## Engaging with Our Stakeholders

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<tr>
<th>Stakeholders</th>
<th>Customers</th>
<th>Colleagues</th>
<th>Communities</th>
<th>Business Partners</th>
<th>Supply Chain Employees and Their Representatives</th>
<th>Industry Peers</th>
<th>Policy Makers</th>
<th>NGOs, IOs, Activists, Civil Rights Defenders and Other Experts</th>
<th>Academia and Science</th>
<th>Investors</th>
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### 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**
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#### Direct Dialogue
- **Customer interactions via 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**
- **Close relations and constant dialogue through 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 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**

#### 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**
- **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 Participation in EU consultation processes or projects, for example PEF (product environmental footprint)**
- **Multistakeholder initiatives such as SAC, Textile Exchange or UNFCCC**

#### Other
- **Social media**
- **Consumer media, PR and marketing**
- **Training modules**
- **Internal communications channels**
- **Supplier Relations Management System**
- **Training modules and capacity building**
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### KEY TOPICS OF ENGAGEMENT

#### Social impact

- Working conditions and wages in the supply chain
- Inclusion and diversity, size availability and accessibility of products and stores
- Environmental impact
- Climate and nature
- Circular economy

#### Climate and nature

- Product footprint labeling and other tools to enable more informed decisions
- Product traceability and overall impacts of products and business models
- Access to clean water
- Mitigation of climate change
- Carbon accounting frameworks
- Renewable energy sources
- Investments in GHG emissions reductions
- Green investments
- CO2 removals
- Beyond value chain mitigation
- New innovation
- Energy efficient processes
- CO2 data and calculations
- Coal phase out
- End to end processes
- Scope 3 impact
- Climate policy engagement
- Taxonomy
- ESG reporting
- PPAs
- COP
- CO2 reduction performance in line with targets
- Transparency
- Progress on coal phase out
- Interim targets
- Climate targets alignment with best available science
- GHG emission reductions
- Innovation
- Green investments

#### Circular impact and resource use

- Product quality
- Garment collecting and recycled materials
- Other more sustainably sourced materials
- Circular business models
- Overall resource use and environmental impacts
- Just transition towards a circular economy
- Reversed supply chains
- Innovative materials
- Production process efficiencies
- Waste management and disposal
- Recycling
- Packaging
- Resell
- Rental
- Just transition towards a circular economy
- Reversed supply chains
- Waste management and resource recirculation
- Recycling
- Future legislation
- Circular design
- Customer communication
- Waste management and production to demand
- Customer facing circular business models
- Design for circularity
- Transparent customer communications
- Waste management and resource recirculation
- Fossil fuel based materials
- Recycling and material innovation
- Waste management and resource recirculation
- Handling of unsold goods
- Recycling
- Animal welfare
- Man-made cellulose fibres
- Circular design
- Reduction of virgin material use
- Recycling and material innovation
- Business model innovation
- Product design and durability
- Micro-fibre impacts
- Waste management and resource recirculation
- Circular design
- Innovative materials and circular business models
- Natural resource use
- Customer demand for new business models or products made with recycled or other more sustainably sourced materials
- Return of investment for investments in sustainability
- Preparedness for new legislations (incl. taxonomy)