

New Look provides update on its 'Kind to Our Core' sustainability strategy

- New Look's Science Based targets approved in February 2024
- Partnership launched with Neighbourly and memorandum of understanding signed with International Transport Workers' Federation
- Ground-breaking agreement with IndustriALL Global Union to promote fair working conditions in the garment industry

3rd October 2024: New Look has today published its Sustainability Report for 2024, providing an update on its 'Kind to Our Core' sustainability strategy which was announced in January 2022.

Since its previous update, New Look received approval from the Science Based Targets initiative (SBTi) on its emissions targets, all aligned to a 1.5C pathway. * The retailer has also provided an update on progress against its overall targets:

- In Scope 1 and Scope 2, New Look has reduced its emissions by 22% since FY22 – putting it on track to exceed its near term SBT. Total carbon has reduced by 12% over the same time period.
- In Scope 3, emissions have been reduced by 11% compared to 2022, which is on track to for its near term SBT.
- It has achieved 48% and 47% reductions in its carbon and water footprints respectively, compared to a 2019 baseline.
- 212 tonnes of textiles have been diverted from landfill this year.

New Look has also unveiled updated targets to increase traceable and recycled cotton and raise the minimum percentage of recycled content in synthetics to 30% from 25%. These targets support the retailer's efforts to reduce its carbon and water footprint.

The retailer is today also confirming two new partnerships to help drive forward industry collaboration and progress.

In line with the 'positive local impact' pillar of its strategy, New Look has entered into a partnership with giving platform, Neighbourly. Through this partnership, each New Look store will support a charity in their local community. This will benefit 350 charities in the cities and towns where New Look operates. And engaging colleagues in paid volunteering days.

New Look is committed to delivering fair wages and safe working conditions to those within the garment industry. To help fulfil this commitment, the retailer has signed a new ground-breaking agreement with IndustriALL Global Union, as part of the Action Collaboration Transformation (ACT) initiative to deliver fair wages to workers in Cambodia. This agreement marks a significant milestone in the move towards the first-ever brand-supported collective bargaining agreement in the garment and footwear sector.

Sue Fairley, Head of Sustainability at New Look, commented:

"We are two years on from the launch of our sustainability strategy and I am very proud of the progress we have made across each focus area including the approval of our Science

Based Targets, our new partnership with Neighbourly, and our ground-breaking agreement with IndustriALL. 'Kind to our Core' is embedded across all of New Look's operations and we are beginning to see strong results.

The approval of our Science Based Targets was a huge milestone for our business, and we are well on track to meet our targets. Looking ahead to 2025, we will continue to drive forward our strategy and work with our partners to ensure we are operating in the most sustainable – and 'kind' - way possible."

The report updates on New Look's progress across its four key pillars of responsible business, responsible and circular product, inclusive culture and positive local impact. This includes:

Responsible Business

New Look actively tracks vulnerable groups within its supply chain and has a number of agreements in place to help reduce risk and provide support.

This includes a partnership with The International Transport Workers Federation (ITF) and projects to address the risk of gender-based violence and harassment, and modern slavery throughout New Look's value chain.

New Look has appointed a Human Rights Manager, to support its Human Rights Due Diligence activities.

Responsible and Circular Product

New Look remains committed to using lower-impact fibres across its products. This year, 77% of all clothing had at least one attribute that lowers its impact, a 14% increase compared to the last financial year.

The retailer is also working with the Leeds Institute of Textile and Colour's Durability Research project, to develop protocols for durability of clothing.

New Look are reporting their involvement in a number of initiatives to help a shift to a more circular business model, including their contribution to an industry-backed White Paper Unveiled at the UKFT Sustainability Conference 2024 in London 26 Sept 2024.

Inclusive culture

New Look has created a number of successful Inclusion and Wellbeing ally groups, which has resulted in a growing community of more than 150 'New Look allies'.

To support ED&I goals, New Look has invested in a new people platform partnering with Dayforce to capture insights and help with reporting,

Positive Local Impact

Despite the economic challenges communities have faced over the last year, New Look colleagues and customers donated more than £350k to charity last year. Of this, £310K was donated by store teams to local charities in their communities.

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About New Look

New Look is a leading fashion retailer operating in the value segment of the clothing and footwear market in the UK and Republic of Ireland, with a targeted online presence. New Look offers products, and a shopping experience based on excitement, value and newness. The New Look brand is distinct and trusted in the UK, catering to a broad customer audience. New Look ranked No. 2 for overall Womenswear market share in the 18 to 44 age range.

***Science Based Targets**

- Near-term target to reduce absolute scope 1 and 2 GHG emissions by 42% by 2030 and reduce absolute scope 3 GHG emissions by the same amount and within the same timeframe.
- Long-term target to reduce Scope 1 and 2 GHG emissions by 90% by 2040 and absolute scope 3 GHG emissions by the same amount and within the same timeframe.
- Overall target to reach net-zero greenhouse gas emissions across the value chain by 2040.

Press enquiries

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