

ENGAGING WITH OUR STAKEHOLDERS	CUSTOMERS	COLLEAGUES	COMMUNITIES	BUSINESS PARTNERS	SUPPLY CHAIN EMPLOYEES AND THEIR REPRESENTATIVES	INDUSTRY PEERS	POLICY MAKERS	NGOs, IGOs, ACTIVISTS, CIVIL RIGHTS DEFENDERS AND OTHER EXPERTS	ACADEMIA AND SCIENCE	INVESTORS
HOW WE ENGAGE										
Surveys	Regular customer surveys across all markets	At least annual anonymous People Engagement Pulse survey across all markets		Anonymous supplier survey	Stakeholder survey Worker voice survey in Myanmar (plus tests in other countries)	Stakeholder survey		Stakeholder survey	Stakeholder survey	Stakeholder survey
Direct dialogue	Customer service in various channels Focus groups Online community Social media channels	We have an open-door practice, encouraging constant feedback Regular individual performance reviews & dialogue talks Workplace representation and/or union representation in many markets European Works Council (EWC). Global framework agreement with Union Network International (UNI) Our day to day leadership and teamwork Training and development programs Colleague Resource Groups	Interactions with local authorities. MyStore programme. Through community (investment) partners. Through NGO interaction (local & global.)	Close relations and constant dialogue with our business partners through our local presence with offices in all major production locations Individual meetings, performance reviews and joint capacity planning	Regular direct dialogue with local trade unions through our local offices in our production markets, including via National Monitoring Committees Interviews with workers in supplier factories as part of our SIPP verification programme	Individual meetings and dialogues on specific or general issues ranging from remediation of any negative impacts at shared suppliers to shared public advocacy, best practice sharing and pre-competitive alignment on industry goals	Individual meetings and dialogues	Direct dialogue on global or local level.	Direct dialogue on global or local level, collaboration in research projects such as with the Hong Kong Research Institute of Textiles and Apparel (HKRITA) on microfibres or the University of Toronto and Texas A&M on wages in our supply chain	Webinars 1:1 dialogues Roundtables Presentations & panels – often arranged in smaller to mid-size settings by one or a small number of investors
Events/ Conferences				Conferences such as Made in Bangladesh Week or Planet Textiles	Conferences such as OECD conference and ACT membership meetings	Conferences and formal collaboration forums such as SAC Full member meeting, Fashion Pact operations committee, Textile Exchange conference or specific issue focussed roundtables, meetings or similar	External meetings or conferences, such as World Economic Forum, Global Fashion Summit, OECD Forum	External meetings and conferences such as Global Fashion Summit, OECD conference or COP27 Roundtables and webinars.	Roundtables and webinars Conferences such as Global Fashion Summit	Annual reports (financial and sustainability), quarterly reports and related press and telephone conferences. Annual General Meeting
Partnerships and Multistakeholder initiatives			Formal partnerships with community partners such as UNICEF and Red Cross	Multistakeholder Initiatives such as Sustainable Apparel Coalition (SAC), Better Work or the International Accord	Global Framework Agreement with IndustriAll Global Union and IF Metal MoUs with ACT and the Swedish development agency Sida	Multistakeholder initiatives such as the Sustainable Apparel Coalition (SAC), Fashion Pact, UNFCCC, Global Fashion Agenda, ETI, or ACT Different forms of pre-competitive collaboration	Multistakeholder initiatives	Formal general partnerships or project partnerships such as with WWF, Ellen McArthur Foundation, GFA or Canopy	Multistakeholder initiatives such as SAC, Textile Exchange or UNFCCC	
Other	Social media Consumer media, PR and marketing	Speak up channel for Whistleblowing, Code of Ethics and Grievance Training modules Internal communications channels		Supplier Relations Management System Training modules and capacity building						

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KEY TOPICS OF ENGAGEMENT										
Social impact	<p>Working conditions and wages in the supply chain</p> <p>Inclusion and diversity, size availability and accessibility of products and stores</p>	<p>Job security</p> <p>Growth and development</p> <p>Equal opportunity</p> <p>Inclusion and diversity</p> <p>Compensation and benefits</p> <p>Health and safety</p>	<p>Gender equality and gender-based violence</p> <p>Skill development</p> <p>Support for refugees</p> <p>Emergency relief</p> <p>Support for local communities</p> <p>Clothing and product donations</p>	<p>Wages</p> <p>Gender based violence and harassment</p> <p>Freedom of association/collective bargaining</p> <p>Health and safety</p>	<p>Wages</p> <p>Purchasing practices</p> <p>Gender based violence and harassment</p> <p>Freedom of association/collective bargaining</p> <p>Health and safety</p>	<p>Wages</p> <p>Purchasing practices</p> <p>Gender based violence and harassment</p> <p>Freedom of association/collective bargaining</p> <p>Health and safety</p>	<p>Human rights due diligence and supply chain transparency/traceability</p> <p>Social protection and wages</p> <p>Industrial relations</p>	<p>Wages, gender based violence and harassment, workers rights and community rights</p>	<p>Purchasing practices</p> <p>Wages in the supply chain</p>	<p>Wages</p> <p>Gender equality in the supply chain</p> <p>Salient human rights in general</p> <p>Supply chain management and monitoring</p>
Climate and nature	<p>Product footprint labelling and other tools to enable more informed decisions</p> <p>Product traceability and overall impacts of products and business models</p>		<p>Access to clean water</p> <p>Mitigation of climate change</p>	<p>Carbon accounting frameworks</p> <p>Renewable energy sources</p> <p>Investments in GHG emissions reductions</p> <p>Green investments</p> <p>CO2 removals</p> <p>Beyond value chain mitigation</p>	<p>New innovation processes</p> <p>Energy efficient processes</p> <p>CO2 data and calculations</p> <p>Coal phase out</p> <p>End to end processes</p> <p>Scope 3 impact</p>	<p>Shared impact on scope 3 emissions</p> <p>co-funding of emission reductions</p> <p>Supplier assessments and PPAs</p>	<p>Climate policy engagement</p> <p>Taxonomy</p> <p>ESG reporting</p> <p>PPAs</p> <p>COP</p>	<p>CO2 reduction performance in line with targets</p> <p>Transparency</p> <p>Progress on coal phase out</p> <p>Interim targets</p>	<p>Climate targets alignment with best available science</p>	<p>GHG emission reductions</p> <p>Innovation</p> <p>Green investments</p>
Circular impact and resource use	<p>Product quality</p> <p>Garment collecting and recycled materials</p> <p>Other more sustainably-sourced materials</p> <p>Circular business models</p> <p>Overall resource use and environmental impacts</p>		<p>Just transition towards a circular economy</p> <p>Reversed supply chains</p>	<p>Innovative materials</p> <p>Production process efficiencies</p> <p>Waste management and disposal</p> <p>Recycling</p> <p>Packaging</p> <p>Resell</p> <p>Rental</p>	<p>Just transition towards a circular economy</p> <p>Reversed supply chains</p>	<p>Waste management and resource recirculation</p> <p>Recycling</p> <p>Future legislation</p> <p>Circular design</p> <p>Customer communication</p>	<p>Waste management and production to demand</p> <p>Customer facing circular business models</p> <p>Design for circularity</p> <p>Transparent customer communications</p> <p>Waste management and resource recirculation</p>	<p>Fossil-fuel based materials</p> <p>Recycling and material innovation</p> <p>Waste management and resource recirculation</p> <p>Handling of unsold goods</p> <p>Recycling</p> <p>Animal welfare</p> <p>Man-made cellulose fibres</p> <p>Circular design</p> <p>Reduction of virgin materials use</p>	<p>Recycling and material innovation</p> <p>Business model innovation</p> <p>Product design and durability</p> <p>Micro-fibre impacts</p> <p>Waste management and resource recirculation</p> <p>Circular design</p>	<p>Innovative materials and circular business models</p> <p>Natural resource use</p> <p>Customer demand for new business models or products made with recycled or other more sustainably-sourced materials</p> <p>Return of investment for investments in sustainability</p> <p>Preparedness for new legislations (incl. taxonomy)</p>