

# Environment

We want to do the right thing by the people we work with and the environments we operate in.

To us, this means taking into account all aspects of our work, including improving the lives of the people we work with and minimising our environmental impacts.

The below minimum standards we have adopted are based on international industry standards, most of which are included in local law. They are designed to be reasonable and achievable and we expect all entities in the supply chain to meet them. Suppliers are encouraged to go beyond these standards and work towards best practices in the industry.

We expect all entities in the supply chain to:

- Have a written plan for managing environmental impacts, with targets
- Measure and track their environmental impacts
- Create organisational responsibility for environmental management
- Take practical steps to reduce their environmental impacts

## 1.1. Principles

1. New Look is committed to protecting the environment, conserving natural resources and conducting business in an environmentally responsible and efficient manner.
2. We expect all of our suppliers and factories to share this commitment.
3. We believe that it's the responsibility of our suppliers and factories to manage their own environmental impacts.
4. We believe that it's our responsibility to support our suppliers and factories to manage their environmental impacts, and to meet our expectations.
5. As a minimum, all suppliers and factories are expected to meet our minimum standards. We also expect suppliers and factories to be demonstrating continuous improvement in the management of their environmental impacts over time.
6. While we expect suppliers to comply with local law, we also expect them to follow the spirit of the law, taking a proactive rather than a reactive approach to compliance. Doing so will help them to deliver real business benefit.
7. Where there are differences between our minimum standards and the law, whichever gives the greater environmental benefit should be followed.
8. New Look is committed to working collaboratively with suppliers and factories, other retail brands, government organisations and NGOs to implement this policy.

## 1.2. Environment Standards

### 1. Water

- 1.1. Continuously measure, record and track the amount of water used onsite, for both domestic and industrial processes, and from all sources – municipal mains, groundwater (boreholes and wells), and surface water (rivers, lakes).
- 1.2. Obtain and operate with the permits and licenses required by local and national law for water abstraction and have legal evidence on-site to demonstrate compliance.
- 1.3. Set targets to reduce water consumption and start a programme to achieve the reduction.

### 2. Hazardous substances

- 2.1. Continuously measure, record and track use of hazardous substances.
- 2.2. Keep an inventory of all chemicals used, handled, transported and stored onsite, including their quantities and where they have been bought from.
- 2.3. Make sure Material Safety Data Sheets (MSDSs) are available in the local language for all hazardous substances used onsite.
- 2.4. Ensure control measures are in place to prevent workers from being exposed to hazardous substances and to prevent them contaminating the environment. This should include: training for workers who handle hazardous chemicals on how to do so safely; and clear labelling of all hazardous chemical containers and storage in secure areas with spill prevention/secondary containment vessels. Chemicals should never be poured directly into the ground or washed directly in surface water.
- 2.5. Communicate emergency procedures to workers and follow them in the event of a spill or release.
- 2.6. Make sure that all chemicals used in the manufacturing of New Look's products will ensure compliance with New Look's Restricted Substances List.
- 2.7. Take steps to reduce the use of hazardous substances and replace them with safer alternatives. Where possible, replace with safer, lower impact alternatives chemicals if they meet the same technical performance requirements.

### **3. Wastewater**

- 3.1. Treat all wastewater in a fully functioning effluent treatment plant (ETP) either on-site or in a shared or municipal ETP off-site before discharge.
- 3.2. Employ a trained individual, who understands the processing requirements and regulations for wastewater discharge, to operate any onsite ETP.
- 3.3. Measure, record and track wastewater volume and quality by collecting samples from the final discharge points.
- 3.4. On a monthly basis (or as required by the law, whichever is greater) measure: Oxygen Demand (COD), Biological Oxygen Demand (BOD), pH, temperature, colour, Total Suspended Solids (TSS), and Total Dissolved Solids (TDS), and specific metals.
- 3.5. Ensure that wastewater leaving the site meets the all applicable local and national laws.
- 3.6. Obtain and operate within the permits and licenses required by local and national law and keep test results on file for at least 12 months to demonstrate compliance.
- 3.7. If discharging to a central or municipal ETP, have on file valid permits to do so, and test reports that show compliance with the central ETP's requirements.

### **4. Raw materials**

- 4.1. Cotton used to make our products shall not be grown in Uzbekistan and Turkmenistan and must be traceable down to the country level.
- 4.2. Viscose, Palm Oil and other wood-based fibres must be traceable down to the source and must not be sourced from ancient and endangered forests, endangered species habitat or through illegal logging.
- 4.3. Trace raw materials and keep appropriate records to show this. For man-made materials this should be back to the final production process location, for natural raw materials (such as cotton) this should be back to the country in which they were harvested.
- 4.4. Mica used in cosmetics must be traceable down to the source and not be sourced where there is a risk of child labour and unsafe working conditions

### **5. Air emissions**

- 5.1. Obtain and operate within the permits and licenses required by local and national law and have test results on-site to demonstrate legal compliance.
- 5.2. Set targets to reduce emissions to air and start a programme to achieve the reduction.
- 5.3. Keep a list of all air emissions points within the factory and which substances are emitted at each point.
- 5.4. Install appropriate and appropriately positioned air extraction devices in areas of the factory where fumes or particulates (including dust) are generated and can be inhaled by workers.

## **6. Solid Waste**

- 6.1. Have systems in place to ensure the safe handling, movement, storage, recycling, reuse, or disposal of waste.
- 6.2. Consider reducing, re-using, and recycling for each waste stream.
- 6.3. Obtain and operate within the permits and waste receipts required by local and national law and keep them on file to demonstrate legal compliance.
- 6.4. Dispose of hazardous waste safely and legally using licensed waste contractors only.