PROCESS

GROWING / RAW MATERIAL



In year 1 of our CottonConnect programme, farmers involved realised: a 5% reduction in input costs; a 5% reduction in the use of chemicals; a 30% improvement in safer working practices; and 30% of the farmers involved adopted at least one water management practice.



We have sourced 2 million metres of more sustainable fabric for our design teams to use.



We are an active signatory of The Microfibre 2030 Commitment. We have submitted our first round of fabrics for testing to the TMC Test Method, and we are currently working on our testing strategy to increase understanding of our fabric portfolio in terms of fibre fragmentation.



SCIENCE BASED TARGETS

Submitted our near term targets in 2023.



Our teams have participated in working groups run by WRAP who are looking to create a sustainable design guidance document for the industry.

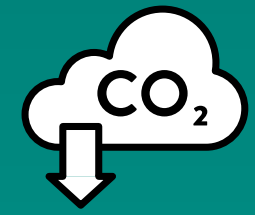


We are in the second year of membership of the Better Cotton Initiative.



Textiles 2030
UK Sustainable Textiles Action Plan

We are an active signatory of Textiles 2030. Textile 2030 is a voluntary agreement which has been designed to reduce the impact textiles have on climate change in line with the Paris Agreement and the UN Fashion Industry Charter for Climate Action.



Since the previous reporting year, total market-based emissions have decreased by 8% from 852,370 tCO₂e to 781,146 tCO₂e.

MAKING AND SOURCING



Thurmaston Lane, boohoo group centre of manufacturing excellence championing British manufacturing- operational since January 2022.



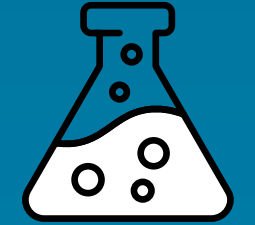
Last year all of our UK manufacturers moved over to the industry leading Fast Forward model of auditing.



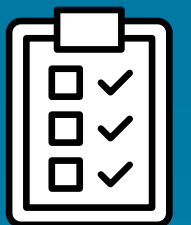
Circular design experts have hosted training sessions with our designers to explore how we can move towards a more circular design model.



Our unique test and repeat model means that we only produce small amounts of product, we test it with customers and only produce what we have confidence will sell.



We are only one of 2 British retailers to invest in our own in-house lab. Our Quality Assurance and Compliance team work with suppliers and buyers to examine and test the durability, longevity and quality of the clothes we produce to ensure that they last.



42% of our UK suppliers are completing the FEM module to identify ways in which they can improve their environmental performance.



The GTWT has gifted over £350,000 of grants to local organisations to support garment workers.

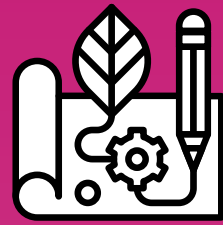


We reaffirmed our commitment to the good treatment of workers by renewing our support for the international accord.



We significantly consolidated the UK supply base sites from over 300 in 2020 to today's figure of 72.

RETAILING



Our technology team created a tech green print, which examined every part of their process and identified how they could play their part in reducing emissions.



In 22/23 we reduced the overall size of garment labels by 25% saving 139,244 sheets of paper.



We are trialling going ticketless. Removing swing tickets from our products will remove our reliance on paper altogether.



In 2022 we dipped our toes into the hiring sector. Karen Millen, launched KM rotate and several brands are working with Hirestreet, providing more ways for our customers to shop with us.



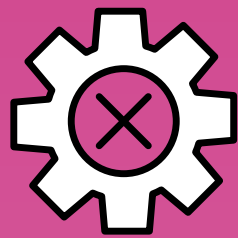
In summer 2022, after years of development by our in-house team, PLT launched Marketplace, our brand-new resale site.



In 2022 we worked with Glass Onion to supply bespoke vintage items for the first time for our boohoo womenswear customers.



Several of our brands partner with Tree Nation, who plant trees for items purchased. To date they have planted 173,000 trees, removing 8189 tonnes of carbon.



Our QA team has reduced failure rates by 4% in the last year.



We are actively reducing the number of new items we add each week by 35%.

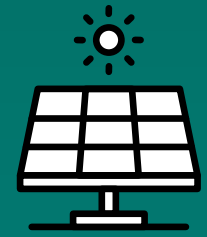
SHIPPING



We have streamlined the way we receive products from suppliers to reduce sea freight lead times. This means more items can travel via sea freight, a less carbon intensive method.



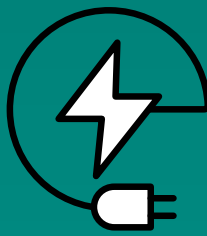
In 2023 we will open our first international DC in the US. Stock will be shipped directly from our suppliers to the US DC rather than going through our UK DC. This will reduce our emissions from shipping across the Atlantic and vastly improve the customer experience.



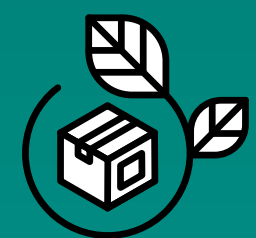
In 2022 we completed the addition of one of the largest solar panel installations at our Burnley DC.



Our facilities teams have been hard at work making improvements in our offices and DCs. From working towards the removal of all single use plastics, to rainwater harvesting, through to moving to 100% renewable energy.

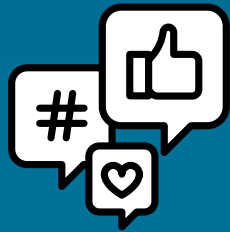


We are working with our delivery partners to examine every aspect of their environmental credentials. We are trialling last mile electric deliveries.



Karen Millen will launch exciting new low emission delivery options for their customers this year.

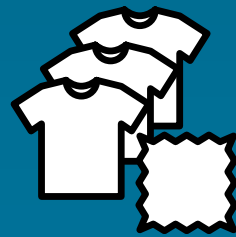
CONSUMER / END OF LIFE?



Our group has 8m active customers and 60m followers and we want to use our reach to inspire, educate and champion pre-loved.



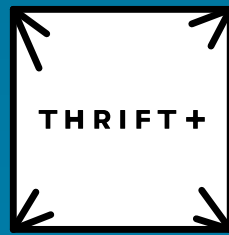
We have curated two collections with Indiyah on PLT Marketplace and offered vintage with Kourtney Kardashian.



In pursuit of our ambition to eradicate landfill we host sample sales throughout the year. At our Burnley DC the proceeds are distributed to local charities.



Last year Mr Patrick Duffy, sustainable clothing campaigner, produced a bespoke care kit for us to help customers cherish their clothes for longer.



Last year we introduced Thrift+ to our customers. Karen Millen and Oasis customers can add a thrift+ bag to their order and we will ship one out to responsibly dispose of their pre-loved items.



We donate clothing to charity throughout the year. One of our long-standing partners, the British Heart Foundation have raised in excess of £2m from the clothing we have donated to them.



Over 1700 garments have been hired through our new partners, Hirestreet.



Over 200,000 people have signed up to PLT Marketplace since launch.



We have partnered with Yellow Octopus who have innovative processes to re-purpose textile waste in household items.

HIGG BRM 2021 SCORES

We are a proud member of the SAC

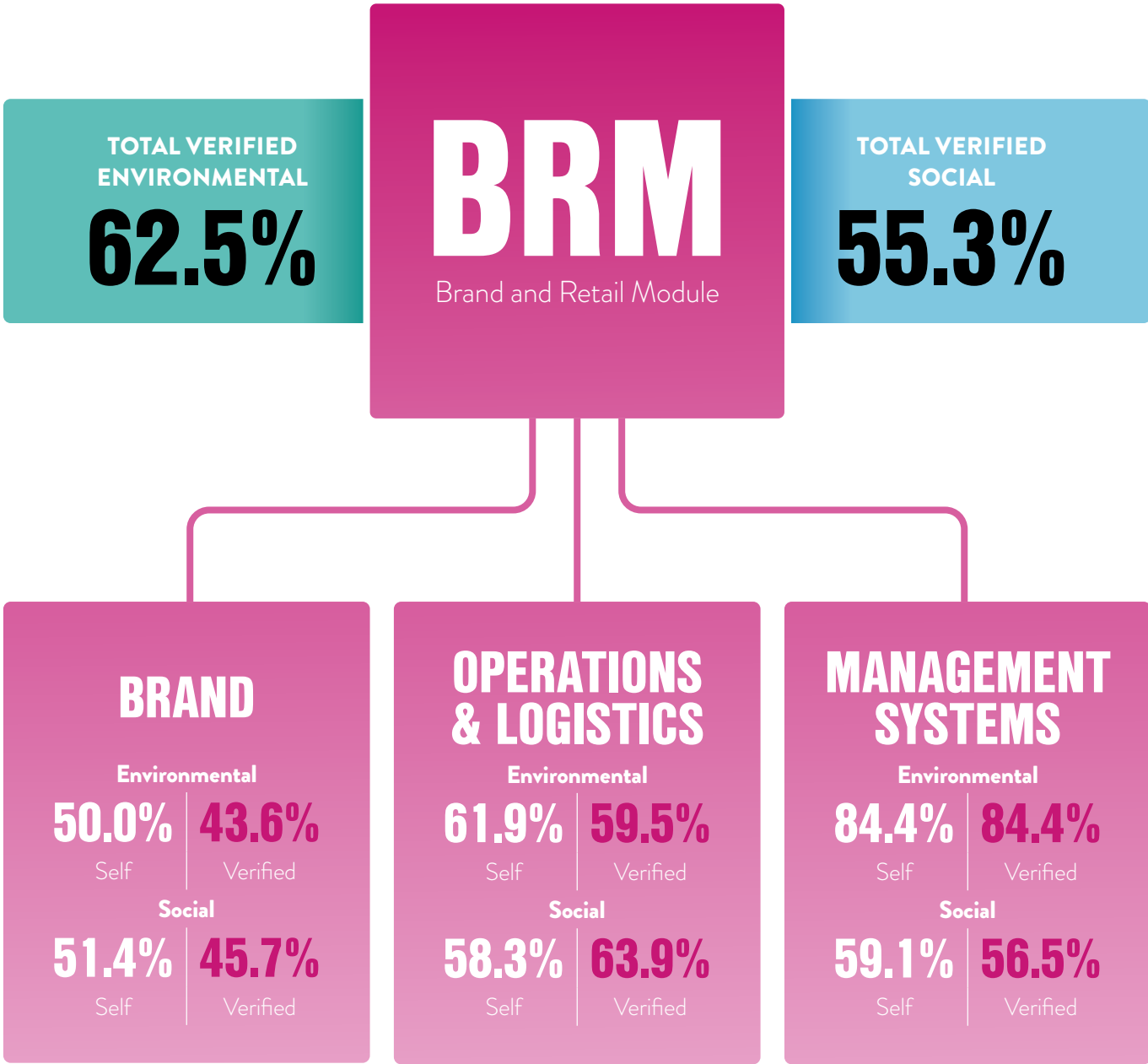
In 2022 we completed and verified the BRM module.

The BRM benchmarks us and the work we are doing along our journey to best practice.

The module evaluates social and environment impact across a wide range of business operations from our better materials strategy, social welfare plans and our logistic plans to reduce fossil fuels and gives us the ability to share our performance with internal and external stakeholders.

Areas for improvement for 2023

- » Water reduction, waste water management/ clean water and sanitation.
- » Programme to address forced labour and human trafficking.
- » Engaging with brand partners to establish shared environment and social goals.
- » Encourage and support transition to renewable energy within our supply chain.



OUR PEOPLE (INCLUDING OUR EXTENDED BOOHOO FAMILY) AND WHAT WE DO TO SUPPORT THEM

OUR PEOPLE AND CULTURE:

At boohoo we have built our successful business by doing things differently. When internet shopping was still in its infancy, our founders had the vision to see its potential and built a multi-billion-pound business that now employs thousands of people, who have all had an opportunity to own a piece of the success that they have contributed to. Our unwillingness to settle or follow the crowd is still at the heart of our culture today.

Across the group, our managers are highly skilled and excel in both the technical and people management elements of their roles. This year we have accelerated our investment in them with new leadership and mentoring courses to advance their skills as managers and develop their leadership skills.

Last year we also introduced a new recognition and reward programme. This gives our senior leaders the opportunity to recognise both brilliant individuals and amazing teams, and include prestigious titles like Employee of the Year, Rising star, and Best Brand.

Now the boohoo group has been trading for over 15 years, we are also starting to reward long service. That means seasoned boohoo group family members who complete 5, 10, and 15-year milestones get special recognition – just our way of giving heartfelt thanks for their loyalty and commitment.

Our people are the fabric of our business, and so we will continue to invest in them in the way that they tell us matters to them.

DIVERSITY, EQUITY AND INCLUSIVITY

Our 18m active customers are wonderfully diverse, representing all corners of the globe, all shapes and sizes and all genders and sexualities. We believe that to offer each one of them the very best brand experiences, our team needs to be wonderfully diverse too. We value individuality in all its forms because it makes us and our business stronger.

Our pay frameworks are proudly gender neutral. For the fourth year in a row, the median gender pay gap data for the group is in favour of females, and for the second year running, this is true for our mean gender pay gap. Our latest gender pay gap report shows that 61.3% of our top earners are women.

As of the end of February 2023, female colleagues made up 48% of our workforce and currently hold 44% of our most senior management positions.

We are passionate about all talent, at all ages. The average age of a colleague working in one of our brands is 30, and across the group, the average age is 34.



OUR APPROACH TO D, E AND I IS COLLABORATIVE RATHER THAN TOP DOWN. OUR STRATEGY IS CREATED WITH OUR COLLEAGUES RATHER THAN FOR THEM. TOGETHER WE ARE MAKING GREAT PROGRESS TO ACHIEVE OUR AMBITION OF BEING A TRULY INCLUSIVE BUSINESS.



We are incredibly proud to have become the first British retailer to achieve **Pride 365** accreditation in recognition of inclusive work culture.



Established a new boohoo family **D, E & I family** made up of colleagues from across the group.



Our latest gender pay gap report shows that our Median gap is -4.5%, meaning our female colleagues earn **4.5%** more than the median male colleague.



The report also shows that the proportion of male colleagues in our upper quartile of pay is 38.7% and female colleagues, **61.3%**.



In response to the question 'do you feel that you can be your true self at work' our people scored us **6/10**, a solid platform for us to build from.



We hosted multiple sessions with the incredible team from the Human Library, whose 'books' helped us to challenge our own prejudice and judgement.



We launched a '**let's talk about.....**' podcast series to really get under the skin of the tricky topics many of us are uncomfortable talking about. We've discussed everything from men's mental health to LGBTQ+ advocacy. Hundreds of people have tuned in to view our inspirational guests who bravely shared their powerful and deeply personal stories to help inform and educate our teams.



We've been joined by D,E&I experts in the field who have trained hundreds of people across our business, including **75%** of our senior leaders.

INVESTING IN OUR PEOPLE AND COMMUNITIES



We are part of the east Lancashire apprenticeship levy transfer network which sees us donate around **£50,000** of our unspent levy to be used by other in the area.



Hundreds of colleagues in our DCs and Thurmaston Lane have benefited from access to **free ESOL classes**.



At our Burnley DC we offer an internal secondment programme to achieve our ambition of filling at least **50%** of our vacancies by providing new opportunities to existing colleagues.



We have trained hundreds of **mental health first aiders** to provide support to our boohoo family wherever they work in our organisation.



We offer both supply chain graduate and degree programmes so our colleagues can **earn whilst they learn**.

Inclusive Employers

We are active members of **inclusive employers**.



Our brands support hundreds of causes that matter to their teams. For example Karen Millen work closely with Dress for Success. Their mission is to empower women to achieve economic independence by providing networking support and professional attire.

OUR ACTIONS THROUGH OUR VALUE CHAIN

We are incredibly proud to be a UK business which procures millions of pounds of goods and services, which in turn supports thousands of jobs in the UK and beyond and makes a multi-million-pound contribution to the UK exchequer.

From garment production, through professional services to equipment suppliers, we only work with businesses that share our values and we expect them to care about their people as much as we care about ours. We pride ourselves on building relationships not transactions and to support those we select to work with to achieve our aims.

Each year the **fashion transparency index** analyses and ranks 250 of the world's biggest fashion brands and retailers based on their human rights, environmental policies, practices and impacts, in their operations and supply chains. In 2022 our score increased by **8%**.

In 2021 we announced the establishment of the **Garment and Textile Workers Trust** and its founding trustees. The grant giving Trust, funded by a £1.1m donation from the group, are soon to announce their first tranche of grants totalling around £350,000. The trustees approached organisations and charities who have proven tracked record of driving positive impact for those employed in the garment industry and whose work would benefit from an injection of cash.

Two years ago we launched a farmer-focussed cotton production programme with **CottonConnect**. Last year, the devastating floods meant our focus shifted from production to supporting the farmers and their families. This year we're now about to expand into a new country and do this in partnership with new retailer partners. We're delighted to welcome two other UK retailers to our CottonConnect Programme - their involvement will help us to help more farmers and achieve our goals faster.

Turkey has been one of our longest serving sourcing regions. Our relationships with suppliers in the area stretch back to the start of our business and so we watched with despair the devastation **caused by the two earthquakes** in February. We donated a significant sum to support those on the ground who have lost everything, and we continue to work with our suppliers daily to support them whilst they rebuild their lives.

Since 2020 we have been working with local Leicester based training providers, **KTL training** to provide on-site skills training free of charge for workers within our suppliers manufacturing sites. To date **178** people have earned a SEG Awards Level 2 Certificate in Manufacturing Textile Products (NVQ)

We gifted £85,000 of our government apprenticeship levy to the **Fashion Technology Academy** in Leicester to support young people who perhaps otherwise couldn't fund route into the fashion sector.

In 2021 we became a signatory of the **international accord** for safety, which is designed to protect the rights of everyone employed in the garment industry in Bangladesh, one of our sourcing nations and last year we renewed our commitment.

The opening of our first manufacturing site in Leicester has created the opportunity for us to provide real time experience of garment manufacturing for fashion students from DeMontfort and MMU. Students can see garments being made, listen to talks from buyers, designers and sourcing specialists and ask questions.



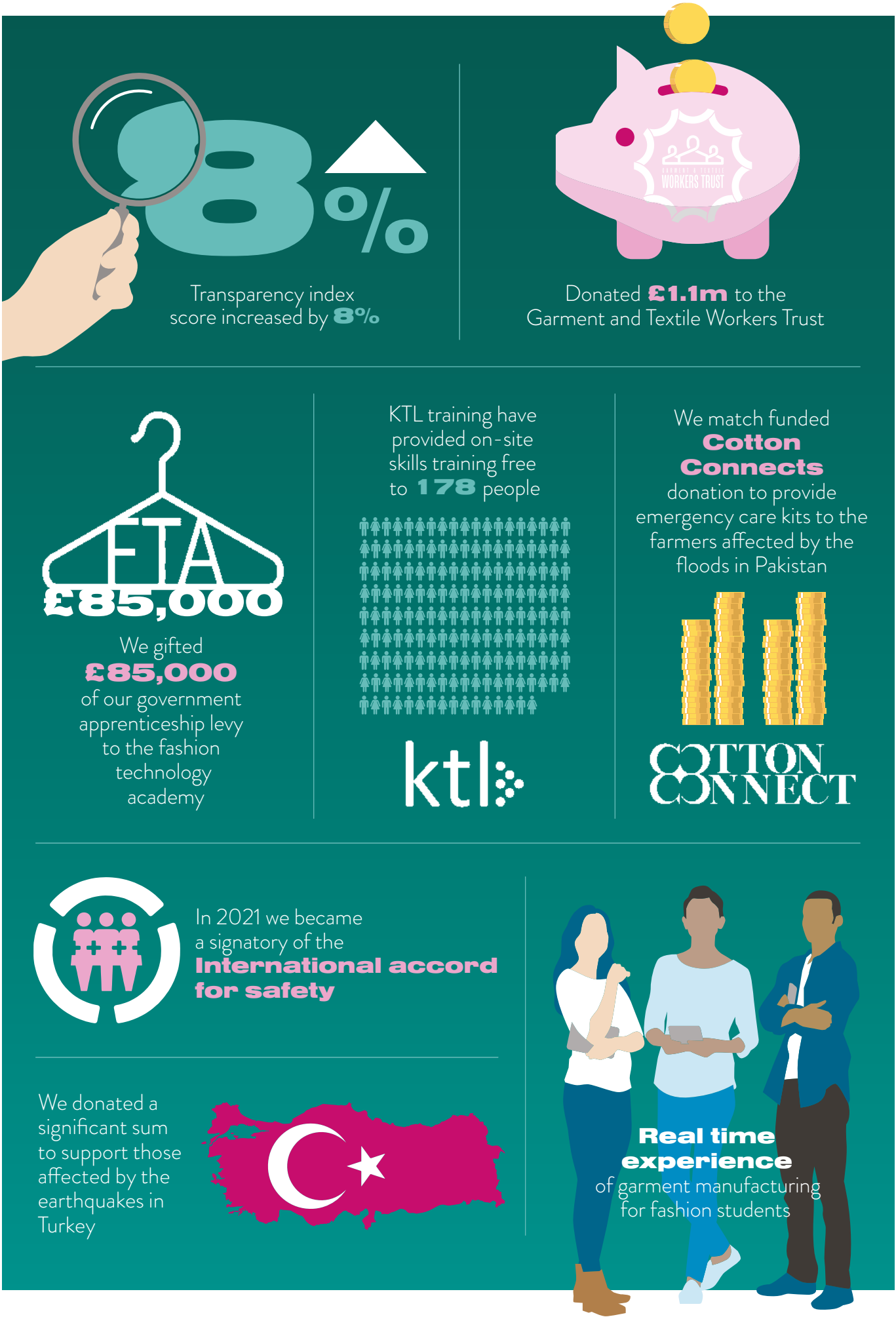
...AND THE PART OUR BRILLIANT PEOPLE PLAY IN OUR CARBON ERADICATION JOURNEY:

Our sustainability champions are a group of colleagues from across the business who champion the environment and challenge every aspect of our physical environment. They work independently, are given autonomy and report their findings and requests to the most senior level. In the last 12 months they have:

- » Reduced paper usage by ensuring managers have tablets.
- » Begun the replacement of lighting across the estate with energy efficient LED bulbs.
- » Introduced new waste processors who offer improved segregation.
- » Are in the process of changing all single use condiments for more sustainable options.
- » Attended a course at Burnley College to understand net zero and scopes.
- » Ensured digital display screens are not operating when the offices are not in use.

WHAT'S NEXT ON THEIR HIT LIST?

- » Find ways to reduce stretch wrap at DC sites. They have already replaced the current product with one that is thinner and 30% recycled.
- » Work with our in-house catering team to remove all remaining single use plastic.
- » Introducing sirens on warehouse doors when left open.
- » Progress the installation of solar panels at Daventry and Sheffield DCs.
- » Implement energy audits across DC sites.
- » Identify ways to reduce the final mile carbon footprint.
- » Introduce make up recycling both for employees and in our studios.



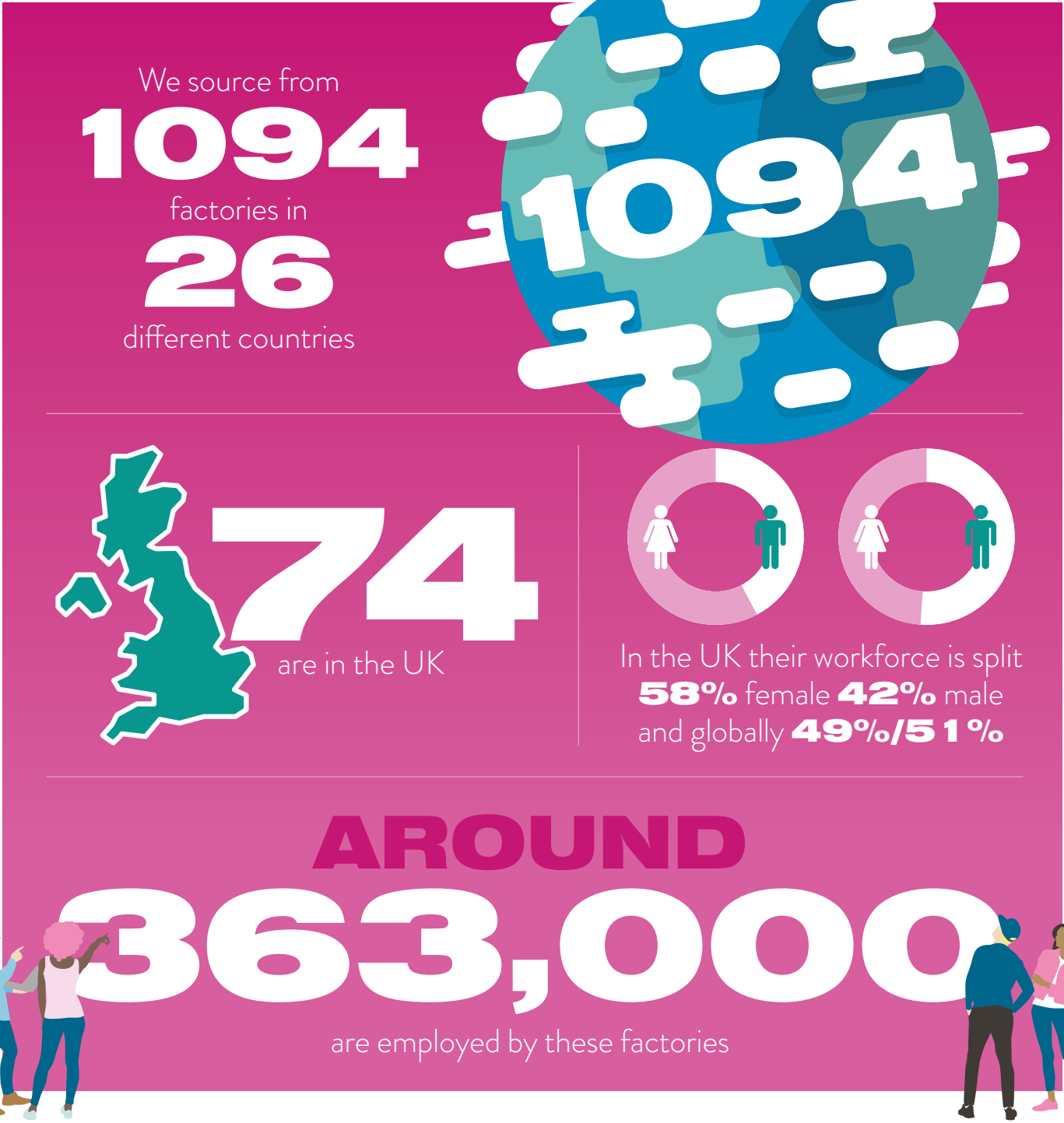
PROCESS

In the last two years, tensions caused by the conflict in Ukraine, the pandemic, natural disasters and more have given rise to almost unprecedented increases in operating costs for businesses and inflation rates not seen for decades. Therefore, having short simple supply chains is not only better for the planet, it's also good for the bottom line, oversight, governance and service delivery to customers too.

This is why our Responsible Sourcing Team have spent the last three years examining our supply base, consolidating and removing duplication where necessary, and finding new suppliers who offer something new or different in the right areas of the world.

They have analysed shipping routes and methods, implemented projects with suppliers to study optimum case sizes and built in country sourcing teams to help achieve our goal of developing relationships, not transactions.

Our supply chain in 2022/23 is the strongest it has been, and incredibly agile to flex as our business grows and expands into new territories and, most importantly, to keep pace with changing consumer behaviour.

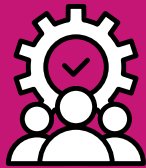


THE BETTER BUYING INSTITUTE™

Last year our responsible sourcing team invested in building a partnership between boohooMan and the team at the Better Buying Institute.

The Better Buying Institute have an overarching goal to support the industry-wide transformation of buyer purchasing practices so that business relationships support buyers and suppliers in achieving their financial, environmental, and social sustainability goals.

Their rating and evaluation systems are designed to:



Improve working conditions for manufacturers.



Improve how retailers negotiate and honour contracts.



Maximise profitability for suppliers and buyers.

The Better Buying Institute collate data from our suppliers, confidentially, and use the information they gather to provide tangible insight to help our brands understand and ultimately improve their purchasing practices.

Their work with boohooMan suppliers found that they valued:



Our payment terms.



Our efficient order processes.



Our test and repeat model providing an opportunity for them to grow with us.



Our use of more sustainable materials.

Areas where there was opportunity for us to improve included:



Communication.



Forecasting.



Providing them with easier to follow technical sheets.

The output of this independent review has proved incredibly valuable and we intend to roll this out across our other brands in 2023.

OUR SOURCING JOURNEY STARTS WITH FINDING THE RIGHT PARTNERS...

Finding new suppliers for our brands is the role of our sourcing team. Clearly, every new supplier has to offer something our brands want, but no matter how attractive their offer, no one gets through our doors unless they meet all our standards.

The first step is auditing: we work with potential suppliers to see what audits they have and if these meet our standards, we work with them to adapt them to our auditing process. A big part of the audit standards is ensuring that all employment rights and health and safety standards are in place and adhered to, so it's crucial that we have the relevant documentation. If our standards are met, then we will follow up with visits and meetings, and financial, commercial and brand chemistry checks. This initial process is agile but it's stringent - we've learnt our lessons and there are no exceptions.

But that's only the start - our approach is to build relationships not transactions, so our boohoo supplier manual provides suppliers with all they need to know, and our teams are on hand to support them as they become part of our boohoo family.

Last year our team found and onboarded over 200 new suppliers. Every one of them is visited, mostly unannounced, by our senior sourcing and compliance teams or our third-party auditors, at least quarterly.

We have around 1000 factories, all of which are listed on our plc website. Our top 20 suppliers account for around 40% of what we buy.

This year, with the opening of our US distribution centre, the team are creating new sourcing regions in the US.

WORKING TOGETHER

When a supplier joins the boohoo family, they have access to a variety of specialists and training.

In 2022 our ethical sourcing team hosted **168** webinars for suppliers covering everything from quality, ethical trading, modern slavery, code of conduct, health and safety and much more. Many of our suppliers are small family run businesses, which may not have the money to invest in training; so we develop it, and offer it free of charge to make sure every supplier has a strong professional development journey.

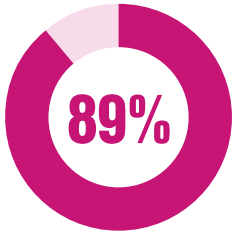
Our teams are commercially astute, but we know that for our business to be successful, our suppliers have to be successful too. Which is why we believe in two-way dialogue, and we're happy to be challenged and we work through solutions collaboratively.

The very nature of supply chains means that they are not always perfect, but when things don't go to plan, we don't just walk away. We work side by side with suppliers to try and remediate the problem, swiftly.

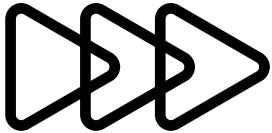
SUPPLIER MANAGEMENT

The focus of the business over the last three years has been on consolidating and mapping our suppliers, building in-country sourcing teams, and working with our global auditing partners to continually drive-up standards. All with one simple aim: to create a strong, stable, compliant, and agile supply base that delivers for our business and our suppliers. All of the work done and investment made in this area means more oversight over our supply base, which has never been stronger.

Every fortnight, our Responsible and Ethical Sourcing team provides a comprehensive supplier update report directly to John Lyttle, our group CEO, and other members of our senior team.



Our supplier audit management system has delivered an **89%** year-on-year reduction in red rated audits.



100% of our UK suppliers are now signed up to Fast Forward.

Whilst auditing will always be an important measure of standards, they simply measure a moment in time. That's why, in addition to the basic auditing programme, our ethical compliance team has created an ecosystem where our suppliers and product teams have multiple opportunities to meet, share ideas and learn from one another.

We introduced supplier expos a few years ago and now run multiple events each year. These expos enable suppliers to showcase their products and handwriting and our buyers and designers to build strong working relationships.

In 2022
the team ran
168
webinars

BEYOND AUDITING

Auditing is a critical tool in monitoring and measuring standards. It provides a benchmark upon which we chart our progress. However, auditing has its limitations, no matter how expertly and frequently they are done, because they measure a moment in time. At boohoo, we are embracing the beyond auditing approach. This approach requires open, two-way dialogue, trust between both parties. Our sourcing, buying, design and ethical and responsible sourcing teams spend majority of their time working side by side with our suppliers to design and create the products that our customers love.

WHAT'S NEXT:

We don't have any exclusive contracts with any suppliers because we believe it's better for our suppliers to have a mixed order book. However, this often means that, depending on who else they supply they need to provide multiple different audits.

THE GARMENT AND TEXTILE WORKERS TRUST

In 2020 the group committed to donate £1m to establish a charitable Trust. In 2022 the Garment and Textile Workers Trust was officially recognised by the Charities Commission. Currently run by 5 independent Trustees who have a broad spectrum of expertise, the Trust has been set up to provide support, advocacy and remedy for garment and textile workers, initially in Leicester. The Trustees are passionate about complimenting the work of others in the sector, not to compete with them. Therefore they set out to support organisations to help us deliver in three key areas:

- » Provision of English Language training and education for garment workers.
- » Advocacy support work to promote workers accessing and enforcing their rights.
- » Donations to Food Banks situated in the garment and textile district to help workers with the cost-of-living crisis.

Earlier this year the Trust announced the first of its grants. Around £350,000 was donated to organisations who have a outstanding track record of supporting the community, including:

- » Sharma Women's Centre.
- » The Highfields Centre.
- » Wesley Hall Community Centre.

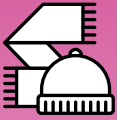
The donations will be used to provide hundreds of hours of free ESOL lessons, the provision of free legal advice to support workers to understand their employment rights and the creation of pilot programme to empower workers to effectively represent themselves in the workplace.

Once the impact of these first programmes are understood, the application window for grants will reopen to find out more visit: <https://gtwtrust.org.uk/>



BEYOND OUR PRODUCT

Giving back to the communities where we do business has been a core part of boohoo's DNA since its inception. Our teams have been fundraising or providing time and resource to organisations and causes close to their hearts for years. Here are just a few examples of what we have been supporting:



Providing hats, scarves and gloves to those experiencing homelessness in Manchester.



Making a **£100k** donation to Kizilay, the Turkish Red Crescent Association to support their work in helping those effected by the earthquakes in Turkey.



Providing free prom outfits to schools whose students could not otherwise have afforded to attend.



Sample donations to the British Heart Foundation, which has helped generate over **£2m** in funding over 5 years

Match funding donations

made by our partners CottonConnect to support cotton farmers and their families who lives and livelihoods were destroyed by the floods in Pakistan in 2022.



Donation of **£300,000** funding to aid the completion of pioneer place a transformational project in burnley that will enhance the lives of the local community, which is also home to our first distribution centre.



Donated **£50,000** of our unspent apprenticeship levy to East Lancashire Apprenticeship Transfer Network group.



Donated **£85,000** of apprenticeship funding to Fashion Technology Academy in Leicester.

SUPPORTING OUR NHS WORKFORCE THROUGH THE ARTS -

www.limeart.org/create

This year saw the delivery of the Lime Arts create+ programme.

A 6-week visual arts workshop, funded by the boohoo group, which helps our amazing NHS staff back into the workplace after time out. During the pandemic we raised £139,247 through the sale of uniquely designed product that showed our support to our incredible NHS staff. These funds were donated to Manchester Foundation Trust Charity, which raises funds to support Manchester University NHS Foundation Trust (MFT), the largest NHS Trust in the country, who worked with Lime Arts to develop this unique create+ programme.

The work created by MFT staff is on display across two gallery corridors located in two of the Trust's hospitals - Manchester Royal Eye Hospital and Manchester Royal Infirmary.

- » 93% of respondents agreed the creative workshop gave them a greater sense of wellbeing
- » 84% of participants (MFT staff) agree that they have a more positive view of their employer by access arts activity at work is important
- » 92% of participants (MFT staff) agree their creative wellbeing workshop helped them to relax
- » 95% of participants (MFT staff) agree that being able to access arts activity at work is important

'It was wonderful to have the opportunity to create some art after a stressful day at work. It helped me relax, put things into perspective, and help me reflect on how I've been feeling. Everyone should try this!'

Matron – Member of staff

For several years, the group have held an ambition to create something with a greater purpose which would have a more significant impact. In 2022 that ambition was realised when the group launched **BeYou** its first ever group wide charitable giving programme.

It is built upon the commitment that the group will donate up to 1% of profits to good causes

Our teams across the business were involved in the creative ambition and strategic intent of the programme. It was important to everyone that the programme reflected what mattered to our people and our customers and reflected the purpose and culture of the group. As a result, the new programme focuses on three distinct areas.

FIND YOUR PLACE -

Providing education support and inspiration to enable young people to be their best selves, now and in the future

» The group have partnered with education specialists, Everfi, who have created a bespoke programme focussed on data science which is available free of charge to schools. In its first year around 40 schools have been engaged in the programme which has reach xxx pupils

» As a business proudly founded and operating in the north of England and full of exceptionally talented women (and men) it was pleasure to announce our partnership with the inspirational team at Northern Power Women

SHOW YOUR COLOURS -

Celebrating the wonders of our individuality and removing the stigma of being different.

» boohoo became a founding signatory of the Body Image Pledge proposed by Dr Luke Evans MP. The Pledge is a voluntary commitment which brands, charities and organisations can sign to show they will not digitally manipulate a person's body proportions in advertising or marketing.

» The group became the first British retailer to be awarded Pride 365 certification in recognition of the groups inclusive culture.



MATCH YOUR FUND -

which enables anyone in the business to apply to have their individual fundraising efforts matched by the business*.

To date over £333,000 has been awarded to colleagues for causes that are close to their hearts

TURNING TEXTILE WASTE INTO CHARITY DONATIONS

The boohoo group support the British Heart Foundation

The group forged a relationship with The British Heart Foundation over 5 years ago and have been delivering sample donations ever since, enabling the charity to raise vital funds for research and aid in the fight against heart and circulatory diseases. BHF funds over half of non-commercial cardiovascular research in the UK.

To date the partnership has raised over £2million. The money raised equates to the value of a five-year research programme into heart attack and heart failure including salaries, equipment and lab materials needed for the project.

Current research projects that our donations could help to fund

» Cardiometabolic health of women with and without adverse pregnancy outcomes.

Dr Abigail Fraser at the University of Bristol 01/02/2020 - 09/06/2024) .

» Tackling Health Inequalities.

“Our BHF shops are incredibly grateful to the teams at Boohoo for the donations of sample stock that we have been receiving for over 5 years. They have made a fantastic achievement. Their donations enables us to provide fashionable garments which are appealing to a younger audience, encouraging them to shop within our charity shops, whilst providing the boohoo group with a sustainable and ethical end solution for the sample items.”

Alison Swaine-Hughes, Retail Director.

WHAT'S NEXT... A MESSAGE FROM ANDREW REANEY, DIRECTOR RESPONSIBLE SOURCING & PRODUCT OPERATIONS

Our journey began in 2021 with the publication of our UP.FRONT Strategy and this is the third update that we have published on our progress.

The group is committed to operating in a way that positively impacts our customers, our employees and communities by incorporating Environmental, Social and Governance (ESG) considerations into our business. This year's report is a frank and open assessment of the highs and lows of our journey to be better in every aspect of our business.

We have made progress in many areas: being the first UK retailer to achieve certification from Pride 365 and the launch of our first ever resale site are two key highlights. But our headway in others has not been as swift as we would have hoped. Some of this is due to the obvious challenges of the last few years, but many are distinctive to the affordable fashion sector.

For our targets to have the impact we need, we have to take our customers on the journey with us. Asking them to pay significantly more or introducing fabrics or designs which may be better but are not attractive to them, is not the answer.

We therefore face a unique challenge – providing more of the better options and inspiration that our customers crave, alongside the information they need to make the right choices for them.

We want to make the right decisions that enable our customers to feel good about choosing us. In our culture, we challenge the status quo and this is notably evident in our sustainability work, where ingenuity, experimentation and innovation are absolute necessities.

Here's just a few examples of what we have in the pipeline:

Planet and process

The textile waste issue: We've been running various trials and pilots, through our partnership with Reconomy. We have also partnered with Yellow Octopus who will be upcycling our textile waste into facia tiles, flooring and home décor products.

This year, we have introduced the disclosure of emissions from the use of our products. These emissions stem from the energy consumed by our customers when washing boohoo garments. Despite our limited control over these emissions, we have chosen to include these emissions in our reporting too as this is industry best practice and ensures complete transparency.

We tested our customers' appetite for vintage during our collaboration with Kourtney Kardashian, and they loved it. So next year, we'll be building on the work done with brilliant partners, to explore introducing brand new vintage ranges to one of our menswear brands.

The art of repairing clothes has largely been lost, but we want our customers to cherish their purchases and wear them often, so taking care of them is important. In the next 12 months we'll be introducing Karen Millen Repair – a bespoke repair service to extend the life of purchases.

Materials

Two years ago we launched a landmark farmer focussed cotton production programme with CottonConnect. Last year, the devastating floods meant our focus shifted from production to supporting the farmers and their families. This year we will expand into a new country and do this in partnership with two other retailer partners. Collaborating with other retailers will help us support more farmers while supporting our sustainability goals.

Everyone at boohoo is completely aware of how difficult the journey ahead will be. But we are all completely committed and motivated to innovate, push forward and achieve our ambition of decarbonising our business, proving that you can drive change at the affordable end of the fashion market.

ANDREW

