THE WHITE COMPANY
LONDON

Impact Report 2025

August 2024 to July 2025

Contents

Introduction

2025 marked the launch of our revised sustainability strategy, a chance for us to deepen our impact in areas that truly reflect our values. It also happened to be our 30th Birthday and so releasing our first ever Impact Report felt like the perfect way to celebrate the milestone.

We've always believed that business should be a force for good, and we take our responsibility to respect human rights and strengthen our environmental stewardship seriously. This strategy will guide us towards 2030 with clear objectives that focus on where we can make the greatest difference in the next five years.

Built around three pillars – People, Planet and Product – we will address the biggest impacts across our business and supply chain, while strengthening our B Corp™ values. As a certified B Corp and members of the Ethical Trading Initiative, we will continue to share our progress each year, being open about our challenges, as well as the successes.

A note from our CEO

"At The White Company, our purpose has always been to bring comfort, beauty, and quality into people's lives and this year, when we have celebrated our 30th birthday, that purpose has resonated more strongly than ever. In 2025, we continued to evolve our business responsibly, investing in sustainable practices and deepening our connection with customers and communities. As we look back on a year of both challenges and progress, I am proud of how our teams have upheld our values and created meaningful impact.

As we continue to strive for continuous improvement, we are launching our first ever impact report which has been created to show the work we are doing across People, Product and Planet. Our ethos is to create beautifully designed products with as little impact on people and the planet as possible and decarbonising our operations and supply chains.

We are proud to have achieved B Corp certification in 2024, but our journey didn't stop there. We continue to strive to push ourselves to go further. We recognise that each year brings new challenges. From the rising cost of living to ongoing geopolitical uncertainty. These realities only deepen our commitment to act with integrity, build a better future, and create meaningful impact wherever we can."

Paula

Paula Nickolds,
on behalf of the board of directors
CEO, The White Company
January 2025

Our mission statement
Mindful consumption is at our heart – buying better and buying less. Timeless, long-lasting and responsible products designed for today, tomorrow, forever. We are committed to building a sustainable legacy that will enable a brighter future for people and our planet.

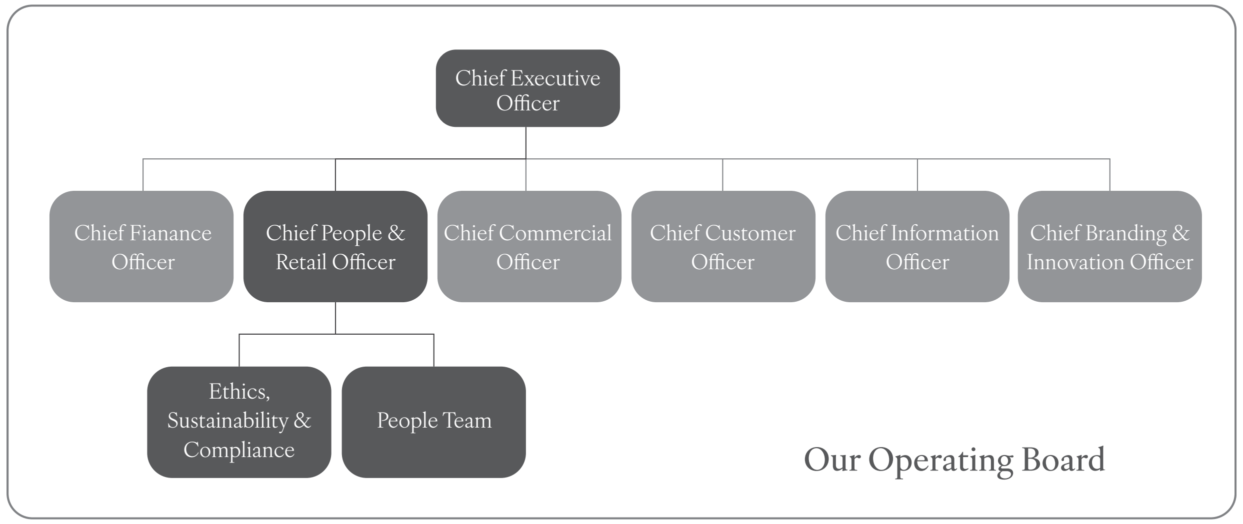
Our governance

Reporting into the Operating Board, the Ethics & Sustainability Team are responsible for managing The White Company's approach to respecting human rights within our supply chain and upholding good environmental stewardship.

Reporting into the Chief People & Retail Officer, our in-house Ethics & Sustainability Team are responsible for managing our approach to respecting human rights and labour standards in our supply chain. This includes, but is not limited to, our risk assessment and due diligence process, maintaining our third-party audit programme and ensuring new suppliers share our commitment to ethical trade.

Within the team, each member is responsible for their area of expertise, which covers ethics and sustainability. Reporting into our Operating Board, Senior Leadership and product teams on a regular basis, the team provide key insights via a monthly risk pack, which identifies specific supplier and country risks, as well as product and industry-specific risks.

The People Team are responsible for managing and supporting all aspects of the employee lifecycle and fostering a positive, productive workplace culture. This department is led by the Head of People & Talent and Head of Organisational Development & Culture, who oversee employee experience and engagement, talent acquisition, learning and development, performance and pay, justice, equity, and diversity and inclusion.



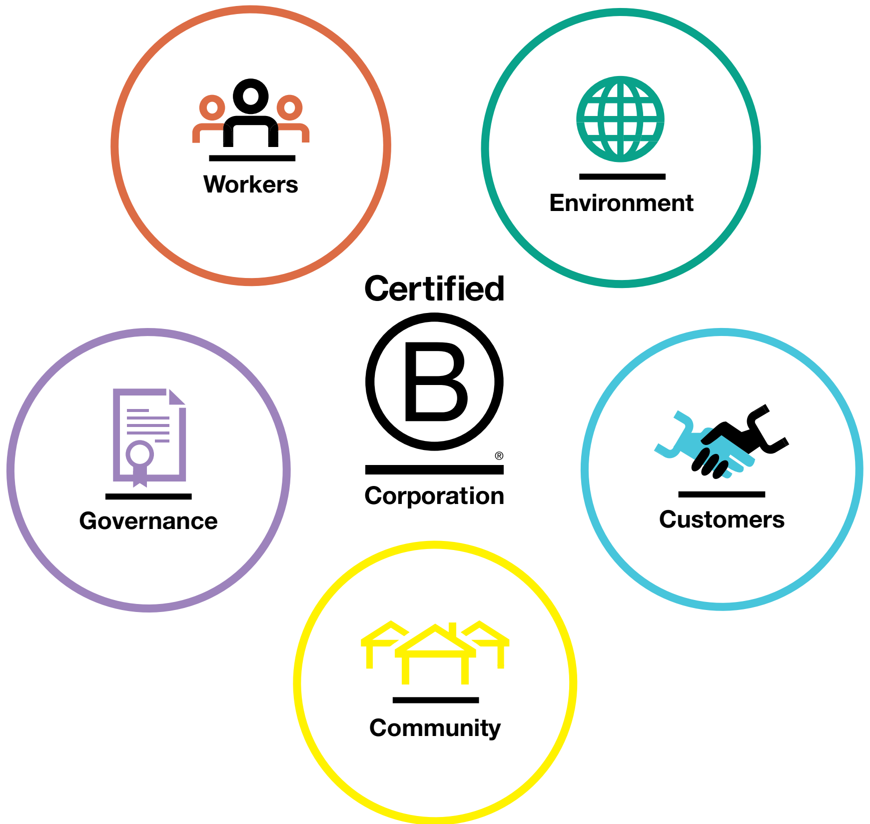
B Corp™

Assessed and certified by B Lab™, a non-profit organisation, B Corporations™ are companies that meet high standards of social and environmental performance, accountability and transparency. Every part of our company has been assessed against B Lab's rigorous impact assessment across five impact pillars.

In 2024, we were incredibly proud to become a Certified B Corp™. It was the result of many years of work to ensure we operate with integrity in everything we do. We have been fortunate enough to be welcomed into a fantastic community of fellow B Corps, all of whom we can learn from.

Being a good business – one that considers people and the planet – has always been important to us. Achieving certification felt like a meaningful acknowledgement of that commitment and a moment to celebrate how far we've come, while recognising how much more there is to do.

As a result, this year, we revised our strategy using the B Corp framework as a guide to help us ensure we're having the biggest impact we can with the resources we have. As we enter our B Corp resubmission in 2026, we feel excited for the future and all the meaningful initiatives we're putting in place.



Government affairs and collective action

As we head towards recertification under the new B Corp™ standards, we confirm that The White Company does not engage in lobbying. Should our approach change in the future, we are committed to ensuring our involvement in government affairs is conducted transparently, ethically, and in a manner that is consistent with our values, sustainability commitments, and the wider public interest.

The strategy

This year has brought a lot of change to our business, enabling us to reassess where we focus our efforts as we look ahead to 2030. It's a milestone year not only for us, but for many organisations working towards a lower-impact future. Our sustainability strategy – a foundational pillar to the company strategy – sets out how we will accelerate our efforts over the next five years. It brings together key stakeholders across our business to drive collaboration.

Centred around three pillars – people, planet and product – we've identified nine key objectives that set out our approach to reducing our impact. From acting on climate change and transitioning our materials to more responsible and lower-impact alternatives, to promoting women's rights and championing worker representation in our supply chains, our strategy recognises the connection between people and the planet. This helps us take a more holistic, long-term view of where we can make the greatest difference.

People
Our People pillar aims to promote and respect human rights and improve labour standards for workers in our business and our supply chain.

Planet
Our Planet pillar aims to decarbonise our operations and supply chains, protect and conserve nature and reduce the impacts of our packaging.

Product
Our Product pillar aims to produce our products with as little impact on people and the planet as possible, while contributing towards a more circular economy.

People

People are at the heart of our business, and regardless of where they work, we believe everyone has the fundamental right to a fair, safe and healthy workplace. Our commitment to respect human rights is guided by the International Bill of Human Rights and the principles as set out in the International Labour Organisation's Declaration on Fundamental Principals and Rights at Work.

From our store and office colleagues, to those who work with us indirectly via our distribution centre and across our global supply chains, we stand firm in our commitment to respect and promote human rights, fair labour standards and healthy working conditions.

Our teams

The White Company is headquartered in London and Northampton, with team members across the United Kingdom and Republic of Ireland. We have over 70 stores and over 1,500 team members in our stores, contact centre and head office. Everything we do is shaped by our values, and we are continuously reflecting on how we can welcome a more diverse team. We're proud of the work we do and the people who bring it to life. It takes passion, imagination and real dedication from everyone. And when that comes together, something truly special happens.

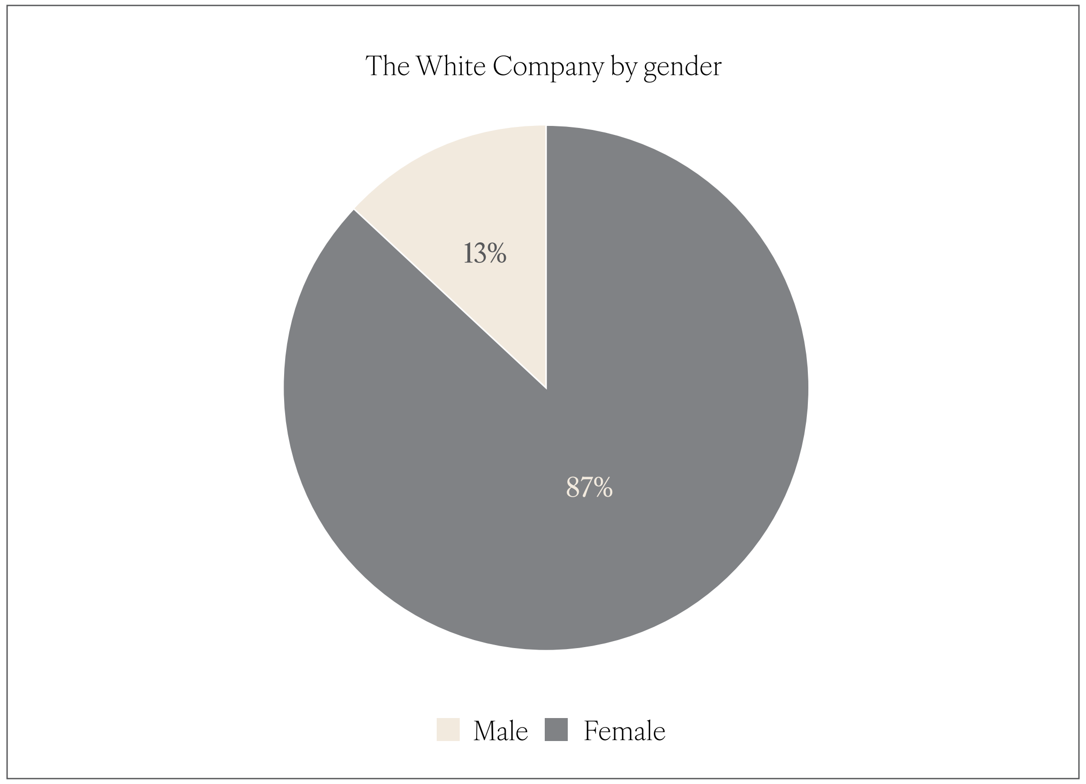
We want to create authentic, positive change within our business and to offer learning opportunities for our employees that help build a more inclusive, welcoming environment for all. Our aim is to foster a culture of transparency and respect – one that celebrates our differences and brings out the best in each of us. Through our ongoing commitment to Justice, Equity, Diversity and Inclusion (JEDI), we're continuing to strengthen the experience of every team member. We know there is more to do, and we look forward to sharing our progress as we move forward together.

"The White Company is full of dedicated, passionate and talented people doing exciting work, while making it look effortless. It's a fun team and a great place to work."

Paula Nickolds, Chief Executive Officer

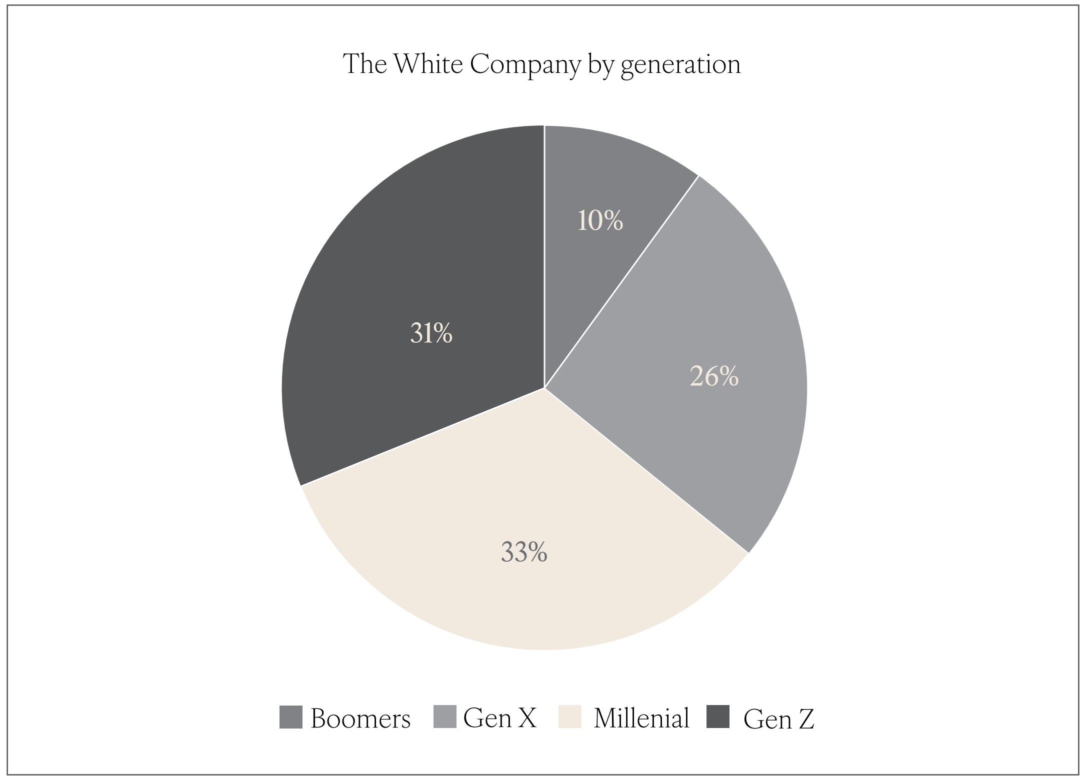
Gender

87% of our colleagues identify as female. 79% of our leadership team identify as female and four out of our seven Operating Board members identify as female.



Age

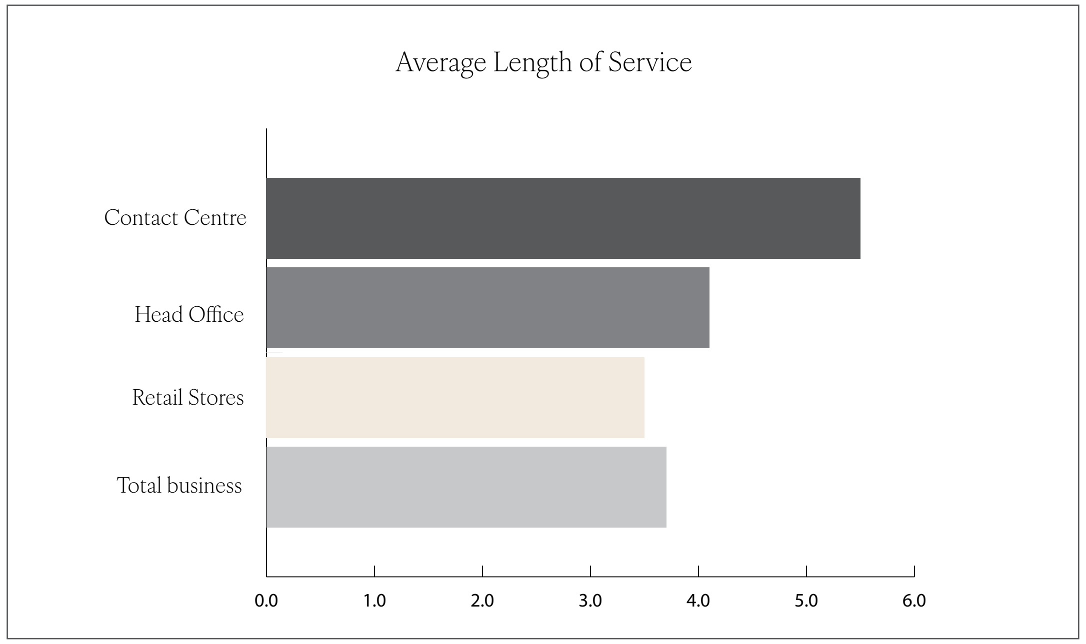
Our team spans four generations with our youngest employee being 16 years old and our oldest being 83 years old.

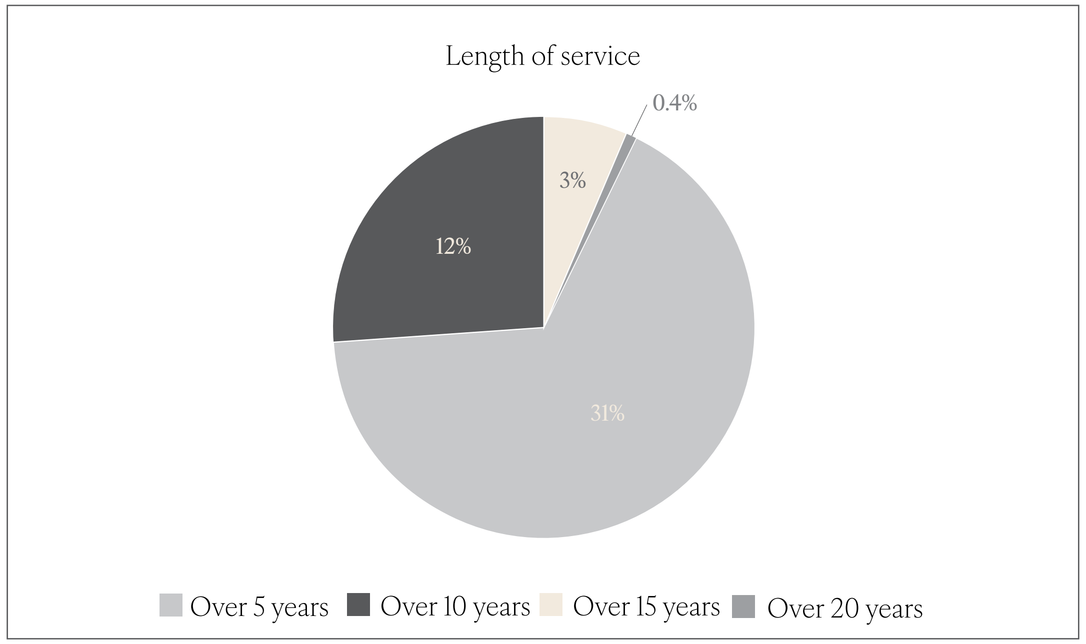


Length of service

Our longest standing team member has been with us for 28 years, joining the company in 1997. Our average length of service for the whole business is 3.7 years – our Contact Centre team have the highest average length of service at 5.6 years, followed by Head Office at 4.1 years and our Retail Stores at 3.5 years.

31% of our colleagues have been with us for over five years, including 151 team members (12%) with more than ten years' service, and 45 (3%) celebrating over 15 years with the company. To honour and celebrate these long-standing team members, we host quarterly length-of-service lunches with our Founder, Chrissie, and CEO, Paula – a special opportunity to recognise their commitment and contribution to the business.





At the end of the year, our rolling 12-month labour turnover was 30%, 20% below the British Retail average

Communication and engagement
Our annual engagement survey is an important way for us to check in with our teams so we can understand what's working well and where we can do better. Every year, we run our engagement survey through the Culture Amp platform.

This year our overall company engagement score was 70%, which was +3% to the January 2025 UK retail benchmark. We were also incredibly proud to have a high participation rate of 87%, with over 5,000 comments shared.

Our Retail Team was our most engaged team at 73%. When we reviewed the data and every comment, it highlighted the things our team value most:

- Management: 83%
- Alignment and involvement: 81%
- Culture: 76%

It also helped us identify the areas where we can improve. From this, we committed to strengthening innovation, taking action and creating more learning and development opportunities across the business.

Following the survey, we shaped our people priorities around what mattered most to our teams:

1. Pay and benefits
   Conducting full pay and benefits review, sharing the results and actions taken.
2. Learning and development
   Reviewing and re-launching learning and development initiatives, focusing on career development.
3. Rewards
   Updating our bonus and reward scheme for all colleagues, catered to business area.
4. Performance reviews
   Launching a new performance cycle, ensuring employee objectives align to our strategy.
5. Regular surveys
   Launching pulse surveys to ensure feedback continues to drive meaningful change.

Events
To continue our commitment to transparency, we began the year by hosting our annual Company Conference, where we announced our new strategy alongside our CEO, Paula, and the Operating Board. Our new strategy was presented in detail to store staff and head office teams to help guide each department – and every individual – towards our collective goals.

Throughout the year, we also held our bi-annual 'Town Hall' in June and November, a meeting for all areas of the business to share key business updates, check in on progress against our strategy and update on the commitments made following our engagement survey.

Alongside these events, we kept our teams connected with regular updates via our monthly company newsletter, The Inside Edit, video messages and department catch-ups.

A spotlight on our policies

We have a number of key policies in place that support every part of life at The White Company, including time away from work, managing people fairly, rewards, benefits, wellbeing, communication, data and ways of working. Each year, we review all our policies to ensure we're offering meaningful support, continuously improving our processes and staying fully compliant with employment legislation. Here are a few we're especially proud to highlight:

Pregnancy loss

We are committed to supporting anyone who experiences a pregnancy loss, regardless of length of service. We are proud to offer two weeks' full pay for anyone affected, including partners and those whose pregnancy is carried by a surrogate.

Career break

Developing work practices and policies that support work-life balance is important to us. We also understand that life can call for time away, whether for personal growth, family commitments or other meaningful reasons. Team members with over two years' service can apply for up to 12 months away from the business, offering the space they may need while keeping the door open for their return.

Pet bereavement leave

This is our newest leave policy, and one that we know is important to our team. Pets are part of the family and losing them can be incredibly hard. To support colleagues through this, we offer one day of paid leave following the loss of a pet.

Talent acquisition

All our line managers who are part of any recruitment stages in our business must complete our Attract and Select Training. This is designed to equip them with the skills to promote our brand, feel confident in the legal aspects of recruitment, explore effective interview techniques, promote diversity, equity and inclusion and provide constructive feedback. This ensures all candidates – whether applying for a store or head office role – receive a consistent, fair and positive experience.

Learning and development
his year, we continued to invest in our managers and teams. We ran our inhouse Leadership Development Programme, focusing on the key skills and behaviours that we value at The White Company, to help our people thrive and to create supportive, inclusive environments.

In addition, we continued our commitment to enhancing our learning and development offering by launching our new learning management system, the Development Hub. This houses all our online compliance training, our quarterly product training guides as well as our performance review process. It also offers access to hundreds of courses, allowing team members to explore personal areas of interest in their own time.

Supporting our team members
We are proud of our dedicated network of volunteer Mental Health First Aiders, specially trained to support colleagues facing mental health challenges at work. They're here for our team members to offer immediate support, a confidential listening ear and guidance toward further professional support whenever needed.

We're also proud to partner with The Retail Trust, who are our dedicated Employee Assistance Programme that provide a range of resources, online tools and services. From wellbeing guides and free in-the-moment support to online therapy and financial aid, their resources are designed to help our employees with a range of concerns.

Giving Back

We are proud to support The King's Trust through our founder Chrissie's White Heart Foundation. A Gold Patron of the Trust for many years, Chrissie is also the founding patron of the Change a Girl's Life Campaign which aims to give more young women a working future. We support the Trust in a number of meaningful ways, from employee fundraising initiatives and product collaborations to volunteer support. Each year our teams proudly take part in Palace to Palace, walking and cycling many miles to raise vital funds for our charity partner, the King's Trust.

We are proud to champion the Women Supporting Women initiative, helping young women overcome financial and social barriers through donations generated from selected products – including our Love Luxury Signature Candle and our Tiny Kiss Necklace. We donate £10 from every Love Luxury Candle sold and £20 from our Tiny Kiss Necklace to the #ChangeAGirlsLife campaign.

Each year, we also host Brilliant Breakfasts across the business – from Retail to Head Office and the Contact Centre – encouraging our colleagues to come together and raise vital funds for young people supported through The King's Trust's programmes.

In addition, every employee is offered one volunteer day per year, giving them the opportunity to give back to a charity that matters to them.

King'sTrust

People in our supply chains

From the cultivation of raw materials to the assembly of finished goods, a great number of people are involved in the production of The White Company products, and we recognise our responsibility to respect the human rights of everyone in our supply chains.

Supply chains are complex, and today's increasingly fractured global landscape adds further challenges. Conflict, economic uncertainty and extreme weather events amplified by climate change are becoming the norm – and too often workers are the ones who shoulder the burden of their impact. Even in this changing environment, we stand firm in our commitment to respect the human rights of those in our supply chains. The People pillar of our sustainability strategy guides our approach to addressing our most pressing risks for workers. The three objectives within this pillar are designed to help build resilience, strengthen protections, and support us to respond more effectively to a world that continues to shift around us.

Enhancing our human rights due diligence	Promoting women's rights in our supply chains	Championing worker representation in our supply chains
As one of the most practical and credible ways to manage our human rights, enhancing our due diligence helps us protect and promote workers' rights across our supply chains.	Women continue to face a range of structural and cultural disadvantages because of their gender. With a near-majority female workforce in our supply chains, we remain comitted to promoting their rights.	As an enabling right, freedom of association has the power to unlock all other rights. We are committed to championing worker representation and ensuring that everyone in our supply chain has a voice.

Enhancing our human rights due diligence

This is one of the most practical and credible ways for us to understand and manage our human rights impacts, helping us to protect the people who make our products and strengthen our supply chains.

As the global landscape continues to change, we know how important it is to evolve the way we identify, prevent, mitigate and account for human rights impacts. By looking at our supply chains through more specific lenses, we're better identifying and responding to key impacts that may exist in the facilities where our products are made, as well as in the countries where we source them.

At the heart of this work is a detailed map of our supply base, which brings together key details of our supply chain partners and their workforce and employment practices. It draws on data collected from our social audit programme – which checks how suppliers are meeting the standards in our Supplier Code of Conduct – alongside insights from our own supply chain visits.

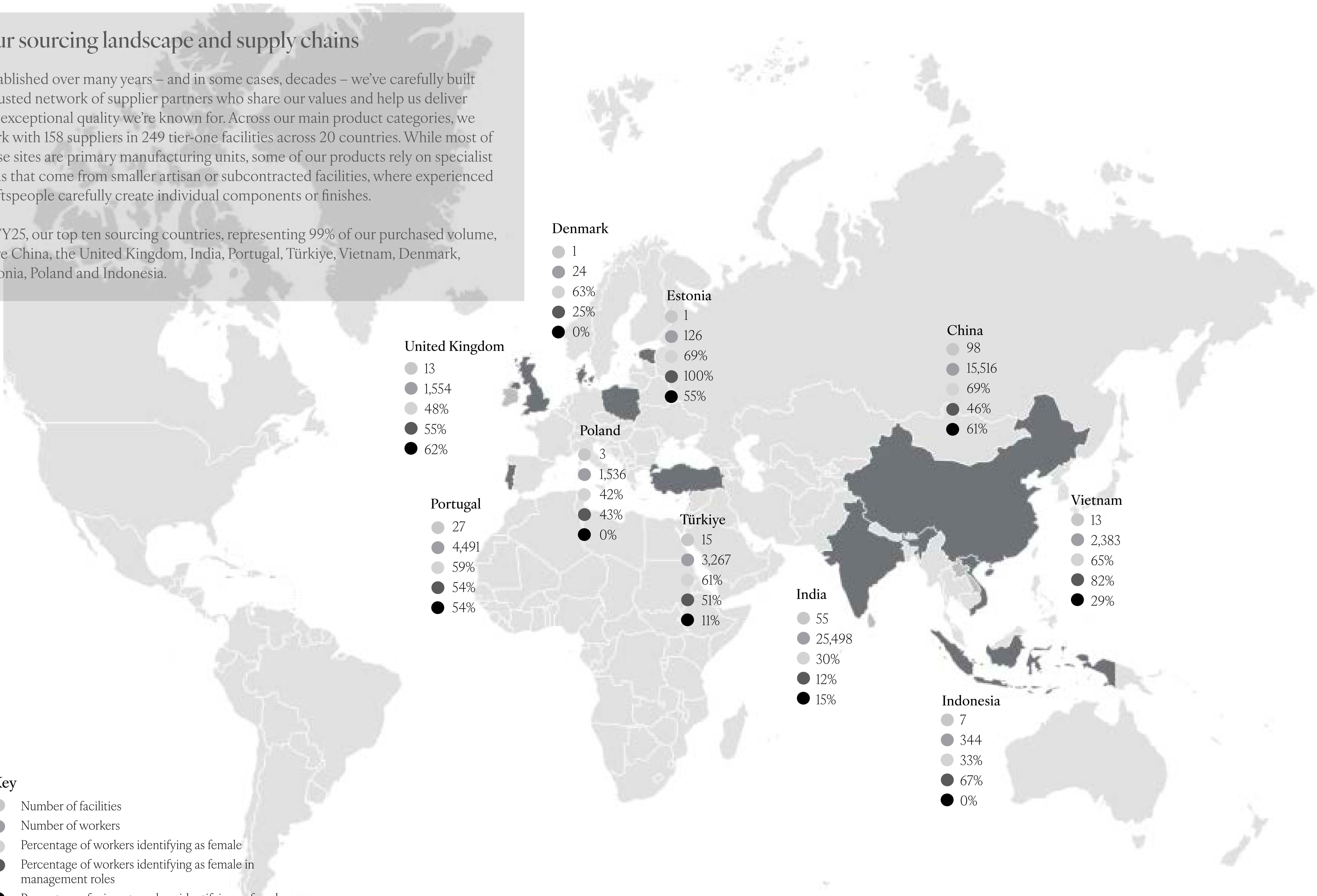
We also use internationally recognised labour standards, country-level benchmarks and academic research, as well as guidance from multi-stakeholder organisations such as the **Ethical Trading Initiative (ETI)** and **British Retail Consortium**. This broader view helps us learn and adopt best practices to prevent, mitigate and address any real or potential human rights impacts in our operations and supply chain. Collaboration plays an important role too, allowing us to work collectively with other certified B Corps™ and peer brands on the deeper, systemic issues that no single business can solve alone.

Our human rights due diligence process follows the **ETI Human Rights Due Diligence Framework**, which aligns with the **UN Guiding Principles on Business and Human Rights** and the **OECD Guidelines for Multinational Enterprises on Responsible Business Conduct**.

Our sourcing landscape and supply chains

Established over many years – and in some cases, decades – we've carefully built a trusted network of supplier partners who share our values and help us deliver the exceptional quality we're known for. Across our main product categories, we work with 158 suppliers in 249 tier-one facilities across 20 countries. While most of these sites are primary manufacturing units, some of our products rely on specialist skills that come from smaller artisan or subcontracted facilities, where experienced craftspeople carefully create individual components or finishes.

In FY25, our top ten sourcing countries, representing 99% of our purchased volume, were China, the United Kingdom, India, Portugal, Türkiye, Vietnam, Denmark, Estonia, Poland and Indonesia.



Transparency

We recognise the pivotal role that transparency plays in driving meaningful change. It helps us better identify, prevent and address risks to human rights across our supply chain. While we already maintain a complete and detailed map of our tier-one facilities, we're continuing to strengthen our work by mapping the tiers beyond this – from the specialist processes and components in tiers two and three, to the raw materials in tier four.

While gaining transparency further down the supply chain will be ongoing, we remain committed to fostering a culture of openness with both our direct and extended supplier partners. To support this, we've partnered with **TextileGenesis™**, a platform that helps us

trace our textile products all the way back to their raw materials. Alongside mapping the locations of our production facilities, this will allow us to capture richer information about the people and processes involved in the lower tiers of our supply chain.

Fostering a culture of openness

Each year, we publish our first-tier facility list on **Open Supply Hub**. Sharing this information openly helps us work collectively on the more complex, systemic issues that none of us can solve alone. Last year, we were transparent about a longstanding confidentiality clause with one of our suppliers, who oversee four factories based in the Guangdong and Zhejiang provinces of China. This clause had previously prevented us from disclosing those factory sites. We're pleased to say we've resolved this issue, and that these factories are now transparently included in our facility list.

In addition, this year we have also published our **facility list with disaggregated worker data,** further enhancing transparency and collaboration. While we commit to including them next year, our current facility list does not include our subcontracted facilities.

Supplier

Direct suppliers who deliver the finished product to The White Company.

Tier 1

Assembly of final product

When finished goods are assembled before being shipped to The White Company at primary production sites, including authorised sub-contracting.

- Processes can include (but not limited to) cutting, sewing, quality control and packing.

Tier 2

Components and processes required to produce the final product

Secondary components and processes that go into making the final product.

- Components may include (but not limited to) fabric and materials, trims (zips, buttons, fusing) and packaging.
- Processes may include (but not limited to) knitting and weaving fabric, leather tanning, beam-houses, blending fragrance oils and fabric finishing such as dyeing, printing and embroidery.
- Homeworking conducted outside of the primary production site, such as embroidery, embellishment, printing, stitching, weaving and plaiting.

Tier 3

Tertiary processes required to produce the secondary components

Specialist processes used to create secondary components

- These may include (but not limited to) fragrance-ingredient processing, fibre spinning, slaughterhouses, timber sawmills and glass blowing.

Tier 4

Raw materials and ingredients

The cultivation or extraction of raw materials and ingredients, commonly sourced from farms, forests and fossil fuel origins.

Policies

We have developed a suite of policies designed to respect, protect and, where needed, remedy the human rights and labour standards of those who work in our supply chains. These policies set clear expectations for our teams, suppliers and business partners and form an important part of our human rights commitment. They include our **Supplier Code of Conduct** (which is based on the **ETI Base Code**), our **Cotton Sourcing Policy** and our **Homeworking Policy**. As part of our commitment to continuous improvement, we're committed to publishing the following polices in our next report, including our Human Rights Policy, Migrant Worker Policy, Worker Representation Policy, Child Labour & Young Worker Policy and Responsible Exit Policy.

Risk assessment

Our risk-assessment process runs throughout the year and helps us identify both actual and potential human rights impacts within our supply chains.

To prioritise the most pressing issues, we consider how likely an impact is to occur and how serious it could be. By adopting the UN Guiding Principles on Business and Human Rights severity framework, we also examine the scale, scope and remediability to build a clear picture of how serious the impacts are, and where attention is most needed.

We've grouped the key impacts from this assessment into collective risk areas, and this year our salient risks include state-imposed forced labour, gender-based violence and harassment, access to freedom of association, limited transparency in lower supply chain tiers, excessive working hours, occupation health and safety, informal types of work and migrant labour. We've also outlined the steps we're taking to prevent, mitigate and account for these impacts.

Later on in this report, you'll find further detail on how we're addressing our most salient risks, along with the actions we plan to continue in FY26.

Monitoring an mitigation

As part of our due diligence process, we have systems in place to monitor working conditions against our Supplier Code of Conduct, act on any findings and track progress over time. From onsite visits and third-party audits to building strong partnerships and openly reporting on any issues we find, our approach is designed to be thorough, practical and holistic.

Supplier visits

We regularly visit our supplier partners to see first-hand the working conditions where our products are made and to nurture the trusted relationships that underpin our long-term collaborations. Visits are prioritised based on factors like business volume, risk and length of partnership. While our Ethics & Sustainability Team focus specifically on monitoring working conditions, our product teams also contribute through facility tours, completing a practical observational checklist to capture useful insights. These observations help us identify both areas of concern and examples of good practice, so we can take timely action when needed. Beyond our primary facilities, our Ethics & Sustainability Team also travels further down the supply chain.

Trusted relationships

Strong, long-term relationships with our suppliers are at the heart of our approach. By building trust, we create an environment where our partners feel comfortable responding openly to areas of concern. These genuine relationships make it possible to address challenges collaboratively and effectively.

Third-party social audits

We supplement our visits with third-party social audits, which provide an independent view of working conditions and employment practices. While we recognise that audits have limitations, they play a valuable role in our monitoring process. Our primary production facilities maintain annual audit programmes, which can also be used by their other customers to reduce audit fatigue. For smaller artisan or subcontracted facilities, self-assessments are often used to minimise financial burden.

Currently, over 70% of our facilities are audited using the SMETA standard, which aligns with the ETI Base code, ILO Conventions and UN Guiding Principles on Business and Human Rights. These audits give us insight into employment practices and key workforce data, helping us take informed action where necessary

Transparency

We believe transparency is essential for driving collective action. That's why we publish our facility list annually and openly share our human rights due diligence approach. By reporting the steps we are taking to mitigate actual and potential risks, we invite accountability and progress.

Building partnerships

We take an active role in building partnerships to drive collective action. We work with peer brands, NGOs and expert organisations through our participation with multi stakeholder organisations such as the Ethical Trading Initiative (ETI), our membership to the British Retail Consortium, as well as our certification to B Corp™. Tools like the Open Supply Hub allow us to collaborate with other brands when shared facilities show areas of concern, helping us address challenges collectively.

Internal communication

We ensure that our approach and findings are communicated regularly across the business, including with senior leadership and our operational board. By keeping key stakeholders informed about potential and actual human rights risks, we can address issues proactively and embed ethical practices throughout our operations.

Promoting women's rights in our supply chains

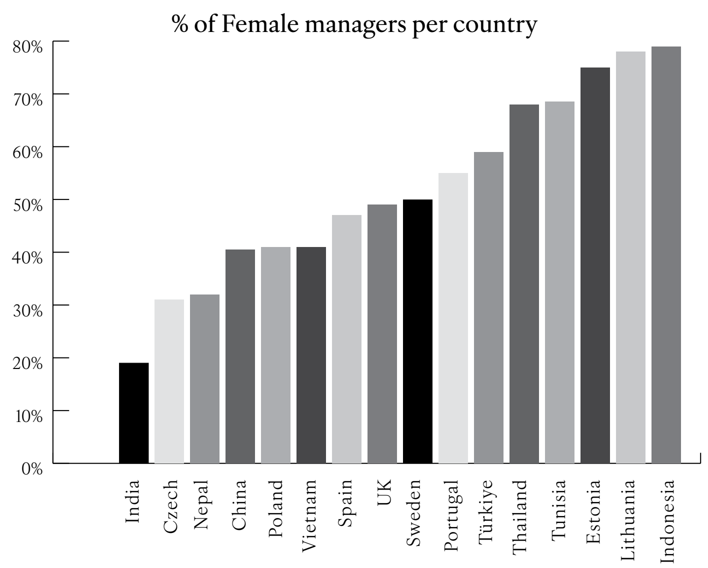
At The White Company, gender equality is at the heart of everything we do. Our business was founded 30 years ago by Chrissie Rucker, who continues to lead us today. Chrissie has always been a passionate advocate for supporting women, both within our business and in the wider community. She is a patron of The King's Trust and an ambassador for Everywoman. In 2014, she launched the White Heart Foundation to help vulnerable women and children build brighter futures. Today, our CEO, Paula, leads an Operating Board that is 57% women, reflecting just how seriously we take this issue across our business.

Gender equality is just as important in our supply chains. Women make up nearly half of it, yet they can face discrimination, reduced rights, a hidden voice and, in some cases, fear of harassment or abuse. In tier one of our supply chain alone, we have identified 28,392 women, but only 40% of senior positions are held by women compared to 60% of senior positions held by men.

Our goal is to protect and empower women in our supply chains, allowing them equal opportunity and the same rights within the workplace. We are in the early stages of exploring the best ways to achieve this. Over the past year, we've been gathering data on our more vulnerable workers – including women – to help us understand where support is most needed and how we can make a meaningful impact.

There are complexities involved in analysing this data, as it is based across all our sourcing countries. We still have a lot of work to do support women throughout our supply chain. Sadly, Gender Based Violence and Harassment (GBVH) is often found deep within supply chains. For us to gain a full understanding whether this exists in our operations, we need to delve deeper. Only then can we effectively identify, monitor and mitigate any issues we may find. We are committed to expanding our risk analysis to gain better insights on gender and ensure our due diligence and risk assessment processes are fully gender responsive.

Looking to 2026, we will develop a zero-tolerance policy for GBVH and work with an expert women's organisation to help us provide the best possible support we can for women at risk. This is an important step in making sure every woman in our supply chain feels safe and respected.



Championing worker representation

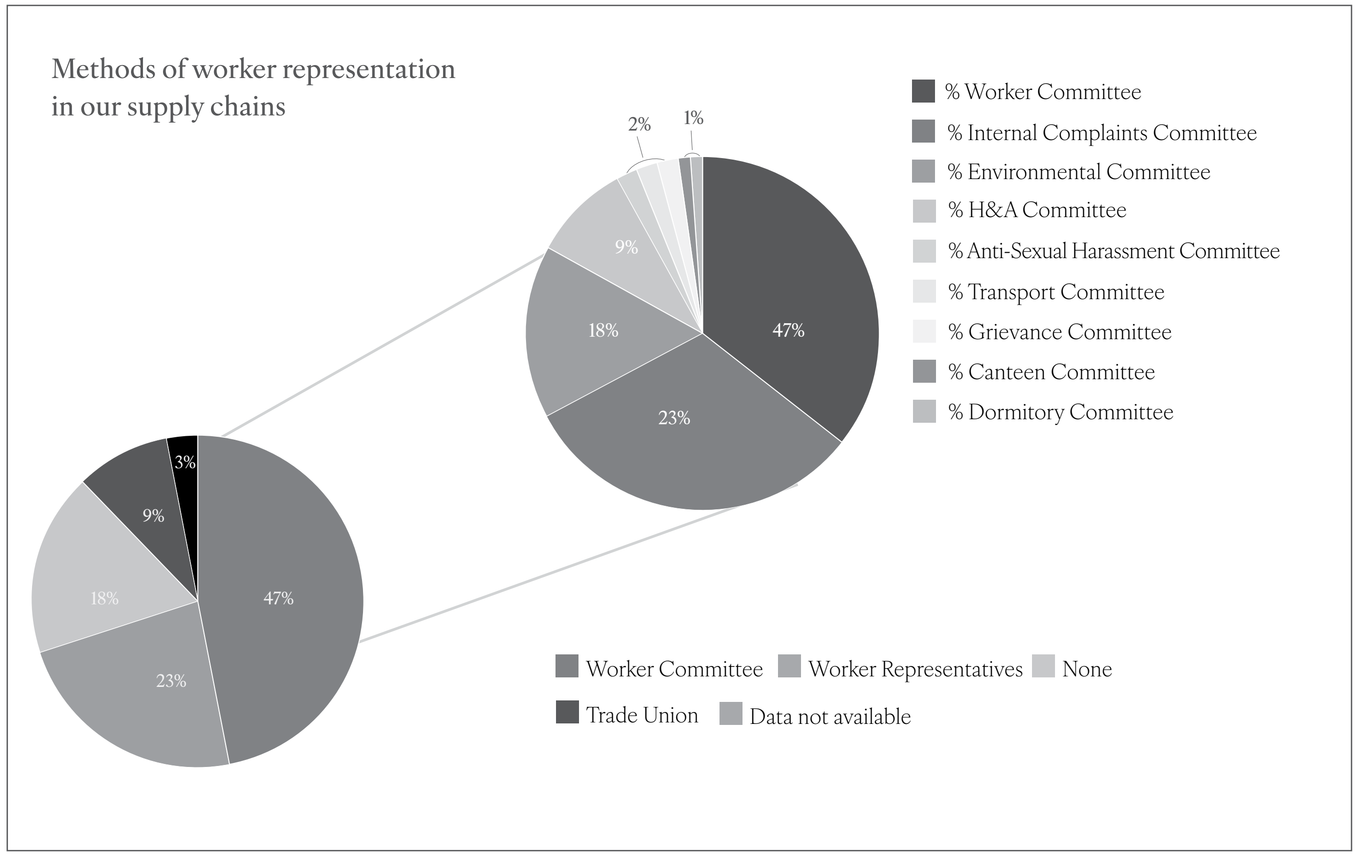
We believe that everyone in our supply chains should have a voice in shaping better practices at the facilities where they work. This is a fundamental right for everyone, everywhere – enshrined inthe Universal Declaration of Human Rights and a key clause in the ETI Base Code, which we are committed to championing and upholding.

Freedom of association and collective bargaining ensures that workers are free to join or form groups, organisations or unions to protect and promote their rights. This can take many forms, including trade unions, independently elected worker representatives and worker committees. By keeping an open dialogue with management, workers have the power to raise the issues that matter to them, helping to improve standards, enhance health and safety and create a more equitable and enjoyable work environment. Dialogue with management also supports timely intervention, helping to resolve issues before they escalate.

Freedom of association is an "enabling right", which empowers people to come together to protect all other rights. This makes it a cornerstone of respecting human rights in our supply chains. That's why championing worker representation has become one of our strategic objectives. Here, we aim to promote freedom of association and increase the uptake of independent worker representation in our supply chains by evolving our internal policies, enhancing our mapping activities and continuing to engage with our supplier partners to strengthen their own understanding of it and the positive benefits it can bring to their businesses. To support of our efforts further, and drive collective action, this year we joined a specific freedom of association working group alongside peer brands, led by the Ethical Trading Initiative.

Worker representation

Through a specific freedom of association lens, we have strengthened our due diligence and mapping of worker representation across our supply chains. We know that 79% of our facilities have implemented a form of representation, with more than half having a worker committee in place. These committees vary, from general worker committees to those focused on health and safety, anti-sexual harassment or dormitory conditions. By understanding and supporting these structures, we can help ensure workers have a meaningful voice, contributing to safer, fairer and more collaborative workplaces.



Unionisation

We fully support the rights of workers to join a trade union. Independent trade unions provide the best form of worker representation, providing legal protections, specialist expertise and access to wider networks – all while remaining free from employer influence. However, we recognise that in some countries, independent unions are restricted. In others, unionisation can be highly political, or there may be long-standing mistrust between unions and businesses. These realities can create barriers to union uptake and limit effective representation. In such situations, independent worker representation can provide an important starting point for giving workers a voice.

This year, we recorded a reduction in trade union presence in our supply chain, now at 6%. This reflects our efforts to identify truly independent trade unions rather than an actual decline in membership. As a member of the ETI's freedom of association working group, we're learning best practices that aim to support more open conversations with our supplier partners about the benefits of unionisation, helping build their understanding and trust.

Grievance mechanisms

Grievance mechanisms are a key element of worker representation and help to strengthen worker voice. When done right – through formal, confidential and trusted channels – they help workers raise concerns safely and allow issues to be identified, prevented and resolved early, before they escalate.

This year, we shifted our focus from simply reporting which mechanisms are in place to gaining a deeper understanding of how effective they are. By mapping how complaints are handled, we are uncovering opportunities for improvement, as well as examples of good practice. These insights are guiding our engagement with supplier partners as we work together to strengthen their systems. Although there is more to do to improve visibility across all facilities, we already have clear priorities emerging. Our analysis shows that 24% of our facilities have grievance mechanisms managed through an official channel – whether by management, committee or an elected worker representative. By continuing to build on this understanding, we aim to ensure that every worker has access to safe, reliable and independent ways to raise their concerns.

Responding to our salient risks

Under the **UN Guiding Principles on Business and Human Rights**, ssalient risks are defined as "those human rights that are at risk of the most severe negative impacts through a company's activities or business relationships." Our risk assessment process helps us identify the actual and potential human rights risks across our supply chains. By prioritising those with the greatest severity and likelihood, we can focus our resources where they matter most – taking targeted, meaningful action on the most pressing issues.

Below, we share an overview of several of our salient risks, the steps we took in FY25 to mitigate them, and our commitments for FY26.

State-imposed forced labour risks linked to cotton cultivation and production

China

Risk group	Vulnerable group	Affected rights	Impact	Likelihood	Remediability
Forced Labour	Ethnic minorities, domestic migrants, women	Freedom of movement, discrimination	Severe	Almost certain	Low

UN SDGs: 1 No Poverty; 8 Decent Work and Economic Growth; 10 Reduced Inequalities; 16 Peace, Justice and Strong Institutions

The state-imposed and widespread abuse and exploitation against the Uyghur community within the Xinjiang Uyghur Autonomous Region (XUAR) has long been documented, with evidence suggesting that many members of the affected community face forced labour, both within the region and through labour-transfer schemes elsewhere in China.

Many sectors have supply chains that may be connected to these risks; however, cotton cultivation is particularly exposed. The XUAR produces around 80% of China's cotton, equivalent to approximately 16% of global cotton production.

Mitigation steps taken in FY25

We continued to maintain a detailed map of our supply base and workforce in China. This included:

- Regular communication with suppliers to understand recruitment practices and the employment of domestic migrant workers.
- Using external databases, such as the UFLPA Dashboard and SupplyTrace, to monitor shipments potentially linked to forced labour.
- Assessing any connections between our suppliers and companies known to operate in the XUAR.
- Strengthening traceability for organic cotton through third-party certification and reinforcing our cotton policy, which prohibits cotton grown or processed in the XUAR.

Commitments in FY26

We will continue to build on our enhanced due diligence, with a strong focus on deepening supply chain transparency. Through our new partnership with TextileGenesis™, we will trace our cotton supply chain using its Fibre-to-Retail module and innovative Fibercoin technology, enabling secure and verified traceability of certified materials.

Gender-based violence and harassment

Global

Risk group	Vulnerable group	Affected rights	Impact	Likelihood	Remediability
Discrimination and harassment	Women, female migrant workers, female informal workers and young female workers	Equality and non-discrimination, dignity and bodily integrity, decent work, fair wages and safe working conditions	Severe	Almost certain	High

UN SDGs: 3 Good Health and Well-Being; 5 Gender Equality; 8 Decent Work and Economic Growth; 10 Reduced Inequalities; 12 Responsible Consumption and Production

Women make up a significant share of the global supply chain workforce, yet many remain in low-paid, insecure roles and are underrepresented in leadership positions. Structural and cultural norms often contribute to discrimination, including wage inequality, limited career progression and gender-based violence and harassment.

Mitigation steps taken in FY25

We continued to apply a gender lens across our due diligence process, expanding our collection of gender-disaggregated data. This has helped us deepen our understanding of the risks women face and assess how well they are represented in management.

Women account for 48% of the workforce in our supply chains, however we know from our analysis that they remain underrepresented in decision making and management positions – holding only 38% of management roles and 41% of supervisory roles.

Commitments in FY26

In 2026, we will develop a zero-tolerance policy for Gender-Based Violence and Harassment (GBVH). We will also partner with an expert women's organisation to ensure the strongest possible support for women who may be at risk.

Informal and vulnerable Workers

Global

Risk group	Vulnerable Group	Affected rights	Impact	Likelihood	Remediability
Discrimination	Women, migrant workers, informal workers and young workers	Fair wages, safe working conditions and freedom of association	Major	Almost certain	High

UN SDGs

Informal workers are essential to many global supply chains, yet their work often happens out of sight. This includes home-based workers – frequently women balancing family responsibilities – and migrant workers far from home. These groups face heightened vulnerabilities due to limited legal protections and visibility.

Mitigation steps taken in FY25
Given the hand-crafted nature of many of our products, skilled informal workers are part of our supply chains. This year, we:

- Continued expanding our supply base and workforce mapping to identify informal workers.
- Included informal workers within our risk assessments.
- Advocated for equal protections through our homeworker policy.
- Assessed working conditions for approximately **1,473 homeworkers,** 73% of whom are women, reviewing lighting, ventilation, wage records and any indications of child labour.
- Strengthened our monitoring of migrant worker recruitment, accommodation, and participation in worker representation.

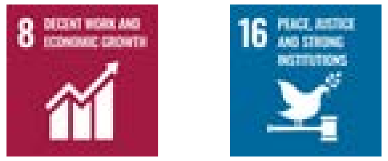
Commitments in FY26
We will continue to ensure informal workers are properly recognised and protected across our supply chains. This includes further strengthening our existing homeworking policy and introducing a standalone migrant worker policy that clearly sets out our commitment to supporting and valuing their contribution. Alongside this, we will keep collaborating closely with our supplier partners to improve working conditions identified through our assessment and encourage greater representation methods for informal workers.

Freedom of association

China, Türkiye & India

Risk group	Vulnerable group	Affected rights	Impact	Likelihood	Remediability
Freedom of association	Migrant workers, women, young workers and informal workers	Fair wages, safe working conditions, freedom of association and collective bargaining	Major	Almost certain	High

UN SDGs



Freedom of association and collective bargaining are fundamental rights that allow workers to join or form groups, organisations or unions to protect and promote their interests. Yet in many instances, interference from employers and governments can prevent genuine representation and unionisation in workplaces.

Mitigation steps taken in FY25
By applying a targeted freedom-of-association lens, we strengthened our human rights due diligence by:

- Mapping the different types of worker committees across our supply chain – the most common form of representation.
- Learning from best practices through our participation in the ETI Freedom of Association working group, helping us engage constructively with suppliers on the value of unionisation.
- Enhancing our understanding of grievance mechanisms in place to promote independence, confidentiality, and meaningful improvement. .

Commitments in FY26
As a strategic objective, we aim to promote freedom of association and increase the uptake of independent worker representation in our supply chains by evolving our internal policies, which will include establishing our own standalone policy on freedom of association. We will continue to enhance our mapping activities to measure the effectiveness of the current methods of worker representation and to engage with our supplier partners to strengthen their own understanding and promote the positive benefits it can bring to their businesses..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Planet

As a brand working with suppliers all over the world, we recognise our responsibility to reduce our impact on our planet. That's why we're committed to reducing carbon across our operations and supply chain, protecting nature and biodiversity, minimising waste and pollution and evolving our products and packaging towards a more circular economy.

With complex supply chains like ours, it is essential to work with our stakeholders and supplier partners to make thoughtful choices. We also take great pride in creating timeless pieces to be used and loved for years, while staying mindful of our responsibility to operate with as little impact as possible on the planet, to protect it for future generations.

Taking action against climate change	Protecting, conserving and restoring nature	Moving to more responsible, recycled packaging
Climate change is a global issue impacting the poorest communities. Working alongside our suppliers, we aim to decarbonise our operations and supply chains.	We must take responsibility for our environmental impact, particularly on nature. Through the materials we source and decisions we make, we commit to protecting and conserving nature.	Packaging, by its nature, is designed to end up as waste. Therefore, we commit to only using responsible and recycled materials wherever possible.

Taking action against climate change

Our carbon footprint
2025 marked a pivotal milestone in our climate journey. For the first time, we mapped. our full carbon footprint across Scopes 1, 2 and 3 – giving us a solid baseline from which to set meaningful reduction targets and track our progress toward net zero.

This assessment is our most comprehensive yet. It covers emissions from our own stores and offices (Scopes 1 & 2), as well as the wider impacts of our products – including materials, manufacturing partners, logistics operations, and even how our products are used by customers (Scope 3).

Setting our baseline year
Having this full view of our footprint gives us something we've never had before: a clear understanding of the areas where we can make the biggest difference. It includes detailed productlevel footprinting across our home, fashion and fragrance ranges, helping us design targeted, highimpact decarbonisation actions.

Establishing a robust baseline is essential. In previous years, we only had partial visibility focused mostly on our direct operations. Our FY25 footprint now captures emissions across our entire value chain – from raw material sourcing and manufacturing right through to logistics, product use, end-of-life, employee commuting and waste.

Therefore, our newly selected baseline year will be officially derived from the FY24-25 footprint, which is representative of our entire business activity.

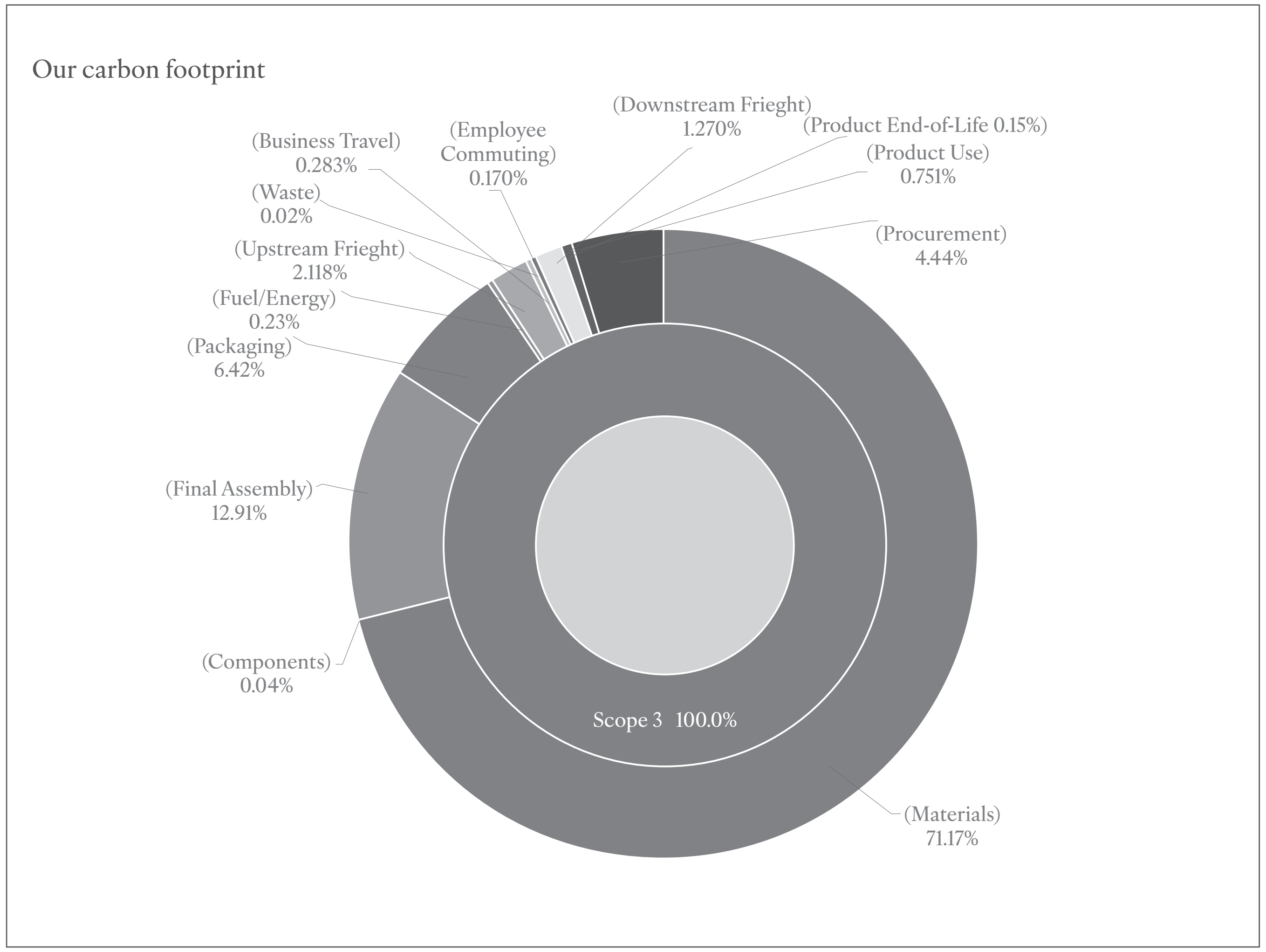
Our emissions profile

To calculate our footprint, we used a combination of activity data, procurement records and trusted emission factor databases such as DEFRA, supported by information from our suppliers and transport partners. For the first time, we also worked with Worldly using the Higg Product Impact Calculator (PIC), giving us detailed modelling of emissions linked to purchased materials, fibre processing and upstream manufacturing. All this information is now held in our new central carbon data framework, ensuring consistency, transparency and traceability.

Our early results show – as is common across the retail sector – that the majority of our emissions sit within Scope 3. Our total footprint for FY25 is 129,563.2 tCO_2e, made up of:

Scope 1 (direct emissions)	11.34 tCO_2e (0.01%)
Scope 2 (purchased energy)	649.47 tCO_2e (0.50%)
Scope 3 (value chain emissions)	128,902.42 tCO_2e (99.49%)

Like many retailers, the greatest share of our impact lies in our supply chain, particularly within material production and global transport.



While our operational emissions (Scopes 1 & 2) make up only a small part of our total footprint, these are also the areas we can influence directly. We're already identifying opportunities to switch to renewable energy, energy-efficient lighting and low-carbon heating in stores and offices.

The table below shows how our absolute emissions are broken down:

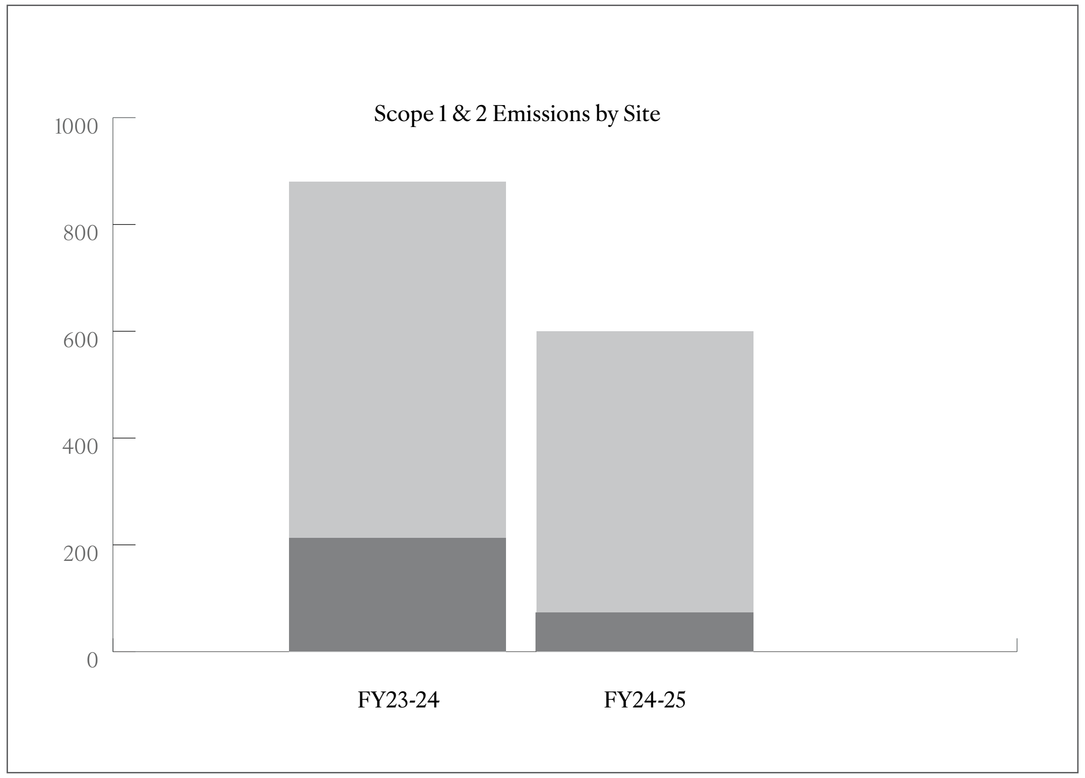
SCOPE	CATEGORY		ABSOLUTE EMISSIONS			EMISSIONS INTENSITY
			FY24-25		FY23-24	FY24-25
			tCO2e	%	tCO2e	kgCO2e / FTE
SCOPE 1	1.0 1	Stationary combustion	1.14	0.001%	14.67	1.13
	1.0 2	Fugitive emissions	1.92	0.001%		1.92
	1.0 3	Mobile combustion	8.28	0.006%		8.24
SCOPE 2	2.0 1	Purchased Electricity	608.53	0.470%	687.11	605.83
	2.0 2	Direct heat and steam	40.93	0.032%		40.75
SCOPE 3	3.0 1	Purchased good and services	122,439.41	94.502%	5,341.21	12,894.54
	3.0 2	Capital goods	–	–		–
	3.0 3	Fuel-and energy-related services	285.46	0.225%		290.31
	3.0 4	Upstream transportation and distribution	2,743.84	2.118%		2,731.63
	3.0 5	Waste generated in operations	22.00	0.017%		21.91
	3.0 6	Business Travel	367.19	0.283%		365.55
	3.0 7	Employee commuting	1,663.94	0.170%		219.75
	3.0 8	Upstream leased assets	–	–		–
	3.0 9	Downstream transportation and distribution	1,645.05	1.270%		1,637.73
	3.1 0	Processing of sold products	–	–		–
	3.1 1	Use of sold products	973.13	0.751%		968.80
	3.1 2	End-of-life treatment of sold products	199.46	0.154%		198.57
	3.1 3	Downstream lease assets	–	–		–
	3.1 4	Franchises	–	–		–
	3.1 5	Investments	–	–		–
TOTAL	Scope 1		11.34	0.009%	14.67	11.29
	Scope 2		649.47	0.501%	687.11	646.58
	Scope 3		128,902.42	99.490%	5,341.21	128,328.79
	TOTAL		**129,563.23**	**100.00**	**6042.99**	**128,986.66**

As part of our commitment to transparency, The White Company ensures that all our carbon and environmental data are subject to independent third-party verification. Our FY2023–24 environmental data has been reviewed and assured by an accredited third-party auditor, confirming its accuracy and alignment with recognised reporting standards.

These achievements have been verified in line with ISO 14064-3:2019 and Carbon Reduce Programme Technical Requirements for the 01 August 2023–31 July 2024 period. Being certified with Carbon Reduce means we are committed to continually lowering our emissions each year and meeting the programme's mandatory reduction requirements. This process helps us measure and manage the greenhouse gas emissions that contribute to our overall footprint, supporting both our sustainability strategy and our wider corporate responsibility commitments.

The FY2024–25 data included in this report is provisional and will undergo independent third-party verification as part of our annual assurance process, scheduled for completion in February 2026. Any updates or adjustments resulting from this verification will be reflected in next year's report.

Key hotspots and insights



Scope 1 & 2

This year, we achieved a notable reduction in energy-related emissions, decreasing from 862 tCO_2e to 649 tCO_2e. Most of these emissions still come from electricity, which is why our continued shift to renewable energy remains so important.

By the end of 2025, 98.7% of our sites were powered by renewable electricity – a major milestone in our journey toward decarbonisation. Building on this momentum, we're now working to electrify our remaining assets, phase out natural gas and lower emissions from company vehicles. These steps will help us keep driving down our operational footprint in the years ahead.

Scope 3

Purchased goods and materials

Emissions from raw materials and manufacturing represent our largest footprint area. While significant, this also presents the greatest opportunity for a long-term reduction. Through the Higg platform, we can now pinpoint high-impact materials and work with suppliers to transition toward preferred fibres, renewable energy use, and lower-impact manufacturing methods.

Transportation and logistics

Emissions from inbound and outbound logistics are driven by air, sea and road freight. We are actively exploring ways to reduce reliance on air frieght, optimise routes and collaborate with logistics partners offering verified low-carbon transport options.

Employee commuting and business travel

Our new commuting survey has given us the first real insight into emploee travel patterns. It is noted that survey responses (285 of 1,700 employees) may over-represent longer-distance commuters. The resulting estimate is likely a high-end figure; actual commuting emissions may be lower by up to 20–40% depending on site location and travel modes. This data will inform initiatives around flexible working, low-carbon commuting and reduces business travel.

Including product emissions

This year, we took an important step forward by including product-level emissions in our carbon footprint for the first time. Doing so allows us to capture a much fuller and more accurate picture of our climate impact as a business.

To achieve this, we carried out a comprehensive mapping of our entire product range, covering all divisions across homeware, clothing, fragrance and The Little White Company. Each product was broken down by detailed material composition and component splits, allowing us to calculate the exact share of fibres, textiles and materials used across our collection. This level of detail gives us a much clearer view of the carbon embedded within our products.

We then partnered with Worldly, the sustainability data platform behind the Higg Product Tools, to model cradle-to-gate emissions from all purchased materials and early manufacturing stages. This includes everything from fibre production and fabric processing to dyeing, finishing and assembly. Using the Product Impact Calculator (PIC), we generated robust, science-based estimates aligned with industry standards used by leading apparel and home retailers.

The significant increase in our reported emissions this year reflects the first-time inclusion of full product-level emissions, which represent the largest share of our environmental footprint. We believe that transparency and accountability are essential to credible climate reporting, and therefore chose to include these values even where data is still being refined. As this is our inaugural year of modelling upstream product impacts, the figures presented are likely to be conservative overestimations, informed by industry averages and necessary assumptions where primary data is not yet available. This dataset will undergo independent third-party verification as part of our 2024–25 assurance process, and any refinements or restatements will be reported in next year's publication.

By integrating these product emissions, our footprint now better reflects the real impact of what we make – right up to the point products reach our customers. It also gives our design and sourcing teams the insights they need to make meaningful changes, from choosing lower-impact materials to supporting suppliers in reducing emissions.

Looking ahead, we'll continue to refine this analysis each year, improving material data accuracy and strengthening supplier engagement through the Higg Index. This is the start of a more transparent and accountable approach to understanding — and reducing — the embedded carbon in everything we make.

Improving our data quality

As we expand the scope of our carbon reporting, we know that accurate, consistent data is the foundation of credible climate action. In 2025, we strengthened how we collect, validate, and manage environmental data across the business, ensuring every calculation reflects real performance rather than assumptions.

We introduced a centralised carbon data framework, consolidating energy use, logistics, waste and procurement information from across the company. This provides a single, verified dataset – a clear source of truth for emissions reporting – and helps us analyse trends over time. To build a more complete picture of Scope 3 emissions, we also launched our first employee commuting survey, engaging colleagues across stores, offices and distribution centres. The survey captures mode of transport, frequency and distance, helping us identify opportunities to encourage lower-carbon choices such as public transport, cycling or hybrid working.

Beyond commuting, we've also worked closely with our logistics and procurement teams to improve the quality of our supplier and transport data – gathering real distances travelled, freight modes and carrier destinations rather than relying on generic conversion factors or industry averages. We also continued to review waste and recycling records at site level to ensure that material recovery rates are accurately reflected in our overall footprint.

We know that improving our data is an ongoing journey. Over the next year we plan to:

- Integrate automated data feeds for energy and transport to reduce manual reporting and human error.
- Expand supplier engagement through the Worldly (Higg) platform to collect high-quality primary data from manufacturing partners.
- Enhance our data verification process through an independent third party to strengthen confidence in our Scope 1, 2, and 3 reporting.

By prioritising data integrity, transparency and traceability, we're building a strong foundation for science-aligned decision-making –ensuring that the progress we report externally reflects genuine, measurable change.

Protecting, conserving and restoring nature

Protecting the natural systems that sustain our business is an essential part of becoming a responsible retailer. Although we're still in the early stages of our work on biodiversity and water stewardship, FY25 marked the beginning of our structured approach to understanding and managing our impacts on nature.

Why nature matters

As a product-led brand, we rely on natural resources every day. From cotton and linen to water, soil and energy – these materials help us create the quality products our customers expect. But the wider retail and textiles industry places increasing pressure on the natural world. Globally, 60% of all biodiversity loss is linked to material extraction and land use for consumer goods, highlighting just how important it is for businesses like ours to act.

WHY NATURE MATTERS

Water Footprint
It takes up to 2,700 litres of water to product a single cotton T-shirt – the equivalent of one person's drinking water for 2½ years.
(Source: WWF/Water Footprint Network)

Biodiversity Loss
Around 60% of global biodiversity loss is linked to land use and material extraction for consumer products.
(Source: UN Environment Programme)

Manufacturing Impact
Textile production accounts for roughly 20% of global wastewater and 10% of global carbon emissions – more than all international flights and maritime shipping combination.
(Source: WWF/Water Footprint Network)

Retail Relevance
Over 80% of a product's enviromental impact is determinted during its design and material selection stage – a clear opportunity for change.
(Source: WWF/Water Footprint Network)

These figures illustrate why protecting the natural environment isn't just a global responsibility, but vital for our business, too. Clean water, fertile soil and healthy ecosystems all support the resilience of our materials, our suppliers and the communities we rely on.

This year, we began formalising our approach by identifying the areas of our operations and supply chain most closely linked to environmental risks, with water emerging as our first priority. Our aim is to build a clearer picture of how our products and operations interact with nature so that we can begin to measure, manage and reduce our impact.

Looking ahead, we are committed to developing a robust nature and water roadmap. This will begin with baseline assessments of biodiversity and water stewardship, improved tracking of site-level water consumption and closer collaboration with partners. This foundation will help guide how we manage natural resources responsibly – and ensure that protecting nature becomes an integral part of how we do business.

Assessing water risks

In 2025, we completed our first physical water-risk assessment using the World Resources Institute's Aqueduct Water Risk Atlas, covering all owned and operated sites. The analysis mapped indicators such as water stress, drought exposure and seasonal variability and identified a small number of sites located in medium-to-high-risk regions. These insights are already helping to shape our site-management plans and supplier engagement on responsible water use.

To ensure a balanced view, we also compared results with the WWF Water Risk Filter (WRF). Aqueduct offers a quantitative measure of basin-level water stress – essentially how much water is being withdrawn compared with what's available – while the WRF adds important context, including local governance, ecosystem health and management practices. Together, these tools give us a comprehensive understanding of both the physical risks and the local conditions influencing water challenges across our portfolio.

	Baseline Water Stress (Aqueduct)		Contextual Basin Risk (WRF)		Operational Water Risk (WRF)	
Risk Rating	Count of Sites	Water Consumption (m3)	Count of Sites	Water Consumption (m3)	Count of Sites	Water Consumption (m3)
Very Low	21	2,744.90	1	153.30	79	11,058.30
Low	23	3,057.40	41	7,120.70		
Medium	7	2,086.70	37	3,784.40		
High	28	3,169.30				
TOTAL	79	11,058.30	79	11,058.30	79	11,058.30

Within our portfolio, several sites in southern England and urban areas appear as "High Risk" in Aqueduct due to regional water scarcity. However, these same sites are classified as "Medium" or "Low" under the WWF WRF framework, reflecting robust infrastructure, managed supply networks and relatively low on-site water use. This demonstrates that while location-based water stress is an important exposure metric, our operational practices and supply chain controls substantially mitigate overall basin and operational water risk. We continue to record annual water-consumption data for each facility in cubic metres (m^3) and will update our risk assessment every three years – or sooner when new sites are added – in line with B Corp™ guidance.

Responsible waste management

This year, we have introduced a new, company-wide Simpler Recycling system across all stores and offices. This initiative ensures that waste is managed in a way that minimises environmental impact and aligns with the UK's updated recycling legislation. We've also implemented bespoke waste-separation streams covering general waste, mixed recycling, and food waste to ensure that materials are properly sorted and processed. This standardised system gives our teams clear guidance and enables us to divert significantly more waste from landfill while improving the quality of recyclable materials collected.

Our recycling efforts are supported by our partnership with First Mile, our national waste-management provider. Through this collaboration, we have achieved the Silver Recycling Standard in FY2024-25, a recognition of best practice in waste reduction and recycling performance. Together, we have successfully diverted over 171 tonnes of waste from landfill this year – an important step in reducing the pressure on natural systems and promoting a more circular use of materials.

This initiative is more than a compliance measure; it reflects our belief that every part of our operation – from product design to disposal – should consider environmental impact and resource efficiency first. By embedding responsible waste management into our day-to-day operations, we are taking tangible steps to protect nature, conserve materials, and reduce our overall footprint. Looking ahead, we will continue working with First Mile to expand waste tracking and recovery data, explore new closed-loop opportunities, and increase the proportion of recycled and recyclable materials used in our packaging and operations.

Moving to more responsible, recycled packaging

We take great pride in the quality and presentation of our packaging, ensuring it enhances our customers' experience. At the same time, we recognise the environmental impact associated with packaging, from raw material use to waste and pollution – and we have committed to minimising this wherever possible. Our focus is on ensuring all packaging is fit for purpose, while being reusable, recyclable or made from responsibly sourced materials.

Over recent years, we have made significant progress, including phasing out plastic packaging in favour of paper-based alternatives, such as paper tape and paper box fill. We have also improved the sourcing and composition of our gift boxes and bags. Today, all our paper-based packaging – including store bags, e-commerce packaging and gift boxes – is made from responsibly managed wood sources and contains a minimum of 30% recycled content. Our e-commerce packaging and polybags now contain at least 50% recycled materials.

In the past 12 months, we have undertaken a comprehensive review of all our packaging to identify opportunities to further reduce our environmental impact. A cross-functional working groupnow oversees these improvements. As a result, all e-commerce packaging sent directly to customers has been redesigned using smaller dimensions, reducing both material use and freight-space requirements.

We are also trialling initiatives within our warehouse operations to optimise packaging and storage space. These trials allow us to fit more products into each box, further reducing the total volume of packaging needed.

For product protection – particularly within our fragrance range – we have streamlined our polybag supply chain to a single supplier, ensuring all bags contain at least 50% certified recycled content. Our long-term goal is to achieve 100% recycled content across all polybags. Since many of our fragrance products are fragile, additional packaging is necessary to prevent damage. We are exploring ways to maintain product protection while reducing material use and improving recyclability. Moving forward, we are transitioning our gift set boxes to corrugated card, which is lighter and uses less paper overall. We are also assessing how individual components, such as lids and diffuser bottle stoppers, can be redesigned to be fully recyclable in household kerbside recycling systems.

Looking ahead

2025 has been a year of building knowledge, setting the baseline for our carbon footprint, mapping our relationship with nature and strengthening how we collect and manage environmental data. These actions have laid the groundwork for a more robust and transparent approach to sustainability in the years ahead.

From 2026, we will move from assessment to action. We plan to formalise our nature and water due-diligence process, conduct baseline assessments on biodiversity and water stewardship across our operations and key suppliers, and establish a cross-functional working group dedicated to tracking and reducing our environmental impacts. On climate, our next milestone will be to submit our first science-aligned emission reduction targets and publish a decarbonisation roadmap to guide our transition toward a lower-carbon business. This roadmap will shape our investment decisions, supplier partnership and operational improvements in the years to come.

As part of our ongoing commitment to credibility and transparency, our FY2023–24 environmental data has been verified by an independent third-party auditor. The FY2024–25 data presented in this report remains provisional and will undergo full verification in February 2026, following our standard assurance process. Any restatements or updates will be communicated in our next report.

Together, these initiatives mark the next phase of our Planet strategy – one that connects climate and nature, turns data into action and embeds environmental responsibility at the heart of how The White Company operates. While this journey is only beginning, we are committed to making steady, transparent progress toward a future where our products and operations work in balance with the the natural world.

Product

We know that our greatest environmental impact lies in how our products are made and the materials we use. That's why we're taking meaningful action to reduce our footprint – from rethinking our manufacturing processes to transitioning from conventional materials to more responsible, lower-impact alternatives.

Longevity is always front of mind for our designers. Whether it's clothing or homeware, we work closely with our product teams to ensure we're choosing better, lower-impact materials wherever possible, without compromising on the quality our customers love.

We're also committed to understanding the full journey of every material we use. Having clear traceability across our supply chain is essential – without accurate data, we can't make truly responsible decisions.

Our Product pillar aims to produce our products with as little impact on people and the planet as possible, while contributing towards a more circular economy.

Transition 100% of our top materials to more responsible and lower impact alternatives	Reduce the environmental impacts of manufacturing	Contribute towards a more circular economy
The cultivation and extraction of raw materials accounts for one of the biggest impacts in a product's life cycle. We're transitioning our top materials to lower impact alternatives.	To make meaningful change, we're working to fully understand the environmental footprint of every product we create. With this insight, we can make informed choices and deliver lasting reductions.	We are looking to find solutions to close the loop across our business. From our products to our waste, we strive to minimise our imprint on this planet and work towards a more circular economy.

Materials

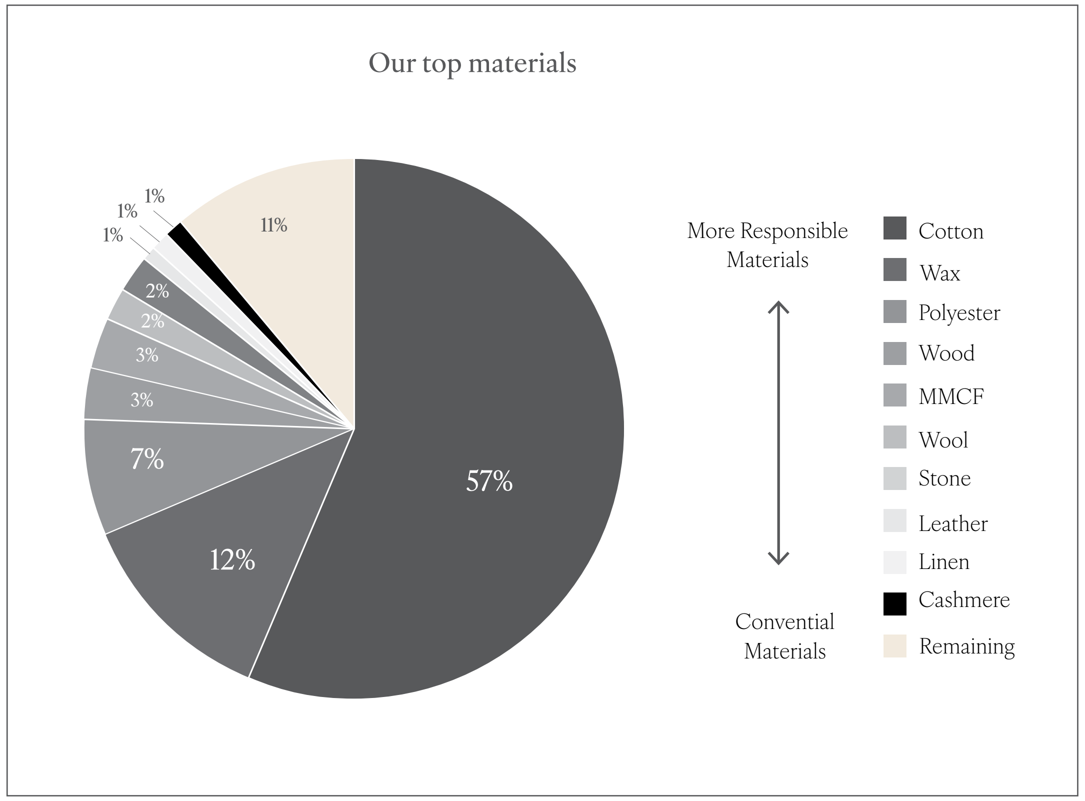
From the highest quality Egyptian cotton and linen to the finest cashmere and wool, materials are the heart of everything we make. They are chosen for their texture, quality and heritage, helping us create the timeless products our customers love.

At the same time, we know that the cultivation and extraction of materials has a significant impact on people and the planet. In the apparel sector alone, an estimated **22% of greenhouse gas emissions come from raw material cultivation and extraction**. That's why we're committed to reducing the impact of our materials by choosing more responsible, lower impact alternatives that also address animal welfare standards, traceability and labour standards.

As part of our strategic objectives, we aim to transition 100% of our top materials to more responsible and lower-impact alternatives by 2030. This is an ambitious goal, and we know there will be many challenges along the way, but through continuous improvement, we are confident we can make meaningful progress toward a less impactful future.

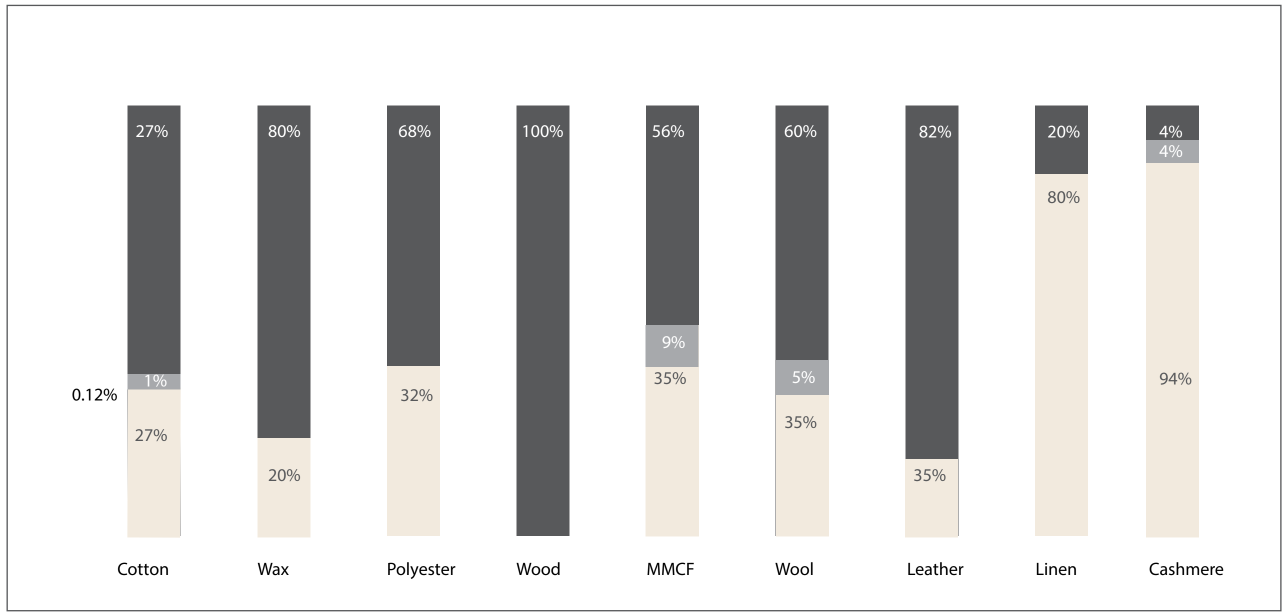
Our top materials

Our top 10 materials account for 89% of the raw materials used in our products and include cotton, wax, polyester, wood, man-made cellulosic fibres, stone, wool, leather, linen and cashmere.



Material alternatives

In 2025, 28% of our top materials were cultivated or extracted using lower impact alternatives. This is slightly down by 2% compared to last year. However, reflecting our commitment to continuous improvement, we have refined our reporting methodology to ensure greater accuracy across our diverse product ranges, embedding better comparability in the years leading to 2030. We expect to see significant improvements next year.



Although part of our top 10 materials, stone is not currently in scope of our material transition during this strategy phase.

Plant-based materials
Our plant-based materials are carefully selected to support resilient agricultural practices. We use organic and REEL cotton, which promotes healthier soil, better water management, enhanced biodiversity and improved working conditions for farmers

Manmade cellulosic fibres (MMCF)
We are committed to increasing our use of responsible viscose and other man-made cellulosic fibres, protecting ancient or endangered forests. We also focus on responsible management of the chemically intensive pulp-dissolving and fibre production processes.

Animal-derived materials
Animal-derived materials play an important role in our collections, and it's essential that we address their impact. For wool, our focus is on animal welfare, including the elimination of mulesing, preserving biodiversity and supporting the prosperity of farmers and local communities. To achieve this, we prioritise certified wool that meets rigorous welfare and environmental standards. We are also a proud Fur Free Retailer.

Wax
Wax is a cornerstone of our home fragrance products. While our wax has always included a 20% natural mix, this year we began transitioning to fully natural wax, carefully balancing quality, scent and performance. We expect to make significant progress in this area next year.

Wood
Used across our home and dine ranges, wood is championed for its unique grain patterns and durability. We are committed to sourcing all wood from responsibly certified forests and anticipate further progress in the year ahead.

Synthetic materials
While synthetic materials are sometimes necessary, we are working to reduce reliance on virgin synthetic yarns and increase the use of recycled alternatives. We continue to explore innovative solutions to further reduce their environmental impact.

Animal welfare
Upholding high animal welfare standards is central to our approach when using animal-derived materials. This year, we updated our **Animal Welfare Policy** with guidance from our critical friend, FOUR PAWS, clearly outlining our requirements to promote higher welfare standards.

"We are pleased to have had the opportunity to engage with The White Company in 2025. The company's latest progress on animal welfare not only reflects their commitment to continuous improvement, but also their intention to contribute to meaningful change for animals on the ground."

- FOUR PAWS

Our third-party certifications
We collaborate with expert organisations to ensure that our certified materials meet high standards for traceability, water, carbon, biodiversity, waste, animal welfare and labour practices. These certifications are not just labels – they are a critical part of driving real, meaningful environmental and social improvements across our supply chain.

MEMBER OF LEATHER WORKING GROUP

Tencel™

European Flax™ Premium linen fibre

LENZING™ EcoVero™

RESPONSIBLE WOOL STANDARD R·W·S CERTIFIED ©TextileExchange

COTTON CONNECT

THE GOOD CASHMERE STANDARD

Improving farming practices in Egypt: a case study

Soft, strong and versatile, quality cotton has been one of our most-loved fabrics and a huge part of our DNA since The White Company began over 30 years ago. As we've grown, so has our responsibility to the people and places behind it. Through our Cotton Programme, we're establishing an ecosystem of preferred growing practices, adopting better farming practices, stronger supply chains and a more secure future for the people who grow it, and for the planet that makes it possible.

Our REEL Cotton Programme
We rely on the very best materials to make our ranges exceptional, and Egyptian cotton has long been considered as some of the finest cotton there is. But for the communities who grow it, a changing climate brings increasing challenges. That's why, in 2022, we joined forces with our supplier and partnered with **CottonConnect** to launch our very own REEL Cotton Programme in Egypt, producing the cotton used in our bestselling Savoy collection and helping farming communities build a more resilient future.

Now in its fourth year, the programme continues to grow. During the 2024-25 season, 377 farmers have been trained across two cooperatives and 12 village groups in Gharbiya Governorate in Samul village and Damietta Governorate in Tafteesh Tani – all at no cost to them. This progress is something we are proud of, benefiting both the farmers involved and the environment we all share.

+14.6% yields -16.3% chemical fertiliser use	+22% profits - 20.2% chemical pesticide use	-5.4% input costs -11% water use*

**Results are from our impact assessment for the growing season 2024-25, using data from farmers field books and compared with untrained farmers.*

Our programme partners

The REEL Cotton Programme is led by CottonConnect's agriculture experts and delivered in collaboration with respected Egyptian institutions, including the Cotton Research Institute (CRI) and the Cotton Arbitration and Testing General Organisation (CATGO). Together, we support the adoption of responsible farming practices while maintaining the renowned quality and credibility of Egyptian cotton.

Notes from the cotton field

Deepening our connection to the growers and producers who cultivate and process the materials we use in our products is a key priority for us. Last year, alongside our supplier and the CottonConnect team, we visited one of the farming communities in Egypt to witness the cotton harvest. We got to see first hand how our programme has supported farming communities to adopt more responsible practices, supporting their families, community and environment.

In detail: our REEL Cotton Programme

Farmers are at the heart of our REEL Cotton Programme. Before it began, we carried out a detailed assessment to understand the needs of local communities. This helped us design a comprehensive training plan covering every stage of cotton cultivation – from soil preparation to harvest. Our goal is simple: to help farmers build skills, resilience and long-term value for their families and the environment.

Improving livelihoods

Despite challenging climatic conditions, participating farmers have achieved higher yields and improved profitability through the adoption of responsible farming practices – from soil management and pest management to the use of bio-based fertilisers.

Increasing yields

Yield – the amount of cotton produced – depends on many factors, from weather to farming techniques. Through training in soil care, water management and natural pest control, farmers have achieved healthier crops, higher-quality cotton and better harvest management, helping to secure a more resilient future.

Reducing costs

Cotton farming comes with high costs, from seeds and fertilisers to irrigation and land preparation. Through our programme, farmers learn techniques such as using bio-based fertilisers and smarter pest management, helping reduce expenses while strengthening livelihoods.

Using less chemicals

Through training in bio-based pest control and soil health management, farmers have achieved a consistent reduction in the use of chemicals which could lead to environmental pollution and health risks for farmers.

Improving working conditions

Cotton fields can present many hazards, so personal protective equipment (PPE) is vital. Thanks to our training sessions, PPE use is now widespread among participating farmers, helping protect against, sunstroke, inhalation of fumes during pesticide application, as well as snake and insect bites. In addition, all farmers receive training in human rights and labour standards, including awareness and prevention of child labour, creating safer, more equitable working conditions.

Conserving water

Water is one of cotton's most valuable resources. Through training in alternate-furrow irrigation, land levelling and raised-bed cultivation, we've seen farmers achieve significant improvements in water efficiency and reductions in wastage of water.

The REEL Cotton Code of Conduct

All cotton produced under the REEL Cotton Programme adheres to **The REEL Cotton Code of Conduct.** This contains criteria under nine principles to promote responsible cotton production through environmental, social, and fair labour practices. REEL Cotton is segregated and the chain of custody tracked through TraceBale, CottonConnect's digital Traceability platform. As cotton moves through the supply chain, we can trace the REEL Cotton in our products from farm group to finished garment.

Reducing the environmental impacts of manufacturing

Transparency is integral to our sustainability journey. Since 2022, we've we have been mapping our supply chain to gain visibility and understanding of our whole product lifecycle by working collaboratively with our suppliers.

We're making commitments to reduce the greenhouse gas emissions and water footprint of our products over the next 5 years. We will do this by swapping our conventional materials to more sustainable options, while also working with our suppliers to improve their manufacturing practices. We are also committing to putting in place circular business thinking to promote the reuse of materials and products, while increasing the recyclability of our garments.

A key element of reducing our impact lies in understanding every layer of our supply chain. In Autumn 2025, we proudly launched our partnership with TextileGenesis™, a pioneering digital traceability platform that brings radical transparency by tracing materials from fibre to retail at the purchase order level. Working with selected supply chain partners across tiers two, three and four, this initiative enables us to trace the origin, movement and transformation of materials and components throughout our value chain, which will drive our efforts to make more responsible material choices.

In addition, we have partnered with Worldly to utilise the Higg Facility Environmental Module, in order for us to measure our manufacturing impacts, which will support the tracking of environmental impacts at the factory sites. The Higg FEM, part of the Higg Index developed by the Sustainable Apparel Coalition (SAC) and managed by Worldly, is a self-assessment framework that evaluates a facility's environmental impact across key areas:

- Energy use and greenhouse gas (GHG) emissions
- Water use and wastewater management
- Air emissions
- Waste management
- Chemical management
- Environmental management systems

Both these systems will strengthen our data and knowledge of our whole supply chain and support our continuous improvement, but highlighting areas of opportunity and track progress.

Contributing towards a more circular economy

According to the Waste and Resources Action Programme (WRAP), the UK is responsible for 350,000 tonnes of textile waste going to landfill every year. The Ellen MacArthur Foundation States that the circular economy is a system where materials never become waste and nature is regenerated. In a circular economy, products and materials are kept in circulation through processes like maintenance, reuse, refurbishment, remanufacture, recycling and composting.

The longevity and quality of our products have been central to our ethos for over 30 years. We're committed to creating timeless designs made from renewable fibres and crafted to the highest standards, ensuring each piece is made to be cherished and enjoyed for years to come. Wherever possible, we prioritise using single-material compositions, making our products easier to recycle and transform into new materials at the end of their life. We are also increasing the use of recycled materials, while maintaining our focus on quality, durability and the potential for reuse and recyclability.

Looking ahead

Looking ahead, we are committed to developing innovative solutions that support a more circular economy. Our goal is to reduce dependence on finite resources, extend the lifespan of our products, and ensure that pre-loved items can be repurposed or remade into new products once they reach the end of their life.

Our aim is to reduce reliance on finite resources, extend product lifespans, and ensure pre-loved items can be repurposed or remade. We are in the early stages of developing a wider circularity roadmap, which will embed circular design principles across our product development. Future plans include introducing a take-back scheme for customers and incorporating even more recycled materials into our collections.

Product care guides

In 2025, we re-developed and published our product care guides, helping customers care for their purchases and enjoy them for longer.

New Life

To minimise landfill waste, we continue to donate end-of-life stock to New Life, a charity supporting disabled and terminally ill children across the UK. Unsold or repurposed items are resold or recycled, raising funds for their important work. We have achieved a reuse rate of nearly 80%, with the remainder recycled due to being unwearable. This is an increase from 62% last year, thanks to new processes for products missing fire safety labels, allowing us to store and donate them instead of discarding.

Cotton Lives On

In June 2025, we partnered with Cotton Lives On™, a recycling programme supporting people at risk of homelessness. Through this initiative, colleagues donated unwanted cotton items during our Sustainability Week. These items are transformed into essentials, such as mattresses or roll mats, for those moving into hostels or new homes. So far, contributions have totalled 35kg of items, enough to create around six roll mats.

Reducing waste at source

While donating product waste is important, it is not a complete solution. We are working across our teams to reduce waste at the start and during production. Our circularity roadmap will consider every stage of a product's life – from design to end-of-life – and we plan to roll this out across the business in the coming years.

Moving forward

Our intention with this Impact Report is to provide an open and transparent view of the work undertaken across our three pillars: People, Product and Planet. As we look ahead to 2026, we do so with confidence and clear direction, underpinned by a strong commitment to reducing our environmental impact. Guided by a defined roadmap, we will continue to deliver against our three pillars while further strengthening both our Sustainability Programme and our People Team strategy.

Over the past year, we have made positive progress in building internal engagement, ensuring every person across our business understands our goals and how their work contributes to them. Looking ahead, we remain committed to working collaboratively with our industry peers, sharing insight and momentum as we continue to drive meaningful, long-term impact.

THE WHITE COMPANY
LONDON

Impact Report 2025

August 2024 to July 2025