



We have identified five key stakeholder groups, who are instrumental to the ongoing development of the fashion footprint programme. We engage with all of these groups throughout the year on both a formal and informal basis:

## Employees

Arcadia employees, across the entire business, are vital in helping us to achieve our fashion footprint vision.

### *How we engage with them:*

- Regular sustainability and ethical trade training for brands.
- Events throughout the year (such as the Save the Planet and Charity months).
- A dedicated fashion footprint email address for employees to provide an open channel of communication for all matters relating to sustainability across the business.
- Quarterly fashion footprint newsletter, to provide updates on the development of our fashion footprint programme. These are sent to all Head Office employees and retail teams.
- Annual fashion footprint engagement survey sent to all head office employees, which gives them the chance to share their views on the fashion footprint programme and broader concerns relating to sustainability.

## Suppliers

Our suppliers source from 47 countries<sup>[1]</sup>. They are instrumental in ensuring that we continue to monitor and improve our trading standards:

### *How we engage with them:*

- Ethical Audit Programme to ensure good working conditions in all our factories.

- Supplier audits by Arcadia employees and third parties.
  - Supplier meetings and site visits to discuss ongoing business development.
  - Quarterly supplier newsletter, which includes a review of key themes as well as any ongoing issues / legislative changes that need attention.
  - Training workshops.
- 

[1] This figure is accurate at the time of the report being published.

## Customers

We want our customers to be confident that we trade ethically and take action to manage our environmental impacts.

### *How we engage with them:*

- The fashion footprint area on our Group website.
- [Email address](#) for customers and anyone who would like to contact the fashion footprint team.
- Product-related campaigns in stores and on-line.

Contact with our Customer Services Department who direct relevant customer feedback or concerns to our fashion footprint team

## Civil Society

This group includes Trade Unions, Governments, Non-Governmental Organisations, campaign groups and other retailers.

### *How we engage with them:*

- Industry collaborations and working groups including: ACT (Action Collaboration Transformation), the Accord on Fire and Building Safety in Bangladesh, IndustriALL and the Sustainable Clothing Action Plan. As part of these initiatives we work towards systemic change in the fashion industry.
- Participation in industry surveys and reports including Fashion Transparency Index and the Ethical Fashion Guide.

## Third-Party Service Providers

We work closely with carefully selected third-party service providers who provide independent auditing of our suppliers' factories.

### *How we engage with them:*

- Regular formal and informal meetings to discuss the development of our ethical trade programme

and high risk countries.

- The assessment of audit reports on our supplier's facilities, which we review on a frequent basis.

## Materiality

We regularly undertake a materiality assessment to review and identify the sustainability topics that are most important to our business, and of the highest concern to our key stakeholder groups. These topics are then ranked in order of significance according to the following criteria:

- Their impact on the economy, the environment and society.
- Their importance to our stakeholders.

These topics form a central part of our sustainability strategy, and are reported on in detail within the fashion footprint webpages.

| PILLAR  | TOPIC   |
|---------|---|
| PRODUCT | Ethical Trade   |
|         | Animal Welfare  |
|         | Sustainable materials   |
|         | Industry collaboration  |
| PLANET  | Carbon emissions  |
|         | Energy efficiency   |
|         | Water consumption   |
|         | Waste production at our offices,<br>stores and distribution centers |
|         | Packaging   |
|         | Logistics   |
| PEOPLE  | Employee engagement   |
|         | Health & safety   |
|         | Charity partnerships  |

This site uses cookies. Details of which can be [found here](#).

[Accept](#)