

boohoo
group plc

UP.FRONT
FASHION.READY FOR THE FUTURE

SUSTAINABILITY
REPORT
2022

Thurmaston Lane
Our New
Manufacturing Site
in Leicester



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OUR BOOHOO GROUP BRANDS

boohoo
group plc

boohoo boohooMAN PRETTYLITTLETHING *NASTY GAL* *MISSPAP*

KAREN MILLEN coast WAREHOUSE OASIS

Debenhams

BURTON
LONDON
ESTABLISHED 1904

DP.
derohyperline.com

WALLIS
SINCE 1922

ABOUT THIS REPORT

This report covers the environmental, social and governance (ESG) actions of boohoo group plc during the FY2022 (March 2021-February 2022).

Where we have mentioned actions undertaken during the previous reporting cycle FY2021 (March 2020-February 2021) we have used (*).

Where we have reported on actions that overlap between the end of the FY22 reporting cycle and the beginning of FY23 (March 2022 - February 2023) we have used (**) in the What We've Done sections.

MESSAGE FROM CHIEF EXECUTIVE OFFICER

“As a business we think everyone should be able to buy clothes that make them feel great at a price they can afford, including more sustainable ranges. But we know that the fashion sector has a big impact on the environment so we are working hard to understand our impact and take the right course of action to reduce it.

As a Group of 13 brands, we also understand and recognise the responsibility to play our part in taking action, to come together to drive meaningful change and communicate accurately and responsibly. We also acknowledge the opportunity to use our size and scale to inform and educate our 20m customers and 60m social media followers in an honest and transparent way.

Just over a year ago we launched our first sustainability strategy, UpFront, Fashion Ready for the Future. It contained a stretching set of targets, across three focus areas, informed by insight gathered from our customers, external subject matter experts, NGO's and our own boohoo family.

This year's Sustainability Report, our second, sets out how far we have come on our journey. We have moved quickly in the last 12 months to lay the foundations for our ambitious future. We recognise that we may be at the start of a journey that more mature businesses have already been navigating for some years.

The following pages chart the journey that our teams have been on, the achievements that they have made and our plans for the next 12 months.

In 2021, the group's market-based carbon footprint increased by 29% from 791,252 tCO₂e to 1,018,964 tCO₂e since the previous reporting year. This market based emissions increase we have seen in 2021 is attributed to an increase in the number of products sold, freight emissions and procurement associated with business growth. The group is now working to reduce its emissions aligned with its science-based target across Scope 1, 2, and 3 by 52%, relative to its growth in line with a 1.5-degree reduction pathway.

The complexity of the challenge that we face as a sector is vast and the solutions are not simple. Which is why collaboration, innovation, learning from experts and listening to our customers remains central to our approach. No single business, individual or Government can solve this on their own but we are absolutely committed to ensuring that our business plays its part.

John Lyttle
Chief Executive Officer





UP.FRONT

FASHION.READY FOR THE FUTURE

EXECUTIVE SUMMARY

This past year we have started to deliver our UP.FRONT strategy across its three key focus areas - smarter manufacturing of clothes, better terms for suppliers and action in responsible business practices to address our carbon footprint. With the engagement and support of teams across the business from buying, merchandising, marketing, operations and logistics we have made tangible progress. Our teams have shown great adaptability throughout the pandemic, transitioning from work from home to hybrid working while delivering progress in our key areas. This year is testament to all that we can achieve when we work collaboratively.

We are committed to the continued execution of the UP.FRONT strategy and its application to our new business categories in beauty and homeware. Across the group we are working to source more sustainable fabrics focusing on recycled materials and alternatives to conventional cotton. We are now members of the Better Cotton Initiative and have made great progress in our sourcing of BCI cotton. We have also been working with CottonConnect to grow responsible environment enhanced livelihood (REEL) cotton in Pakistan.

This past year we have worked to understand customer insights about sustainability. We want to ensure that we are clearly communicating sustainability to our customers. With the use of the READY FOR THE FUTURE strapline we explicitly state product composition. As of year-end 2021, 1 in 5 of our products on order across the group contained one or more of our more sustainably sourced materials.

We have launched our UK Sustainability Strategy that is focused on improving sustainability in our UK supply chain. In Leicester we have opened Thurmaston Lane, our Manufacturing Centre of Excellence. Thurmaston Lane offers end to end garment production and will set the standard for UK manufacturing. This year we completed our Agenda for Change programme with formal sign off by KPMG. These company-wide achievements are the culmination of an immense amount of work and exemplifies our dedication to strengthening our business.

One critical part of ESG strategic planning and risk management is developing our understanding around the impacts and risks of climate change, how it will affect our organisation, and identifying opportunities for improvement. We have taken a number of important steps in the area of climate resilience. We have carried out a Task Force on Climate-Related Financial Disclosures (TCFD) risk assessment, our science based targets have been verified by the Science Based Targets Initiative (SBTi), and we are producing solar energy at our Burnley Distribution Centre.

We remain members of the Sustainable Apparel Coalition, WRAP's Textiles 2030, the Microfibre Consortium, and the British Retail Consortium Climate Action Roadmap. Cross industry collaboration is key to solving sustainability challenges and we are actively involved in industry working groups.

2021 AT-A-GLANCE

1
Published our Global Supplier List




2
Built Internal Expertise



3
Completed our Agenda for Change Programme



4



Appointed our new Non-Executive Director with a Background in ESG

5 Launched Boohoo Lab



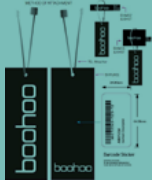
6



SCIENCE BASED TARGETS
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Science Based Targets Validated by the Science Based Targets initiative (SBTi)

7
Optimised our Packaging to Reduce Material Use and Ensure Legal Compliance




8

OASIS THRIFT+

Oasis Partnership with Thrift+**

9




Producing Solar Energy at our Burnley Distribution Centre

10 COTTON CONNECT

Worked with CottonConnect to grow REEL Cotton and Educate Farmers on Sustainable Farming Practices

11

Announced our Social Impact Commitment



12

Conducted Customer Research



13

Launched READY FOR THE FUTURE ranges



14

Planting Trees with TreeNation



15

Roll out of Higg Facilities Environment Module to all UK Facilities and Top 50 Suppliers Globally



16

Thurmaston Lane Manufacturing Centre of Excellence



UK SUSTAINABILITY STRATEGY

fast forward

Building sustainable supply chains

Waste Management Reconomy



MEMBERSHIPS, ASSOCIATIONS & PARTNERS



OUR STRENGTHENED TEAM

We have professionals in the Responsible Sourcing and Product Operations team who are responsible for setting standards, engaging the business, monitoring progress and delivering our strategy.

GLOBAL
SOURCING

PRODUCT
OPERATIONS

PRODUCT
COMPLIANCE

UK SOURCING

DATA
INSIGHTS

boohoo
group plc

THURMASTON
LANE

SUSTAINABILITY

PACKAGING
& LABELLING

UK, ITALY, TURKEY
AND CHINA
SOURCING

ETHICAL
COMPLIANCE

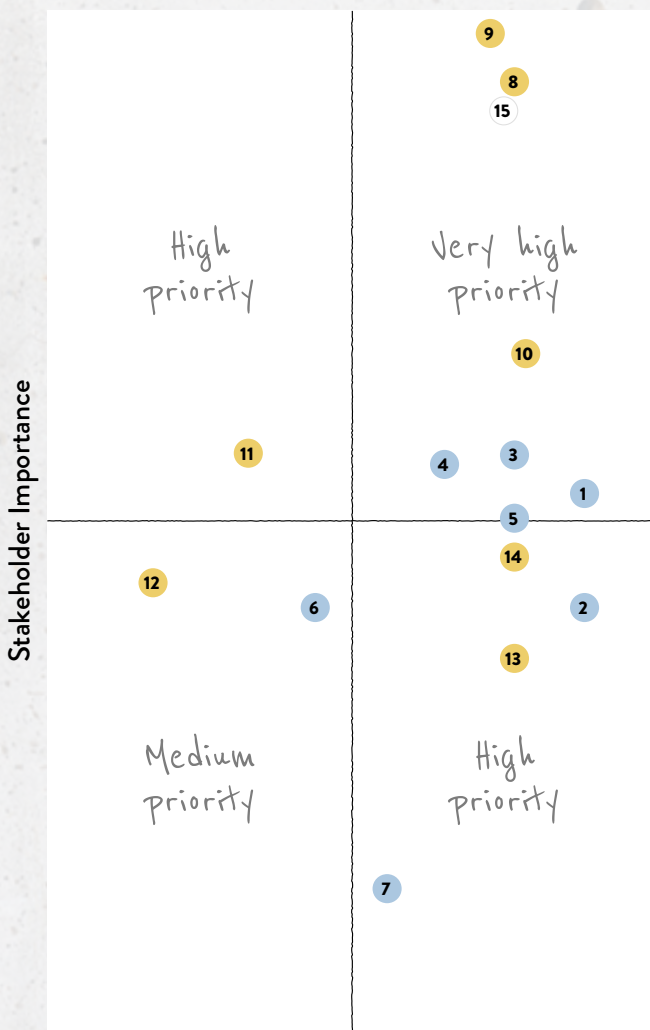
OUR STRATEGY

We published our sustainability strategy in March 2021. In developing this strategy, we carried out a materiality assessment, helping us to identify priority issues. Our strategy focuses on three pillars. In 2021 we have focused on laying the foundations to deliver our strategy and making progress against each of our priority areas.



ESG Materiality Matrix

Stakeholder importance vs impact



The high and very high priority issues identified through the materiality assessment are shown below.

Topic	Definition
1 Carbon emissions & climate change	The carbon emissions the business produces as a result of its business activities. This includes both direct emissions and indirect emissions from its value chain.
2 Water consumption & treatment	The water usage and treatment (following use) in both the supply chain and operations as well as management to ensure natural water resources are not depleted and water is safe to reuse and does not pollute natural water bodies
3 Responsible chemistry	The safety of chemicals used in the production of textiles and garments. By safety we mean chemicals that do not negatively impact customers' health, local communities and the environment.
4 Waste	The management and disposal of materials and products when they are no longer required. Focusing on primarily textile waste across the full life cycle but also waste from packaging (operations & customers).
5 Responsible sourcing of materials	The materials which have had their impact actively managed. This can include materials which are organic, recycled or ethical.
6 Plastics	All products and packaging which are made from plastics. Poor management of plastics can result in waste entering the natural environment.
7 Biodiversity & land-use change	Negative changes in the natural environment caused by unsustainable land management. Relevant to all natural fibres and animal derived products.
8 Human rights	Basic rights and freedoms of all people outlined in the Universal Declaration of Human Rights.
9 Health & safety at work	Protecting people's health, safety and wellbeing to reduce the risk of accidents and injuries at work. Including preventive measures to potential hazards.
10 Wages	Wages required to meet a person's basic needs which include food, housing, and other essential needs such as clothing .
11 Diversity & Inclusion	The organisations effort to ensure freedom of any form of discrimination including age, gender, ethnicity, religion, disability, sexual orientation, education and national origin.
12 Talent attraction	The organisation's ability to attract and maintain talent within the business.
13 Product quality & safety	To provide products which are safe for customers and their families to use whilst meeting their expectations.
14 Supporting local communities	Impact on local communities including social and environmental impacts which may impact people's health, wellbeing and prosperity.
15 Corporate governance	How the organisation manages its impacts on the environment and society. This includes both positive and negative impacts.

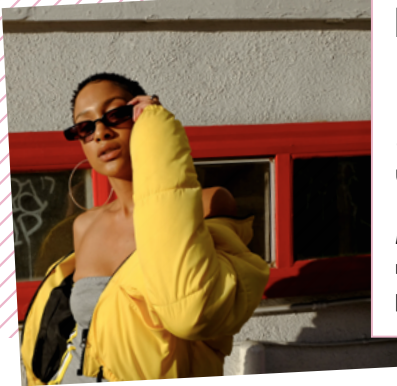
● Environmental ● Social ○ Governance

We created a framework to communicate our priorities, goals and progress clearly and without jargon.

It is about being open, honest and frank about our actions.

UP.FRONT

FASHION.READY FOR THE FUTURE



FOCUS AREA 1: CLOTHES.MADE SMARTER

Making our clothes in a smarter way - with better materials, more sustainable design and less waste and packaging.

- » BETTER MATERIALS
- » SUSTAINABLE DESIGN
- » PACKAGING
- » TEXTILE WASTE
- » FUTURE FOCUS



FOCUS AREA 2: SUPPLIERS.ON BETTER TERMS

Doing more for our suppliers - transparent supply chains, improved standards and management and a long-term commitment to those that work in fashion.

- » TRANSPARENCY
- » STANDARDS
- » PROGRAMMES



FOCUS AREA 3: OUR BUSINESS. TAKING ACTION

Running our business responsibly - strong governance, a great place to work, tackling climate change, responsible marketing and a role in communities we can all be proud of.

- » GOVERNANCE
- » CLIMATE CHANGE
- » MARKETING
- » OUR PEOPLE
- » COMMUNITY



CLOTHES.MADE SMARTER

We know there's an environmental and social cost to producing clothes, but there are ways we can be smarter and leave a lighter footprint.

In the first phase of our sustainability plan we'll focus our efforts in the areas that will have the biggest impact on the future of the clothes that we produce - materials, design, waste, packaging and finding ways to keep our clothes worn for longer.

And this is just the start. There are other areas we know are important and so we'll continue developing our plans over the next year on water, chemicals, biodiversity and microfibres.

BETTER MATERIALS

Our goals



2030

All the materials we use for our garments will be more sustainable.



2025

All our polyester and cotton products will contain recycled or more sustainably sourced materials.



2025

All our leather, wool, feather and down will be sourced in line with industry best practice.



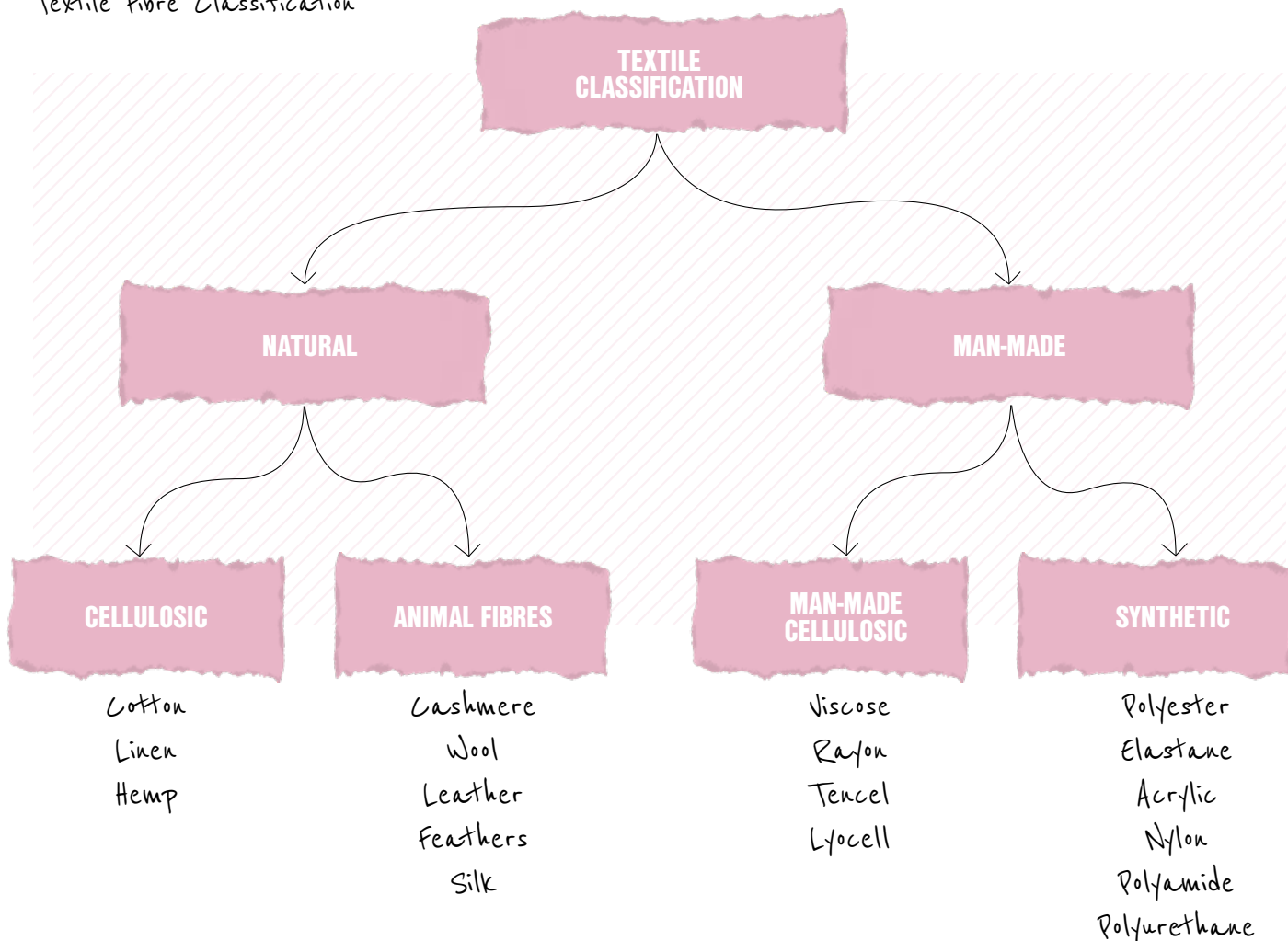
2025

50% of our man-made cellulosics, like viscose, will be more sustainably sourced.

The challenge

There are many different types of fibres used to make the textiles that retailers around the world use. As shown in the diagram below textiles can be grouped into natural or man-made, and then further divided into cellulosic, animal, manmade cellulosic and synthetic. It is important to realise that every fabric has a social and environmental footprint, which varies depending on how the raw material is sourced and processed. Through careful sourcing and use we can help reduce the footprint of the materials we use.

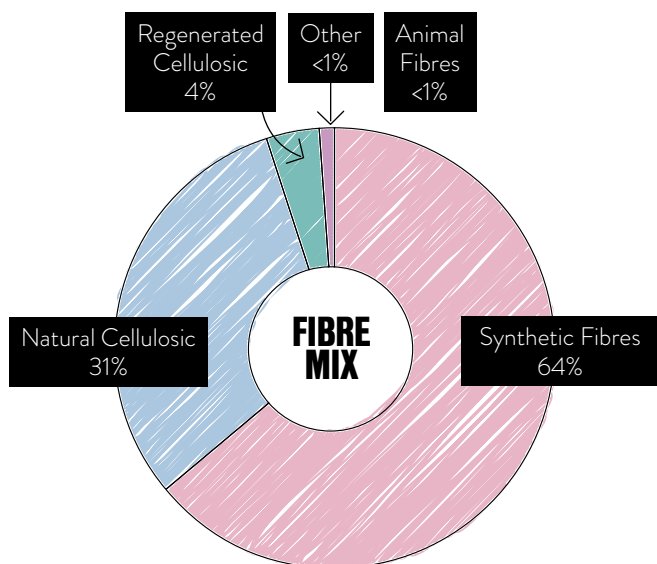
Textile Fibre Classification



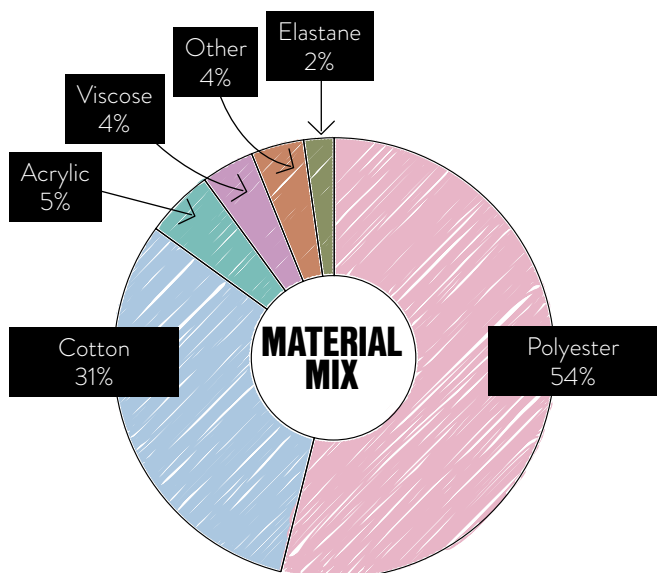
What We've Done

Calculated Our Fibre Mix

As the environmental impact varies by fabric, the starting point of our programme is to calculate and track our fibre mix over time so that we can prioritise our actions where we can have the biggest impact. The pie charts below show our material mix calculated by weight - by textile group and also by individual material. Our key materials remain polyester, cotton, acrylic, viscose and elastane.



2021 fibre mix by textile group



2021 fibre mix by individual material

READY FOR THE FUTURE

The READY FOR THE FUTURE strapline is used on any garment that is made of more than 20% of our stated 'better materials'. This is the absolute minimum and our teams work hard to keep this percentage as high as possible. We track the number of READY FOR THE FUTURE garments weekly. We specify the garment composition of the material clearly in our style notes or details and care. See the Claims section on page 34 to learn more.

We have launched READY FOR THE FUTURE product lines & collections across all of our brands. As of year-end 2021, 1 in 5 of our products on order across the group contained one or more of our more sustainably sourced materials. [Click here](#) to learn more about the READY FOR THE FUTURE GUIDELINES.

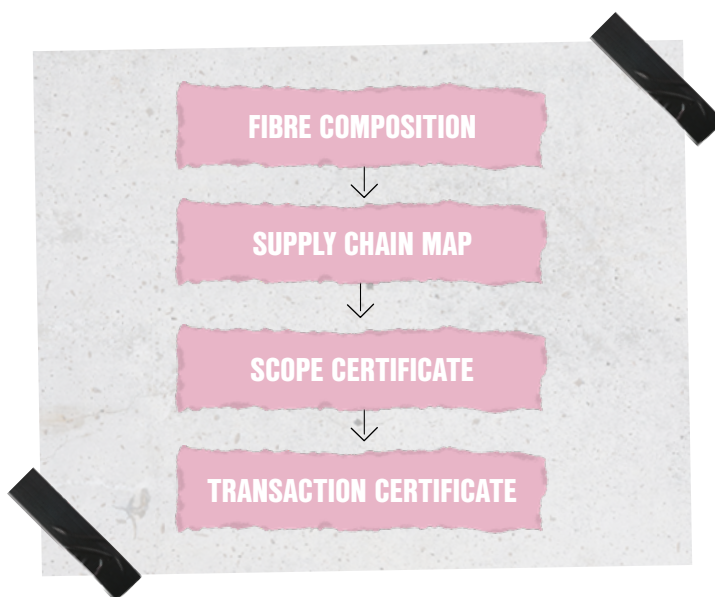
We have provided training to all of our buying teams on our product sustainability guidelines and communications. Learn more about our product sustainability training on page 14.

Fabric

Working closely with our suppliers to forecast required metres of materials, our Fabric Manager identifies opportunities for consolidation each season by looking at materials in use across the group. This allows us to transition to more sustainably sourced materials at affordable prices for our customers.

Product Sustainability Compliance Process

We have a robust compliance process in place for evidencing our product level sustainability communications. The requirements are tailored to the particular material. For recycled polyester or organic cotton for example, our suppliers are required to provide fibre composition, a supply chain map, a scope certificate and a transaction certificate. These certificates are provided by registered certification bodies.



Product Sustainability Compliance Requirements for Recycled or Organic Fabrics

Polyester

Polyester is one of our key fabrics making up 54% of our material mix. We use recycled polyester as an alternative to virgin polyester.

Cotton

We offer a number of different alternatives to conventional cotton.

Better Cotton

We are now members of the Better Cotton Initiative (BCI). Their mission is to help cotton communities survive and thrive, while protecting and restoring the environment. Better Cotton offers a mass balance chain of custody approach - a volume-tracking system that allows Better Cotton to be substituted or mixed with conventional cotton by traders or spinners along the supply chain while ensuring that the amount of Better Cotton sold never exceeds the amount of Better Cotton purchased. We are working with suppliers to increase our cotton sourced through this route. As of end of March 2022 we have received a total of 1,169,911 BCI credits that translates to 2,115 orders. We have 1,010,704 BCI credits currently on order.**

Responsible Environment Enhanced Livelihoods (REEL) Cotton

We are particularly proud of the work that we are doing with CottonConnect growing REEL (Responsible, Environment, Enhanced Livelihoods) cotton across over 12,000 acres in Pakistan. The farmers receive training on more sustainable farming techniques. The cotton produced is responsibly sourced and traceable. It is tracked through our supply chain, from village to garment with chain of custody using CottonConnect's proprietary, traceability software TraceBale.

Cotton is grown in fields, once harvested the cotton is ginned, spun and knitted into fabric. The fabric is then cut and sewn to make our products. Currently we have over a million products made from REEL cotton.**

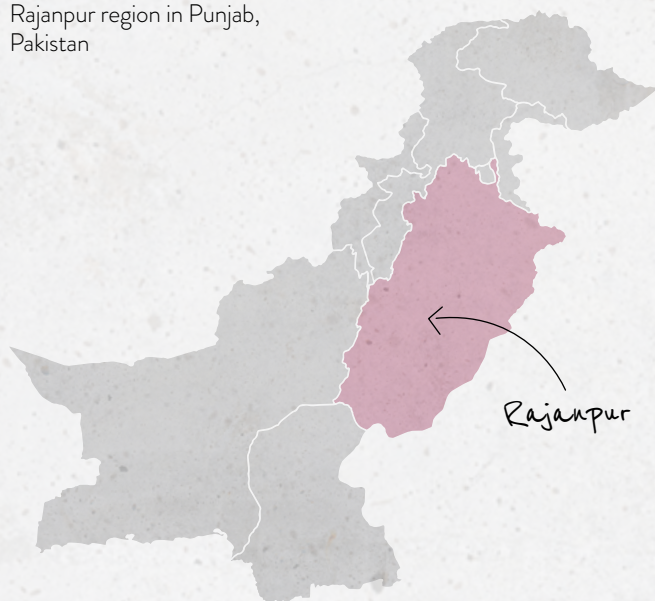
Cotton sourcing from field to fashion



← Garments made from REEL Cotton

CottonConnect Programme Location

Rajanpur region in Punjab,
Pakistan



Programme details: Year 1 (2021-2022)

	Number of Farmers	2,531
	Number of Villages	85
	Cotton Land (Acres)	12,054
	Actual Seed Cotton Production (MT)	9,723
	Actual Cotton Lint (MT)	2,080

The farmers receive training in the following areas:

- » Cotton cultivation practices
- » Sustainable practices training on crop management
- » Water management
- » Integrated nutrient management
- » Integrated pest management
- » Pre-harvesting & safe harvesting
- » Contamination free picking
- » Storage & marketing
- » Cotton procurement & follow up
- » Labour and wages equality

The boohoo REEL Cotton programme promotes more sustainable cotton farming practices in Pakistan. Keeping cotton farmers at the centre, the REEL Cotton Training Programme works to improve cotton farmers' knowledge and business practices to enhance community livelihoods and reduce the environmental impact of cotton. The REEL Cotton Training Programme focuses on agronomic training, educating and enabling the beneficiaries to cultivate cotton in economically viable, environmentally sustainable, and socially acceptable production practices.

In Pakistan, the programme is currently being implemented in the Rajanpur region of Punjab with 2,531 cotton farmers (84% male, 16% female) across 85 villages. With the Women in Cotton Programme we have trained 400 women in our supply chain!

In only year one of this partnership the farmers we worked with produced 2080 metric tonnes of cotton. The farmers have reported improvements in cotton yields, environmental benefits, lower costs, and an increase in net income by 24%. Some farmers also shared that they now have a secondary income from beekeeping in the cotton fields. The more sustainable production techniques have helped to bring the bees back to the farms.

What Next

In the upcoming year we will be increasing the amount of cotton that is sourced through the BCI programme. We will continue to work with Cotton Connect to grow REEL cotton in Pakistan.

Our Fabric Manager will continue to source more sustainable fabrics, increase the number of READY FOR THE FUTURE products, and explore making garments with 100% recycled mono-material polyester. Moving towards mono-materials will make it easier for garments to be recycled as fibre recycling technologies improve.



15 a. Mobilize and significantly increase financial resources from all sources to conserve and sustainably use biodiversity and ecosystems



SUSTAINABLE DESIGN

Our goals



2025

Design innovation to reduce waste, increase durability and improve recyclability.



2030

Roll innovations out across our ranges

The challenge

Carefully considered design practices and processes can have a huge impact on reducing waste, improving recyclability and making garments, trims and accessories last longer.

What We've Done

We are actively engaged in Textiles 2030 working groups on circularity and policy. We are utilising the tools of Textiles 2030 to measure our footprint, monitor progress and overall impact.

Our product sustainability specialists have conducted sustainable design, responsible sourcing, and circularity training with our design and buying teams across four brands. From March 2021-March 2022 we have held a total of 10 training sessions.**

Putting our knowledge of circular principles into practice we have launched upcycled and repurposed collections. We will continue to explore opportunities for collections that minimise waste.

To improve the durability and quality of our product, we conduct quality and compliance testing. With the launch of the boohoo lab, we now have an in-house textile & apparel laboratory which is working with our suppliers to conduct these tests in-house. See page 18 to learn more about boohoo lab.

Nasty Gal x Vintage

Nasty Gal launched four vintage capsules in 2021; Icons, NastyGal Vintage, Essentials.



Nasty Gal
Vintage →

Karen Millen x Linton Tweeds

Karen Millen collaborated with Linton, bespoke producers of tweed for over 100 years, using off-cuts of existing fabrics to create a striking patchwork composition. Products were designed in extremely limited quantities of 30.



Karen Millen x Linton Tweeds Capsule

What Next

We will apply the learnings and best practice from our partnerships and industry collaborations to map our different products, engage with key suppliers and identify actions we can pilot.

We will carefully monitor and track our actions so that our impact can be assessed objectively.

TEXTILE WASTE

Our goals



2023

Launch resale and recycling offers across our brands.

The challenge

Textile waste can occur at all points of the supply chain: material and garment production, retail operations, and at the end of a product's lifetime. It makes sense financially and environmentally to cut textile waste and it's a priority for our customers, our suppliers, and for us too.

What We've Done

We use a test and repeat approach. This means that our production runs are small and we only order more of the products our customers like. This means that we don't over order or hold excess stock which helps to reduce waste.

We have looked into how we can better support customers when their clothing comes to the end of its first life, helping them to make better choices.

We want to help keep materials and products in use. By offering customers the option to resell we can help extend the lifetime of products.

PrettyLittleThing Marketplace is undergoing platform testing. It will allow customers to sell the clothes that they no longer love, but have lots of life left in them. We think our customers are going to love this as they will be able to declutter their wardrobe, reduce waste and make some money! It is a win-win.

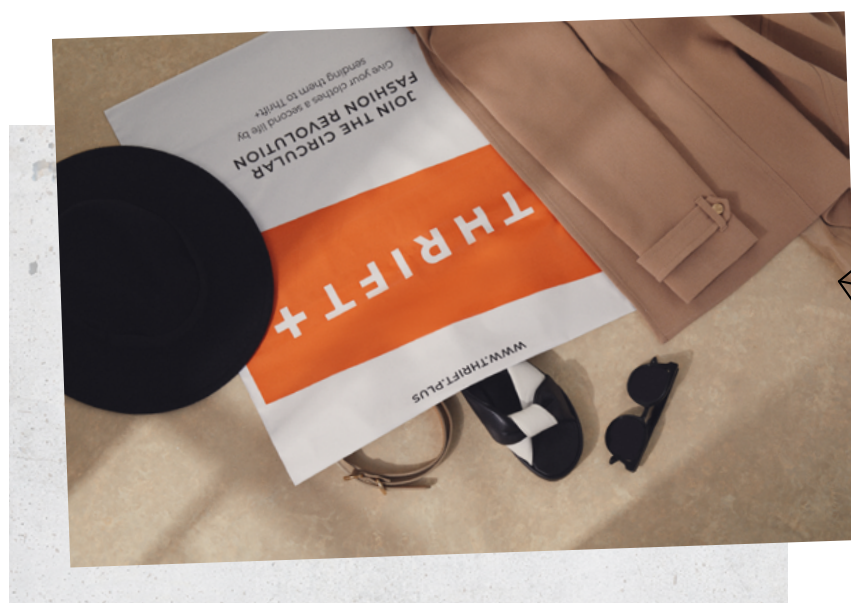
Oasis is launched a pilot with Thrift+ in April.** ThriftBags will be available to order for free on the Oasis website. Customers will be able to send their unwanted clothing to Thrift+ who will quality assess, photograph and publish products for resale on their website. Customers earn credits with the sale of every item, which can be donated to charity, used to purchase clothes on Thrift+, or exchanged for vouchers.

Oasis and Misspap respectively launched in April and May on the Hirestreet platform.** Customers can now rent Oasis and Misspap occasionwear, workwear, and holiday outfits from the Hirestreet platform. Rental allows products to have multiple lives and to be kept in use for longer.

What Next

We will assess the results of the Thrift+ and Hirestreet pilots and look to extend these reuse offerings to more of our brands

We will continue to use our website and social media channels to help our customers understand the impact of textile waste and offer creative ideas on how people can make the most out of their clothes keeping their products in use for longer.



ThriftBags to
Send Back
Secondhand
Clothing



- 12.2 Achieve the sustainable management and efficient use of natural resources.
12.5 Substantially reduce waste generation through prevention, reduction, recycling and reuse.

THRIFT+

TEXTILE WASTE

Our goals



2025

No textile waste direct to landfill in our UK supply chain.

The challenge

While our suppliers work hard to minimise the amount of textiles wasted during production through careful planning and pattern cutting, waste does still occur.

We have been working hard to divert this waste from landfill and ultimately move this waste up the waste hierarchy. Currently large-scale textile recycling is not available in the UK. Larger pieces can be used for upcycling, smaller pieces can be used in insulation or for rags but textile to textile recycling is in its infancy.

We have investigated a whole host of different technologies and routes over the past year and believe that for materials like polyester, fibre to fibre recycling is likely to be the long term solution.

The aim of fibre to fibre recycling is to create a recycled yarn that can be made into new garments. This would reduce the requirements for virgin materials. This type of recycling is still only at pilot and initial testing stages. We will stay close to the developments in this area.

What We've Done

We reviewed our waste management processes to improve data collection and transparency.

Supplier Waste Trial

We have been working with our key Leicester based suppliers to collect and sort waste, improve recycling rates in our supply chain, and gain transparency of end waste destinations.

In May 2021 we conducted an 8-week pilot with waste management provider Reconomy and 11 of our tier 1 manufacturing facilities.

Reconomy provided training and education in best practices in waste management to each facility. Fabric offcuts, cardboard, and plastic film were collected.

Of the total waste collected 83% was textile waste followed by cardboard, and plastic. Diverting the high volume of textile waste from landfill significantly improves factory sustainability and reduces waste in the supply chain.

Waste Type	%
Textiles	83%
Cardboard	10%
Plastic Film	6%
General Waste	1%
Dry Mixed Recyclables	<1%

The first step of this trial has been to divert waste from landfill. Most of the textiles went to energy recovery. Aligned with the waste hierarchy principles illustrated above, capturing energy from waste materials is preferable to disposal in landfill.

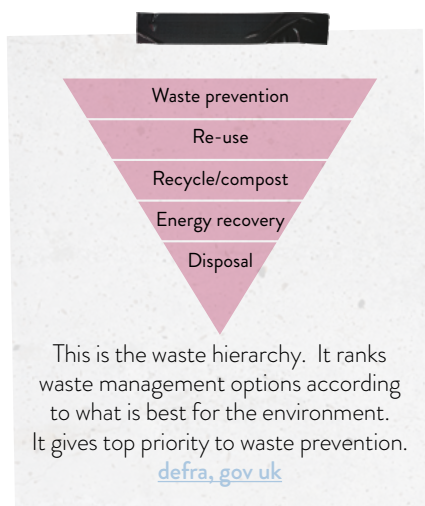
We will be working with Reconomy to direct more of the waste to recycling for rags, insulation and in the future hopefully innovation in fibre to fibre recycling.

Working with a waste partner will help us to view and report on waste data across the UK supply chain and comply with environmental waste regulations. It also benefits our suppliers in offering a zero waste to landfill option and tools to meet sustainability targets without increasing cost.

What Next

We are committed to improving the end destination of textile waste. We will continue to drive a culture of environmental performance in our UK supply chain. Building off the success of our waste pilot we will expand the programme across our manufacturing facilities in the UK starting in Leicester.

Working with Reconomy, we have a waste management programme in place for collection and sorting. This will allow us to react quickly once textile recycling technology improves. Once technology enables fibre to fibre recycling of synthetic textiles we will have a large feedstock to recycle back into materials for reuse in clothing.



12.2

12.5

Achieve the sustainable management and efficient use of natural resources.

Substantially reduce waste generation through prevention, reduction, recycling and reuse.



PACKAGING

Our goals



2023

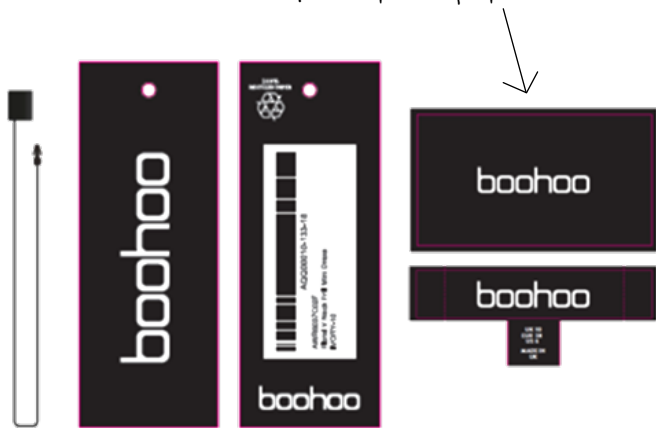
All customer garment packaging will be reusable, recyclable or compostable; any plastic used will contain over 50% recycled content.

The Challenge

Packaging is really important to get our products to our customers in the best condition and ultimately keep products in use for longer. Most of our brands use plastic packaging, because it is light, flexible and requires less energy to transport.

Plastic is derived from petrochemicals and if it is released into the environment it persists for many years. We're aware plastic pollution is a big concern for customers so we are working hard to reduce the impact of this.

Supporting suppliers in transitioning to garment labels made from 100% recycled polyester



Removed non-recyclable finishes & reduced swing ticket size

What We've Done

Our dispatch bags are used to ship product from our distribution centre to our customers. Garment bags are used to protect the garment during storage and transport. In 2020 we worked with our suppliers to ensure our dispatch bags are made with over 80% recycled content.* We are now working with suppliers to increase the recycled content of our garment bags. Our plastic packaging is recyclable.

This year across all our brands we've implemented measures to increase the use of recycled content in our labelling. We have reduced the size of our swing tickets and removed non-recyclable finishes. We are helping our suppliers transition to using swing tickets made from 100% recycled card and care labels made from 100% recycled polyester.

In setting consistent standards across our brands we have introduced labelling supplier options that our garment suppliers can go to for more sustainable packaging and labelling. We have also developed a labelling manual for each brand and a supplier manual.

There are also extended producer responsibility requirements that we need to meet in a number of the key markets we sell into. We work with an expert third party to calculate the quantity of different materials in our packaging and labelling to meet these obligations.

What Next

We are conducting a trial to go ticketless; reducing material usage and cost to the business. It has started in Leicester with the view to launch in multiple brands across global locations while collaborating with Buying Teams, Product Suppliers and our Distribution Centres to drive continual improvement and reach our sustainability goals.

Working with our suppliers we will focus on rolling out optimised labelling that is internally compliant and promoting the more sustainable labelling specifications we have published.

Increasing the recycled content of our garment bags is a key focus area for us in the upcoming year.



12.2 Achieve the sustainable management and efficient use of natural resources.
12.5 Substantially reduce waste generation through prevention, reduction, recycling and reuse.



FUTURE FOCUS

Our goals



2023

Publish our position on water, chemicals, biodiversity and microfibres

The Challenge

Water is used in a number of areas of our value chain. Water is needed for the irrigation of crops such as cotton and during processing stages for fabric dyeing and treatments.

Chemicals used in fabric production must be handled carefully to protect workers and the environment. The wastewater needs to be treated prior to discharge to ensure it does not pollute waterways.

The abrasion of textiles during washing is one of the largest sources of microfibres. The highest microfiber release occurs during the first laundry cycle. Microfibres pollute watersheds and can reach the oceans via waterways.

We want to help prevent biodiversity loss in support of healthy ecosystems. We recognise that nature provides us with many benefits. Ecosystem services is the widely used term to describe the benefits that nature offers us from providing food and water, regulating temperature and cultural aspects such as reducing stress and anxiety. We want to help preserve our ecosystems and maintain their conditions for future generations.

What We've Done

Chemicals

Our Group Product Compliance team conducted supplier chemical training in November 2021 to help ensure our products are safe and free from restricted substances.

In January 2022 we launched boohoo lab, our in house textile & apparel laboratory based in our Manchester Head Office. boohoo lab's capabilities range from data collection, testing, due diligence and training. Our testing methodology is in line with Global Restricted Substance Laws: REACH (UK & EU) and Cal Prop 65 (USA).

The lab allows us to work side by side with our suppliers improving efficiency, transparency and visibility of the performance of our goods. boohoo lab will also help support supplier education and testing management.

Microfibres

As part of our membership of the Microfibre Consortium we are selecting some of our key recycled fabrics that our UK suppliers use in our garments. Our testing plan has been approved. We will be carrying out tests on these samples and the results will feed into the Microfibre Consortium's database.

Our customers can find tips on washing and care to reduce microfiber shedding in our [Sustainability Hub](#).

Water

Compared to our value chain, our direct operations are not a major user of water. Much of our water footprint lies in our value chain; in supplier and customer usage. As part of our supply chain environmental programme, our top suppliers are collecting data on their water use.

Our [Sustainability Hub](#) launched in February 2022. Here customers can find information on product care to help reduce the impact of garments during the use phase and extend product lifetime.

Biodiversity

We are aware that many of the materials we use come from nature. Cotton is a natural fibre that makes up 31% of our fibre mix and viscose is 4% of our fibre mix.

Through our partnership with CottonConnect we are growing fully traceable, REEL cotton in Pakistan and training the farmers in agricultural management practices that help to reduce environmental impact. As a result of the improved farming practices, there is early indication of honeybees returning to the REEL cotton farms. See page 13 to learn more about the REEL cotton programme in Pakistan.

We have provided our buying teams with training on viscose sourcing and the relevant certifications. See page 14 for more details on product sustainability training.



What Next

We will work on publishing our Restricted Substance List (RSL).

We will continue our involvement in the Microfibre Consortium and explore opportunities for cross industry collaboration.

Using the data obtained from the Higg Facilities Environment Module (FEM) we will be able to calculate the water usage of our largest tier 1 manufacturing facilities. While this is an improvement in visibility of water usage in our value chain, we are aware that our tier 1 manufacturing facilities use very little water compared to the dye houses in tier 3 of our value chain.

The Higg Facility Environmental Module (FEM) informs manufacturers, brands, and retailers about the environmental performance of their individual facilities, empowering them to scale sustainability improvements.

The Higg FEM provides facilities a clear picture of environmental impacts. It helps identify and prioritise opportunities for performance improvements. See page 26 to learn more about the roll out of the Higg FEM to all of our UK manufacturers and top 50 global suppliers.



We will develop a water policy, define our water stewardship strategy and develop water reduction targets. We will roll out a behaviour change campaign in our direct operations and tier 1 UK manufacturing facilities.

We will also conduct water and biodiversity risk mapping of our key sourcing locations.



boohoo lab our in house textile & apparel laboratory in our Manchester Head Office



6.3 Improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally.

6.4 Substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity.



15 a. Mobilize and significantly increase financial resources from all sources to conserve and sustainably use biodiversity and ecosystems



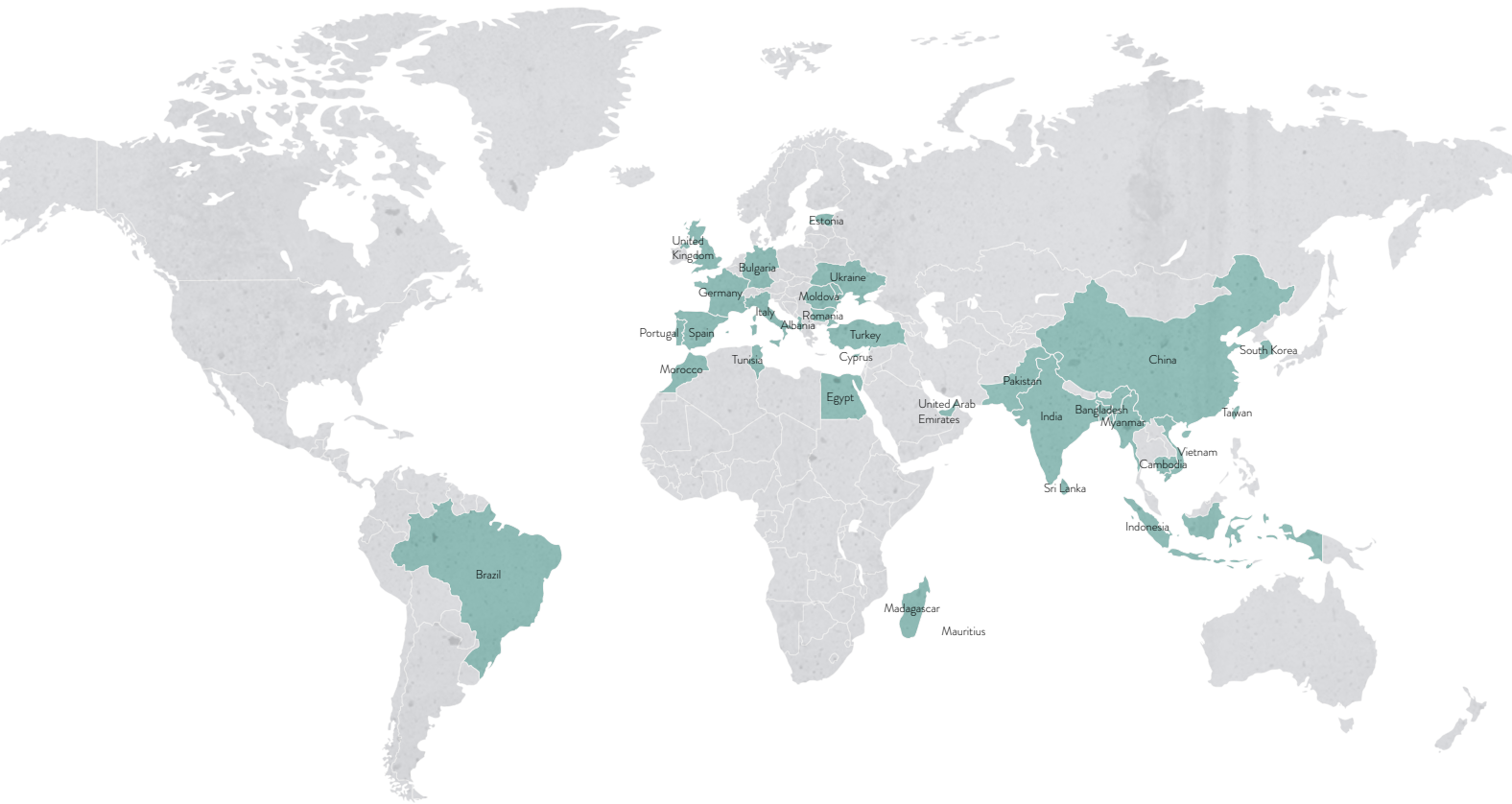


SUPPLIERS.ON BETTER TERMS

Our business is growing. We rely on strong relationships with our suppliers to provide our customers with on-trend products at great prices. So it's vital we can trust that suppliers are respecting our ethical, environmental and product quality standards.

In particular, we want suppliers to treat workers well and pay them fairly. To build stakeholder confidence and brand loyalty, we need to communicate our progress clearly and openly.

We're committed to strong supplier standards and management programmes, we're committed to transparency and we're committed to delivering programme work where we can have the biggest impact.



Albania	1	Estonia	1	Moldova	7	Taiwan	1
Bangladesh	80	Germany	1	Morocco	28	Tunisia	6
Brazil	4	India	177	Myanmar	1	Turkey	251
Bulgaria	5	Indonesia	1	Pakistan	73	Ukraine	1
Cambodia	9	Italy	31	Portugal	10	United Arab Emirates	1
China	473	South Korea	3	Romania	27	United Kingdom	81
Cyprus	1	Madagascar	2	Spain	6	Vietnam	20
Egypt	2	Mauritius	2	Sri Lanka	11		

boohoo group Tier 1 Global Supply Chain

TRANSPARENCY



2021
Disclose our supplier and factory list.



2021
Publish our purchasing practices.



2023
Map our raw materials supply chain for key fibres.



2025
Publish key raw material supply chain information.

The Challenge

Fashion supply chains are long and can be complex. People are involved at every step of the way from farmers producing cotton, the people working in fabric mills and dye houses to those cutting the fabric and making the garments.

We are committed to protecting worker welfare and human rights throughout the boohoo group global supply chain by implementing processes, procedures and partnerships.

What We've Done

Completed Agenda for Change Programme

In February 2022, KPMG formally signed off on the completion of our Agenda for Change programme. See page 24 for more details.

Published our Tier 1 Supplier List

On 25 March 2021, we published a list of our UK manufacturing sites. We published our Global Factory List on 27 September 2021 and updated the list in December 2021 and January 2022. Our Global Factory List will be republished every 6 months.

Responsible Purchasing Practices

We published our responsible purchasing practices in September 2021.

Strengthened Supplier Standards

Our boohoo Code of Conduct and grading Matrix has undergone an internal evaluation to ensure it is up to date and fit for purpose with the challenges of a global supply chain. These documents will form part of our strategic approach to respecting human rights across all territories the boohoo group sources from. The Code of Conduct will be issued to all suppliers, located on the boohoo Supplier Hub. Suppliers are required to submit an acknowledgment that they have read and understood the updated Code of Conduct.

What is an audit? A factory audit is aimed at assessing a facility's working environment, quality systems, and capabilities.

What is a code of conduct? A code of conduct is a statement of the behaviours which an organisation expects of its suppliers and their staff.

What is a grading matrix? A grading matrix is a tool that is used when conducting an audit. It provides information on the scoring (minor, major, critical, zero tolerance) of a non-compliance (NC) and the expected remediation period for each NC.

We have internal compliance teams conducting factory visits and spot checks in key sourcing countries. The purpose of spot checks is to work with suppliers to ensure they understand our code of conduct.

Bureau Veritas (BV) are boohoo's preferred global auditing partner. In line with industry standards boohoo group will accept audits undertaken within 12 months from 34 different audit bodies. BV converts existing audits that meet our criteria into a boohoo audit report format.

Future UK Auditing Programme

The boohoo group became members of Fast Forward in May 2021. Fast Forward is a leading UK auditing and improvement programme. All UK manufacturing sites will be subject to Fast Forward audits in 2022 and will join the Fast Forward Supplier Engagement Programme to access labour standards training, online guidance and resources, and a collaborative network. Currently 20.3% of the boohoo group's UK supply chain has already been through a Fast Forward audit and all Leicester suppliers are signed up to the Fast Forward Supplier Engagement programme.

The Fast Forward audit programme will first start in our UK supply chain in March 2022. We intend on completing the Fast Forward audits by September 2022.

Internal Systems

In order for a supplier to be on-boarded to our internal systems there is a staged approval process. A supplier must provide confirmation of an audit verification and commercial considerations. Our internal systems have been updated with a site selection requirement. An order can only be placed with a known, audited and approved supplier.

Web Maps

We have registered with the Open Apparel Registry (OAR). The OAR hosts an open source map and database of global apparel facilities. With the OAR we implemented an [interactive map](#) on our website of our global facilities.

Memberships & Partnerships

The boohoo Group became members of Fast Forward in May 2021. Fast Forward is the UK's leading labour standards improvement programme. All UK manufacturing sites will be subject to Fast Forward audits in 2022 and will join the Fast Forward Supplier Engagement Programme to access labour standards training, online guidance and resources, and a collaborative network.

Whistleblowing in the boohoo group is independently managed through the Unseen Portal. Working with Unseen ensures that workers within our supply chain are able to speak out in confidence and with anonymity.

We are members of the Slave Free Alliance (SFA). SFA will assist in this year's boohoo group Modern Slavery Report to ensure high standards of transparency and reporting. SFA will be supporting our overseas offices with advice and Guidance on NGO's which can support with salient human rights issues.

The boohoo group recognises the work of the Bangladesh Accord and signed up to the International Accord in October 2021. The boohoo group has 80 factories in Bangladesh and the countries being discussed for the International Accord to move into next are part of the boohoo group global supply chain.



Training

In 2021, SFA was commissioned to roll out Modern Slavery Training to all operations of the boohoo group. The training was tailored to different areas of the business to ensure that the content was specific to the roles of those employees. In total SFA trained 619 of 721 boohoo head office employees on Modern Slavery. New starters to the business are required to undertake virtual Modern Slavery training as part of their induction programme.

The boohoo Ethical Compliance team has also delivered internal ethical compliance training to all group brands' buying and merchandising teams. In total 461 of 572 employees on the buying and merchandising teams have received this training to date. This training supports the responsible purchasing practices work of our Agenda for Change programme see page 24. The ethical compliance training has been recorded and will be used for future virtual sessions which will include new starters and those who were unable to join the previous sessions.

In July 2021, legal experts Addleshaw Goddard delivered Enhanced Anti Bribery Training to 45 of 51 senior members of staff. This training covered the following areas; individual responsibilities according to the Anti-Bribery Act 2010, the conditions where the receipt of a gift (or advantages) could be considered as improper, how to protect yourself and the business, the importance of transparency and disclosures, and the boohoo group process for reporting gifts and hospitality.

Launched Speak Up: Our New Internal Compliance Hub

We encourage our colleagues to speak up about unethical or illegal working practices such as bribery, bullying, harassment, fraud, incidents of modern slavery, data breaches or other issues that may concern them. We have launched Speak UP, a central hub on our internal intranet that houses all of our compliance related policies, procedures, and information.**

SPEAK UP.

contains information on:

- » Whistleblowing
- » Slavery & Human Trafficking
- » Bribery & Corruption
- » Fraud & Tax Evasion
- » Gifts & Hospitality
- » Share Schemes
- » Insider Dealing
- » Data Protection

What Next

The Fast Forward audit programme will start in our UK supply chain in March 2022. We intend on completing the Fast Forward audits in our UK Supply Chain by September 2022. In August 2022 we will release our updated Modern Slavery statement and will implement our new Code of Conduct and Grading Matrix in April 2022.



- 8.7** Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms
- 8.8** Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment



- 10.2** By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.



- 17.17** Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships Data, monitoring and accountability

AGENDA FOR CHANGE



2021

Set up and donate £1 million to the Garment Workers Trust in Leicester.



2023

Demonstrate improvements in UK garment factories and the positive impact on workers.



2025

Demonstrate the impact of our improved supplier management programme over 5 years.

The challenge

Retail supply chains are often complex and move quickly. We source our garments from suppliers all over the world.

What We've Done

In September 2020, we announced our Agenda for Change programme: a series of commitments designed to strengthen our corporate governance, purchasing practices and our support for the garment sector more broadly.

Our progress and the validity of completion against the 17 commitments recommended by Alison Levitt QC, have been overseen, scrutinised and examined by both Sir Brian Leveson and experts at KPMG through the independent review. Sir Brian Leveson's fifth and final report was published in March 2022.**

We are proud to be a business that has faced into these issues and of the significant progress that we have made in affecting change

that is supporting British manufacturing, the people who make the products that we sell and the wider garment sector.

In February 2022, KPMG formally recognised the completion of all aspects of our Agenda for Change programme. We remain focused on driving continual improvement and have therefore embedded our future actions within the various streams of our board led committees, including our risk committee, supply chain compliance committee and our new ESG committee.

We have implemented both procedural and cultural change, driven internally by our own teams and informed by the extensive work that we have done in partnership with multiple external stakeholders and NGO groups.

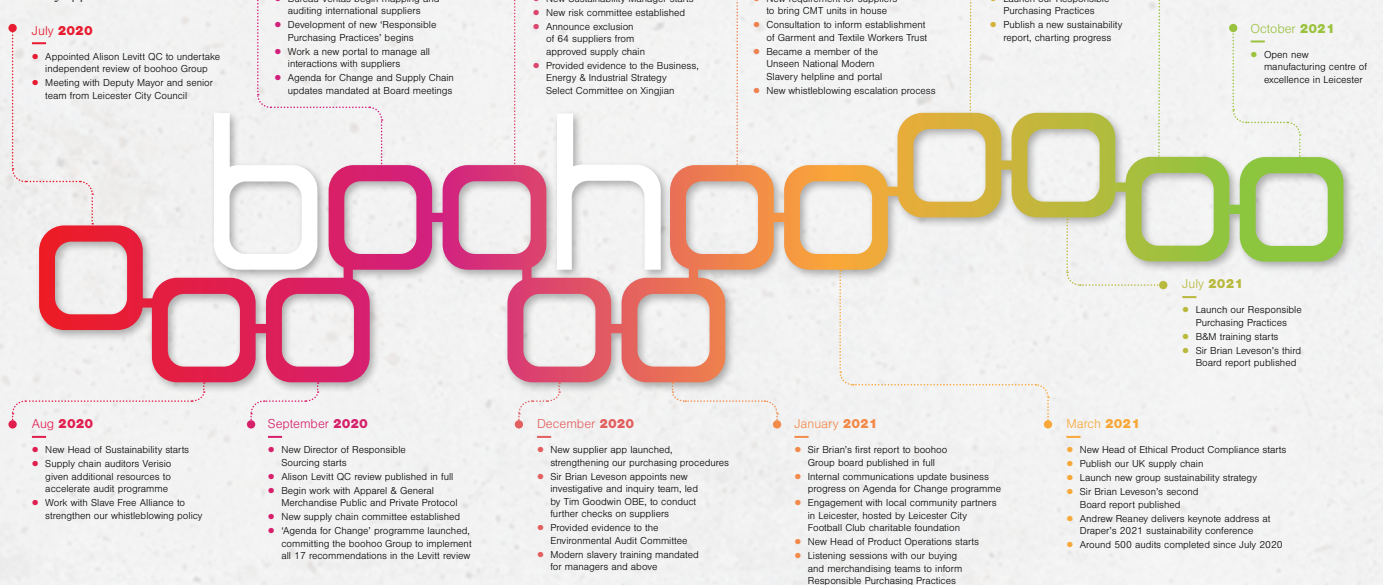
After 18 months of dedicated and incredibly hard work by our teams, we are a stronger and more sustainable business that is looking to the future. We are working side by side with approved suppliers who share our values to support our aim of backing British manufacturing and we are growing with good partners.

What Next

We are embedding the core themes of the programme – corporate governance, purchasing practices and our support for the garment sector – into KPIs across our business that we monitor monthly.

The Supply Chain Compliance Committee that was established during the Agenda for Change Programme will continue, and the executive ESG committee will report into a more comprehensive ESG committee led by our non-executive director with a background in ESG.

A4C roadmap



UK SUSTAINABILITY STRATEGY



2021

Set up and donate £1 million to the Garment Workers Trust in Leicester.



2021

Launch manufacturing centre of excellence.



2023

Demonstrate improvements in UK garment factories and the positive impact on workers.



2025

Demonstrate the impact of our improved supplier management programme over 5 years.

The Challenge

We are committed to supporting British Manufacturing. Leicester is home to a talented textile workforce where businesses are investing in the future, their people and overall sustainability. We will continue to work with our suppliers to strengthen their performance and build a better future.

What We've Done

We have developed a UK focused sustainability strategy that will allow us to drive sustainability performance in our UK supply chain. The UK sustainability strategy is underpinned by community outreach, learning and development initiatives, and supplier engagement.

Thurmaston Lane

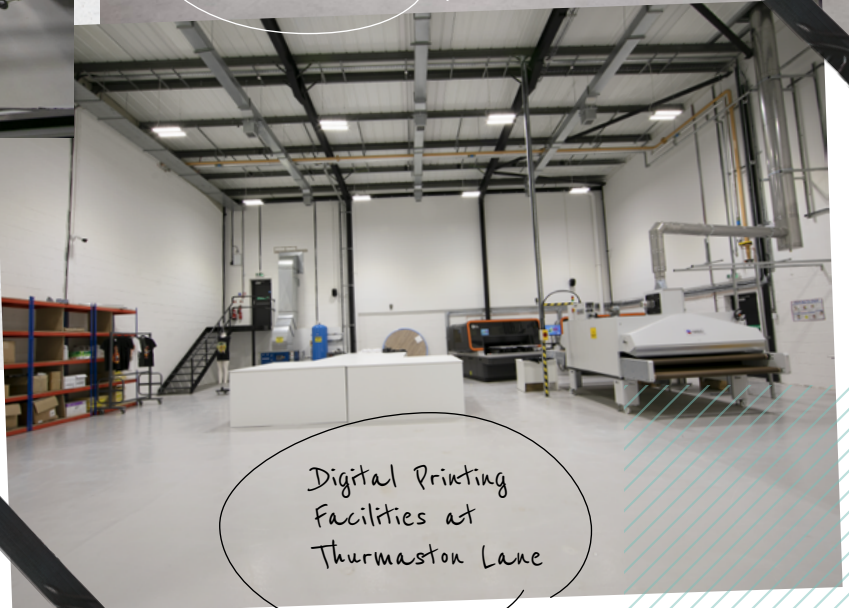
Thurmaston Lane, our Manufacturing Centre of Excellence is an 85,000 square feet site located in Leicester. Thurmaston Lane offers end to end garment production and digital printing for our brands. We started production on 26 January 2022. Thurmaston Lane will set the standard for UK garment industry and champion strong workplace standards. The facility will be used for supplier learning and development. The site is creating 170 jobs for on-site workers, part of our extended boohoo family. It is now home to our Leicester based UK compliance team.



Manufacturing Facilities at Thurmaston Lane



Our team at Thurmaston Lane



Digital Printing Facilities at Thurmaston Lane

Members of Fast Forward

The boohoo Group became members of Fast Forward in May 2021 see page 22 to learn more. Fast Forward is the UK's leading labour standards improvement programme. All UK manufacturing sites will be subject to Fast Forward audits in 2022 and will join the Fast Forward Supplier Engagement Programme to access labour standards training, online guidance and resources, and a collaborative network.

SAC x Facilities Environment Module

As part of our membership of the Sustainable Apparel Coalition we are rolling out the Facilities Environment Module (FEM) to all our UK suppliers as well as our top 50 global suppliers. The FEM helps factories assess their energy usage, waste management and broader environmental impact to provide a benchmark from which to drive improvements. We have conducted webinars with our suppliers introducing the FEM module and will continue to support in its implementation. In this past year we have had FEM webinar attendees from nearly 100 of our suppliers.

Supplier Waste Trial

We have been working with our key Leicester suppliers to collect and sort waste to improve recycling rates in our supply chain, divert waste from landfill and gain transparency of end waste destinations. See page 16 to learn more about the waste pilot we conducted with Reconomy and 11 of our UK manufacturing facilities.

Meet the Makers Day

On the 15th September 2021, we opened the doors to our suppliers – fabric weavers, printers, pattern cutters, machinists - in Leicester. We welcomed members of the public, local Government officials, journalists and members of our boohoo family to see behind the scenes and witness the great work our suppliers are doing. We have longstanding relationships with our suppliers and are proud of the change we are driving together.

Garment and Textile Workers Trust

Last year we set up the Garment and Textile Workers Trust in Leicester. The Trust is overseen by six trustees that bring a wealth of experience and knowledge on Leicester and the textile industry. The Trust will drive positive change for those working in the Leicester garment industry.

The Trustees instructed Nottingham University's Rights Lab (home to the world's leading modern slavery experts) to conduct a piece of research that sought to answer seven key questions from the perspective of the people employed in the sector and those working closely with them.

Through a series of in-depth interviews, focus groups and questionnaires, over the last five months they have gathered insight that reflects the views of those who know first-hand the challenges the sector faces, which will be used to the aims and objectives of the Trust.

Once the final draft of research is complete, the trustees will publish the research, announce the purpose and scope of the trust, and most importantly open up the application process for grants.

Trustees of the Garment & Textile Workers Trust

Kevin McKeever, Chair

Tim Nelson, CEO Hope for Justice

David Lindley, QPM Dep. Lieutenant Leicester

Allison Tripney, Head of Community Liaison LCFC

Luis Fonseca, Councillor, Leicester City Council

Cheryl Chung, Head of Corporate Affairs, boohoo group

What Next

We will continue to invest in Leicester and the UK manufacturing industry.

Thurmaston Lane will be used for supplier training. This will allow other manufacturers to implement best practices into their own operations.

Using the data that we collect through the FEM module and Supplier Waste Trial we will be able to help suppliers with improvements by using collective size and power on topics such as energy efficiency, renewable energy and waste. Suppliers will also gain a better understanding of their environmental impacts and where they can make efficiency improvements to save costs.

Nottingham Universities, Rights Lab Research Questions on Leicester Garment Sector

- 1 What pre-existing factors may be impacting on vulnerability to exploitation in Leicester?
- 2 What can major retailers and government agencies do to encourage / enforce garment factory owners to provide the best possible working environment (conditions, pay, safety, development, well-being etc.) for their staff?
- 3 What other actions can businesses, government agencies, NGOs and communities undertake to improve the lives of garment workers?
- 4 Are people actively choosing to work in garment manufacturing or are they being forced, either through coercion, a lack of alternative employment opportunities, or other factors?
- 5 What is the most effective way to ensure garment workers are aware of and able to exercise their workplace rights?
- 6 To what extent are factory owners listening to garment workers and responding with appropriate changes to working practices? (i.e. training, flexible shift patterns, wages, health and safety concerns.)
- 7 How would garment workers themselves like to be represented and by whom?



OUR BUSINESS. TAKING ACTION

We're passionate about fashion, our business and the role we can play in the wider industry. To do justice to this passion, we take responsibility for the way in which we run our business and manage our impacts.

Looking forward, we'll be upfront about how we work, our environmental footprint and our role in the global fashion community - starting with tackling climate change, being a great place to work, responsible marketing, great governance, and acting as a force for good in local UK communities.

GOVERNANCE



2021

Embed sustainability risks and opportunities in business decisions and KPIs.

The challenge

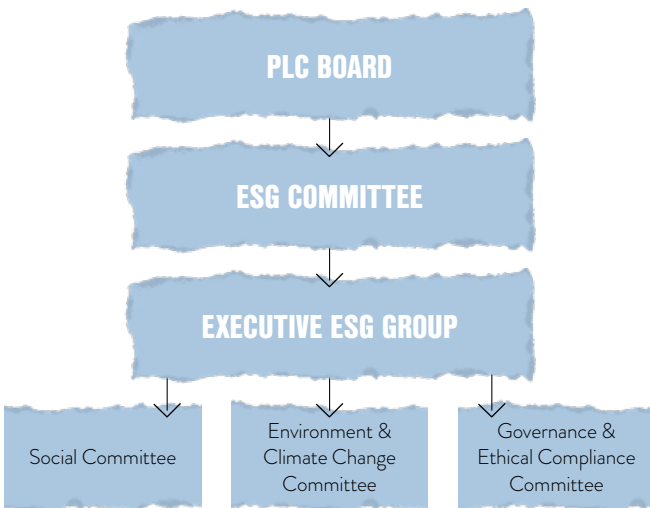
As a group of 13 brands, effective governance is essential for us to monitor and manage sustainability risks and opportunities across the business. Decision-makers need a clear plan and transparent information so that they can monitor progress and make the right decisions.

Through our Agenda for Change programme, we have taken important steps to strengthen our governance processes. With the publication of our sustainability strategy and commitment to report progress against our goals, this depth of oversight will increase.

What We've Done

We have strengthened our approach to governance with the appointment of Kirsty Britz our new non-executive director, with a background in ESG. We have established an ESG Committee that will be comprised of our group executive director and three NEDs that will oversee the ESG strategy and provide recommendations to the Executive ESG group. There will also be standalone 'E', 'S' and 'G' sub-committees chaired by senior leaders across the business.

boohoo ESG Committee



We are committed to the continued execution of the UP.FRONT strategy and meeting the targets we defined last year. One critical part of ESG strategic planning and risk management is developing our understanding around the impact of climate change and how it will affect our organisation.

The Task Force on Climate-Related Financial Disclosures (TCFD) is a reporting framework used by companies to disclose climate-related risks and opportunities. As a business it is important to analyse the different climate related scenarios that face us. We have undertaken a TCFD assessment to understand the impact physical and transitional risks will have on our business and conversely the impact of our business on the environment.

Climate change risks come in two forms: physical and transitional. **Physical risks** are the direct climate events such as heatwaves, rising sea levels, floods and wildfires. **Transitional risks** are the changes that happen as the world moves towards different global warming scenarios. Examples of this are taxation, policy, markets, technology and reputation.

Climate impacts vary by geography, and peril (e.g. flood or wind) can be location-specific. Therefore making detailed assessments of climate change essential. With even the most optimistic projections estimating ~1.5°C of warming by 2100, both the frequency and severity of extreme physical risk events are likely to intensify. Similarly, as global society moves through different warming scenarios the risks associated with those transitions vary.

It is important that we understand the range of physical and transitional risks that could cause impact to our operations and how our exposure may vary by geography, time horizon and future warming projection. This can also inform us where we can make the most positive change.

In 2021, we collaborated with Marsh Ltd. to gain a better, quantitative understanding of how climate-related risks and opportunities may impact boohoo group. As outlined in the table below, our analysis assesses five different potential future emissions pathways ranging from a "Paris Aspiration" scenario (1.5°C warming) through to "No Policy" (>4°C warming) scenario. This analysis is principally aimed at supporting both internal risk management decision making, external sustainability disclosures such as TCFD, and we are currently finalising how the analysis will develop and inform our UP.FRONT sustainability strategy.



Future emissions pathways covered by scenario analysis

Scenario Name	Warming Projection by 2100	Description
No Policy	>4°C	A no policy scenario represents a slow-down on current emissions reductions targets, with a global emissions reduction target of -50% by 2100.
Current Policy	3°C	A current policy scenario is a continuation of current emissions reductions targets, with a global emissions reduction target of -50% by 2100.
Stated Policy	2.5°C	A stated policy scenario reflects the government policies already in place, with a global emissions reduction target of -75% by 2100.
Paris Agreement	2°C	The Paris Agreement scenario is the binding international treaty on climate change, looking at achieving Net Zero emissions by 2070.
Paris Aspiration	1.5°C	The Paris aspiration scenario is the agreement to keep within 1.5°C of temperature increase, by achieving global Net Zero emissions by 2050.

Our climate scenario analysis assesses both physical and transition risk impacts. To model physical risks, we examine how key perils such as flooding, wind and drought could impact both our own facilities and raw material supply chain today and under future warming scenarios by 2040. To assess climate-related transition risks, we examine how key scenarios such as global policy change or market preference change, may impact our business and consumers as global society moves through the different warming scenarios described above.

Physical and Transition Risk Scenarios Tested

	Physical Risk	Transition Risk
Summary	Physical risks refer to climate-related hazards which are influenced by future increases in global warming. We consider both acute perils (such as flood, wind and extreme rainfall) and chronic perils (such as drought, heat stress and water stress)	Transition risks refer to risks that arise from the gradual transition to a lower-carbon economy. The rate of global transition (i.e. how quickly society reduces emissions) may control the relative impact of transition risks.
Scenario Overview	<p>We have identified three physical risks scenarios to be tested within our scenario analysis;</p> <ul style="list-style-type: none"> » Physical asset damage (e.g. flooding) » Operational disruption (losses incurred from (in)direct impacts of a given peril) » Raw material impacts to the supply chain (e.g. availability of cotton affecting purchasing, sourcing and/or quality of product) 	<p>We have identified several principal transition risks that may impact our business, including:</p> <ul style="list-style-type: none"> » Market risk – changes in consumer preference towards more sustainable fabric types » Policy Risk - increases in carbon taxation affecting energy / raw material costs » Reputational Risk - potential changes in consumer demands » Technology Risk - knock-on impacts of value chain decarbonisation costs » Liability Risk - increased litigation due to environmental impacts

Whilst we are still working to finalise outputs, the outcome of the climate scenario analysis will provide critical information on the most material risks and opportunities for boohoo. Importantly, the results will support the development of a robust approach for tackling climate-related risks, identifying actionable recommendations to build into our UP.FRONT strategy.

What Next

The ESG committee will meet quarterly, and regularly review targets and KPIs.

We will continue our TCFD analysis. Physical and transitional risks identified will inform internal governance processes.

We will also map risks and opportunities using short, medium and long term horizons and identify mitigation measures.

CLIMATE CHANGE



2030

Achieve carbon reductions across our value chain aligned with science based targets equivalent to 52% reduction in emissions relative to our growth

The Challenge

The latest report published by the UN's International Panel on Climate Change (IPCC) change provided a stark warning to the world. It called for rapid, deep and immediate cuts to carbon emissions across all sectors to stave off the biggest impacts of climate change. The fashion industry has a large impact on global carbon emissions and that's why we've set our targets in line with the Science Based Targets Initiative 1.5 degree trajectory.

This year has been about laying the foundations for our programme, improving data quality, validating our science-based targets, identifying those hotspot emissions areas, and kick starting our product sustainability programme. Achieving our targets is not going to be easy, but we recognise the importance of understanding, managing and disclosing our carbon impact.

What We've Done

Validated Science Based Targets

Science Based Targets (SBTs) are climate targets which are aligned with science to achieve a 1.5-degree world. This year, our SBTs were validated by the Science Based Targets Initiative (SBTi). The targets will form the foundations of our emissions reductions programme and be the focal point of any actions we take.

Our SBTs are a 4.2% absolute reduction in our own operations and 7% reduction relative to our growth in our value chain each year. By 2030, we will have achieved a 52% reduction in our carbon emissions relative to growth. Although it is important to note this may not form a consistent pattern, some years will see bigger decreases in emissions than others dependent on the activities we undertake.

boohoo group's Validated Science Based Targets

- » **2025:** Achieve a 4.2% absolute reduction in operational emissions each year and 7% reduction in value chain emissions each year relative to our growth.
- » **2030:** Achieve carbon reductions across our value chain aligned with science-based targets equivalent to 52% reduction in emissions relative to our growth

What do we mean when we say our climate targets are ambitious?

When setting SBTs there are certain categories that can be excluded from the reduction target. The SBTi allows a business to focus on a minimum of 66% of its value chain emissions (emissions from suppliers). Value chain emissions are the hardest emissions category to abate as it requires emissions reduction outside of our operational control. We have taken the decision to include 94% of our value chain emissions. This means our targets touch all areas of our business and requires transparent reporting. Meeting our targets will require us to decarbonise the most significant areas of our business in product, logistics and own operations.

Our SBTs were approved in November 2021. We are at the start of our journey in operationalising these targets. This is our third year measuring our greenhouse gas emissions in accordance with the World Resources Institute GHG Protocol Corporate Standard but only our second year with a complete dataset. With our two year emission dataset, we are still gaining an understanding of the relationship between our actions and emissions.

This year we faced significant external challenges ranging from increases in cost, challenging markets as a result of COVID-19 and a global freight crisis which have all impacted our emissions and decarbonisation plans. We have learned invaluable lessons and identified key steps that will help us to reduce our emissions in the short and medium term.

Our Emissions

Working with expert third party consultancy Avieco, we have calculated our 2021 calendar year emissions as 1,018,964 tCO_{2e}. Compared to our 2020 emissions, this is a 29% increase. The increase in emissions is primarily attributed to the growth of our business operations and the global freight crisis.

External factors made 2021 a challenging year. Taking the learnings from our data will be key and the following initiatives explain where we can make improvements and get our targets back on track. Making emissions reductions requires momentum building in a business the size of ours and we have started to build this momentum.

Transportation

This year, our freight emissions rose by 21% from 157,551 tCO_{2e} to 190,018 tCO_{2e}.

Inbound Freight

We faced challenges with inbound freight in transporting our products from overseas suppliers. In certain instances, freight lead times increased by 55% during the year. As a result, we had to increase our use of air freight and our inbound freight emissions increased by 71%. A portion of these emissions were offset by a 46% reduction in short haul air freight emissions by optimising shipments from our Turkish suppliers.

Outbound Freight

Our outbound emissions increased by 12%. This is less than the increase observed in 2020.

Largely this was caused by more orders being moved to road freight which has a far lower carbon footprint.

Although the external factors surrounding freight have proved challenging, they have also led us to identify several emissions reducing processes. We have streamlined the way we receive products from suppliers to reduce lead times on sea freight. This will mean more items can travel via sea freight, a less carbon intensive method. We are also introducing a more stringent sign off process for air freight.** Looking forward we will analyse the impact our US DC will have on reducing our emissions and ensuring we maximise our freight efficiency.

Product

Product is by far the largest contributor to our carbon footprint, accounting for approximately 67% of our emissions. Product emissions account for the lifecycle of making a product; from raw materials, how the fabric is made, the energy that goes into manufacturing the clothes and any wastage.

Increasing the use of recycled content in our garments is one way to help reduce our emissions and raw material footprint. As a result, we are continuing our work towards increasing the use of recycled polyester.

We are also investigating how to enable our suppliers to use renewable energy in manufacturing clothes and recycling methods for any textile waste.

Our Operations

This year emissions increased in our own operations. This is the result of our operations expanding which has led to an increase in energy usage. Combined with the return of employees to offices, we now have the following new facilities - a London office, a warehouse in Burnley, and distribution centres in Wellingborough and Daventry. Emissions from natural gas usage has increased by 61% as a result of increased heating and warehouse space.

As an ecommerce retailer, emissions in our own operations are lower than retailers who operate stores. However, we remain focused on prioritising the reduction of emissions in our own operations. We are working with our engineering teams at Burnley to reduce our reliance on fossil fuels by installing more renewable energy sources and being more efficient with the energy we do use.

Across our business, we are committed to using renewable energy. This year, all our sites were on renewable energy contracts except for our newly acquired London office and Burnley warehouse. Ensuring these buildings were operational quickly, the electricity contracts were not switched over to renewables. We will transition both of these sites over to renewable contracts this year to ensure we return to a fully renewable electricity portfolio.

We have also improved the data accuracy of our energy this year by using half hourly data where possible. This means our data is much more accurate but can also create increases in emissions.

Renewable Energy

Last year we put in place renewable energy contracts across all our offices and DCs. We have continued to source green tariffs across last year's portfolio of buildings. We are in the process of transitioning our two newly acquired buildings to renewable energy to return to 100% renewable electricity in our direct operations. The Facilities and Engineering teams at Burnley and Manchester have made excellent progress on installing energy efficient technology such as LED lighting, sensor lighting, heat saving measures and we have investigated technology such as voltage optimisation.

We have completed installation of 5,818 solar panels at our DC in Burnley which are now operational. These will provide up to 2.7 MW of power to the facility. In its first year of operation, it is anticipated the project could save 552 tCO₂e. Creating our own energy through solar panels means we will reduce costs and reduce the amount of energy we take from the grid, increasing the availability of renewable electricity for others.

Energy Efficiency

We now have building energy management systems at our group offices. The system dashboards allow us to monitor our environmental performance at these select facilities in real time. Driving low carbon, energy efficient measures will save the company money in the long-term and reduce our reliance on gas and electricity from the grid making us even more sustainable.

Marketing

Our marketing is a significant contributor to our carbon emissions. However, marketing activities are varied and hard to quantify from an emissions perspective. To address this, we have carried out an analysis of our marketing spend to understand which activities are the most impactful. Using this research, we will work with marketing teams to introduce processes that reduce emissions and measure the impact these have.

Business Travel

With the easing of COVID restrictions we have seen an increase in emissions associated with business travel and employee commuting as we have returned to the office.

Data

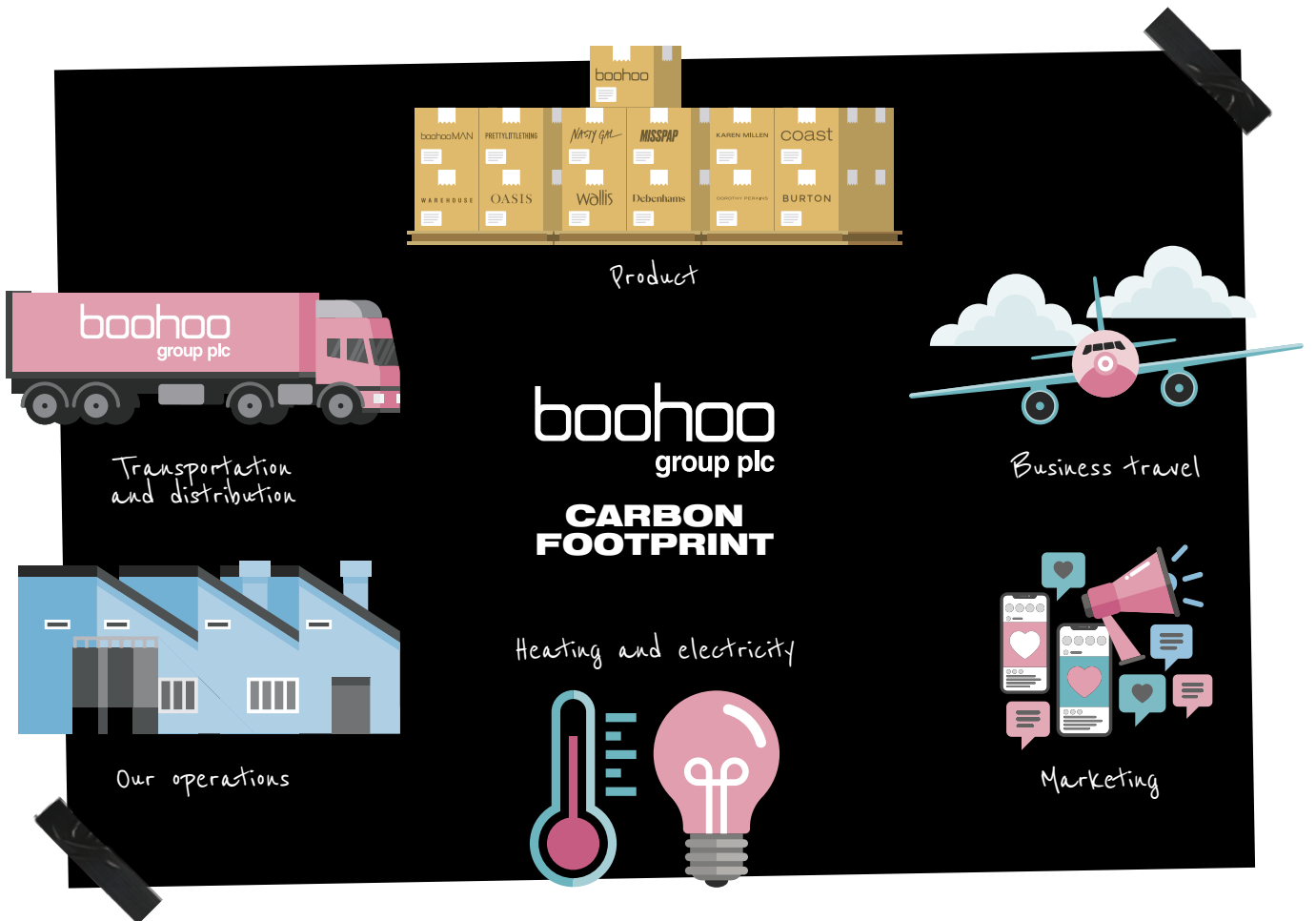
Working with teams across the company we collated data across our own operations, product emissions, transport and logistics, marketing, waste, travel and end-of-life treatment. We remain focused on improving data quality each year we calculate our carbon footprint.

What Next

We are committed to reducing carbon emissions aligned with our science-based targets. We are excited about the key business developments such as our US DC that plays a key role in lowering carbon emissions and could save up to 25% of logistics emissions.

We have outlined the following action points below for the upcoming year:

- » Work towards eliminating fossil fuels from our direct operations
- » Transition our London office and Burnley warehouse to renewable electricity
- » Increasing our use of recycled and more sustainable materials to reduce our product footprint
- » Improve data quality and coverage across our sites
- » Improve air freight efficiency measures and give priority to sea, road and rail freight
- » Investigate renewable energy in our supply chain



13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning



OUR BUSINESS.
TAKING ACTION

MARKETING



2021

Publish marketing principles.



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

The Challenge

We want to help our customers make better choices and make sustainability terminology easier to understand and navigate.

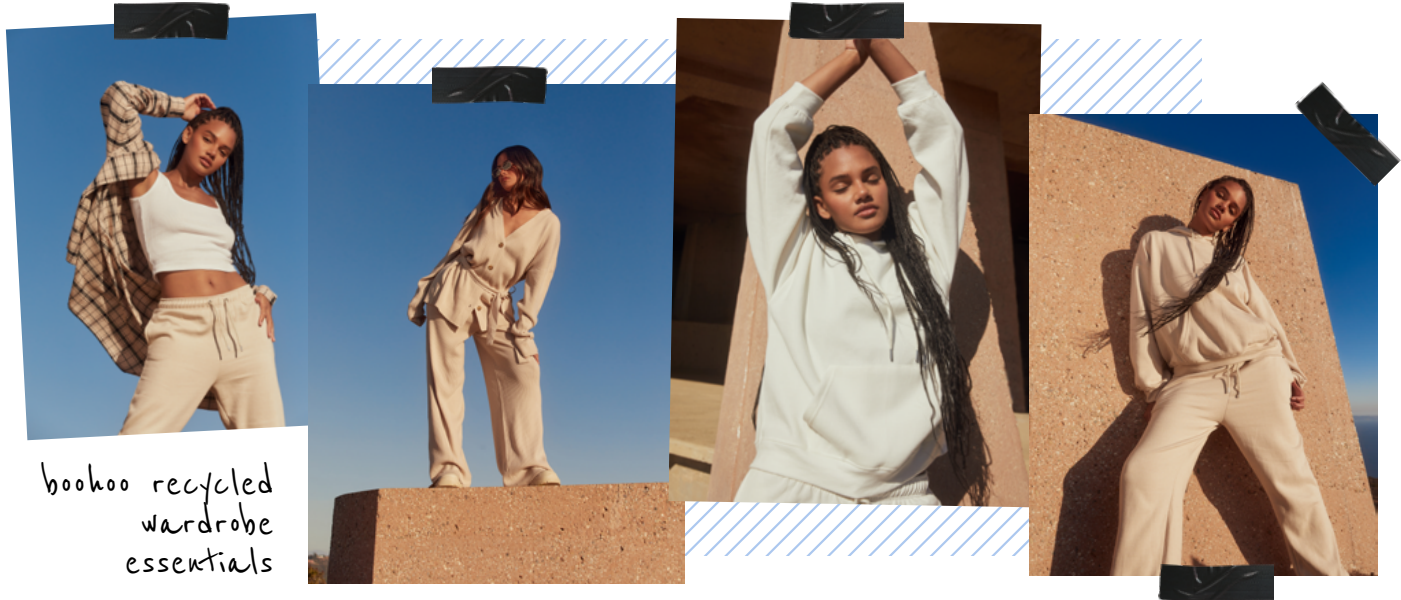
What We've Done

Launch of Sustainability Hub

In February 2022 we launched our [sustainability hub](#). Here our customers can learn more about sustainability in fashion, what we are working towards, and helpful tips and tricks to extend the lifetime of garments.

Claims

Our [READY FOR FUTURE](#) guidelines are clear that when we use this strapline we explicitly state the product composition. As the Competition Markets Authority (CMA) Green Claims sets out, we want our claims to be accurate and understood by all.



Understanding our Customers

Industry research shows that consumer awareness of sustainability in fashion has heightened during the covid-19 pandemic.

The purchasing insight survey we conducted in August 2021 indicated that the average customer buys from us 3x a year, buying 3 items each time. This totals to 7 items per year when returns are accounted for.

Customer Sustainability Survey

In April 2021 we conducted a sustainability specific customer survey. We conducted this survey to better understand our customer's views on sustainability and the role it plays in their fashion choices. The survey was sent via email and our social channels and we received 12,783 completed responses across all of our brands.

The results indicated the following:

- » Customers want to know more from us and would like us to continue to share the processes and steps we are taking to become more sustainable
- » Customers are more aware of environmental and ethical issues than ever however quality, fit and price are still the most important drivers of a purchase.
- » 'Sustainability' is often seen as as:
 - » out of price range
 - » not 'fashionable'
 - » confusing

At the end of a product's life 83% responders said they donate to charity, 61% repair damaged clothes, 46% bought second hand, 47% sold old clothes, 27% swapped clothes.

More Sustainably Sourced Collections

We are empowering our brands to communicate sustainability claims in an honest and transparent manner.

We have shared product description guidelines with all our teams which set out how our teams should talk about products that contain more sustainably sourced materials. A key part of this is to include the exact product composition clearly in the style notes or details and care.

This past year PrettyLittleThing launched its Renew Collection, made from materials that are more sustainably sourced. boohoo launched its Recycled Wardrobe Essentials collection in February 2022.



boohoo Filter Free

We launched the #boohoofilterfree campaign to reduce comparison culture, eradicate filter abuse and empower our customers to feel confident in their own skin. The #boohoofilterfree campaign is a powerful reminder of what life is like beyond the filter, bringing images that are more real and relatable to the forefront for our customers.

Planting Trees

We are working with Tree Nation, our reforestation partner on planting trees. We have defined our planting strategy and selected our tree species.

So far we have planted trees for:

- » Nasty Gal's Black Friday Event – 83,000 trees
- » Oasis & Warehouse Black Friday Event - 84,000 trees
- » Our sustainability town hall attendees – 700 trees
- » Winners of our Climate Change Awareness week – 100 trees

This doesn't solve the impact fashion has, but it's a step in the right direction.

What Next

We will continue to be transparent and honest in our communications. We will also use our communications and marketing as a means to raise awareness of the environmental impact of the fashion industry.

We published our [Marketing Principles](#) in 2021.*

COMMUNITY



2021

Publish our social impact strategy to support local communities.

The Challenge

The growth in social media addiction was accelerated during the pandemic at a time when lack of face to face education also broadened the education gap. Now more than ever, people are struggling to realise their future ambitions and to authentically express themselves. Preventing them from being able to live true to their present or future self.

As a business we employ a wonderful and diverse range of people and serve millions of customers from all different backgrounds around the world. We've witnessed the positive change that feeling empowered can create and we simply want to play our part in enabling more people to experience that feeling.

What We've Done

The boohoo group Community Programme

The launch of our new boohoo group community programme** marks the next stage in the group's proud history of giving back. At boohoo we're passionate about celebrating individuality and believe that every person, no matter what their circumstances, deserves to feel great about themselves now and realise their full potential in the future. So, we're committing 1% of our pre-tax profits and the skills and expertise of our boohoo family to create a community of more empowered and confident people - living happier and more authentically as who they want to be.

Focus Areas of boohoo Group Community Programme

Championing: Showing your colours

We'll use our platforms to educate, inspire and empower our customers to be proud of who they are no matter who this might be. Providing tools, knowledge and advice to create a community of more empowered and confident people - living happier and more authentically as who they want to be right now.

Supporting - Finding your place

We're mobilising our people and offering individuals the chance to learn from experts in their field. From e-commerce, marketing, buying, tech and design, to logistics and engineering we have powerful knowledge to share. We'll fuel people's ambitions in industry so that they can grow into the person they want to be, no matter what their starting point

Giving - Charitable giving

We'll empower our colleagues to support causes and charities that matter to them by offering the change to match fund the amazing work that they do

What Next

We will continue to execute on the programme we have developed and empower individuals globally. We want our work to have real impact. In addition to measuring what we've done, we will measure the impact the boohoo group community programme has had on the young people involved.



17.17

Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships Data, monitoring and accountability

PRESENT SELF

Showing your colours

We will help people be more confident in themselves right now

FUTURE SELF

Finding your place

We will give people the skills and the knowledge to be who they want to be in the future



BOOHOO FAMILY



2025

To receive independent external recognition via an award, accreditation or kitemark for:
Being an organisation that cares about doing things right and values it's people; or
Being an organisation that has a genuine and authentic commitment to driving D&I change in the workplace and wider society

Context

It is our aim to create a sense of belonging in the boohoo family for all of our employees, creating a workplace where people grow, love what they do and feel valued.



What We've Done

People Pillars

For 22/23 we have designed our people plan based on the following six people pillars:

- » Listening and engaging with our colleagues
- » Improving our ways of working
- » A greater place to work
- » Your career
- » Recognising and rewarding your achievements
- » Operating at our best

These six pillars will provide our colleagues with clear purpose and direction, drive a more diverse and inclusive workplace and provide greater job enrichment and increased engagement.

Working at boohoo

Back in 2006 we started out with one brand with only three team members. Fast forward to current day and we are now made up of 13 brands, with global operations and have grown to a 6000+ strong team that we call our boohoo family.

Our boohoo family culture enables our people to learn from the best and be empowered to take on challenges and learn new things. We celebrate diversity and our mission is clear. A workplace where everyone is respected, their individual differences are valued, and they can be themselves at work, without exception.

Our Values

Our values are at the heart of everything we do and our 6000+ colleagues demonstrate them in abundance on a daily basis.

PACT Values

Our PACT values that seal the deal for the boohoo group...

Passionate

Believing in the boohoo family and believing in ourselves. Loving what we do and being inspired to be the best we can be. Focused and committed to giving our customers the experience they want.

Agile

Staying ahead of the pack, embracing change. Moving fast and grabbing opportunities with both hands. Being lean, effective and efficient.

Creative

Being unique, aspirational and always boohoo. Doing it our way, not being afraid to be different. Creative in thinking and design.

Team

Listening and responding to create a place where everyone's contribution is important and valued. Building success through people and sharing in it together. Remembering to have fun along the way.

Employee Wellbeing

We take wellbeing seriously and encourage our employees to operate at their best. We cultivate employee wellness through various initiatives and benefits:

- » Employee assistance programme and healthcare cash plan
- » On-site mental health first aiders in all of our office locations
- » On-site gyms and exercise classes
- » Wellbeing and resilience workshops
- » Recognition and support of Mental Health awareness week
- » Partnerships with external partners such as Calm, British Heart Foundation & Mind

What Next

We will deliver our people strategy for 2022/23. Aligned with our PACT values, we will foster our talent, continue to engage with employees and identify opportunities for support.

DIVERSITY AND INCLUSION

Context

Across our boohoo family we celebrate our diversity. Our teams are as individual as our customers and by bringing everyone's talents together our products come to life and keep setting trends.

Who we are, how we think, and the different backgrounds we come from mean we can share our views and lived experiences.

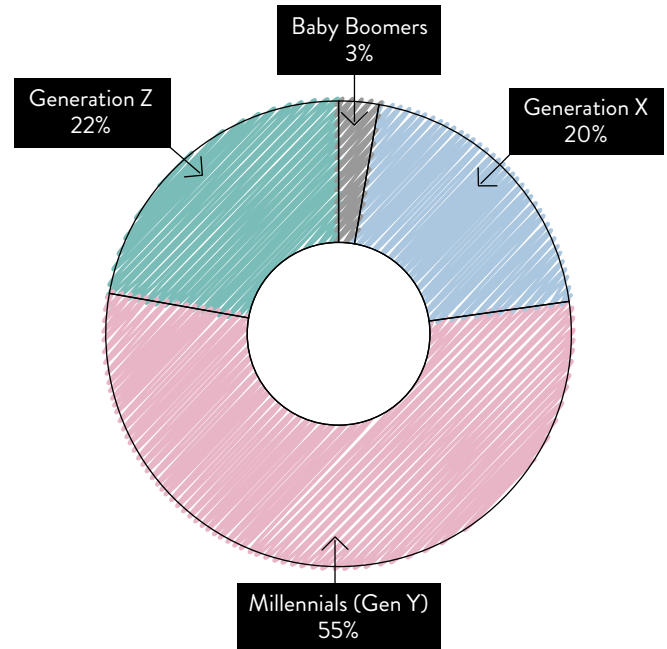
We recognise it is a continuous journey; there is always so much more that can be done - we're on a mission towards being the best we can be for everyone.

What We've Done

- » We've developed a D&I strategy for the group with 3 clear pillars of focus:
 - » **Attracting and On-boarding** - Create a workforce broadly reflective of the larger community
 - » **Engaging and Developing** - Support our colleagues in building the skills to work in an inclusive manner with one another and with the communities we serve
 - » **Building the culture** - Build a welcoming workplace in which our colleagues recognise that their unique characteristics, skills and experiences are respected, valued and celebrated
- » We've formulated a D&I steering group with clear business sponsorship
- » We have a clear view of our generational and gender split across our business – millennials make up 55% of our workforce.
- » Beginning with our distribution centres, we have started to collect demographic data in the group across gender identity, sexual orientation, ethnicity, religion and disability
- » We have been recognised as Committed to D&I in the Inclusive Employers Standard 2021
- » We have embraced external partnerships with both Diversity in Retail (DIR) and Inclusive Employers to help support us in driving D&I change across the business
- » We actively support, engage and run colleagues initiatives that support:
 - » National Inclusion Week
 - » Mental Health Awareness
 - » International Men and Womens Day
 - » Eid
 - » Black History Month
 - » Pride

Generation Split Across boohoo group

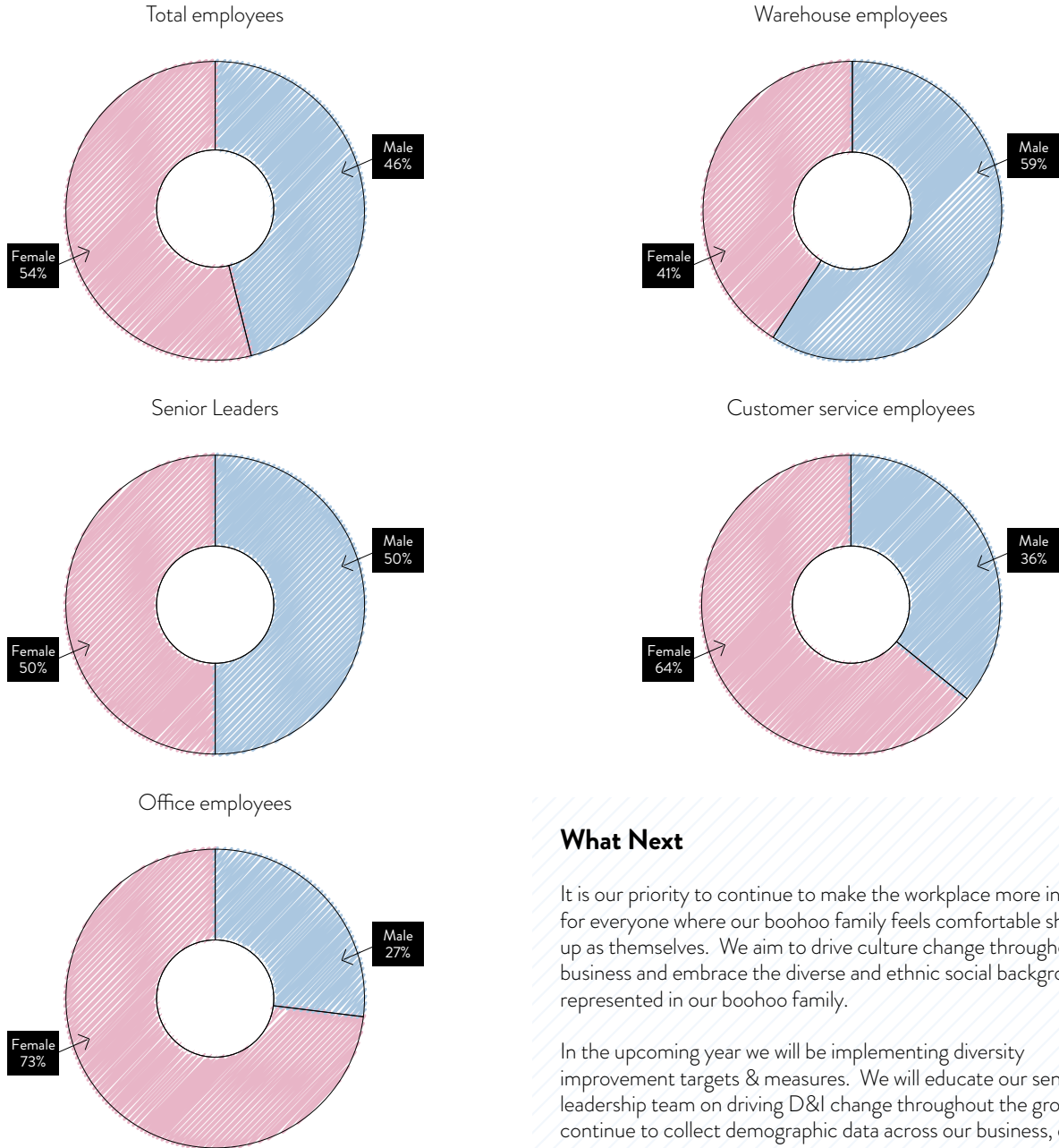
boohoo group Workforce by Generations
31 January 2022



Gender Pay and diversity

At boohoo we've always encouraged diversity in the workplace. As at the end of February 2022, female colleagues accounted for 54% of our workforce; this is the same proportion as in 2021. Female colleagues now hold 50% of our most senior management positions, an improvement from 41% a year ago.

Gender Split across boohoo group



What Next

It is our priority to continue to make the workplace more inclusive for everyone where our boohoo family feels comfortable showing up as themselves. We aim to drive culture change throughout our business and embrace the diverse and ethnic social backgrounds represented in our boohoo family.

In the upcoming year we will be implementing diversity improvement targets & measures. We will educate our senior leadership team on driving D&I change throughout the group, continue to collect demographic data across our business, establish employee representative groups, and celebrate the diversity across our business through employee events.



5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life



10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.



CARBON DATA

Challenge

The climate crisis is a significant issue with global impacts. There needs to be significant and immediate cuts in CO₂ emissions to limit the warming of the planet to the key temperature threshold of 1.5 degrees in order to prevent the catastrophic impacts of climate change – droughts, floods, heatwaves, storms, and water shortages.

It is key that we understand carbon emissions across our own operations and value chain in order to reduce our emissions in line with the Science Based Targets Initiative 1.5 degree trajectory. This means calculating our carbon footprint, improving data quality, identifying hotspot emission areas and kick starting our product sustainability programme. Achieving our science based targets is not going to be easy but we recognise the importance of understanding, managing and disclosing our carbon impact.

What We've Done

Working with Avieco, an independent, expert consultancy we have calculated our carbon footprint across scopes 1, 2, 3. Our carbon footprint has been calculated in accordance with the internationally recognised corporate accounting and reporting standard, the Greenhouse Gas Protocol, developed by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD).

Our carbon data is measured in carbon dioxide equivalents or CO₂e. The carbon emissions calculations followed the operational control approach which means that all emissions over which we have direct control is included in our scope 1 & 2 boundary.

The carbon reporting period is from 1st January 2021 to 31st December 2021. This is offset from the business's financial reporting period 1st April 2021 to 31st March 2022 to allow sufficient time to capture 12 months of data for our carbon assessment in preparation for the group's end of year reporting.

What are scope 1, 2, 3 emissions?

Scope 1 – this includes all direct emissions from assets over which the group has control over, including company cars, fleet, natural gas and other fuels used in our operations and any refrigerant gas leakages

Scope 2 – this includes indirect emissions associated with the generation of electricity.

Scope 3 – this includes other indirect emissions generated along our value chain which predominately consists of goods for resale, goods not resale, and distribution and transportation of goods. It also includes non-company cars as per UK Streamlined Energy Carbon Reporting (SECR) regulations.

Performance

2021 Calendar Year Market Based Emissions

Market-based emissions reflect the actual emissions from the electricity agreements with our suppliers

Scope 1: 660 tCO₂e

Scope 2: 356 tCO₂e

Scope 3: 1, 017, 948 tCO₂e

Total: 1, 018, 964 tCO₂e

We have calculated our emissions across all three scopes for every reporting year from 2019 onwards and have made the results publicly available. In 2021 the group's market-based carbon footprint has increased by 29% from 791,252 tCO₂e to 1,018,964 tCO₂e since the previous reporting year.

The market based emissions increase we have seen in 2021 is attributed to an increase in the number of products sold, freight emissions and procurement associated with business growth. In our own operations (scopes 1 & 2) there has been an emissions increase of 29% due to additional office space, DC expansions, and our newly acquired facilities that were on historical non-renewable energy contracts.

We have committed to bringing our carbon footprint down in line with the requirements set out by the Paris Agreement by setting a science-based target that has been approved by the SBTi. As a result, the group is now working to reduce its emissions across Scope 1, 2, and 3 by 52%, relative to our growth in line with a 1.5-degree reduction pathway.

See Climate Change section on page 31 for more information.

Operational market based emissions Scope 1 & 2

Operational location-based emissions (scope 1 & 2) have increased by 29% from 3,173 to 4,086 tCO₂e. This has been driven by two main factors:

- » 64% increase of gas consumption across existing and new properties; including an 87% increase at the Manchester headquarters (49-51 Dale Street) as colleagues returned to work after covid;
- » 41% increase of electricity consumption driven primarily of the inclusion of a new distribution centre in Daventry and opening of our London office.

As a result of these changes and in conjunction with renewable electricity purchases operational market-based emissions have increased by from 498 tCO₂e to 1,016 tCO₂e. We remain committed to having 100% renewable electricity, however, our newly acquired London office and Burnley warehouse were on historical non-renewable contracts. As a result, it has not been possible to maintain 100% renewable energy in our Scope 2.

Scope 3

In 2021 we increased the scope of emissions reported in scope 3 by including water and hotel stays accounting for 5 and 89 tCO₂e respectively.

The rise in scope 3 emissions from 782,264 tCO₂e in 2021 to 1,017,948 tCO₂e has largely been driven by product (our products), transportation and business travel.

Product

This year there has been a 27% increase in tonnes of materials procured. Polyester and cotton are still the largest proportion of emissions accounting for 54% and 31% of our materials mix respectively. However, this year recycled polyester has been introduced for the first-time and is 15% less carbon intensive than non-recycled polyester.

Transportation

This year within our transportation of goods, both tonnage of product shipped and therefore emissions produced have increased. This is to be expected alongside our increase in sales. Total Upstream Transportation and Distribution emissions have increased by 21% versus the previous reporting year 2020, from 157,551 tCO₂e to 190,018 tCO₂e. Primarily, this increase has come from our inbound freight where we have had to use more airfreight as a result of global freight challenges.

Our outbound tonnage has increased as a result of selling more product. However, the majority of this increase has been through

road freight which has a much lower carbon intensity than air transport, and therefore has not caused a significant increase on emissions. Furthermore, distance shipped for road shipments has decreased in 2021, further reducing emissions.

Business Travel

We also saw an increase in business travel as COVID restrictions eased. In particular, flights have increased 54% year-on-year, from 476 tCO₂e to 736 tCO₂e. Emissions associated with employee commuting have increased from 1,030 tCO₂e to 1,682 tCO₂e as a result of employee growth.

SECR Report

See our [annual report](#) for our full SECR Report.

Energy efficiency action

In 2021 the group has carried out several initiatives to drive energy efficiency across our own operations, these include:

- » 2.7MW capacity of solar panels installed at the Burnley distribution centre;
- » Continued rolling programme of installing LED lights across the facilities;
- » Energy Management System installed across our Manchester offices to monitor energy usage.

What Next

We will work with our teams to decarbonise our business operations aligned with our science based targets.



13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning



APPENDICES

Internal Group Level Policies, Procedures & Codes

- » Anti-bullying and Harassment Policy
- » Anti-Bribery Policy
- » CCTV Policy
- » CCTV Procedure
- » Data Breach Policy
- » Data Disclosure Policy
- » Data Protection Statement
- » Data Protection Policy for Staff
- » Data Retention Policy
- » Diversity and Inclusion Policy
- » Homeworking – internal
- » Internal Privacy Notice
- » Modern Slavery Policy – Internal
- » Modern Slavery Policy – External for Supplier Use
- » Share Dealing Code
- » Subject Access Request Policy
- » Whistle Blowing Policy – Internal

Internal HR Policies

- » Adoption Leave
- » Alcohol and Drug Abuse
- » Bereavement
- » Boohoo Bikes (Burnley only)
- » Colleague Discount
- » Cycle to Work Scheme
- » Domestic Emergencies
- » Dress and Appearance
- » Grievances
- » Holidays
- » Jury Service
- » Maternity Leave
- » Parental Bereavement
- » Parental Leave
- » Paternity / Partner Leave
- » Probationary Period
- » Shared Parental Leave
- » Short-Term and Long-Term Absence
- » Special Leave Policy
- » Time off for Dependents
- » Training

External Group Level Policies, Procedures & Codes

- » [Code of Conduct](#)
- » [Global Factory List](#)
- » [Modern Slavery Statement 2021](#)
- » [READY FOR THE FUTURE guidelines](#)
- » [Responsible Purchasing Guidelines](#)
- » [boohoo_group Sustainability Plan](#)
- » [Tax Strategy](#)
- » [Whistleblowing Policy](#)
- » [Marketing Principles](#)

APPENDICES

United Nation's Sustainable Development Goals (SDGs)

United Nation's Sustainable Development Goals (SDGs), is a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity by 2030. In the table below we have called out the key areas that our strategy and work contribute to.

Key Focus	SDG Goal	SDG Target	Description
CLOTHES. MADE SMARTER	6: CLEAN WATER AND SANITATION	6.3	Improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally
	6: CLEAN WATER AND SANITATION	6.4	Substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity
	12: RESPONSIBLE CONSUMPTION AND PRODUCTION	12.2	Achieve the sustainable management and efficient use of natural resources
	12: RESPONSIBLE CONSUMPTION AND PRODUCTION	12.5	Substantially reduce waste generation through prevention, reduction, recycling and reuse
	15: LIFE ON LAND	15.a	Mobilize and significantly increase financial resources from all sources to conserve and sustainably use biodiversity and ecosystems
	17: PARTNERSHIPS FOR THE GOALS	17.17	Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships
SUPPLIERS. ON BETTER TERMS	8: DECENT WORK AND ECONOMIC GROWTH	8.7	Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms
	8: DECENT WORK AND ECONOMIC GROWTH	8.8	Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment
	9: INDUSTRY, INNOVATION AND INFRASTRUCTURE	9.4	Upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities
	10: REDUCED INEQUALITIES	10.2	Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status
	17: PARTNERSHIPS FOR THE GOALS	17.17	Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships
OUR BUSINESS. TAKING ACTION	5: GENDER EQUALITY	5.5	Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life
	7: AFFORDABLE AND CLEAN ENERGY	7.2	Increase substantially the share of renewable energy in the global energy mix
	7: AFFORDABLE AND CLEAN ENERGY	7.3	Double the global rate of improvement in energy efficiency
	7: AFFORDABLE AND CLEAN ENERGY	7.a	Enhance international cooperation to facilitate access to clean energy research and technology, including renewable energy, energy efficiency and advanced and cleaner fossil-fuel technology, and promote investment in energy infrastructure and clean energy technology
	10: REDUCED INEQUALITIES	10.2	By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status
	13: CLIMATE ACTION	13.3	Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning
	17: PARTNERSHIPS FOR THE GOALS	17.17	Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships

GRI INDEX

Statement of use

The information cited in this GRI context index has been reported by boohoo group plc with reference to the GRI Standards for the period of FY 22 March 2021 – February 2022.

GRI 1 used

GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-1 Organizational details	Annual Report & Accounts > Shareholder Information
GRI 2: General Disclosures 2021	2-2 Entities included in the organization's sustainability reporting	About this Report
GRI 2: General Disclosures 2021	2-3 Reporting period, frequency and contact point	About this Report
GRI 2: General Disclosures 2021	2-6 Activities, value chain and other business relationships	Annual Report & Accounts > Our Investment Case
GRI 2: General Disclosures 2021	2-7 Employees	Our Business. Taking Action > boohoo family
GRI 2: General Disclosures 2021	2-9 Governance structure and composition	Annual Report & Accounts > Governance > Corporate Governance Report > Governance Framework
GRI 2: General Disclosures 2021	2-11 Chair of the highest governance body	Annual Report & Accounts > Governance > Board of Directors
GRI 2: General Disclosures 2021	2-12 Role of the highest governance body in overseeing the management of impacts	Annual Report & Accounts > Strategic Report > Risk Management > How We Manage Risk
GRI 2: General Disclosures 2021	2-13 Delegation of responsibility for managing impacts	Annual Report & Accounts > Governance > Corporate Governance Report > Governance Framework
GRI 2: General Disclosures 2021	2-14 Role of the highest governance body in sustainability reporting	Annual Report & Accounts > Governance > Corporate Governance Report > ESG Governance
GRI 2: General Disclosures 2021	2-18 Evaluation of the performance of the highest governance body	Annual Report & Accounts > Governance > Corporate Governance Report > A Message from the Chairman > Board Effectiveness & Development
GRI 2: General Disclosures 2021	2-19 Remuneration policies	Annual Report & Accounts > Governance > Directors' Remuneration Report > Remuneration Policy
GRI 2: General Disclosures 2021	2-20 Process to determine remuneration	Annual Report & Accounts > Governance > Directors' Remuneration Report
GRI 2: General Disclosures 2021	2-21 Annual total compensation ratio	Annual Report & Accounts > Governance > Directors' Remuneration Report > Differences in Remuneration Policy for Executive Directors Compared to Other Employees
GRI 2: General Disclosures 2021	2-22 Statement on sustainable development strategy	Our Strategy
GRI 2: General Disclosures 2021	2-23 Policy commitments	Policies
GRI 2: General Disclosures 2021	2-25 Processes to remediate negative impacts	Annual Report & Accounts > Strategic Report > Risk Management > How We Manage Risk
GRI 2: General Disclosures 2021	2-26 Mechanisms for seeking advice and raising concerns	Suppliers. On Better Terms > Transparency > SpeakUp
GRI 2: General Disclosures 2021	2-28 Membership associations	Memberships, Associations & Partners
GRI 2: General Disclosures 2021	2-29 Approach to stakeholder engagement	Annual Report & Accounts > Strategic Report > Business Model > Delivering Value for All Our Stakeholders, Value Generated for Stakeholders Annual Report & Accounts > Governance > Directors' Report > Section 172
"GRI 3: Material Topics 2021 "	3-1 Process to determine material topics	Our Strategy
GRI 3: Material Topics 2021	3-2 List of material topics	Our Strategy
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Strategy
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Annual Report & Accounts > Strategic Report > Review of the Business > Performance During the Year
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	Governance

GRI STANDARD	DISCLOSURE	LOCATION
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Annual Report & Accounts > Group Financial and Operational Highlights > Financial Highlights Annual Report & Accounts > Governance > Corporate Governance Report > A Message from the Chairman > Investment for the Future
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Suppliers. On Better Terms > Transparency > Training
GRI 207: Tax 2019	207-1 Approach to tax	boohooplc.com > Tax Strategy
GRI 207: Tax 2019	207-2 Tax governance, control, and risk management	Annual Report & Accounts > Strategic Report > Risk Management > What's On Our Radar Annual Report & Accounts > Governance > Corporate Governance Report > Audit Committee
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Clothes.Made Smarter > Better Materials
GRI 301: Materials 2016	301-2 Recycled input materials used	Clothes.Made Smarter > Better Materials
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Our Business. Taking Action > Climate Change Our Business. Taking Action > Carbon Data
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products and services on biodiversity	Clothes. Made Smarter > Better Materials > REEL Cotton Clothes. Made Smarter > Future Focus
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Our Business. Taking Action > Climate Change Our Business. Taking Action > Carbon Data
GRI 305: Emissions 2016	305-2 Energy indirect (Scope 2) GHG emissions	Our Business. Taking Action > Climate Change Our Business. Taking Action > Carbon Data
GRI 305: Emissions 2016	305-3 Other indirect (Scope 3) GHG emissions	Our Business. Taking Action > Climate Change Our Business. Taking Action > Carbon Data
GRI 305: Emissions 2016	305-4 GHG emissions intensity	Annual Accounts & Reports > Strategic Report > ESG Report > Carbon Reporting
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	Clothes. Made Smarter > Textile Waste
GRI 306: Waste 2020	306-4 Waste diverted from disposal	Clothes. Made Smarter >Textile Waste
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Our Business. Taking Action > boohoo family
GRI 403: Occupational Health and Safety 2018	403-6 Promotion of worker health	Annual Report & Accounts > Corporate Governance Report > Directors' Report > Health and Safety
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	Annual Report & Accounts > Strategic Report > ESG Report > People > A Better Place to Work > Developing Our Internal Talent and Providing a Clear Career Pathway
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Our Business. Taking Action > Diversity and Inclusion
GRI 405: Diversity and Equal Opportunity 2016	405-2 Ratio of basic salary and remuneration of women to men	Annual Report & Accounts > Strategic Report > ESG Report > People> Gender Pay & Diversity
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Suppliers. On Better Terms > UK Sustainability Strategy
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Suppliers. On Better Terms >Transparency > Internal Systems
GRI 416: Customer Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Annual Report & Accounts > Strategic Report > Risk Management > How We Manage Risk > Product Risk
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	Our Business. Taking Action > Marketing > Claims READY FOR THE FUTURE Guidelines