

NEW LOOK

Homeworking Policy and Remediation Plan

Definitions:

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| Homeworker | Work done in the home or area near the home by an employee working for an intermediary or subcontractor for a piece rate and it falls under Tier 1+ category. Homeworking does not include domestic work, cleaning or childcare done in other people's homes or unpaid household work. |
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Homeworking Policy

New Look acknowledges that homeworking is part of the supply chain and recognises that homeworking is central to workers' livelihoods, as it provides a valuable income source, particularly where workers' mobility is restricted in cases where they are based in a rural area, or where they need to balance homework with domestic duties.

New Look see homeworkers as full members of the workforce and must be provided with the same conditions and benefits as other employees. New Look are committed to responding positively to homeworking and to working with its suppliers to improve the conditions experienced by homeworkers, in line with the standards set out in the Ethical Aims and the ETI Base Code.

Suppliers are required to inform New Look of any homeworking that is going to be used ahead of any orders being placed and can do so by contacting a member of the Sustainability Team or emailing FactoryAudits@NewLook.com.

Situational Action Plan

| Situation | Action Plan | Time Frame | Preventative Actions | Stakeholders Involved |
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| A homeworker is working in unsafe conditions. | <ol style="list-style-type: none"> 1. A risk assessment must be conducted by the employer immediately. 2. The factory should engage with the homeworker to understand why the conditions are unsafe. 3. The factory must support the homeworker in implementing measures to improve the safety of the working conditions. 4. Regular monitoring is required, to ensure that the homeworker's working conditions are safe. The factory should organise for visits to the employee's home 2-3 times a week. Checks can be conducted alongside goods being delivered and collected. | Immediate action from the employer to support the homeworker to improve conditions in the home, and to monitor the situation. | <ul style="list-style-type: none"> • Risk assessments should be detailed and cover homeworkers in their working environments. • Homeworkers should be monitored through regular home visits. • The factory must have appropriate means for an employee to raise a concern, whether it be through a committee, a representative, a union, or another means. • The factory should provide information on organisations for employees to contact externally, if they wish to seek advice or raise a concern. | <ul style="list-style-type: none"> - Supplier/agent - Factory - New Look Retailers - External partners, including consultants and NGO's. |

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| | 5. Training must be delivered by the factory to the homeworker, to ensure that they understand the importance of a safe working environment. | | | |
| A homeworker is not receiving equal opportunities to those who work within the factory. | <ol style="list-style-type: none"> 1. An investigation must happen to identify why the homeworker is not receiving equal opportunities. 2. The homeworker needs to be offered the same opportunities and benefits immediately. 3. Training on worker rights must be given to management and the homeworker. 4. Systems need to be implemented to ensure that all homeworkers in future have access to the same opportunities and benefits as other employees. | Immediate action from the employer to allow the homeworker access to the same opportunities and benefits as other employees. | <ul style="list-style-type: none"> • The factory should have robust systems in place to manage and support homeworkers. • Homeworkers should be monitored through regular home visits, to ensure they have access to the same opportunities. • The factory must have appropriate means for an employee to raise a concern, whether it be through a committee, a representative, a union, or another means. • The factory should provide information on organisations for employees to contact externally, if they wish to seek advice or raise a concern. | <ul style="list-style-type: none"> - Supplier/agent - Factory - New Look Retailers - External partners, including consultants and NGO's. |