

mi esg  
hub

August  
2024  
Report



# Introduction

We have an industry leading and innovative ESG strategy based around our 4 objectives. We are proud of our ESG ambitions and we are committed to investigating and implementing initiatives that positively impact our people and planet wherever possible.

Our MiESG Strategy has developed and evolved over the past 12 months with improvements and initiatives introduced throughout the year.

Our journey so far...



“In addition to our annual materiality review, we regularly refresh our ESG strategy to ensure it meets the ever-evolving needs of the world around us, its people and the environment. We strongly believe in acting as a responsible business and are committed to delivering our strategy”

Stephanie Barnard  
Director of ESG & Risk



We have an industry leading and innovative ESG strategy based around our 4 objectives. We are proud of our ESG ambitions, and we are committed to investigating and implementing initiatives that positively impact our people and planet wherever possible.

Carbon	Environment	People	Governance
<p>Achieve net zero emissions by 2050 using a verified carbon inventory to show accurate and proven carbon reductions.</p> 	<p>Minimise our impact on the environment through environmental management standards, responsibly sourced garments and a circular bi design approach.</p> 	<p>Be an inclusive employer by offering our people a great place to work and supporting our supply chain to ensure all people are protected with safe and fair working conditions.</p> 	<p>Continue to develop our ESG Governance to build strong foundations for a responsible business.</p> 
<div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%; text-align: center;">  <p>Commitment to a verified carbon inventory</p> </div> <div style="width: 50%; text-align: center;">  <p>Scope 1, 2 &amp; 3 reporting</p> </div> <div style="width: 50%; text-align: center;">  <p>Science based targets</p> </div> <div style="width: 50%; text-align: center;">  <p>Change in processes to capture data</p> </div> <div style="width: 50%; text-align: center;">  <p>Reduction in floorspace and carbon</p> </div> <div style="width: 50%; text-align: center;">  <p>Staff carbon calculator</p> </div> <div style="width: 50%; text-align: center;">  <p>CDP rating of CD</p> </div> <div style="width: 50%; text-align: center;">  <p>Carbon literacy training</p> </div> </div>	<div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%; text-align: center;">  <p>Market leading Circular bi Design strategy with innovative partners for end of life garment recycling</p> </div> <div style="width: 50%; text-align: center;">  <p>Established environmental charity partnerships that enhance our social value offering and include volunteering opportunities</p> </div> <div style="width: 50%; text-align: center;">  <p>Innovative Packaging Strategy in preparation for Extended Producer Responsibility</p> </div> <div style="width: 50%; text-align: center;">  <p>New technology to drive down energy consumption</p> </div> <div style="width: 50%; text-align: center;">  <p>Signatory Friend of ZDHC - Vendor</p> </div> <div style="width: 50%; text-align: center;">  <p>Associate Member of The UK Plastics Pact</p> </div> </div>	<div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%; text-align: center;">  <p>Equality, Diversity &amp; Inclusion strategy</p> </div> <div style="width: 50%; text-align: center;">  <p>Over 250 volunteering hours per year</p> </div> <div style="width: 50%; text-align: center;">  <p>Armed Forces Covenant</p> </div> <div style="width: 50%; text-align: center;">  <p>Market leading human rights programme</p> </div> <div style="width: 50%; text-align: center;">  <p>SLAVE-FREE ALLIANCE Working Towards a Slave-free Supply Chain</p> </div> <div style="width: 50%; text-align: center;">  <p>Working with social enterprises to improve our social value commitment</p> </div> <div style="width: 50%; text-align: center;">  <p>Ensuring best practice in supply chain labour through self-assessment against ISO 26000 Social Responsibility</p> </div> </div>	<div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%; text-align: center;">  <p>Report outlining our commitments to ESG and clear links to Sustainable Development Goals</p> </div> <div style="width: 50%; text-align: center;">  <p>Highest rating in industry with EcoVadis Gold and an Achilles score of 90</p> </div> <div style="width: 50%; text-align: center;">  <p>GOLD   Top 5% Sustainability Rating AUG 2024</p> </div> <div style="width: 50%; text-align: center;"> <p>Achievement of 6 ISOs, unmatched across the industry</p> </div> <div style="width: 33%; text-align: center;">  <p>ISO 22301 Business Continuity Planning</p> </div> <div style="width: 33%; text-align: center;">  <p>ISO 31000 Risk Management</p> </div> <div style="width: 33%; text-align: center;">  <p>ISO 27001 Information Security</p> </div> <div style="width: 33%; text-align: center;">  <p>ISO 9001 Quality Management certification in the Logistics Centre</p> </div> <div style="width: 33%; text-align: center;">  <p>ISO 45001 Occupational Health &amp; Safety management across all UK sites</p> </div> <div style="width: 33%; text-align: center;">  <p>ISO 14001 Environmental management scope across all UK sites</p> </div> </div>

# Carbon

Carbon Reporting  
Carbon Reduction  
Science -based Targets  
Carbon Literacy



# Environmental

Circular bi Design  
Derbyshire Wildlife Trust  
UK Plastics Pact  
Circularity at the heart of design  
Biodiversity



# People

Armed Forces Covenant  
Ethical Trading Initiative Activity  
Human Rights Due Diligence  
&Wider  
Social Value



# Governance

Protecting Your Data  
Sharing Our Progress  
Water Management  
Carbon Neutrality Standards





# Materiality Review

We complete an annual Materiality Review to ensure that our Mi ESG strategy is current, proportionate and meets our needs.

As part of this, we review where we are seeing changes in requirements from legislation or key stakeholders to ensure we mitigate risks, meet the expectations of our key stakeholders and take opportunities for sustainable growth.

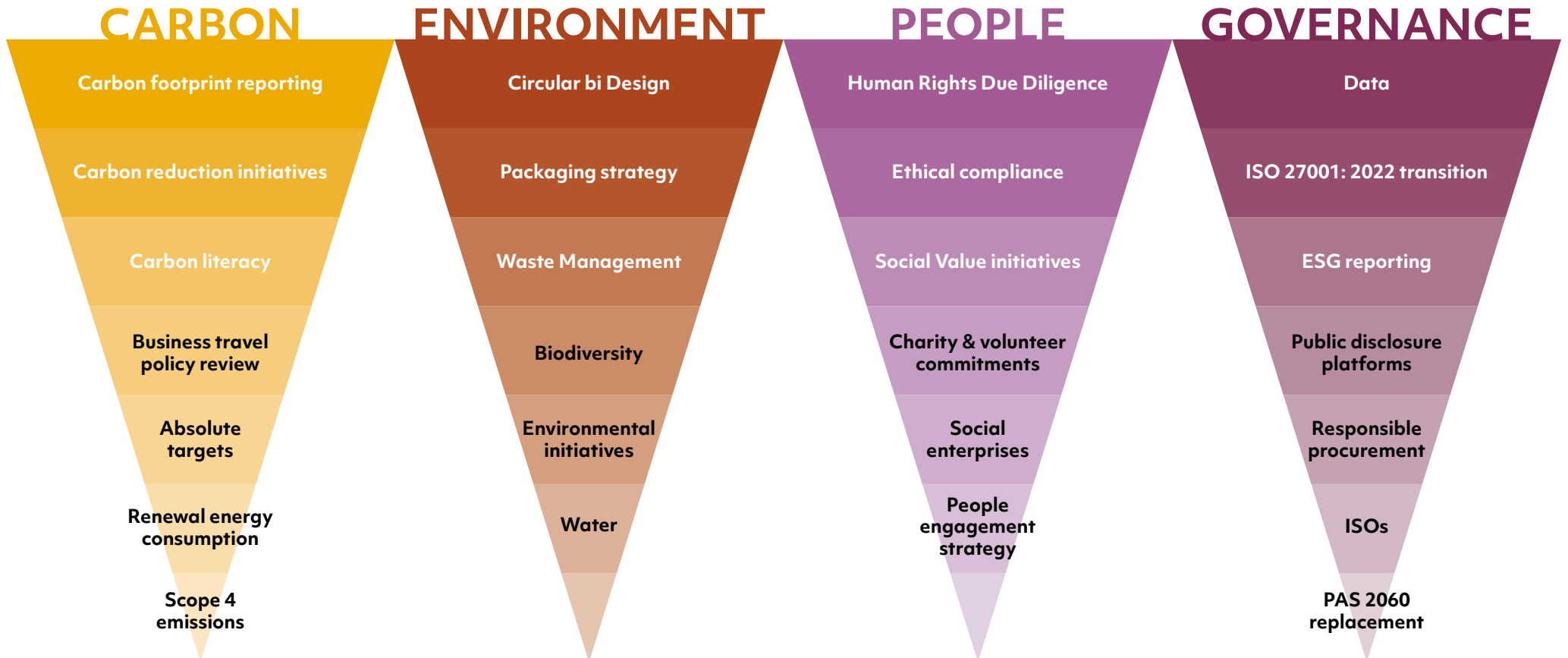
We use our own criteria to establish the importance and difficulty of completing the initiatives associated with the issues.



“Completing a Materiality Review annually is an important exercise to ensure we keep our commitments on track, relevant and cutting edge. We need to be able to adapt and tailor our approach as ESG initiatives evolve. On our diagram, the bigger the box, the harder and / or more important the initiatives are involved!”



Stephanie Barnard  
Director of ESG & Risk





# Our objectives



## Sustainable Development Goals

Launched in 2015, the United Nations Sustainable Development Goals (SDGs) are a framework which cover international priority areas including a broad range of social and economic development issues set through to 2030. The initiatives form a shared global agenda to tackle the world's biggest global challenges on environmental improvement, equality, and social empowerment.

## Mi ESG Hub Objectives

**1** Achieve **net zero emissions** by 2050 using a verified carbon inventory to show **accurate and proven** carbon reductions.

**2** Minimise our impact on the environment through **environmental management** standards, **responsibly** sourced garments and a **circular bi design** approach

**3** Be an **inclusive** employer by offering our people a great place to work and supporting our supply chain to ensure all people are **protected** with safe and fair working conditions

**4** Continue to develop our ESG governance to build strong foundations for a **responsible** business



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# Carbon Reporting

To enable Mi Hub to develop a measurable and achievable carbon reduction plan, the first and fundamental step was to define and quantify our carbon emissions.

Over the past 12 months, we have focused on collecting verifiable data in our goal to calculate a comprehensive and accurate carbon footprint.

## Scope 4 carbon emissions What are they?

Scopes 1, 2 and 3, set by the Greenhouse Gas Protocol, are the accounting standards used by most UK companies and governmental bodies to measure direct and indirect carbon emissions. A new voluntary measure for avoided emissions, known as Scope 4, was introduced recently.

Scope 4 emissions are **avoided emissions that result from the actions of an organisation to reduce the emissions of others**. For example, Scope 4 emissions can include the emissions avoided by enabling home-working for employees or holding a virtual meeting instead of one in person.

Scope 4 emissions are not part of the official GHG Protocol, but they can help to measure the long-term impact of an organization on the climate.

## Some of our achievements include...

Extending the scope of our carbon report to include operations in the Netherlands and the US. Increasing the coverage of our reporting from 4 to 6 sites

from  
4 to 6



We have engaged directly with over  
**300**  
Suppliers

Processed over  
**1.7**  
million  
lines of data



## Our Scope 1, 2 and 3 carbon footprint



The first attempt at carbon data collection across all three scopes was always going to be challenging. We identified many areas where information was just not available but are working tirelessly to improve our carbon data as we continue on our pathway to a verified carbon footprint

## Measured our Scope 1, 2 and 3 carbon footprint

Scope 1:

**19%**

Scope 2:

**8%**

Scope 3:

**73%**

## Identified our Top 5 carbon emitters

SCOPE 1 & 2  
  
Energy Use

SCOPE 3  
  
Employee  
Commuting

SCOPE 3  
  
Business  
Travel

SCOPE 3  
  
Downstream  
Transport &  
Distribution

SCOPE 3  
  
Upstream  
Transport &  
Distribution



# Carbon Reduction Plan

“To demonstrate Mi Hub’s commitment to carbon reduction, we are investing in technology to effectively manage our gas consumption. The energy management system, which costs over £90,000 is expected to reduce our scope 1 emissions by at least 200 tco2e.”

Mi Hub understands the urgency of climate mitigation and have been at the forefront carbon reduction journey with the following carbon reduction actions and achievements.



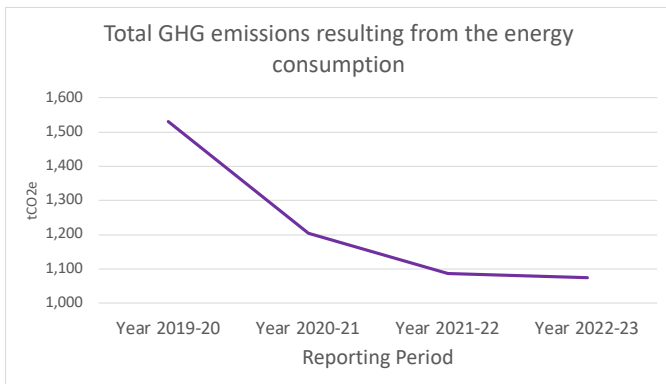
Introduced carbon as a commodity in our spend approval processes on IT equipment and air freight transportation

Reduced our UK carbon emissions\* by **30 %** on the baseline year of 2020 according to SECR



Reduced the operational footprint of our UK based Logistics Centre by **27%**

through more efficient buying practices and new storage mediums, energy efficiency benefits to follow.



\*carbon emissions reportable under Companies House Regulations for Streamlined Energy and Carbon Reporting (SECR)



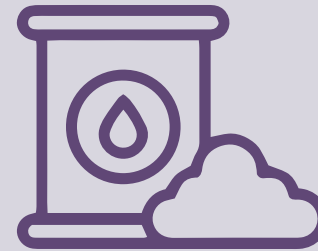
Carbon foot printing and reporting shall be based on the following principles: **Relevance, Completeness, Consistency, Transparency and Accuracy.**

After completing our first carbon data collection, we understand where we are impacting carbon the most across our global footprint.

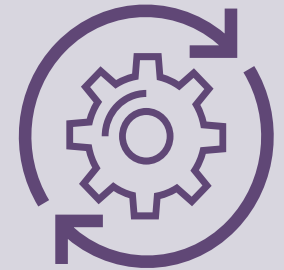
## The focus for the year ahead is ...



Improving Data Quality



Extending our footprint to cover raw materials



Developing our long term carbon reduction plan



“The collection of verifiable scope 3 emissions data has been challenging to say the least! We recognise that we are on an improvement journey but we are confident we can continue to work with our suppliers and adjust our internal reporting to secure accurate data, to produce a complete carbon footprint”

Vicki Maxted  
ESG Manager

# Science Based Targets or SBTs

To achieve our target to become carbon net zero by 2050, we understand that science-based targets are needed to focus and measure progress.

In line with the Paris Agreement adopted in 2015, to limit the effects of climate change, by pursuing efforts to cap the global temperature rise to 1.5°C, Mi Hub has committed to the following near- and long-term carbon reduction targets:



Reduce Scope 1 & 2 emissions by **600 tCO<sub>2</sub>e** (42%)

Reduce Scope 3 emissions by **947 tCO<sub>2</sub>e** (25%)



Reduce Scope 1, 2 and 3 emissions by **4,765 tCO<sub>2</sub>e** (90%)



## And this is how we are planning to do it ....

- Invest in energy management systems
- Move our IT data centre to the cloud
- Reducing our operational footprint
- Completing energy audits and acting on their findings
- Deliver carbon awareness training to all employees
- Improve data quality to increase the accuracy of our report
- Review our business travel policies
- Reuse shipment packaging for internal use and customer deliveries
- Encourage car-sharing

The performance of these targets will be measured against the baseline reporting year of August 2022 to July 2023. The baseline for scope 3 emissions is limited to the scopes defined within the 2022 carbon footprint report and is likely to change over time as data availability and quality improves.

# Carbon Literacy

## Carbon Literacy Project



Mi Hub recognises that awareness and education is the easiest way to impact its carbon footprint. By launching carbon awareness training to employees, Mi Hub hopes to save up to **130 tCO<sub>2</sub>e**.

Raising awareness and thereby understanding of the effects of climate change will facilitate both behavioural change and societal support for the actions needed to reduce greenhouse gas emissions to support our Science Based Targets.

Mi Hub has started their journey with the Carbon Literacy Project to educate its employees, suppliers and customers. The project aims to improve how people make decisions in both the business and personal spheres by increasing awareness of climate change and its effects.

## Did you know?

On average, Carbon Literacy training can deliver **5-15% carbon savings per person**

Since the last Mi ESG report in January, Mi Hub has invested in training for two of our ESG team members who will develop a carbon literacy programme tailored to our business and its significant climate impacts.

## The focus for the year ahead is ...

Become Bronze Carbon Literate Organisation

Develop a bespoke carbon literacy course, which will:



Be delivered by Mi Hub's Carbon Literacy Facilitators (CLF)



Include discussion and solutions



Recognise collective actions do make a difference



Increase knowledge about climate change



Result in both individual and group action



"We are committed to ensuring our ESG policies keep pace with the rapidly changing industry. We continuously improve our carbon data set to foresee any carbon reduction opportunities within the organisation"

Michelle Mak  
ESG Coordinator







Environment

# Environmental Summary

Over the past 12 months, we have continued to minimise our impact on the world around us through our focus on circularity and identifying opportunities to use sustainable materials.

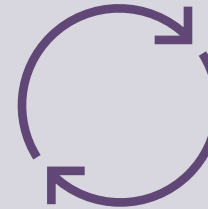
Some of our achievements include...

The launch of our Circular bi Design strategy that utilises our principles of the 5Rs. We are proud to be able to offer our customers a wider range of options for their end-of-life garments.



## The focus for the year ahead is ...

We are committed to continuing to offer our customers garments and services that align with our environmental objectives.



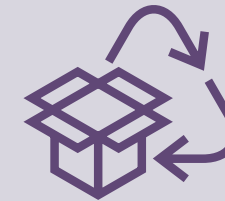
Continuing to develop our Circular Bi Design strategy to ensure we stay at the forefront of the new advances in processes and technology



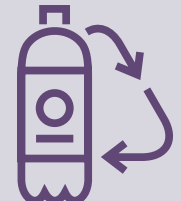
Assessing our impact on local biodiversity and understanding ways to positively impact it with the support of Derbyshire Wildlife Trust



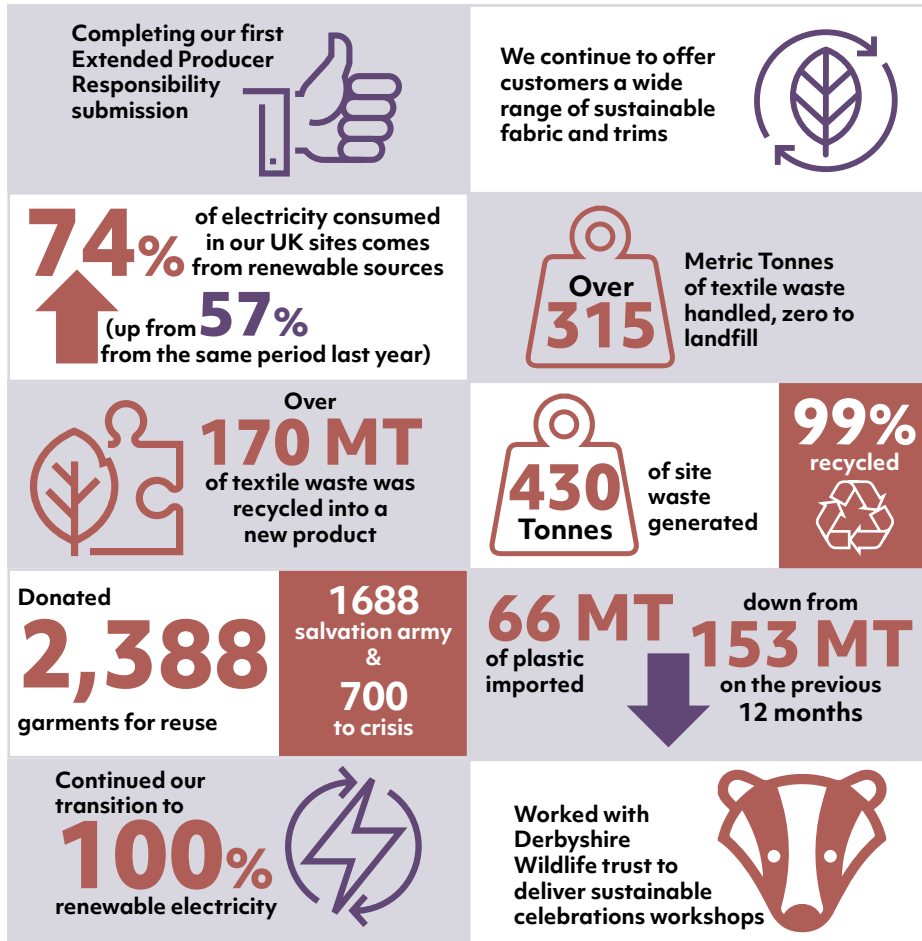
Extended our "Zero to Landfill" practices across all UK waste streams



Continuing to reduce our packaging wherever possible and looking for new and innovative solutions



Commitment to increase recycled content in plastic packaging from 30% to 100% by July 2025



# Circularity at the heart of our design

We put the circularity of our garments at the heart of our design process. Using the principles of our 5R's, **reduce, reuse, recycle, remove and research**, longevity and circularity are an integrated part of our design process



## REDUCE

- > Garments can be sent out in multi packs to reduce packaging
- > Garments can be de-shrouded before dispatch and all plastic bags recycled into despatch bags and reused
- > At the design stage, we will help you by suggesting the removal of unnecessary trims and labels



## REUSE

- > Items returned unworn will be pressed and repacked
- > Delivery boxes are reused for customer deliveries
- > Branding can be easily removed to extend its life post uniform



## RECYCLE

- > The fabrics can use sustainable fibres such as Lyocel
- > The fabric and trims can all be recycled
- > If returned to us, the garment can be recycled into another useable product
- > The fabric includes recycled fibre content such as recycled polyester



## REMOVE

- > Only necessary packaging is used to ensure the safe delivery of the garment. If plastic is used, it is at least 30% recycled
- > Fabric suppliers meet Okeo-Tex 100 standards which adhere to strict environmental manufacturing processes
- > Trims supplied from Okeo-Tex 100 certified suppliers



## RESEARCH

- > Fabric is designed to be durable and designed to last to the agreed life time of the uniform range
- > If cotton is used, it will be sourced through BCI cotton routes



# Circular bi Design

## Leading the way on circularity

We are proud to continue our commitment that **100% of our garments do not go to landfill** and we are constantly finding new and innovative ways to recycle, repurpose or reuse them.

Our Circular Bi Design strategy launched in January 2024, has focussed on providing customers with choices on what they would like to do with their garments when they come to the end of their life.

As well as the circularity of the products that can be made with end of life garments, we have investigated the carbon footprint that they create to ensure they are aligned to our carbon goals.

These are just some of the new opportunities we have brought our customers all of which are made from garments!

Signage



Carpet underlay



Automotive Insulation



Solitary bee house





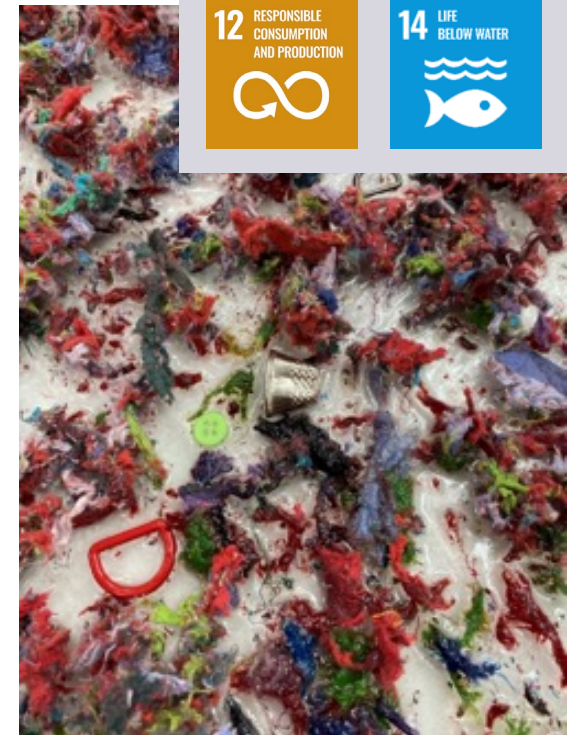
# Our New Upcycling Partnership

We are proud to have a new partnership in place with a local upcycling partner who are able to produce an extensive range of items from end-of-life garments.

From tables to floor tiles, coasters to signage and beehouses to bee bricks, the list of what they can produce is only limited by the ability to make a mould for the item.

We recently commissioned a table for one of our customer meeting rooms in our Castle Donington office. We were fully involved in the design process and were even able to add our own finishing touches to make it a really unique piece.

Made from at least **75% garments** and a plant based resin, these items can be customised to suit your projects.



“Working with one of our recycling partners to design a new showroom table incorporating our textile waste has been a thoroughly enjoyable experience. This collaboration not only resulted in a fully circular product but also opened up exciting opportunities for future projects. We look forward to continuing this innovative partnership and exploring new ideas with our customers.”

Lisa Kinch  
ESG and Risk Administrator







**Derbyshire**  
Wildlife Trust

## Derbyshire Wildlife Trust

Last year, we became corporate members of the Derbyshire Wildlife Trust and made a commitment to support them by volunteering in their nature reserves. Not only is this initiative good for the environment, but it is great for the wellbeing of our people.

Derbyshire Wildlife Trust are also supporting us with our new Biodiversity Policy to ensure we support our local eco systems and connect with nature.

**“An enjoyable half day spent assessing the biodiversity changes after habitat regeneration. The wardens were welcoming and informative and it was fantastic to see nature starting to reclaim this old commercial site”**

Testimonial from Mark Haynes  
Demand Forecasting Analyst

**“A very pleasant half day event with the Derbyshire Wildlife Trust. The staff were very welcoming and knowledgeable. We were put to work logging samples of life from their various ponds, with our results contributing to their reports. The bird spotting was also enjoyable, with a wide variety of species on display throughout the reserve. With the reserve being on the site of the old American adventure theme park, it is lovely to see how nature has taken it back”**

Testimonial from Gary Morris  
Risk and Compliance Manager

**THE UK PLASTICS PACT**



# UK Plastics Pact

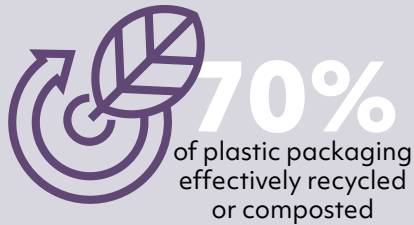
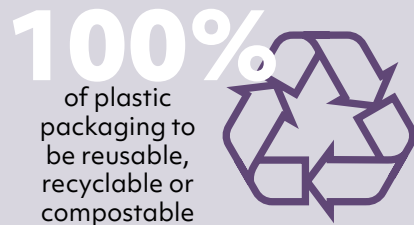
We are part of The UK Plastics Pact initiative, run by WRAP, and supported by the Ellen MacArthur Foundation.

## What will it achieve?

By 2025, The UK Plastics Pact will transform the UK plastic packaging sector and help stop plastics polluting the environment. Members have signed up to the following targets:



**Eliminate** problematic or unnecessary single use packaging through redesign, innovation or alternative (re-use) delivery models.



## What have we achieved?

In June 2024, Mi Hub reported its first data set to the UK Plastic Pact. The plastic packaging types in Mi Hub's product range was analysed for recyclability and recycled content.



"As a large producer of plastic packaging waste, it was important for us to understand the impact of the plastic packaging has on the environment. There is a misconception that plastic is less sustainable than alternative packaging types but with increased recycled content and improved recycling routes, plastic can still be the best solution for protecting our customer's products during shipping and managing the associated carbon footprint."

Vicki Maxted  
ESG Manager





# Biodiversity

Biodiversity is the variety of life on Earth, and is essential for sustaining the ecosystems that provide us with food, fuel and health.

We have created our first Biodiversity Policy and are committed to ensuring the environments around us support the balance of nature.

We source sustainable materials but we also want to make sure our offices and the spaces around are sustainable and resilient.

As part of our commitment to biodiversity, we have carried out a Nature Recovery Survey with our partners Derbyshire Wildlife Trust and we are currently implementing initiatives to encourage wildlife around our offices. Not only will this benefit nature but it will also provide a pleasant environment for our people.

Initiatives include wild flower planters, bird boxes, solitary bee houses and bat boxes.







# People

# People Summary

Be an **inclusive** employer by offering our people a great place to work and supporting our supply chain to ensure all people are **protected** with safe and fair working conditions



Over the past 12 months we have focussed on the people that work within our supply chain to ensure our objective to protect them and provide a safe working environment is met.

Some of our achievements include...



We have signed up to the Armed Forces Covenant and have committed to supporting those who serve and have served our country back into work.



Supported Social Enterprise businesses



We have improved our performance in our SMETA audit



Developed key performance indicators for our Human Rights Due Diligence strategy and delivered on all of these.



We have held a Buying Ethically Course for our customers



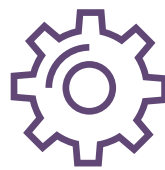
Charity donations **£12,172.50**



We have introduced wellbeing walks and wild at work days to help our employees connect with nature in a way which benefits their overall wellbeing.



Met our volunteering target of **250** hours

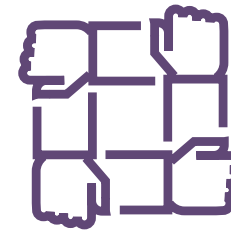


Training and development hours **5,024**

## The focus for the year ahead is ...

We believe social value requires us to think about the decisions we make and we are committed to helping to support communities and adding social value. This year we have supported charities, businesses and schools that work both close to our offices but also right across our customer's locations.

Our focus for the coming year is to:



Continue to support social enterprise businesses through collaborations that have a positive effect on their local economies and recruitment.



Recruit and retain the best calibre of staff through the roll out of our People Strategy



Work with &Wider to gain visibility of working conditions within our supply chain and continuously improve these as a result



Review the results of our Modern Slavery Self Assessment Questionnaires and develop...action plans to develop risk mitigation activities.

# Armed Forces Covenant



PROUDLY  
SUPPORTING  
THOSE WHO  
SERVE.

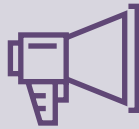


We're proud to share that Mi Hub has signed the Armed forces Covenant pledging our commitment to honour the Armed Forces Covenant and support the Armed Forces Community. We recognise the value Serving Personnel, both Regular and Reservists, Veterans and military families contribute to our business and our country.

Mi Hub will endeavour to uphold the key principles of the Armed Forces Covenant, which are:

- No member of the Armed Forces Community should face disadvantage in the provision of the public and commercial services compared to any other citizen
- In some circumstances special treatment may be appropriate, especially for the injured or bereaved

To demonstrate our commitment Mi Hub will recognise that serving personnel, reservists, veterans and military families bring to our business and to our country. We will seek to uphold the principles of the Armed Forces Covenant, by:



**Promoting the Armed Forces:** promoting the fact that we are an Armed-Forces-friendly organisation

**Veterans:** seeking the support of the employment of veterans young and old and working with the Career Transition Partnership (CTP), in order to establish a tailored employment pathway for Service Leavers.



**Service Spouses and Partners:** striving to support the employment of Service spouses and partners, seeking to support employees who choose to be members of the Reserve forces, including accommodating their training and deployment where possible.



**National events:** supporting Armed Forces Day, celebrated on 29th June 2024.



**Reserves:** seeking to support our employees who choose to be members of the Reserve forces, including by accommodating their training and deployment where possible. Mi Hub employees who are members of the Reserve Forces can take up to 5 days paid leave per annual leave year.



**Cadet Organisations:** offering support to our local cadet units, either in our local community or in local schools, where possible.



**Commercial Support:** offering a discount to members of the Armed Forces community through our Alexandra brand.





# Ethical Trading Initiative Activity

## Buying Ethically Course

We were very happy to offer once again the Ethical Trading Initiative's Buying Ethically course in February 2024 at Mi Hub Head Office.

The enthusiasm shown by our like-minded customers who demonstrated the same passion as us to trade in an ethical manner really shone through in the vast uptake in the offer of the course.

The course was attended by 23 people across 13 customer brands.

This was an opportunity to go more in-depth on the Ethical Trading Initiative's 9 Point Base Code, what risks might be present in supply chains and how to identify and mitigate them. Additionally, it helped us to reflect as a group the impacts that each party can have on our supply chains through purchasing practices and how this affects our supply chain partners.



**"Your presentation was specifically mentioned in several evaluation forms as being particularly inspiring and motivating."**

Jasmine Stockham  
Ethical Trading Initiative

## ETI Group Progression Session – Strategy Development

As part of our commitment to our suppliers and our ETI membership, we have adopted a human rights due diligence (HRDD) approach to our ethical trading strategy.

As ETI members, we receive guidance through the progression framework that encourages us to keep striving to push boundaries in relation to ethical trade both within our own company and supply chains.

Our dedication to integrate this new way of working into our business operations was recognised by the ETI when we were asked to give a presentation on strategy development to other ETI members.

We received great feedback for the presentation and we were only too happy to share our experience with our fellow ETI members.

# Human Rights Due Diligence

## Human Rights - KPI Update

We have published our intended Human Rights Due Diligence activities in the form of KPIs which were published in the last ESG report and in our Human Rights Due Diligence statement.

Throughout 2023 and 2024 we have been working on our HRDD strategy and how we are going to move our strategy forward logically and methodically.

We have chosen to follow the due diligence process and supporting measures shown in the OECD Due Diligence for Responsible Business Conduct document.

Not only does this allow us to develop strategies on how to best move forward with our supply chain partners on identifying and taking action on any adverse impacts that are affecting workers in our supply chain, but also provides focus on reviewing our actions regularly and communicating our actions with relevant stakeholders.



Introduce the worker voice program to three additional factories in our supply chain



5 suppliers have agreed to participate in the worker voice program. This means that **13,091** workers will have the opportunity to provide their feedback

Supplier completion of the SFA SC3 SAQ



SAQ has been completed by **16** out of **18** suppliers  
**89%**

This covers **29,427** workers



Health and safety Non-conformities as a % of overall NCs

**82** audits expected, **82** audits received **100%**

Total findings are **537** (non-conformities are **380**)

Health and Safety related NCs are **212** (56%)

SMETA Audit Results 2023

In **2024**, we will publish our RAG ratings for **2023** SMETA audits



■ Green ■ Yellow ■ Orange ■ Red

Assess the prevalence of worker committees in our suppliers



**100%** of factory workers can join a trade union or have access to a worker committee

We have achieved our target of

**100%** of our tier 1 and tier 2 suppliers completing their Sedex SAQ







## We're Listening!

Mi Hub is now entering into collaboration with &Wider.

## Offering Worker Voice

A digital survey will be distributed to willing participants who work at the factories we have approached to partner with us on this project. Workers will then complete the survey anonymously, allowing us to gather data and gain insights on working conditions within the factories whilst offering reassurance to workers there will be no repercussions for offering their opinion.

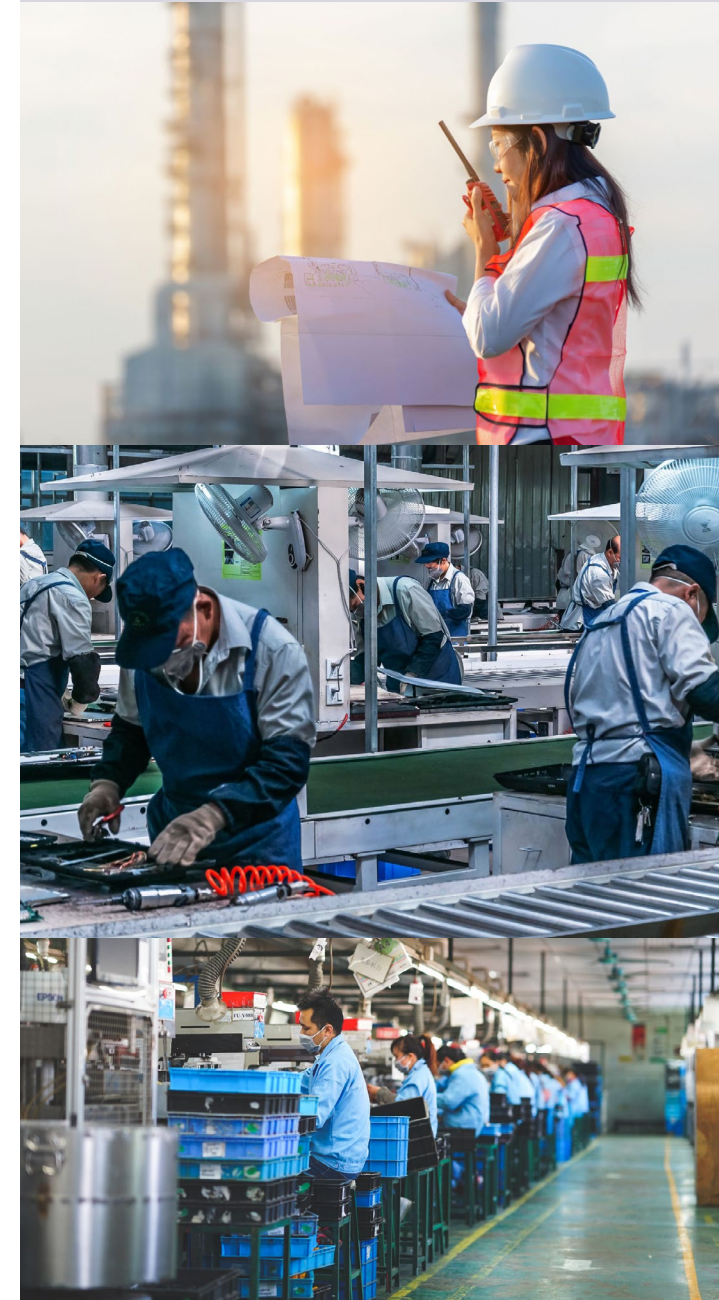
We intend to distribute the survey 3 times over a 12-month period to workers in 5 selected factories in different sourcing countries.

## Next Steps

Once survey results have been received, they will be reviewed by us and shared with Factory Management and Worker Representatives to identify areas of best practice and opportunities for improvement.

Where there are opportunities for further improvement, we will utilise our close relationship with our supply chain partners and Ethical Trading Initiative membership to develop and implement activities/programs to address any concerns or requests for support raised.

As part of our Human Rights Due Diligence work, once this project has reached initial completion, we will review the effectiveness of the project and any additional programs implemented to measure impact and value. This is an exciting project that enables workers within our supply chains to have a voice.







# Transparency in our Supply Chain



## SMETA Audits

Mi Hub is proud to have been Sedex members since 2008, giving us transparency in our supply chains for over 15 years.

As part of our due diligence process, we audit all of our garment manufacturers on an annual basis and have a dedicated team who oversee the audit process of our manufacturing partners from audit initiation, all the way through to non-conformity verification and close down.

We have recognised that audit data can provide us with so much more insight into our supply chain and areas of risk.

As part of our Human Rights Due Diligence work, we have identified health and safety as a salient risk in our supply chain. We have looked at the audit results from January to December 2023 and can see that health and safety related non-conformities were most prevalent in our audits. In fact, there were 212 health and safety related non-conformities which confirms that health and safety is a salient risk in our supply chains.

From experience we know that health and safety non-conformities are the easiest and most common findings as they are easy to detect by sight during a factory walkthrough. However, whilst we ensure that health and safety issues that are found are addressed, we want to move toward a prevention rather than cure approach.

## ETI Corporate Transparency Framework - Resource Pack

The Ethical Trading Initiative have released a Resource Pack to provide members with examples of information that is publicly available that meets the ETI Corporate Transparency Framework Requirements.

Mi Hub's Human Rights Due Diligence Statement has been featured in the document to demonstrate how we have been transparent about the risks in our supply chain. The full statement, including geographical sourcing regions and strategy development can be found on our website.

## We audit ourselves by the same standards!

On an annual basis, our UK logistics centre complete an independent social audit.

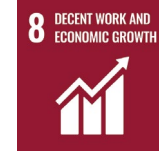
We expect our supply base to achieve a level of compliance so its only right that we maintain the same standards ourselves.

Our most recent audit took place in June 2024. No non-conformities or opportunities to improve were identified and the feedback from our employees was extremely positive.



Ethical Trading Initiative





# Social Value

We are pleased to support a number of social enterprise businesses and charities that share the same values as MiHub. One of these is Grace Enterprises, a small group of charities that support people who have major barriers to work such as homelessness, criminal records, addiction and physical and mental health difficulties.

## Half the Story

We are proud to support a Half the Story, a social enterprise creating job roles within their bakery for those who have experienced homelessness and other barriers to work.



“Supporting Half The Story means more than just enjoying delicious biscuits; it means standing behind an initiative that provides transformative job opportunities for individuals who have faced homelessness and complex barriers. By donating uniforms and purchasing their baked goods, you’re helping to create a pathway to stability and hope, proving that together, we can bake a brighter future.”

Lisa Kinch  
ESG and Risk Administrator





# Supporting Charities

We are committed to supporting our own nominated charities as well as the organisations our customers support.



## Co-op Volunteering Day

Two members of our Commercial Team joined Co-op on a volunteering day as part of our joint commitment to social value.

They visited Co-op Academy Manchester, located in Blackley to work with Year 10 Students providing and support mock interviews for around 300 young people. Ian and Keith joined over 40 representatives from the world of work, education, higher education, and the wider community. Offering professional expertise and feedback it was most likely to be their first experience of having an interview by an external professional and hopefully prepares them for their future journey at the point they leave academic studies.

Dimensions fully support the Co-op Academies Trust's commitment to their Career Education, Information, Advice and Guidance (CEIAG) programme, offering young people career and personal development opportunities.



## Waitrose

We donated **40 aprons** for Waitrose & Partners to wear during the annual Waitrose Garden Party - a picture perfect day with good food, drink and entertainment with **1,400 guests** raising a total of **£571,534** for GroceryAid, The Trussell Trust and FareShare UK.

We are proud to support our customer's, Waitrose & Partners fundraising event, and we are honoured to contribute to their efforts in creating meaningful change.



# Governance



# Governance Summary

We are very proud of the work we have done to achieve our objective to be a responsible business



In October, we achieved the ISO22301:2019 Business Continuity Management which provides our customers with the comfort that in there was an incident, we have tried and tested plans in place to continue to operate.



We have extended the scopes of our ISO 45001 H & S



Undertaken the transition to the ISO 27001:2022 standard to ensure your data is safe and secure in challenging digital times



## The focus for the year ahead is ...



We are working on our new Water Policy and how we can minimize the impact on the world around us and our supply chain



We will continue to work towards verified carbon reporting and quantifiable carbon reduction.



Create policies to support our ongoing environmental work such as Biodiversity



Identify the climate risks in our manufacturing locations and contribute to their mitigation



Committed over 7,800 hours a year to ESG in our dedicated team



# Protecting Your Data

The world of technology moves at a fast rate and keeping up with changes and challenges to protect your data, is important to us.



## ISO 27001:2022

In October 2022, the International Organization for Standardization published the new standard ISO27001:2022 Information security, cybersecurity and privacy protection. Organisations have until 2025 to implement the changes but MiHub decided to carry out the transition as early as possible so we could bring the benefit of the changes to the standard to our customers.

The new standard has required us to:

- Use a risk based approach for information security management and identity, assess, prioritise and implement controls accordingly.
- Focus on the importance of security in our supply chain.
- New controls around cyber security, working from home and the technology to support our systems.



## Cyber Essentials Plus

We are proud to hold the Cyber Essential Plus certification, the highest level of certification that can be achieved under the UK's National Cyber Security Centre (NCSC)-backed Cyber Essentials Scheme.

The scheme ensures that we effectively implement the fundamental security controls to protect against common cyber attacks.

**32%** of businesses and **24%** of charities overall recall any breaches or attacks from the last 12 months (Government Cyber Security Breaches Survey 2023)



## ISO22301 Business Continuity Management

We are the proud holders of the ISO 22301:Business Continuity Management certification which we achieved in October 2023.

ISO 22301 is the international standard for Business Continuity Management Systems (BCMS).

It provides a framework for businesses to plan, implement, monitor and continually improve documented processes to protect against, reduce the likelihood of, and ensure recovery from incidents.

We have Business Continuity Plans (BCPs) for each of our sites and these are regularly tested to ensure the plan works should it need to put it into action.

We have trained Recovery Teams at each site who are responsible for getting our operations back to normal in the event of an incident.



# Water Management

## Introduction to ZDHC and Wastewater Testing

In 2011, Greenpeace issued a wake-up call to the fashion industry, its stakeholders, and consumers with the launch of its Detox campaign. The campaign drew attention to the impact of hazardous chemicals in the manufacturing of clothing and footwear in production countries. Six brands individually signed public commitments with Greenpeace to commit to zero discharge of hazardous chemicals by 2020. This was the beginning of ZDHC's Roadmap 2020 Programme.

ZDHC Roadmap to Zero programme is a collaboration of now 320 signatories of Brands & Retailers, Chemical, Textile, Leather & Footwear Industry Suppliers and Associations working together to support the implementation of safer chemical management practices within the textiles, leather, and footwear industry sector.

The aim of the ZDHC programme is to eliminate the discharge of hazardous chemicals into the environment from the textile, leather, and footwear industries.

# Friend of ZDHC - Vendor



Mi Hub have pledged that by 2025, **80%** of our fabric volume will come from fabric mills participating in wastewater testing in accordance with the ZDHC guidelines. Roadmap To Zero - Output

## Mi Hub Progress to Date

### 2020

Since 2020 Mi Hub have collaborated with our fabric mills and have encouraged sharing and transparency of their wastewater test reports.

### 2021

In 2021 our target of capturing **20%** of our fabric volume will come from mills participating in wastewater testing. This was overachieved with a score of **36%**.

### 2022

In 2022 our target of capturing **35%** of our fabric volume will come from mills participating in wastewater testing. This was overachieved with a score of **53%**.

### 2023

In 2023 our target of capturing **60%** of our fabric volume will come from mills participating in wastewater testing. This was achieved with a score of **60%**.

### FEB 2023

Mi Hub are proud to announce that we have joined ZDHC as a 'Signatory Friend of ZDHC - Vendor'.

Mi Hub will continue to recognise the importance that we, as a Signatory Friend of ZDHC- Vendor, have a responsibility along with our core suppliers to adhere to the zdhc protocols and mission statement.

### 2024

In 2024 our target of capturing **70%** of our fabric volume will come from mills participating in wastewater testing. This target of **70%** has been achieved equating to a volume of 5.8 million meters of fabric and we are confident in achieving our target of **80%** by the end of 2025.



# Sharing our Progress



We believe in being transparent about our approach to our MiESG strategy and so we disclose our progress on a number of public disclosure platforms. As other organisations look for guidance in navigating the complex landscape of sustainability, Mi Hub stands as a testament to the benefits of proactive engagement and adherence to global standards. Through its actions, Mi Hub not only safeguards its reputation but also contributes to a more sustainable and resilient future for all.

**CDP Score of CD,**  
demonstrating  
**Knowledge of impacts**  
**on, and of, climate**  
**issues**



**CDP**

Mi Hub joined the ranks of over 23,000 companies worldwide by disclosing its environmental performance through CDP (formerly the Carbon Disclosure Project). This proactive step underscores Mi Hub's readiness to address the growing demand for transparency surrounding environmental impacts from stakeholders such as financial institutions, customers, and policymakers.

Following the disclosure process, Mi Hub was awarded a commendable CDP Score of C, placing it within the awareness band. This score not only highlights Mi Hub's awareness of climate issues but also acknowledges its efforts to understand and mitigate its environmental footprint. By adhering to the CDP guidelines, Mi Hub ensures that its environmental data is communicated responsibly and effectively, further enhancing its credibility as a socially responsible organisation.

**73 / 100**

95th Percentile



**Ecovadis**

EcoVadis helps organisations to manage ESG risk and compliance, meet corporate sustainability goals, and drive impact at scale by guiding the sustainability performance improvement of your company and your value chain. Hundreds of thousands of companies, including Mi Hub Ltd, partner with EcoVadis to collaborate on sustainability with a common platform, universal scorecard, benchmarks and performance improvement tools. Mi Hub Ltd are proud to have been awarded a Gold Medal in recognition of our Ecovadis Rating.

**89 / 100**



**Achilles**

Achilles is a global supply chain risk management disclosure platform. Achilles work with market-leading financial, industrial, commercial and governmental organisations to determine the required competencies of a client when it comes to environmental, social and governance reporting. We are registered with Achilles on a number of networks and the evidence we disclose is validated by the experts at Achilles, giving our customers the confidence that ESG is significant consideration in Mi Hub's business strategy to provide our customer base with confidence.

**WE DISCLOSE EVERY YEAR!**





[www.mihubglobal.com](http://www.mihubglobal.com)

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