

NEW LOOK

Environmental Policy

We want to do the right thing by the people we work with and the environments we operate in. To us, this means considering all aspects of our work, including improving the lives of the people we work with and minimising our environmental impacts.

The below adopted minimum standards 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:

- Meet our ethical trade requirements as highlighted in our base code contained within our Code of Business Ethics and Human Rights Policy
- 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
- Review their environmental management plan and targets annually.

Laws and Regulations

All facilities supplying to New Look are expected to comply with relevant environmental legislation and regulatory requirements, including but not limited to:

- Possession of valid business operating licenses
- Holding any legally required operating permits
- Compliance with local and national environmental laws
- Submission of environmental assessment reports (where applicable)
- Promptly addressing any breaches of environmental regulations in accordance with relevant legal requirements.

Environmental Standards

Environmental data gathering

Environmental data gathering is fundamental to delivering our sustainability strategy and meeting our public targets, while supporting higher environmental standards throughout our supply chain. Accurate and reliable data allows us to assess performance, strengthen compliance, and drive meaningful environmental improvements across all facilities.

Higg FEM:

All facilities are required to complete the Higg Facility Environmental Module (FEM) annually and share with New Look on the Worldly platform. Self-assessment and external verification are required for all facilities (Tier 1 and Beyond Tier 1). Verified data ensures accuracy and supports reliable reporting. Facilities are expected to demonstrate continuous improvement based on their assessment results.

ZDHC:

Facilities who carry out wet processing are required to adopt the Zero Discharge of Hazardous Chemicals (ZDHC) Manufacturers Restricted Substances List (MRSL) and Guidelines. Applicable facilities are required to complete ZDHC Training, Supplier to Zero Assessment certification, Monthly Performance InCheck reports, Verified InCheck reports, and Annual Clear Stream reports to evaluate, monitor, and make continuous improvement on the management of chemicals used in production.

TrusTrace:

TrusTrace is New Look's full traceability platform used to map, monitor and collect data on supply chains and products. Suppliers are required to use TrusTrace to map their full supply chain, including all facilities across every tier (from Tier 1

manufacturing through to raw material level). This includes disclosing the location of each facility, the processes undertaken, and the materials used or produced at each stage. TrusTrace is also used for product-level traceability, with each product required to have its specific supply chain mapped.

1. Water Consumption

The following requirements apply to all Tiers of New Look supplier facilities. Suppliers are responsible for ensuring that all nominated mills and wet processing units comply with these requirements.

All facilities must measure, monitor, and report water performance annually through the Higg Facility Environmental Module (Higg FEM).

Facilities are required to:

- Operate within water abstraction permits and regulatory requirements.
- Install, maintain and regularly calibrate functional water meters to accurately measure total site water consumption.
- Measure and calculate water consumption for wet processing activities per unit of production.
- Establish measurable targets to reduce water consumption for industrial processes, and report progress annually through the Higg FEM.
- Develop and implement a documented water reduction action plan outlining strategies, initiatives, and timelines for achieving reduction targets.

WATER CONSUMPTION BEST PRACTICE: Facilities establish a measured water-use baseline, set clear reduction targets, and implement a structured programme to achieve measurable improvements. This includes investing in high-efficiency equipment and adopting water recycling and reuse initiatives to minimise overall consumption.

2. Flood Risk

Climate change is intensifying flood events, increasing the exposure of facilities located in areas already classified as high risk.

- New Look advises all Tier 1 to 4 facilities to assess whether they are situated in high or very high flood-risk areas using recognised tools such as the WWF Water Risk Filter or WRI Aqueduct.
- Where a significant risk is identified, facilities should develop and implement a robust flood resilience plan to eliminate, reduce or effectively mitigate potential flood impacts.

3. Heat Risk

Climate change is increasing the frequency and intensity of extreme heat events, raising the risk of heat stress for workers and causing potential reduction in facility productivity, increasing supply chain risk.

- New Look advises all Tier 1 to 4 facilities to assess whether they have heat stress risk exposure.
- Where risk is identified, facilities should invest in heat risk management and climate control systems.

4. Greenhouse Gas Emissions and Energy Use

The following requirements apply to all Tiers of New Look supplier facilities. Suppliers are responsible for ensuring that all nominated mills and wet processing units comply with these standards.

Facilities must have an action plan to reduce the consumption of energy and/or greenhouse gas emissions. Facilities must monitor and share progress annually as part of the Higg FEM.

The action plan in should include:

- The identification of equipment/processes using the most energy.
- Establishing a baseline, setting targets for the greatest energy sources and setting our specific actions for achieving these targets. E.g. Increased purchase of renewables, fuel switching.

GHG EMISSIONS / ENERGY USE BEST PRACTICE: Develop and implement a clear plan to phase out coal, transition to renewable energy, and reduce GHG emissions with defined targets and timelines. Support this through regular energy audits, a GHG inventory and baseline, identification of energy hotspots, and continuous monitoring and improvement of energy performance.

5. Chemical Management

Please see our New Look Chemical Management Policy.

In summary, all tier 1 Suppliers must follow our RSL (Restricted Substances List). The limits in the RSL are the maximum limits which apply to all finished goods produced for New Look. This includes but is not limited to the fabrics, dyes, prints, components, trims, adhesives, solvents, paints and lacquers used in the products and product assembly.

All applicable Wet Processors in Tier's 1, 2 and 3 must follow the ZDHC's MRSL (Manufacturing Restricted Substances List) and wastewater Guidelines. They are required to complete ZDHC Training, Supplier to Zero Assessment certification, Monthly Performance InCheck reports, Verified InCheck reports, and Annual Clear Stream reports to evaluate, monitor, and make continuous improvement on the management of chemicals used in production.

- Facilities must keep an inventory of all chemicals used, handled, transported and stored online, including their quantities and where they have been bought.
- Suppliers who produce MMCF fabrics must follow and undertake the ZDHC MMCF module.
 - 5.1. Safety Data Sheets (SDSs) should be available in the local language for all chemicals and formulations in the vicinity of the chemicals.
 - 5.2. Chemicals should be stored and labelled according to the information on the MSDS including hazard information and PPE requirements.
 - 5.3. Ensure control measures and PPE should be in place to prevent workers from being exposed to hazardous substances and to prevent them contaminating the environment.
 - 5.4. Formulations should be part of certification schemes that guarantee compliance with the RSL (e.g. Bluesign or Oekotex Passport) or the factory should have written declarations of conformity from suppliers

6. Wastewater Discharge

The following requirements apply to all Tiers 1 to 4 of New Look supplier facilities. Suppliers are responsible for ensuring that all nominated mills and wet processing units comply with these standards.

All facilities must identify wastewater discharge sources and monitor the quantity and quality of emission in accordance with local regulatory requirements. This should be reported annually through the Higg FEM.

Facilities are required to:

- Ensure all effluent discharges comply with ZDHC Wastewater Guidelines, particularly in relation to MRSL chemicals.
- 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. Discharge of untreated wastewater to surface water or to land is strictly prohibited.

- Ensure effluent discharges must meet the standards set out in permits and licenses required by local and national law (for both volume and concentration).
- Have on file valid permit if discharging to a central or municipal ETP, and test reports that show compliance with the central ETP's requirements.
- Have a water meter on the exit, if there is an on-site ETP. Readings of this meter should be correlated with the incoming water meter on frequent basis.
- Test results from an independent facility demonstrating compliance must be kept on file for at least 12 months.
- Check the following parameters monthly (or as required by the law, whichever is greater): Oxygen Demand (COD), Biological Oxygen Demand (BOD), pH, temperature, colour, Total Suspended Solids (TSS), and Total Dissolved Solids (TDS), and metals according to ZDHC MRSL List.

WASTEWATER BEST PRACTICE: Facilities achieve ZDHC Progressive or Aspirational performance levels, implement wastewater recycling systems, and ensure all effluent discharges comply with ZDHC Wastewater Guidelines, particularly in relation to MRSL chemicals.

7. Air emissions

All facilities should know the source of air emissions from on-site processes. Facilities should monitor the quantity and quality of emission in accordance with local regulatory requirements. This should be reported annually through the Higg FEM.

- Maintain all permits and licenses required by local and national law and keep on-site test results to demonstrate compliance.
- Establish targets to reduce air emissions and implement a program to achieve them.
- Maintain a comprehensive record of all air emission points in the facility, including the specific substances released at each location.
- Install properly designed and positioned air extraction systems in areas where fumes, dust, or other particulates are generated to protect worker health.

AIR EMISSIONS BEST PRACTICE: Facilities should track and report key air emissions, develop plans to reduce them, and follow industry guidelines beyond legal requirements. This includes adopting best available technologies and continuously improving processes to minimise environmental impact.

8. Solid Waste

- Implement effective systems to ensure the safe handling, movement, storage, recycling, reuse, and disposal of waste.
- Consider reducing, re-using, and recycling across all waste streams to minimise environmental impact.
- Obtain and operate in accordance with all required permits and waste transfer documentation, in line with local and national legislation, and retain records on-site as evidence of compliance.
- Ensure hazardous waste is stored, handled, and disposed of safely and in accordance with legal requirements, using only licensed waste contractors.

SOLID WASTE BEST PRACTICE: Facilities should prioritise waste reduction by setting measurable targets and monitoring performance. They should increase reuse and recycling across all waste streams, including exploring circular solutions for materials such as fabric scraps, cuttings, and roll ends.

9. Biodiversity

We are committed to minimising our impact on biodiversity and supporting the protection and restoration of natural ecosystems across our value chain. We encourage suppliers to adopt responsible environmental practices, including protecting natural habitats, reducing pollution and chemical use, managing water and waste responsibly, and avoiding deforestation or land conversion linked to raw material sourcing. Through collaboration with our suppliers and partners, such as Canopy, we aim to promote responsible sourcing practices that help protect ecosystems and reduce biodiversity loss.

10. Raw materials

Please see our New Look Raw Materials Policy.

- Cotton used in our products must be from Better Cotton at a minimum, with a preference for recycled, organic, or other traceable, lower-impact cotton. Suppliers are required to provide the relevant certifications to New Look.
- MMCFs, 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.
- Trace all raw materials and maintain records to demonstrate this. For man-made materials, trace back to the final production process location; for natural materials, such as cotton, trace back to the country of harvest.
- 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.

11. Health and Safety – Minimum Expectations

Please see our New Look Code of Business Ethics and Human Rights Policy.

It is expected that workers are provided with a safe working environment along with personal protective equipment (PPE) with respect to:

- Fire (including escape routes, exits, alarms, fire-fighting equipment, storage of flammable materials, machines, electrics, chemicals)
- Structural (buildings – walls/roofs, floors, drops)
- Machines (electrical and physical)
- Chemicals
- Air quality
- Noise
- Housekeeping and tidiness