



MODERN SLAVERY STATEMENT

SEPTEMBER 2024

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Founded in Manchester in 2006, boohoo is an inclusive and innovative global brand targeting young, value-orientated customers, pushing boundaries to bring its customers up-to-date and inspirational fashion, 24/7.

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STATEMENT FROM CEO

Retailers face increasing challenges in identifying human rights issues. While our approach is constantly improving, worker exploitation and slavery continue to pose significant risks to our business. Our strategy focuses on tackling these issues at their root, protecting the welfare of our people, raising standards across our supply chain, and upholding human rights. We collaborate with our suppliers to enhance standards and support the important initiatives outlined below, which provide protection and support to the most vulnerable individuals.

During the year, the group engaged Slave-Free Alliance to perform a comprehensive gap analysis across our operations. This analysis involved a combination of document reviews and multi-stakeholder discussions, providing an independent evaluation of our understanding of human rights risks within our operations and supply chain, as well as our mitigation efforts. The findings from Slave-Free Alliance highlighted existing risk areas and recommended proportionate steps for prevention and mitigation.

As signatory of The International Accord, the group was pleased to extend its support to Pakistan in 2023. Through active participation in webinars and initiatives, the group plays an important role in improving working standards and worker welfare in Bangladesh and Pakistan.

Our annual audit program ensures worker welfare remains a top priority. We publish an updated list of Tier 1 manufacturing sites quarterly, detailing factory locations, worker numbers, gender splits, and addresses. We reduced our global factory list from 1,286 in 2022 to 921 in 2023, working closely with suppliers to ensure compliance with our Code of Conduct. We also mapped tier 1, 2, and 3 production sites in the UK, Italy, and Turkey.

Unauthorised subcontracting remains prohibited in our supply chain to improve levels of transparency and oversight. Whilst remediation is our first priority, we may responsibly disengage a supplier where evidence of unauthorised subcontracting or material breaches of our Supply Chain Code of Conduct are identified and proven, and have not been rectified within a reasonable time period.

As we look ahead, we remain steadfast in our commitment to ethical conduct, integrity, and the protection of human rights across our operations. Our key focus areas for the year ahead include:

- **Worker Welfare and Training:** We are committed to expanding our training programs for workers and suppliers, focusing on ethical practices, compliance with our Code of Conduct, and enhancing worker welfare.
- **Industry Collaborations:** We will deepen our collaborations with industry partners, NGOs, and governmental bodies to address the root causes of exploitation and modern slavery. Our aim is to foster a collective approach to driving systemic change.
- **Strengthening Human Rights Due Diligence:** Building on the insights gained from our recent SFA audit, we will implement robust measures to further mitigate human rights risks within our supply chain. This includes increasing the frequency and scope of both announced and unannounced audits.
- **Enhancing Supply Chain Transparency:** We will continue to refine and expand our supply chain mapping efforts, extending visibility of tier 1 to tier 3 production sites in China, India, Bangladesh, and Pakistan.
- **Reporting and Transparency:** We will maintain our commitment to transparency by regularly publishing updates on our progress, including audit findings and the status of our supply chain. This ensures accountability and keeps our stakeholders informed.

By focusing on these areas, our aim is to uphold high standards of ethical business conduct and human rights, and improve our operations so that they help contribute positively to the lives of workers, the community, and our wider stakeholders.

Finally, I extend my sincere gratitude to our dedicated teams, both in the UK and globally, whose unwavering support is crucial in tackling these important issues.

OVERVIEW

This statement covers the FY24 reporting period from 1 March 2023 until 28th February 2024. It covers our own operations and product supply chains for all of our group brands.

Across the group it is our goal to uphold the human rights of the workers who produce garments for our brands. We recognise the risks of complex global supply chains range from poor labour practices, human rights abuses and modern slavery.

We are committed to protecting worker welfare and human rights throughout the group’s global supply chain by implementing processes, procedures and partnerships while managing brand reputational risk to support the group’s “test and repeat” business model.

CONCEPT

- Designers
- Buyers
- Suppliers

SAMPLE INTO PRODUCTION

Turning an idea into a sample and then an order

PRODUCTION

Fabric is cut and sewn



REPEAT

Most popular items repeated

DELIVERED TO CUSTOMER

New items delivered to customers



BUSINESS OVERVIEW

The group consists of 5 core brands, which represent the lifeblood of the business. The group continues to invest strategically to support and grow the brands in markets and channels where it believes it has opportunity to maximise its potential.

What started as one brand, growing extensively in the UK and internationally, is today a platform of multiple brands servicing customers globally, generating sales in excess of £1.4 billion. In 2023/24 we had 16 million active customers. We use a test and repeat model which means that we purchase small runs of new stock and if our customers like them we order more.

We employ approximately 4,200 people directly across the group and have offices in Manchester, London, Leicester, California, Miami, Prato, Paris, Shanghai and Istanbul.

We operate two UK distribution centres: Burnley and Sheffield, and the group now also operates a third US distribution centre in Pennsylvania.

The group is determined to play its part in reducing the environmental impact of clothing and operations through increased focus on sustainability, operating in a socially conscious manner, and upholding high standards of governance.



GROUP BRANDS
5 Core Brands
8 Labels



ACTIVE CUSTOMERS
16 Million



SALES
£1.46 Billion



EMPLOYEES
4,200



OFFICES
6 Countries



UK DISTRIBUTION CENTRES
2 Sites



USA DISTRIBUTION CENTRES
1 Sites



OVERVIEW –
SUPPLY CHAINS AND
TRANSPARENCY

We source products from factories in the UK, Europe, Asia, Africa and the Americas.

Amongst the 921 factories that we work with globally, we have a mix of small family run facilities, to much larger high-volume units with in excess of 5000+ workers. We share a number of these factories with multiple global retailers. A key benefit of this crossover is collaboration across retailers in improving factory standards globally. As a group we commit to publishing our global supply chain every 4 months, we have published our supply chain on our group PLC site since September 2021, see link below.

global-manufacturing-list-15-04-24.pdf
(boohooplc.com) **

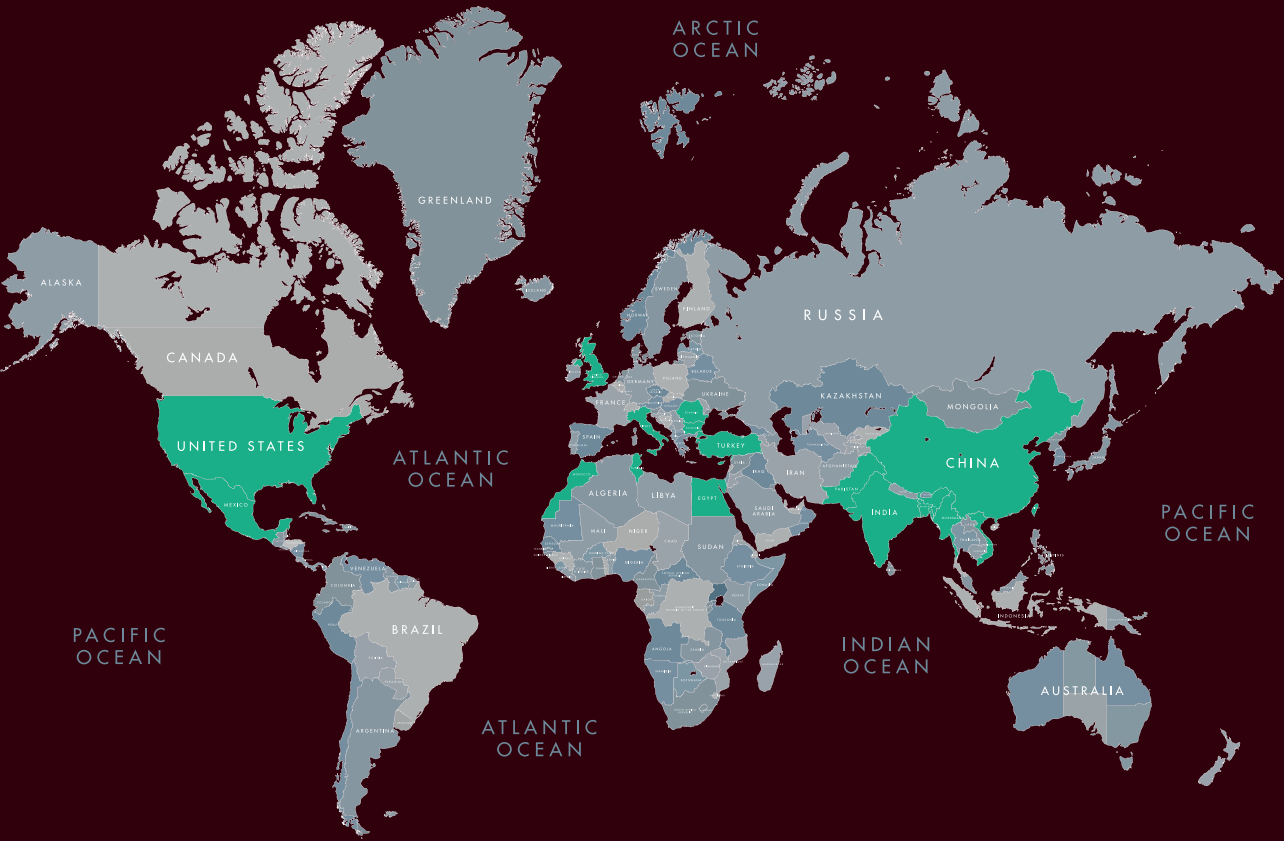
We source from 18 countries. Our top 7 sourcing countries by volume are China, Pakistan, Bangladesh, Turkey, India, UK and Morocco.

MAP OF THE WORLD WITH 18 REGIONS
HIGHLIGHTED**

**out of reporting period

**Correct at 15th April 2024

Boohoo Group Publication Factory COO**	Total No. Factories	%
China	441	43%
Turkey	122	13%
India	102	11%
Pakistan	101	11%
United Kingdom	45	5%
Morocco	29	3%
Bangladesh	25	3%
Italy	18	2%
Egypt	10	1%
Vietnam	8	1%
Mexico	7	<1%
Bulgaria	3	<1%
Cyprus	2	<1%
Tunisia	2	<1%
United States	2	<1%
Romania	2	<1%
Myanmar	1	<1%
Taiwan	1	<1%
Total	921	100%



SUPPLY CHAIN AND TIER MAPPING

The table sets out how we define activity across the tiers within our supply chain. Whilst this is consistent with the approach other retailers take, there is no set definition across the industry.

In the year ahead, we plan to engage with a third party to assist in our tier mapping down to tier 4 in our key sourcing territories.

TIER 1	TIER 2	TIER 3	TIER 4
FINAL PRODUCTION FINISHED GOODS	PROCESSING (GARMENT RELATED) VALUE ADDED PROCESS	FABRIC & YARN PRODUCTION	RAW MATERIALS
CUTTING	PRINTING e.g. PLACEMENT PRINT	FABRIC MILL incl. WET PROCESSING e.g. KNITTING, WEAVING OVER PRINTING, FABRIC DYEING	RAW MATERIAL e.g. COTTON FARMING
SEWING	DYEING e.g. GARMENT DYEING	YARN MILL incl.WET PROCESSING e.g. SPINNING, YAM DYEING	
FINISHING INCLUDING TRIMS & COMPONENTS e.g. PRESSING, PACKING BUTTON HOLE ATTACHMENT	LAUNDRY / WASHING e.g. GARMENT WASHING	FABRIC TRADER	
	EMBROIDERY	YARN TRADER	

GLOBAL RISKS AND DUE DILIGENCE

The risk profile for our highest risk sourcing regions remains unchanged since our 2023 Modern Slavery Report.

We recognise there are salient human rights risks in the countries we source from that vary by location. It is imperative that we prevent slave and child labour and protect vulnerable groups such as female and migrant workers. With our top sourcing countries taking priority, we will focus on the most severe and likely issues when working with factories supplying the group.

Due Diligence

As part of our global risk and due diligence assessment we have a robust on-boarding process for all new suppliers that join the group. Each audit report is investigated by the ethical compliance team and the compliance programme is overseen by the Governance and Ethical Compliance Committee. Before onboarding UK suppliers, financial due diligence checks are conducted.

All suppliers and factories must submit an audit report which meets the group audit criteria. The group’s ethical compliance team reviews each audit report to ensure that the group’s requirements are met and that any issues identified are remediated.

Our on the ground ethical and sourcing teams visit our factories and suppliers in region, conducting unannounced spot checks, purchase order verification visits along with Health and safety, wages and working hours and documentation checks.

China

- Forced labour
- Working hours
- Discrimination
- Freedom of association
- Child labour
- Wages & benefits

India

- Forced labour
- Working hours
- Health and safety – clean drinking water
- Child labour
- Regular employment

Bangladesh

- Child labour
- Freedom of association
- Working hours
- Health and safety

Pakistan

- Health and safety & hygiene
- Wages
- Working hours
- Discrimination

Morocco

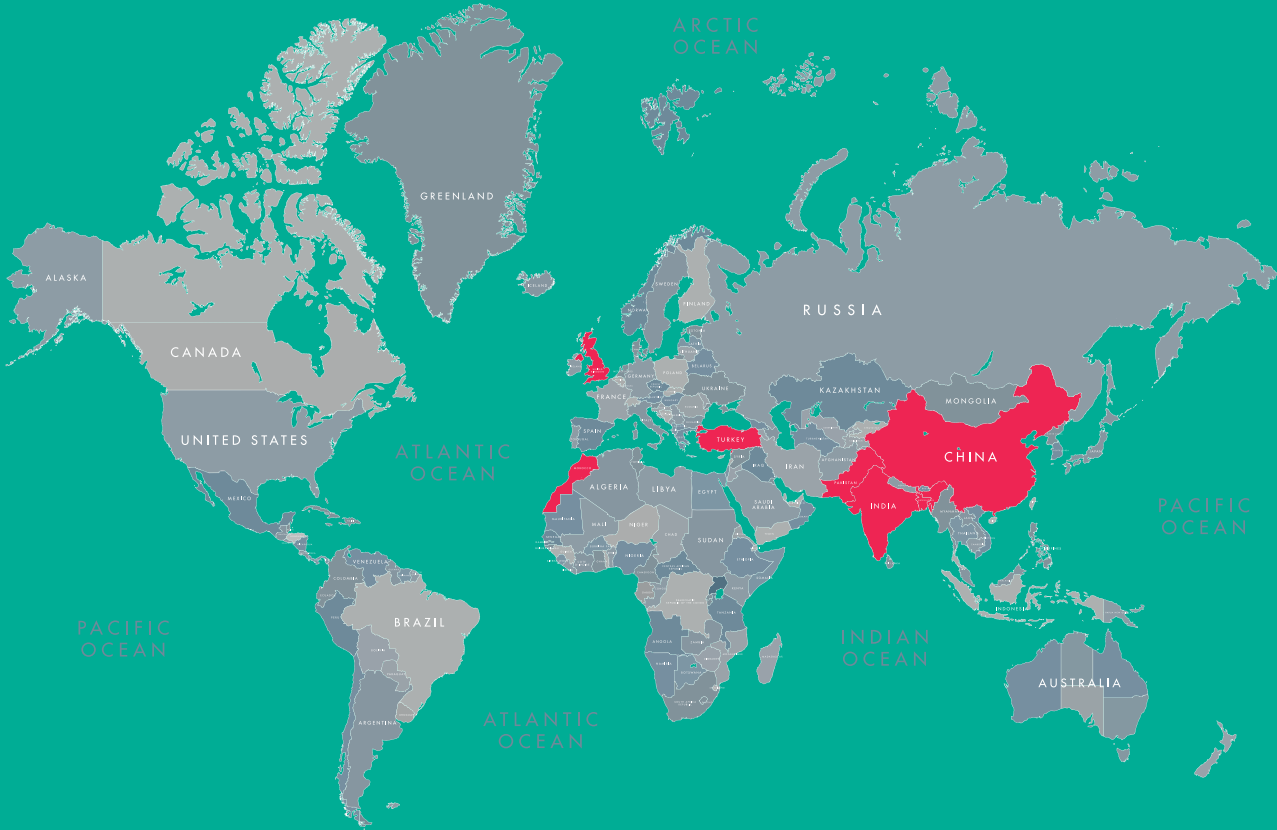
- Working hours
- Discrimination
- Health and safety – clean drinking water

Turkey

- Freedom of association
- Child labour
- Working hours
- Health and safety

UK

- Wages and working hours
- Forced labour



Key indicators of risk:

- **Forced labour** – restriction of movement, withholding of personal documents, withholding of wages, debt bondage.
- **Discrimination** - worker segregation based on gender, race, religion. Equal remuneration regardless of population group.
- **Freedom of association** – workers are not free to join trade unions. Lack of worker councils.
- **Child labour** - young looking workers. Lack of policies. No parameters for worker on boarding.
- **Health and safety** – poor working conditions & poor building maintenance, lack of hygiene within the facility. Lack of clean drinking water available.
- **Wages and working hours** – high overtime hours worked. No compulsory break in days after working for 7 consecutive days. Lack of breaks for workers during working hours. Evidence of cashback payments.



Our expectation is that all of our suppliers work to eradicate forced labour in whatever form it takes ; forced, compulsory, trafficked, prison and, overtime must be voluntary. It is imperative that all of the workers within our supply chain understand their rights and exercise their freedoms.

We will continue to ensure that the workers within the group's supply chain are protected in this regard.



The group expressly prohibits the use of workers below the minimum age as defined by national law and/or the ILO. We will continue to partner with nominated NGOs and/or appropriate stakeholders to minimise the risk of child labour.



The group actively encourages our suppliers to support the creation of workers councils and other parallel forums to enable collective bargaining where trade unions are partially or fully restricted under law.



We will commence a training programme on Diversity and Inclusion within our supply chain.

We will ensure the development of further policies to support our suppliers and factories in the implementation of an inclusive workplace in whatever form that takes, including but not limited to race, colour, religion, gender, marital status, disability, sexual orientation and others.



Employers must provide a safe and hygienic workplace and take appropriate steps to ensure accidents and injuries. Our programme of continuous improvement is designed to ensure standards are upheld and improved upon.



Working hours must comply with national laws and must be included as part of a workers contract of employment.

Overtime must not be excessive and must be freely chosen.

Our regional teams will continue to support suppliers through capacity and production planning and support to enable them manage their production as efficiently as possible, given the nature of the test and repeat model.

AUDITING & MONITORING

The group works collaboratively with suppliers and factories to ensure they adhere to the group's Code of Conduct.

- We have conducted 878 factory spot checks and 688 third party audits. The group conducts internal audits and unannounced traceability visits daily, which include worker interviews focused on worker welfare.
- The group held five global supplier exhibitions with the aim of supporting strategic growth regions and educating suppliers on the group's code of conduct and available support.
- We appointed an Ethical compliance manager in Morocco, Egypt and Pakistan** three key strategic growth regions for the group, to oversee supply chain compliance standards.
- We commissioned Slave-Free Alliance to conduct an independent assessment on our Burnley distribution centre.

**Out of reporting period

Global Audit Gradings (including UK)

Global Audit Gradings		
RED	5	<1%
ORANGE	374	41%
YELLOW	216	23%
GREEN	36	4%
NEW AUDIT RECEIVED*	290	31%
Total	921	

* Any factories in the "new audit received" category are approved factories for the group. These factories have been approved by the group's ethical compliance team and their third-party audit is pending conversion to receive a group audit grading.

Supplier Risk	Improvement Plan and Monitoring Frequency
Green	Full annual audit recommended after 12 months .
Yellow	On-site follow-up audit recommended after 6 months to evaluate previous non-compliance issues
Orange	On-site follow-up audit recommended after 90 days to evaluate previous non-compliance issues
Red	On-site follow-up audit recommended after 60 days to evaluate previous non-compliance issues

**Numbers accurate as at 15th April 2024

GOODS NOT FOR RESALE

The group obtains goods and services from suppliers for business use. These are known as goods & services not for resale (GNFR). GNFR covers indirect procurement categories such as professional services, travel, technology, software, human resource services, facilities management, logistics, utilities, consumables, marketing services and capital goods.

To ensure suppliers with strong standards and practices are selected the process of procuring GNFR is overseen by the group's procurement team, alongside the legal team and relevant business stakeholders. As part of the supplier onboarding, suppliers may be required to complete a due diligence questionnaire in relation to modern slavery. Responses to the due diligence questionnaire are reviewed by the group's legal and procurement teams.

POLICIES

The group's policies are made available on the PLC website, including policies on human rights and modern slavery. Additional policies will be made available on the PLC website in the upcoming year.

As part of the group's on-going monitoring and due diligence process, we have developed policies for suppliers to adhere to. These policies are made available to suppliers to view through the Supplier Portal.

**We have now published two new policies on the PLC website and shared these with all of our boohoo group suppliers and factories: Sub-contracting, Responsible disengagement

** out of reporting period

Policies & updated documents available online.

- **COC** - This outlines our standards, expectations and ethical principles that we require our suppliers to adhere to, which includes the fair treatment of workers.
- **Modern slavery policy** - This policy outlines our commitment to ensuring that modern slavery is not taking place in our supply chains, and applies to our employees, contractors and suppliers.
- **Anti bribery** - This ensures that business transactions are carried out transparently and ethically, lowering the risk of corrupt practices that could enable modern slavery.
- **Anti bullying** - This establishes clear guidelines against harassment and intimidation, creating a workplace where abusive practices are not accepted. This helps prevent the development of an environment where exploitation and coercion, which are central to modern slavery, could take root
- **Whistleblowing** - Our employees, as well as suppliers, contractors, and third parties, are encouraged to report any concerns related to modern slavery in accordance with this policy, with the option to do so anonymously if they prefer.
- **Health & safety policy** - Providing a safe and healthy working environment is paramount in ensuring that workers feel valued and respected.
- **Grievance policy** - This offers employees a confidential way to raise grievance.
- **Diversity & inclusion policy** - This policy addresses discrimination and aims to ensure that workers feel valued and respected.
- **Sub-contracting policy** - Modern slavery risks can arise when businesses further subcontract labour without prior approval from Boohoo. This policy outlines our approach to preventing onward unauthorised subcontracting.
- **Responsible disengagement** - This details our measured approach to offboarding suppliers, considering potential financial implications on the workforce.

Policies on our roadmap

- Homeworking policy
- Child labour & remediation policy
- Young worker policy
- Migrant worker guidelines & policy
- Gender discrimination policy

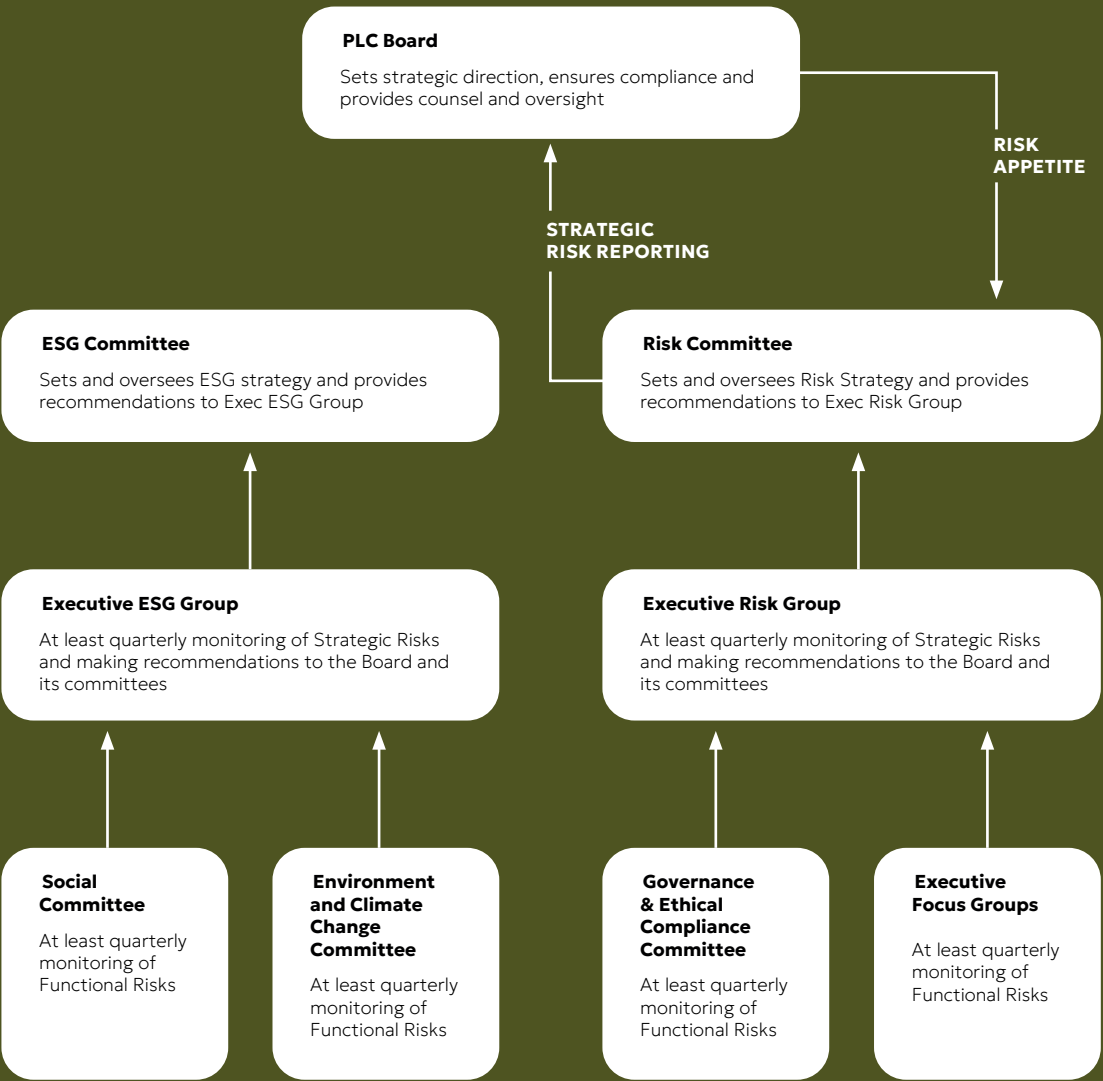


GOVERNANCE

The group’s improved governance framework was established in 2022 to provide increased oversight of key ESG risks and strategy.

The Executive ESG committee and sub-committees discuss key ESG activities and risks in order to execute the group’s sustainability strategy and policies. Any matters of significant risk or opportunity are escalated to the ESG Committee.

The Governance and Ethical Compliance Committee continues to report into the Executive Risk Group and Risk Committee to ensure there is continuity of an appropriate level of oversight of the group’s ethical compliance and risk.



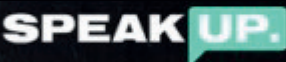
WHISTLEBLOWING

The group is committed to carrying out business in a safe, honest and ethical way. The group takes protecting its colleagues very seriously and aims to conduct its business with the highest standards of integrity and transparency at all times. Part of that is creating an open and supportive working environment where colleagues feel able to speak up about any suspected wrongdoing.

The group provides access to a confidential whistleblowing helpline to assist workers in our supply chain to work together to address fraud, abuse, and other misconduct in the workplace, all while cultivating a positive work environment. Each report is evaluated based on the type and location of the incident and assigned to a case manager. All cases are logged and investigated in accordance with our internal escalation procedures and treated in the utmost confidence.

In the UK alone this past year we have closed 32 whistleblowing cases through diligence on the ground and thorough checks of all reports.

The group’s whistleblowing platform, ‘Integrity Line’, is a safe place for employees to report concerns within the workplace and feel protected doing so. With Integrity Line employees can feel safe in filing a confidential and anonymous report via either telephone or the web portal.



Our culture encourages employees to speak up about concerns

We actively promote an independent whistleblowing hotline within our UK distribution centres, our Thurmaston Lane manufacturing site and ourUK office locations.



Independant UK whistleblowing

We use the Unseen independent UK whistleblowing hotline to ensure the workers at sites that supply us in the UK have access to an independent reporting mechanism.



SPEAK UP

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. Our central intranet hub, Speak Up, houses all of our compliance related policies, procedures and information.

SpeakUp Contains Information on:

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

TRAINING

	WHAT WE DO:	WHAT WE SAID WE WILL DO IN 2023:
SUPPLIER TRAINING	<ul style="list-style-type: none">• Ethical audit renewal process• Corrective action plan (CAP) resolution management• What to expect from an ethical audit and how to prepare• Supply China code of conduct issued and acknowledged by suppliers• Health and safety on-site remediation during visits	<ul style="list-style-type: none">• Supply chain code of conduct in multiple languages• Modern slavery training• Health and Safety structured training modules• Translate all training guides into multiple languages
BUYER TRAINING	<ul style="list-style-type: none">• Ethical compliance awareness training• The importance of ethical due diligence• Factory approval and selection process• Modern slavery training (e-learning and workshops)	<ul style="list-style-type: none">• Better buying responsible purchasing practices e-course• Product costings training to determine supplier benchmarks against ethical compliance ratings
SUPPLY CHAIN RISK PROFILING	<ul style="list-style-type: none">• Determine supply chain ethical priorities through:• Know ethical risk factors (gathered through ethical compliance assessments)• Inherent ethical risk factors (determined through industry bodies and supply chain risk platforms)• Categorisation of suppliers by spend level• Annual third-party ethical auditing programme for all	<ul style="list-style-type: none">• Strengthen our focus and assessments in key sourcing regions including China, Morocco, Pakistan, India, UK and Turkey.

WHAT WE HAVE DONE

We have conducted webinars and face to face training sessions, presenting our ethical trade guidelines and expectations, to all of our suppliers and factories globally.

These ethical trade guidelines have been translated into local languages

All of the group’s buying and merchandising teams have participated in the same training.

Our responsible sourcing team have delivered cost price training to all of our buying and merchandising teams. The aim of this was to understand the detail that goes into an open costing.

We have strengthened our responsible sourcing and ethical compliance teams in Pakistan, Morocco and Egypt**. These team members are responsible for the day-to-day management of our suppliers and factories on the ground.

** outside of reporting period

SLAVE-FREE ALLIANCE GAP ANALYSIS

In January 2024 the group commissioned Slave-Free Alliance to conduct a comprehensive gap analysis on the group to gain a holistic understanding of risks and the ability to address them in a pragmatic, informed way, in turn increasing the business’ resilience to the risk of modern slavery and labour exploitation.

The report provided the foundation for a best-practice human rights programme and supports compliance with relevant current and future legislation.

The analysis was conducted as a five-stage process, including a review of relevant documentation, facilitated stakeholder discussions with a variety of employees across the business, the creation of the report and recommendations design, a multi-stakeholder debrief, and the delivery of a tailored action plan for the next three years.



The report identified several focus areas for the group in the year ahead:-

1. **Training** - review the current responsible purchasing practices guide and carry out periodic training on responsible purchasing practices for all relevant employees. Training for all employees and new starters to raise awareness on salient human rights issues.
2. **Consistency** - improving the quality and consistency of data and reporting to develop a more structured approach to sharing audit findings with buying, merchandise and quality control teams in an accessible and consistent format.
3. **Resource** - expand in-region sourcing and ethical teams globally (the group already has in-region sourcing and ethical compliance teams in China, Morocco, UK, Pakistan**, Egypt and Turkey).
4. **Policies** – address policy gaps and publish important policies to protect vulnerable workers (see policy roadmap on page 5).
5. **Supply chain consolidation** – identify opportunities to further consolidate the group’s supply chain to improv of orders.
6. **Supply chain mapping** – continue supply chain mapping beyond tier 1 in key sourcing regions.

INDUSTRY ASSOCIATIONS



The group became members of Fast Forward in May 2021. Fast Forward is the UK’s leading labour standards improvement programme. We have mandated all of our UK suppliers to complete the Fast Forward audit.



Whistleblowing in the group’s supply chain is independently managed through the Unseen Portal.



We continue to work closely with Slave-Free Alliance who offer support and guidance to our sites, as well as sharing best practices in addressing salient human rights issues.



The group is proud to be a signatory of the International Accord - Bangladesh Safety Agreement – Pakistan Accord. The group signed the Pakistan accord in October 2023 and have held seminars in collaboration with the international accord for our suppliers in Pakistan.



Bureau veritas are the group’s auditing partners and have conducted over 650 audits and report conversions for the group.

STAKEHOLDER ENGAGEMENT

- We are actively engaging with other retailers as part of the Apparel and General Merchandising Stakeholder meetings forum.
- The group recognise the need to work closely with global non-government organisations. We have shortlisted a list of global Non Government organisations (NGOs) we wish to work with to enhance our visibility across all regions, focusing on worker welfare. We are looking to partner with two NGOs in the early part of FY25.
- The International Accord – we collaborated with the team at The International Accord to arrange two sessions for our Pakistan factories and suppliers in Karachi and Lahore. These sessions were well received by our suppliers and factories throughout Pakistan, with more than 100 members of factory management joining between these two sessions.
- The group holds regular supplier expositions, both in the UK and internationally, to help the brands and suppliers to meet and collaborate face to face.
- We have developed new ethical trade supplier guidelines to give suppliers clear and transparent guidance on the group’s expectations and requirements.

PROGRESS REPORT

FY24 FOCUS AREAS	FY24 PROGRESS	FY25 FOCUS AREAS
Expand our sourcing and compliance teams globally.	The group has expanded its ethical and sourcing teams in China, Morocco, UK, Pakistan, Egypt and Turkey.	Continue to expand our global ethical and sourcing teams globally
Mapping of tier 2 & 3 sites.	We started mapping tier 2 and 3 sites.	Engage a third party consultant to continue supply chain mapping exercise beyond tier 1 in key sourcing regions
Update and publish policies	We published a sub-contracting and responsible disengagement policies on our PLC site.	Address policy gaps and publish important policies to protect vulnerable workers (see policy roadmap on page 5).
Working closely with our auditing partner	We have continued to work closely with bureau veritas on our global audit program and are planning to appoint a second global audit partner in the year ahead.	Review the current responsible purchasing practices guide and carry out periodic training on responsible purchasing practices for all relevant teams.
Hope for justice ESG Gap analysis	See page 8 for more information.	Training for all employees and new starters to raise awareness on salient human rights issues.
Continue training and engagement with our internal teams and suppliers	See page 7 for more information.	Review the current responsible purchasing practices guide and carry out periodic training on responsible purchasing practices for all relevant employees. Training for all employees and new starters to raise awareness on salient human rights issues.
Expand our international whistleblowing service	We continue to look for ways in which we can improve our whistleblowing offering, including through the expansion of our in-region sourcing teams globally. This will remain an area of focus in FY25.	Identify opportunities to further consolidate the group's supply chain
Engage with NGOs	We have identified a list of preferred NGOs that we wish to partner with in our key sourcing regions	Work collaboratively with at least 2 global NGO's to improve our reach and scope around key issues globally

BOARD ENDORSEMENT



BOARD REPRESENTATIVE _____

DATE 19 September 2024 _____

