

# REISS

ESG PROGRESS UPDATE TO JANUARY 2025



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2024/25  
HIGHLIGHTS

100% of Reiss head office premises were powered by renewable electricity

We expanded our **certified materials range** to include Textile Exchange Standards for Responsible Mohair, Alpaca, Down and Organic Content

We piloted a **Reiss Repair Service** for our customers

Our carbon footprint was incorporated into NEXT group's assured carbon reporting for the first time

90% of store employees agree **‘My Area Manager promotes a diverse and inclusive culture’**

0% gender pay gap

100% of our **Tier 1** factories were mapped and published

1177 **preferred fibre** claims were independently verified by Compare Ethics

86% of head office employees say **‘My manager genuinely cares about my wellbeing’**

489 **Tier 2 – 5** facilities were mapped and published on Open Supply Hub

95% of our Top 20 supplier factories were rated NEXT Code of Practice Category 3 (Fair) **or above**

70% of our outer shell materials for Autumn-Winter 2024 were sourced according to Reiss sustainability guidelines

94% of colleagues are confident the business will succeed

61% of our **Tier 1 factories** were audited under the NEXT Code of Practice



# WELCOME

Welcome to Reiss’s first ESG progress update, setting out the progress we have made against the environmental, social and governance commitments established in 2023 and published on the Reiss website in February 2024. This report outlines the progress made towards our ESG goals in the 52 weeks ending 25 January 2025.



“ ”

“Welcome to our first sustainability report, setting out our progress and evolving approach to the environment, social and governance strategies at Reiss. Since joining Reiss in 2024, I am pleased to have become the Executive Sponsor for ESG. My focus since joining has been to understand and support the existing programme, building on data accuracy and integrity, resourcing the programme and widening accountability across the business, including addressing impacts through buildings, operations and air freight. I’m pleased to have approved a shift to 100% renewable energy over our store estate from February 2025, and to support a new community impact strategy for 2025.

Our ambitions for 2025 are to keep improving our data integrity, continuing integration with NEXT plc reporting requirements, and ensuring all colleagues at Reiss understand their roles in delivering our shared targets.”

**Malcolm Macdonald,**  
**Executive Sponsor for ESG and**  
**Chief Financial Officer**



“ ”

“Reiss has always been associated with timeless design and quality manufacturing, both of which naturally align with a more responsible approach and commitment to sustainability. This year, we've focused on tangible progress within our product lifecycle, from securing further certifications for our fabrics to empowering our customers to extend the life of their cherished Reiss pieces through our repair services. We are committed to our brand mission of Enduring Style and Responsible Business, building trust with customers through verifiable actions.

We have worked on the development of our new Reiss’ ESG strategy since 2023 and 2024 marks a step change in embedding the strategy across the business. Focuses include strengthening resource, governance, extending the reach of our ESG strategy across all Reiss departments and publishing our commitments transparently. Our collaboration over the past year with Compare Ethics means we are now able to offer verified sustainability information to our customers on [reiss.com](https://www.reiss.com)”

**Christos Angelides,**  
**Chief Executive Officer**



# ENDURING STYLE, RESPONSIBLE BUSINESS

Since its creation by David Reiss in 1971, Reiss has established a philosophy centred on creating design-led menswear, womenswear, childrenswear, and accessories. Today, Reiss is a prominent business in the global fashion arena with products developed at our headquarters in central London, employing 2,401 people across head office and retail locations.

Reiss has an established global presence with 262 points of sale in 11 countries. We operate in the UK, EU, Ireland and North America, across 62 stores, 94 concessions, online channels, including wholesale and franchise stores.

Reiss began developing a new ESG strategy in 2022-2023, assessing the company’s existing programmes, identifying material topics and developing a core set of social, environmental and governance commitments. During 2022, Reiss e-commerce operations and logistics were contracted to the NEXT Total Platform following NEXT’s acquisition of a 51% stake in Reiss. NEXT increased its investment to 72% in September 2023 and 74% in June 2024. As a result, there was an opportunity to align elements of Reiss ESG approach with those of the wider group. Reiss works in partnership with the NEXT Sustainability team on environmental topics including carbon emissions reporting. Supply chain human rights due diligence is supported by the NEXT Code of Practice (COP) team.

Reiss manufactures finished goods through a global network of third-party suppliers, and sources raw materials through the same network and through direct routes. We have 197 active Tier 1 product suppliers and manufacture in 14 different territories.

“ ”

“We have been developing our new Reiss’ ESG strategy since 2023, and I'm incredibly proud to report that 2024 represents **a significant leap forward in embedding this strategy throughout the business.**

We've boosted **resources and governance**, expanded our ESG reach across all Reiss departments, transparently published our commitments, and can now offer verified sustainability information to our customers.

A key highlight was improving the quality and expanding our carbon data collections across our Scope 1, 2 and 3 emissions to align with NEXT group reporting principles. This was a huge effort across multiple areas of the business which hadn't been done in depth before so the ESG team is very pleased with this outcome and how this will propel Reiss’ carbon reduction strategy forward.”

**Sarah Kennedy,**  
**ESG Manager**

“ ”

“Having met our preferred fibre targets and expanded certifications, our priority moving into 2025 is **to establish ambitious new targets for complex areas like footwear, accessories, and trims.** We also recognise that progress is significantly accelerated through strong partnerships and collaborations with entities like Compare Ethics, Segura and the ETI, enabling us to learn and share best practices effectively. Our priorities for 2025 are to focus on data verification and ‘what good looks like’ for ESG at Reiss.”

**Jenny Davies,**  
**Head of Production, Sourcing and ESG**



# CERTIFICATIONS, MEMBERSHIPS AND PARTNERS

Reiss is committed to responsible and ethical practices throughout its operations and supply chain. This commitment is demonstrated through our active collaborations with key non-governmental organisations (NGOs), our membership in relevant industry initiatives, and the certifications we pursue to ensure high standards.

To support our progress, we partner with specialist technical support suppliers who share our values and enable us to implement robust ESG practices. This page provides an overview of the organisations we work with to advance our environmental, social, and governance objectives, reflecting our dedication to transparency and continuous improvement in our sustainability journey.



TEXTILES CERTIFICATIONS



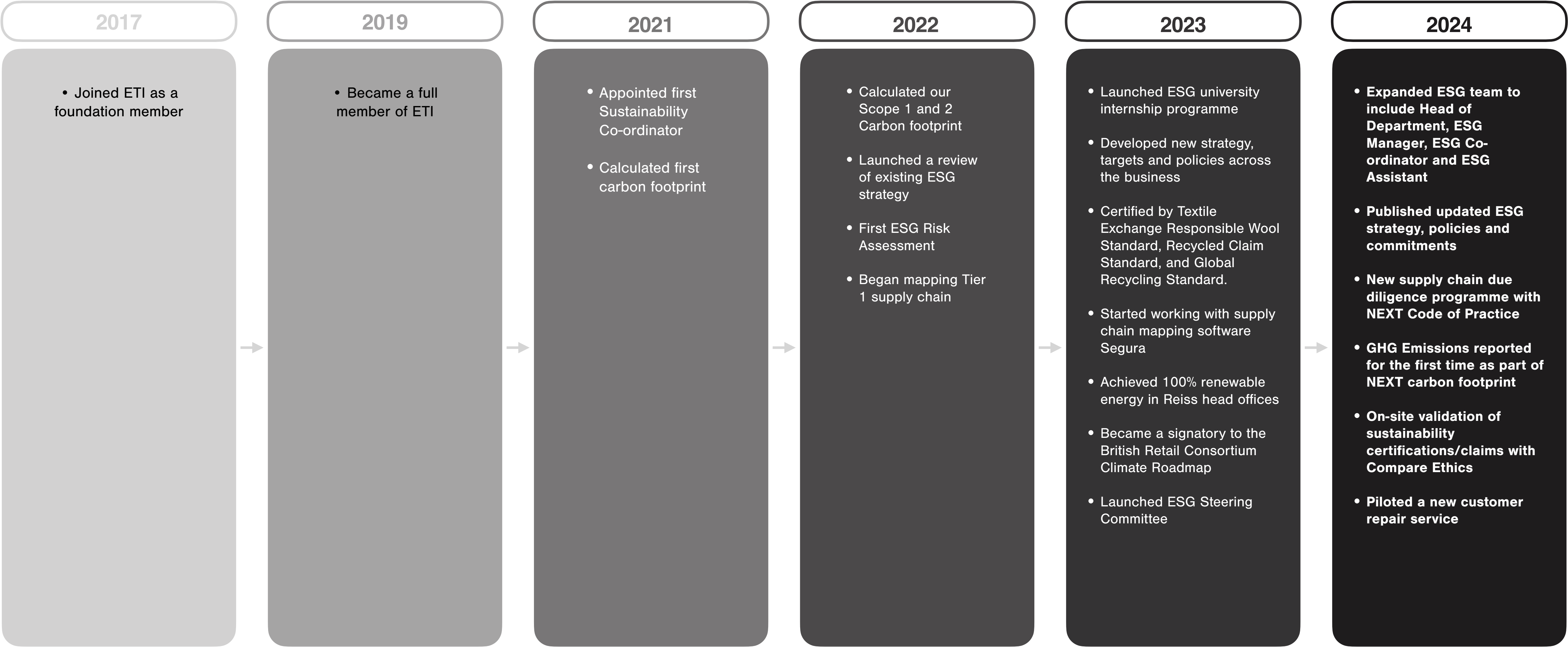
INDUSTRY COLLABORATIONS TO SUPPORT RESPONSIBLE SOURCING



TECHNICAL SUPPORT FOR OUR ESG PROGRAMME

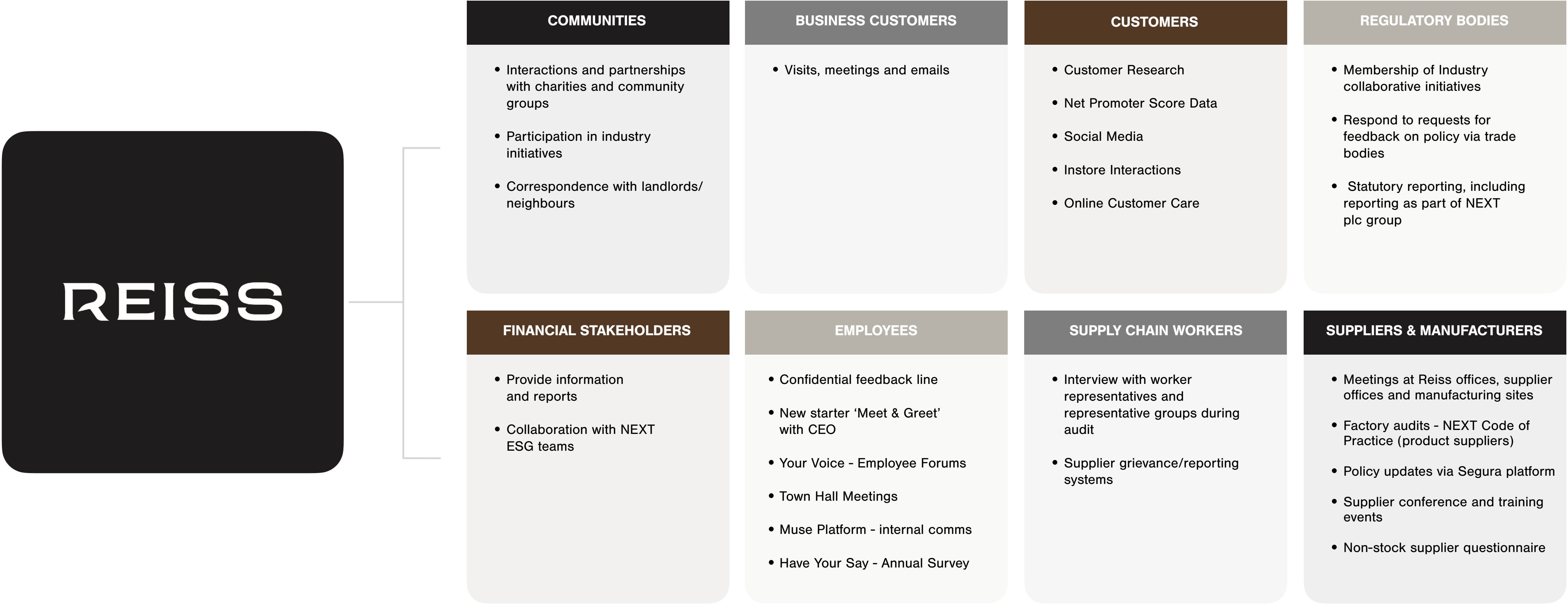


# OUR ESG TIMELINE



# 2024 ESG STAKEHOLDER ENGAGEMENT

During 2024 we have continued to engage both formally and informally with internal and external stakeholders. Our stakeholders provide insights and perspectives which contribute to the identification and mitigation of ESG risks, as well as accountability, support and challenge.







ENVIRONMENT



Section One

# CLIMATE

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# CLIMATE

Since the 2020-2021 reporting year, Reiss has been actively measuring and working to reduce its Scope 1, 2 and 3 emissions. In 2023, we became signatories to the British Retail Consortium (BRC) Climate Action Roadmap, which is the retail industry’s ambition to deliver net zero across its supply chains, direct operations, and products sold to consumers by 2040.

In 2024, we improved the quality and expanded our carbon data collection across Scope 1, 2 and 3 to align with NEXT group reporting principles and to gain more insight into our impact, this has supported our carbon commitments and will inform the development of future reduction targets as we look ahead to next year.

We also recognise that our largest carbon impact lies within our Scope 3 emissions, with 70% attributed to Purchased Goods and Services. We understand that the material choices, especially the fibres used in our products, play a key role in reducing our carbon footprint. We are working to therefore further embed preferred material selection and verification into our sourcing.

## ACHIEVEMENTS

Achieved 100% renewable electricity sourcing for both head offices.

8 additional stores were upgraded to LED (low energy) lighting as part of a rolling plan to upgrade the whole estate.

Board confirmed the transition of our entire estate to renewable tariffs by Q1 2025.

Aligned Reiss GHG reporting methodology with NEXT group, consolidating reporting processes with enhanced transparency.

Improved accuracy of reporting, through calculating emissions based on activity data from primary data, covering 240 different data points across Scope 1, 2 and non-product categories of Scope 3 operated by Reiss.

61% of stores upgraded to half hourly energy metering, with a roadmap to reach 100% during 2025.



**OUR COMMITMENT:** Embed decarbonisation into business decision making and progress towards net zero carbon emissions by 2040.

## REISS 2030 CARBON TARGETS

As part of the NEXT group, in 2024 we have identified activities that can contribute towards the wider groups carbon reduction targets to 2030, as part of the Science Based Targets Initiative (SBTi). This outlines the following commitments across the groups Scope 1, 2 and 3 emissions:

### SCOPE 1 AND 2

**-55%**

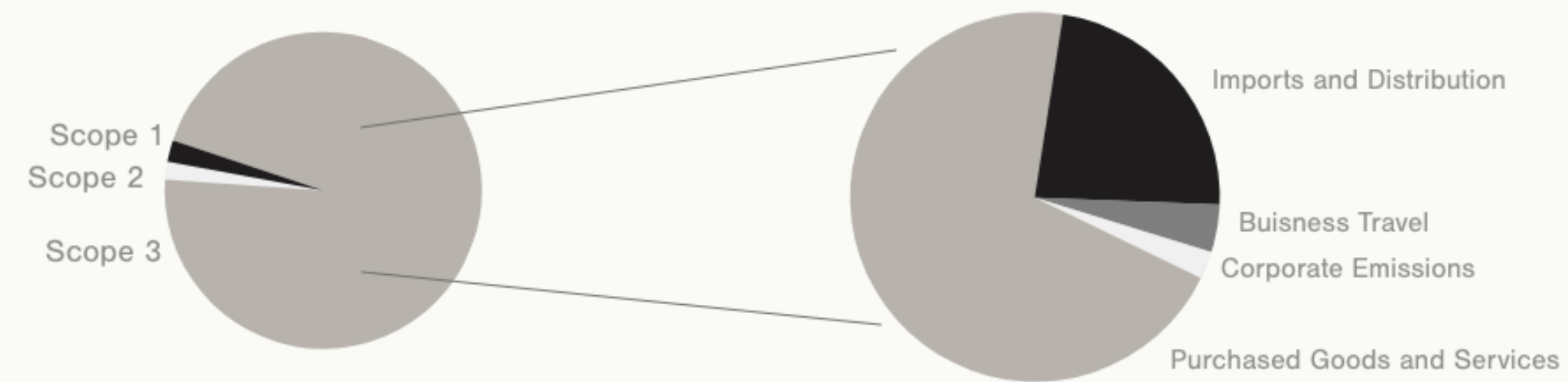
Absolute reduction vs FY16/17

### SCOPE 3

**-40%**

Intensity reduction per £mil vs FY19/20

## BREAKDOWN OF GHG EMISSIONS IN REISS OPERATIONS



The scope 1, 2, and 3 emissions shown reflect only emissions in Reiss' operational control. These figures do not include emissions from the wider NEXT Group, including the operations that have been absorbed into the NEXT Total Platform (TP). The TP is a service allowing third-party retailers to make use of NEXT's online software and infrastructure.



Case Study:

# FOCUS ON ENERGY EFFICIENCY

A key focus during this period has been on establishing robust data collection and monitoring capabilities. This has involved increasing the number of half-hourly meters across our store estate and implementing measures to improve energy efficiency.

Reiss is upgrading its entire store estate to enable further energy monitoring via half-hourly metering. By the end of 2024, **30 stores were upgraded** with new meters out of a total of 49. The remaining sites are scheduled for upgrading by the end of September 2025.

Efficiency benchmarking and ongoing estate-wide monitoring is due to go live by the end of 2025.

“ ”


"By diligently monitoring energy efficiency across all our stores, and upgrading to LED lighting across the estate, we're not only achieving cost savings but also making tangible progress in reducing our carbon footprint – a win-win for our business and the environment."

**Danny Rowley,**  
**Estates, Building Services and**  
**Facilities Manager**



Reiss Gateshead Metrocentre store  
opened November 2024



A man is sitting on a wooden lounge chair with white cushions in a courtyard. To his left is a large, thick tree trunk. In the background is a light-colored building with a stone bench and some steps. The scene is dimly lit, suggesting dusk or dawn.

Section Two

## RESPONSIBLE SOURCING



# RESPONSIBLE SOURCING

Reiss is committed to responsible sourcing practices and the continuous reduction of our business' environmental footprint through choice of materials. Our [Materials Sourcing Policy](#) sets out our materials restrictions, preferences and highlights the best in class or innovative options we want to introduce as they become commercially available to us. This matrix is reviewed regularly in line with recognised industry best practice, emerging research on environmental impacts and innovations.

Our commitment is to work with the best available materials meeting our product performance and commercial requirements, whilst minimising environmental impact and planning for a circular economy. In making our selections we have reviewed several sources of industry guidance, aligning where possible to recognised best practice such as the [Textile Exchange Preferred Fibres and Materials Matrix](#).

Reiss restricts the use of materials from origins contradicting our Code of Practice, for instance those associated with significant social and environmental impacts or the abuse of human and animal rights. Animal sourced materials are managed in line with our Animal Welfare Policy, ensuring we use known and trusted sources, adopting robust chain of custody certifications where they are available.

Between 2023 and 2024, our sourcing targets for preferred materials referred to core materials in each garment (excluding linings, zips and trims). Our responsible sourcing policies can be found [here](#).

## ACHIEVEMENTS

- Materials Sourcing policies and manuals refreshed with training provided to product teams and changes communicated to suppliers.
- 70% of outer shell materials for Autumn-Winter 2024 were sourced according to Reiss sustainability guidelines. This figure is based on a unit based calculation, looking at the total product units ordered that contain these materials. Next year we aim to further improve the accuracy of these calculations, for example by certified weight.
- 1177 preferred fibre claims were verified by Compare Ethics.
- In 2024 Reiss became brand certified to the Textile Exchange standards, providing end to end traceability of preferred materials being used in our products from source to final product.
- Began a programme of work with supply chain mapping platform Segura to provide additional validation of preferred fibres data by end of 2025.



**OUR COMMITMENT:** Ensure our products are sourced responsibly, prioritising more sustainable, regenerative, certified and recycled materials.

## OUR PREFERRED MATERIALS:

### ORGANIC MATERIALS:

Meeting Organic Cotton Standard, Global Organic Textiles Standard or Organic in Transition certifications

### COTTON FIBRE:

Sourced as Better Cotton  
Recycled materials Global Recycled Standard  
Recycled Claim Standard or CCS Recycled Content Standard certifications

### MANMADE CELLULOSIC MATERIALS:

From Forest Stewardship Council (FSC), Programme for the Endorsement of Forest Certification (PEFC), Lenzing™, Birla™ or Naia™ branded fibres

### WOOL:

Meeting Responsible Wool Standard / ZQ non-mulesed wool certifications

### CASHMERE:

Meeting certified responsible sourcing standards

### MOHAIR AND ALPACA:

Meeting Responsible Mohair Standard / Responsible Alpaca Standard certifications

### FEATHERS AND DOWN:

Meeting Responsible Down Standard or Recycled Down (GRS) certifications

### LEATHER AND SUEDE:

From Leather Working Group rated tanneries

### REGENERATIVE AND BIOBASED MATERIALS:

Assessed for impact and traceability



# RESPONSIBLE CHEMICAL MANAGEMENT

Aligning with globally recognised best practice in responsible chemical management, Reiss suppliers adhere to a Restricted Substance List (RSL) alongside the Supplier Code of Conduct. Suppliers to Reiss must take all reasonable steps to ensure these banned and restricted substances are eliminated or reduced to within acceptable limits, which are regularly reviewed.

Testing and quality control processes within the extended supply chain are required activities, along with compliance certificates.

## ACHIEVEMENTS

- Review of our chemical compliance procedures, RSL and monitoring regimes.
- Began the process of updating our RSL to align with Next Group plc and current legislation, with a target to complete in 2025/26.



Our restricted substance list aligns with NEXT plc and is available [here](#).



**OUR COMMITMENT:** Collaborate with others towards zero discharge of hazardous chemicals in manufacturing supply chains.





# TRANSPARENT SUPPLY CHAINS

Reiss manufactures its own label products through a global network of third- party suppliers, and sources raw materials through the same network and through direct routes.

We have **197 active Tier 1 product suppliers and manufacture in 14 different territories**. Reiss recognises the importance of supply chain transparency in ensuring accountability, ensuring ethical sourcing and sustainable practices are upheld throughout the production process. The names and addresses, locations and process details of the manufacturing units used by Reiss are **made publicly available at [Open Supply Hub](#)**.

Lack of visibility in lower tiers of the supply chain significantly increases environmental and social risks. To address this, Reiss has implemented a programme to extend mapping to Tier 2 and beyond, ensuring greater oversight and accountability. In 2024 we extended the reach of our Tier 2 mapping.

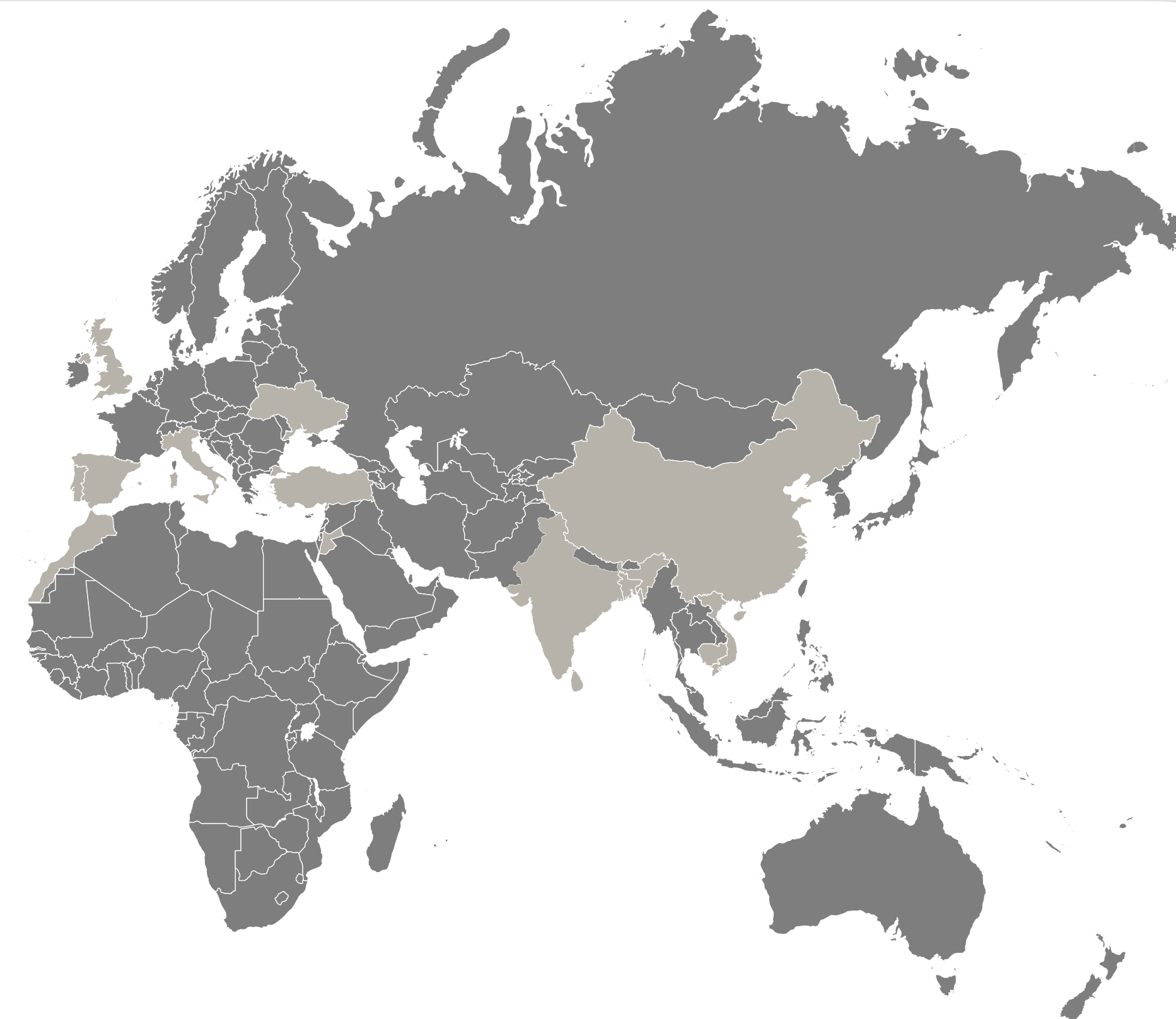
By prioritising certified sources of fibres and materials (such as cotton, wool, leather, and viscose) used in our products, we aim to further minimise these risks and ensure the ethical and sustainable origin of our materials. We believe this commitment to transparency is a key step in our ongoing efforts to manage the risk of modern slavery in our supply chains.

## ACHIEVEMENTS

- 100% Tier 1 factories mapped and published (final product assembly).
- 489 Tier 2-5 facilities mapped and published.
- 88 Code of Practice (COP) audits performed over 10 countries.



**OUR COMMITMENT:** Increase the visibility of supply chains from manufacturing through to raw materials sources.



66%  
CHINA

20%  
TURKEY

7%  
INDIA

7%  
VIETNAM

**Sourcing locations in 2024:** Bangladesh, Cambodia, China, Hong Kong, Spain, Italy, India, Morocco, Sri Lanka, Turkey, Vietnam

# PACKAGING

We aim to continuously improve our packaging materials, prioritising low environmental impact and increased recyclability, whilst ensuring that our products are protected and remain in perfect condition.

In 2024 Reiss nominated key packaging suppliers for garment packaging materials, including the plastic bags and shrouds that protect Reiss goods in transit from manufacturers to our distribution centres and stores. Our supply chain partners are in the process of transferring to these suppliers.

## ACHIEVEMENTS

- Established nominated garment packaging suppliers to ensure consistency with Reiss requirements for recycled and recyclable packaging content.
- Supplier Garment Bags from nominated supplier are now 100% recycled and recyclable low density polyethylene (LDPE).
- Began embedding the new packaging nominated supplier system with our supply chain partners.



**OUR COMMITMENT:** Continuously review our packaging to reduce waste and increase resource efficiency.

## OUR PACKAGING MATERIALS

E-Commerce Mailbag	100% Recycled LDPE	Recyclable
Supplier Garment Bags	100% Recycled LDPE	Recyclable
Shoe Boxes	100% FSC Cardboard	Recyclable
In-Store Carriers	30% Recycled Kraft Paper, Water-Based Inks	Recyclable
E-Commerce Hangers	95%+ Recycled Material	Recyclable
In-Store Hangers	Lotus Wood	Re-Used In Store



Section Three

# CIRCULARITY



# REISS AND THE CIRCULAR ECONOMY

The circular economy for textiles aims to keep fabrics and garments in use for as long as possible, minimising waste and maximising resource value through reuse, repair, and recycling. Research by climate NGO WRAP has identified that **keeping clothing in use for longer, even by a few months, provides the single largest opportunity to reduce carbon, water and waste footprints.**

As a premium brand, Reiss focusses on luxury fibres, quality manufacturing and ‘enduring style’. In addition to setting targets to increase the volume of materials from recycled and regenerative sources, in 2024, we identified increasing product longevity through repair and resale as key strategies for Reiss to participate in the circular economy.

We piloted a repair service in 2024, with a goal of rolling it out more widely in future. By offering customers a simple alteration and repair service, we aim to help customers cherish their Reiss products for as long as possible.

Reiss policy is to **manage and reduce waste** generated from our business operations according to the principles of reduction, reuse and recycling. In addition to our product materials and packaging, we are taking steps towards a more circular economy in our approach to head office, store refurbishment and retail operations.

## ACHIEVEMENTS

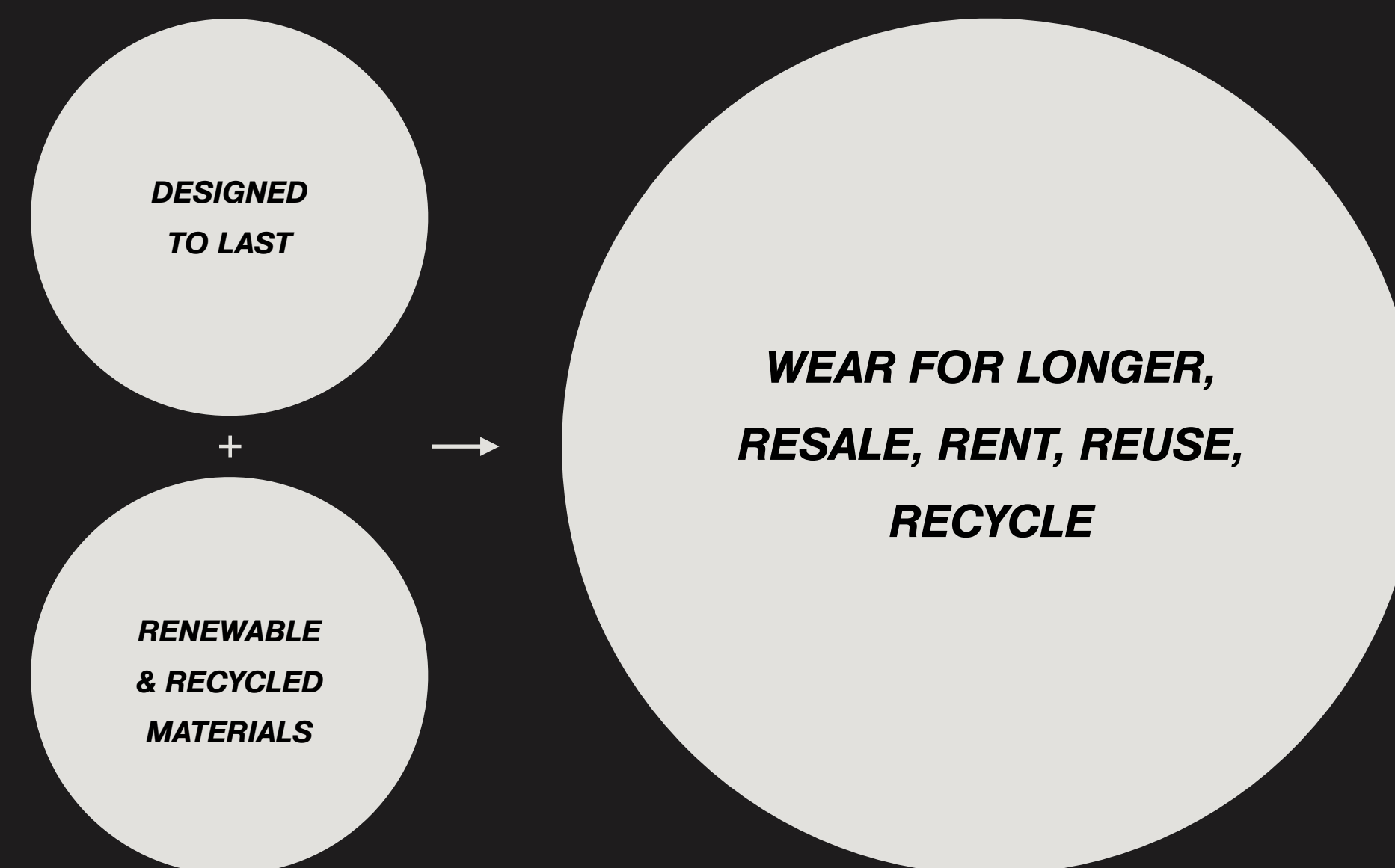
- Trialled a garment repair and tailoring service, piloted in selected Reiss stores.
- Achieved First Mile **Zero to Landfill** Bronze Standard for head office recycling.
- Contributed to UK Government funded research on how the fashion industry can collectively reduce overproduction.



**OUR COMMITMENT:** Participate in the circular economy, promoting material and product longevity through design and circular services.

## ENDURING STYLE:

Promoting material and product longevity through design and circular services





Case Study:

# FOCUS ON REDUCE, RE-USE, RECYCLE



## Reducing store waste

Reiss is reducing textile waste by monitoring customer product returns and **avoiding product write off** by reprocessing them for resale.

“ ”

“By carefully tracking and managing customer returns, implementing warehouse repairs, and efficiently repackaging garments for redistribution, we're significantly reducing in-store wastage. This approach not only minimises the unnecessary write-offs of sellable products but also drives a more sustainable and cost-effective operation across our retail estate.”

**Georgie Snelling**  
**Head of Operations and Logistics**



## Reusing materials in store

Reiss’ ongoing store development has included new locations in Gateshead, Gloucester, and Dublin this year.

The work is managed by our in-house construction team with a dual focus: achieving the highest quality and minimising our environmental footprint. A key strategy in this is **the active reuse of materials during store refurbishment projects.**

“ ”

“We're committed to minimising waste from the start of our store refurbishments. For example, instead of single-use hoardings that end up in landfill, we've adopted a rental model for reusable options. We also actively seek to repurpose existing materials like steel, hardwood, and terrazzo flooring wherever possible, significantly reducing our reliance on new resources.”

**Crispin Fyans,**  
**Head of Property and Construction**



## Recycling materials in head office

Reiss works in partnership with recycling company First Mile to collect and recycle waste from its two London head offices.

In 2024, Reiss achieved the **First Mile Bronze Standard, ‘Zero to Landfill’, recycling 42 tonnes (54% ) of its office waste, which is equivalent to saving 61 tonnes of CO2.**

First Mile collected a total of 36.6 tonnes of general office waste which was incinerated and converted into energy to power businesses across London – over 2000 Kilowatt hours (KwH).





SOCIAL



# BUSINESS AND HUMAN RIGHTS

Reiss recognises its responsibility to respect human rights throughout its operations. **We are committed to ensuring that people are treated with dignity and respect by upholding internationally recognised human rights principles** encompassed in the Universal Declaration of Human Rights and the International Labour Organisation’s Declaration on Fundamental Principles and Rights at Work.

Our approach is to implement the UN Guiding Principles on Business and Human Rights (UN Guiding Principles) and to recognise and manage the risk of harm associated with our business, including modern slavery, unsatisfactory working conditions, discrimination, lack of freedom of association, retained wages, working excessive hours, human trafficking and forced or bonded labour, particularly to the most vulnerable and exploited, such as women and children.

## ACHIEVEMENTS

- Published the Reiss human rights policy.
- Published 2024 Modern Slavery Statement.
- Launched Your Voice globally, giving both head office and store colleagues an improved platform of communication with the business.
- Risk Assessed our value chain and identified salient human rights risks: Forced or bonded labour, child labour, unsatisfactory working conditions, discrimination, lack of freedom of association, retained wages, excessive working hours.
- Provided online Modern Slavery training for all head office staff and developed guidance materials for store colleagues.

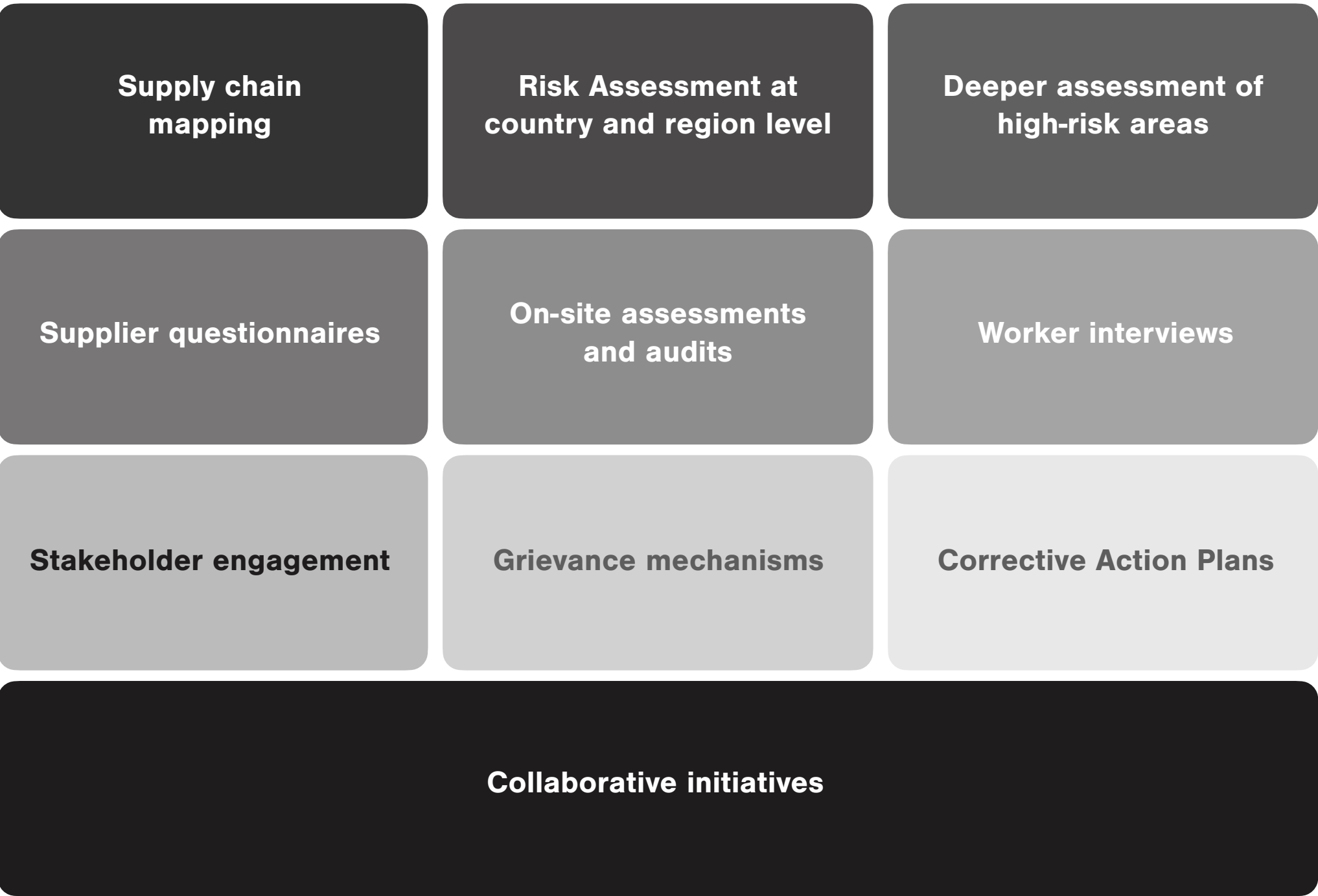


**OUR COMMITMENT:** Continuously improve our approach in line with the United Nations Guiding Principles on Human Rights.

We have carried out a value chain risk assessment and **identified our salient human rights risks**, which are those that represent the most severe risks to people.

These are: labour practices in supply chains, exploitation of migrant workers, forced labour, child labour, freedom of association and health and safety.

Reiss has been a full member of the Ethical Trading Initiative since 2017. We acknowledge that human rights risk change over time and our human rights due diligence process, in partnership with the NEXT Code of Practice team, is designed to systematically identify, prevent, mitigate and remediate potential adverse human rights impacts in our value chain.





Section One

# VALUE CHAIN WORKERS

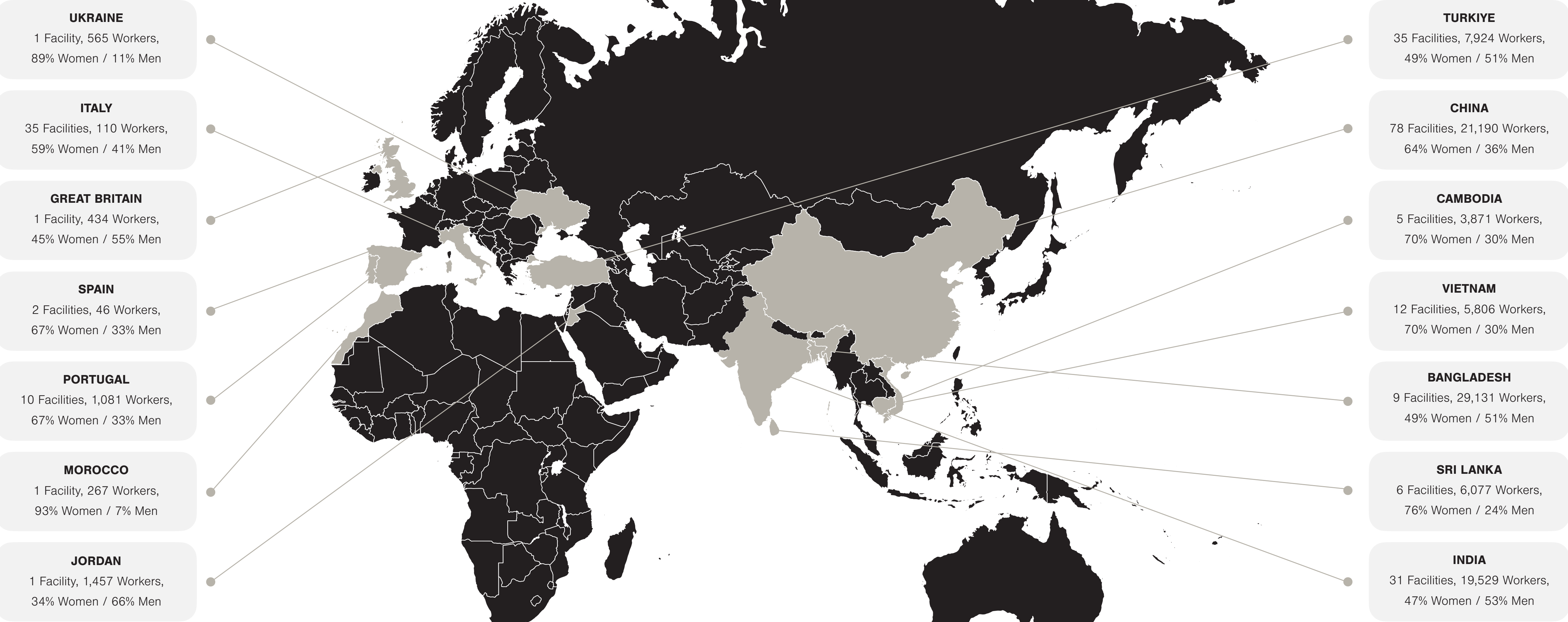
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# WORKERS IN OUR VALUE CHAIN

## 2024 DATA





# WORKERS IN OUR VALUE CHAIN

196 facilities employing 97,502 value chain workers were covered by our human rights due diligence programme in 2024, including 54,747 women.

Further details on our contracted manufacturing facilities are published on [Open Supply Hub](#). Read more about our supply chain due diligence here: [NEXT COP Auditing Standards](#).

## ACHIEVEMENTS

- 61% of Reiss supply base audited to NEXT Code of Practice (COP) standards during the year (148 audits).
- Worked closely with the NEXT COP team to remediate 9 Category 4 and above issues.
- By January 2025, 95% of Reiss Top 20 suppliers are rated Category 3 or better [represents 39 factories producing 75% of Reiss product).
- 4 x supplier conferences held online in 11 countries, attended by 170 supplier representatives.
- Carried out a review of the supplier operated grievance mechanisms available to workers in Tier 1 and Tier 2.
- Collaborated with NEXT Code of Practice teams and feedback platform Timby to establish independent feedback platforms for factory workers in Turkey, Vietnam, India, and Sri Lanka, with three locations operational in 2024.

## RESPONSIBLE PURCHASING ACHIEVEMENTS

- Refreshed materials to support the training buyers and merchandisers received in 2023.
- Improved our on time payments to suppliers.



**OUR COMMITMENT:** Build sustainable supply chains that champion and uphold dignity, respect and ethical practice.

### EXPLAINER: NEXT CODE OF PRACTICE AUDIT CATEGORY RATINGS

CAT 1: Excellent	————	Benchmark factories
CAT 2: Good	————	Only minor issues outstanding
CAT 3: Fair	————	Fewer than 14 minor issues
CAT 4: Needs Improvement	————	15 or more major issues
CAT 5: Unacceptable	————	Specific major issues
CAT 6: Absolutely Unacceptable	————	Immediate action needed



Section Two

## OUR PEOPLE

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# A DIVERSE AND INCLUSIVE CULTURE

Reiss employees are vital to the success of the company in delivering high quality products and service to our customers and maintaining our reputation for high standards of business conduct. In 2024, Reiss employed 1607 people across 5 countries worldwide, including 426 in our head offices and 1181 colleagues in stores.

Reiss is an equal opportunities employer and we offer career opportunities without discrimination. Job vacancies are filled by candidates with the most relevant skills and competencies to succeed. Our policy is to treat all employees fairly and equally.

Women are well represented at Reiss with over 50% of the leadership being female, and no gender pay gap between women and men when comparing median pay. [\[See our 2024 Gender Pay Gap Report\]](#).

The gender mix of Reiss Directors in 2024 is 55% female, compared to 45% in 2022.

## ACHIEVEMENTS

- New HR data system enables collection of DEI data preparing for extended pay gap reporting in 2025.
- Launched new Belonging statement and associated Belonging training.
- 0% gender pay gap.
- 85% agree that ‘My Manager respects me’ (+6% since 2023).
- 67% believe that Reiss Directors contribute to a positive workplace culture (+4%).
- 53% of head office staff agree that Reiss Directors promote a diverse and inclusive culture (+5%).
- 90% of store colleagues say that their Area Manager promotes a diverse and inclusive culture.



**OUR COMMITMENT:** Create an increasingly diverse and inclusive workplace in which people feel valued and that they belong.



## BELONGING:

Reiss values every individual’s unique story and voice and believes in the power of authenticity. The company’s commitment to equity, diversity and inclusion is expressed in our commitment to belonging. In 2024 we launched a new ‘Belonging’ strategy to foster a genuine sense of connection and acceptance for all.

“ ”

“We continue to review our attraction and retention strategies across all areas of the business to ensure that we continually promote an inclusive and diverse workforce where everyone feels they belong.”

**Vanessa Saunders,  
People Director**



# LISTENING TO OUR EMPLOYEES

In 2024 Reiss introduced tools to improve internal communication and collaboration, including a cross-business internet and training platform, The Muse, an employee feedback mechanism, ‘Your Voice’, and an expanded programme of business-wide updates and internal communications.

## ACHIEVEMENTS

- Launched Your Voice globally to give all head office and stores colleagues an improved platform of communication.
- Our Internal communications calendar was expanded to include key cultural events - International Women’s Day, Easter, Pride Month, Eid al-Fitr, Mental Health Awareness Day, Eid al-Adha, Windrush Day, Black History Month, Remembrance Day, Christmas.
- Introduced quarterly business updates.
- Developed our cross-business intranet – The Muse.
- Improved format of quarterly Town Hall events where Directors update head office colleagues on business developments.
- 3 reports were made on our Whistleblowing helpline, and subsequently resolved.



## HIGHLIGHTS FROM ‘HAVE YOUR SAY’ EMPLOYEE SURVEY 2024

### HEAD OFFICE:

- 90% participation.
- 89% are proud to work for Reiss (+8% vs 2023).
- 94% have confidence in the company to succeed.
- 66% agree Directors demonstrate that people are important (+6%).
- 55% have seen improvements following last year’s survey.

### STORE:

- 68% participation (+2%).
- 80% are proud to work for Reiss.
- 90% - ‘my manager promotes a diverse and inclusive culture’.
- 87% - ‘my manager contributes to a positive workplace culture’.
- 84% say they have access to relevant training and development (+18%).

### IMPROVEMENTS MADE IN RESPONSE TO 2023 FEEDBACK:

- New systems to help people do their jobs.
- New Peer to Peer recognition scheme.
- More office and studio space.
- Improved physical security at Picton Place.
- Improved internal communications.



# FOCUS ON COMMUNICATION AND COLLABORATION



## Cross-Sector Collaboration

During 2024 Reiss was represented at textiles sustainability conferences, learning and sharing insights with industry colleagues.

Events included the Drapers Conscious Fashion Summit, the Cascale Annual Meeting, the Ethical Trading Initiative Member Day, The Sustainability Debate Conference, The Segura Retail Supply Chain Sustainability Conference and the Industry.fashion Conference.

Fabric sourcing colleagues attended the Cotton Australia conference, learning from specialists in cotton production before visiting farms and ginneries in Narribi, New South Wales.

“ ”

“It was inspiring to see the environmental and social commitment across the cotton value chain. Collaboration was evident at every stage, from soil health and cotton breeding to innovative water and waste management, with minimal waste throughout the process.”

**Kaleigh Whittington,**  
**Womenswear Senior Fabric Sustainability Manager**



Cotton Australia Conference Delegates 2024



## Internal ESG Newsletter

In November 2024 Reiss launched a monthly ESG newsletter for employees – ‘The Standard’. The publication aims to engage the wider business and features sustainability highlights, opportunities and explanations, profiles of team members and recent activity.

The publication helps to signpost and explain a wide range of policies, guidance and information available to colleagues on The Muse. Total views Nov – Dec 2024: 466.

“ ”

“The ESG newsletter has been a great way to stay connected with the positive impact being made across the business. I’ve learned so much about initiatives I wouldn’t have known about otherwise – it’s genuinely inspiring!”

**Shadi Mahin,**  
**Talent Partner**





Case Study:

# EMPLOYEE HEALTH, SAFETY AND WELLBEING

Reiss invests in tools, events and guidance to support health, safety, wellbeing and mental health, including training employees in safe practices, fire action, first aid and mental health first aid.

During the year there were no health and safety prosecutions, no reportable accidents and no work-related fatalities in our direct operations.

## ACHIEVEMENTS

- 86% positive Have Your Say score for ‘My manager genuinely cares about my wellbeing’ at head office (+ 8% vs 2023).
- Mental Health First Aiders provided online and in-person support for their colleagues.
- Refreshed induction and annual refresher training on health and safety on new Muse platform.
- Introduced new Wellbeing benefit for head office employees which includes a virtual GP service, annual health check, and nutritionist support.
- Provided a range of wellbeing resources, events and support to celebrate Mental Health Week in May 2024.



**OUR COMMITMENT:** A safe and healthy environment that promotes wellbeing at work.



## Focus on our Mental Health First Aiders

Reiss has trained 5 Mental Health First Aiders (MHFA) who supported colleagues throughout 2024 via Microsoft Teams calls/messaging, as well as email, telephone and in person discussions. Like traditional first aiders, MHFA’s provide initial support, encouragement and help colleagues identify and access sources of professional help and other support.

MHFA’s also play a vital role in reducing stigma and promoting positive mental health in the workplace. MHFA contact details are available to all colleagues and can be found on The Muse along with other wellbeing resources.

## Why did you become a Mental Health First Aider?

“

“Mental and physical health go hand in hand, and we need to make sure that we take care of both. As a Reiss Mental Health First Aider I’m happy to chat with anyone over a coffee, or via messages if it more comfortable than sharing face-to-face.”

**Jasvinder Ropra,**  
Reiss MHFA

“

“I think it’s essential to have someone who can listen and support when going through any mental health challenges. I became a mental health first aider to be that person for anyone who needs it.”

**Matthew Foley,**  
Reiss MHFA



# LEARNING AND DEVELOPMENT

Reiss is committed to creating opportunities for colleagues to improve their behaviours, skills and knowledge and develop their careers. In 2024, our internal communications and employee learning resource platform, The Muse, provided a range of on-demand learning and development opportunities for all employees.

“ ”

“At Reiss, we believe learning can support sustainable growth and improve the employee experience. Our aim is to deliver relevant, in-the-moment learning that supports growth in the flow of work.”

**Tim Brown,**  
**Senior People & Development Manager**

## ON-DEMAND LEARNING FOR ALL:

The Muse aims to build a connected community – a platform that supports, develops, and brings our people together to grow and thrive. Reiss offers a range of behavioural and skills training opportunities, including First Aid, Management training, and Excel skill development. The company also provides ESG training and development for colleagues at all levels of the business. Topics covered include - Modern Slavery Training, Responsible Purchasing Practices, Certification and Materials Sourcing, Data Security, and guidance on implementing ESG Policies.

During our recent Have Your Say survey for Retail colleagues, Reiss scored an 83% favourable score when asking employees if they have access to relevant training and development. We also scored a 70% favourable score when asking employees if Reiss has a great induction for new starters in the same survey.



**OUR COMMITMENT:** An equitable workplace culture that rewards achievements, recognises progress and enables career progression for all employees.



## Reiss Recognises

**Reiss Recognises** is a peer-to-peer recognition scheme that is designed to **reward and recognise** the work and contribution of all our people.

Employees can shout out anyone in the business who has gone above and beyond or demonstrated our values, by tagging them in a post on The Muse, and stating the reason why. At the end of the month, nominated employees receive a £10 voucher.

“ ”

“Hearing feedback from colleagues across the business on Reiss Recognises fills me with a sense of purpose and pride. It’s incredibly rewarding to see the impact I’m able to make, and it clearly highlights the spirit of collaboration and alignment we all share.”

**Aaron Newman-Arroyave,**  
**Junior Talent Partner**



# BUILDING CAREERS AT REISS

In 2024 Reiss provided employees with a range of opportunities to support leadership development. During the year 143 people were promoted.

“ ”

“We’re committed to building leadership capability at every level — from self-leadership to leading high-performing teams — and empowering our people with the skills to thrive today and lead tomorrow. Through smart technology and intuitive platforms, we want to create a modern learning experience for a modern workforce — inclusive, agile, and aligned with our values.”

Tim Brown,  
Senior People & Development Manager

## Creating Opportunities

We engaged with the Tasso Foundation to support their work in creating career opportunities for young people experiencing economic disadvantage. The Tasso Foundation facilitates work experience programmes for school students receiving pupil premium funding, increasing access to career paths in fashion, music, art, science, law and technology.

In January 2025 Reiss hosted a work experience placement, providing students with insights into opportunities in a range of departments including People, Fabric, IT, Studio, Technology, Marketing and Merchandising.



**Elevate:** A self-led programme open to anyone in head office.

“ ”

“The impact this programme had was incredible. It has helped me to already become a better leader and allowed me to conquer my biggest leadership challenges. This programme not only helped my work life but my personal life too.”

Reiss colleague

**1 to 1 Executive Coaching:** for senior leaders in head office.

“ ”

“My coach’s ability to connect and understand me and my areas for development was outstanding. He not only wanted to help my professional development but really cared about the steps I could take to support my personal development too. I would recommend him and found the sessions really helpful. He is an empathetic, understanding and thought-provoking coach.”

Reiss team leader

**The Extra Steps:** A 12-week digital self-led programme on The Muse for head office team leaders.

“ ”

“I found this very beneficial, and I absolutely will take key points forward in my daily management style. This will absolutely help future managers shine a light on themselves and grow within the company.”

Reiss leader

## Employee turnover

Head office	_____	26% /18% voluntary
Retail	_____	60% /45% voluntary

## The Commercial Leadership Series

5 workshops for Retail Managers.



Section Three

## OUR CUSTOMERS

34



# OUR CUSTOMERS

Transparency is a key priority at Reiss. As the company extended its responsible sourcing programme, there was an opportunity to share verified, reliable sustainability information with customers. In 2024, Reiss partnered with Compare Ethics, an AI driven platform designed to evaluate and rank the quality of sustainability claims against regulatory standards. **The Compare Ethics technology verifies 3-14 different data points from the supply chain**, including certifications, standards, life cycle assessments, product compositions and audits.

Examples include the use of less impactful materials, certified through the Global Recycling Standard, the Leather Working Group, Better Cotton Initiative, Organic Cotton and the Responsible Wool Standard. The technology checks that the data is accurate and ensures the data is linked to a specific product. It also ensures that Reiss is compliant with the UK Government’s Green Claims Code.

“ ”

‘Complying with sustainability regulations is no small feat due to the time, cost, and complexity of verifying all environmental claims and the fact that requirements often vary significantly across jurisdictions.’

**Abbie Morris,**  
**Compare Ethics**

Recognising their innovative partnership, Reiss and Compare Ethics were **shortlisted for two prestigious awards**: the Drapers Conscious Fashion Award for Tech for Good and The Industry.fashion Best Use of Technology Award.



**OUR COMMITMENT:** Inform and engage our customers in circular and sustainable fashion.



By choosing our leather products you're supporting tanneries through the Leather Working Group

For more information on LWG please visit <https://www.leatherworkinggroup.com/>



Verified by Compare Ethics

[See More >](#)



# OUR CUSTOMERS

“ ”

“Our new responsible marketing policy underscores our deep commitment to respecting our diverse customer audiences, the individuals we work with, and the environments we touch. We're embedding pre-publication reviews, aligning with best practices such as the British Fashion Council's model guidelines, and carefully considering the environmental impact of our photoshoot locations.”

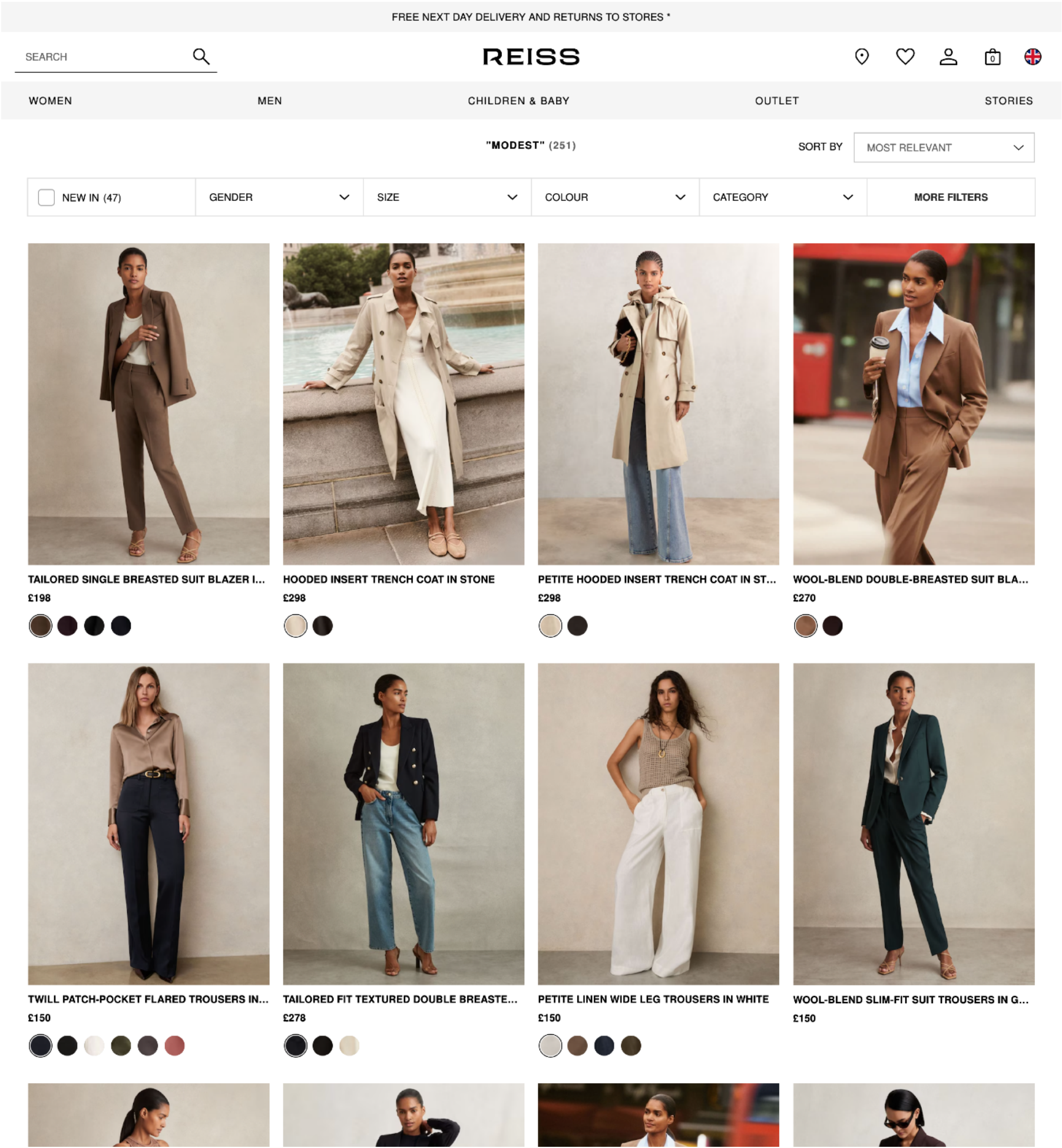
Sally-Anne Newson,  
Chief Customer Officer

## ACHIEVEMENTS

- Developed a new Responsible Marketing Policy.
- Celebrated London’s LGBTQIA+ Community during Pride month 2024 through commissioned artwork in our store windows.
- Maintained our inclusive model booking approach to reflect our global and diverse customer.
- Reiss e-commerce site was hosted throughout 2024 by Next plc, whose policy is to meet or exceed the requirements of Level A criteria of the World Wide Web Consortium Web Accessibility Initiative ([WCAG WAI](#)) 2.0 guidelines).
- Net Promoter Score (NPS) analysis provided crucial insights into customer satisfaction and loyalty across our Menswear and Womenswear categories. By identifying key drivers of customer sentiment, we were able to continuously improve product development, service delivery, and overall customer engagement.
- To ensure we remain at the forefront of evolving consumer demands and market trends, we leveraged comprehensive insights from the WGSN Barometer. This robust intelligence platform tracks over 200 consumer and market measures, incorporating 17,600 monthly interviews and benchmarking against over 230 leading fashion retailers and brands.



**OUR COMMITMENT:** Demonstrate accessibility, inclusion and cultural awareness throughout the customer journey.





Case Study:

# CELEBRATING PRIDE 2024 WITH SAM WOOD MURAL



In support of Pride 2024 Reiss commissioned mural artist Sam Wood to present a **joyful celebration of the LGBTQIA+ community** in the windows of our Regent Street store, on the route of the London Pride parade. Sam’s work transforms London into a sprawling garden.

Flowing through the centre of the composition, the River Thames stands as an iconic symbol of unity within the complex beauty of the queer garden that surrounds it. Sam’s work celebrating Pride 2024 was showcased on the windows of our Reiss stores throughout the UK and Ireland during Pride month in June 2024.

“ ”

“This floral mural is a hymn to the complex beauty of my Queer London home.

My thanks to the whole Reiss team for their support.”

Sam Wood,  
Artist

‘samwoodartist’  
on Instagram







Section Four

**OUR COMMUNITIES**



# OUR COMMUNITIES

Reiss makes donations of funds, clothing, footwear and accessories to UK charities, and has previously made financial donations to NGO emergency campaigns.

Recognising the need for a structured approach to community engagement, in 2024 Reiss established a charity strategy working group and developed a proposal for strategic community investment which was approved by the Board in February 2025.

During 2024 Reiss formalised its end of line product and sample stock donation programme, partnering with housing and homelessness charity Shelter. Founded in 1966, the charity provides advice, support and legal services to individuals and families facing homelessness or unsafe housing in the UK, while also campaigning for long-term change to tackle the housing emergency. **Reiss donated 1426 items of stock which raised £51,300 in sales for Shelter in the financial year (March 24/25).**

## ACHIEVEMENTS

- Developed a strategic community plan for Reiss and secured a new annual budget for charity partnerships from 2025 onwards.
- Established a partnership with UK-based housing and homelessness charity Shelter.
- Donated 1426 items of stock which generated £51,300 in sales for Shelter during the year.



**OUR COMMITMENT:** Foster positive change through strategic charity partnerships and engagement opportunities for employees.



£51,300 could help Shelter answer over 1,700 calls to their emergency helpline, from people at crisis point.



A fashion photograph featuring a woman with long brown hair, wearing a shimmering silver sleeveless top and dark high-waisted pants with a row of buttons. She is posing against a textured, light-colored wall, with her right hand on her hip and her left hand shielding her eyes from the sun. The background shows a clear blue sky and a body of water.

**GOVERNANCE**



# STRUCTURE AND MANAGEMENT

The company maintains a streamlined ESG governance structure, allowing for swift escalation and decision making on emerging issues. Recognising the increasing importance of environmental and social risks, as well as their potential impact on the business, the Board has delegated oversight of ESG matters to an ESG Steering Committee.

The Steering Committee meets quarterly, is led by the CFO and includes the CEO, Chief Customer Officer, People Director, Head of Sourcing, Production and ESG and the ESG Manager. Other Directors and department leads contribute to the Committee as requested.

Reiss governance framework was established in 2022 and expanded in 2024 as part of the company’s integration into NEXT plc.

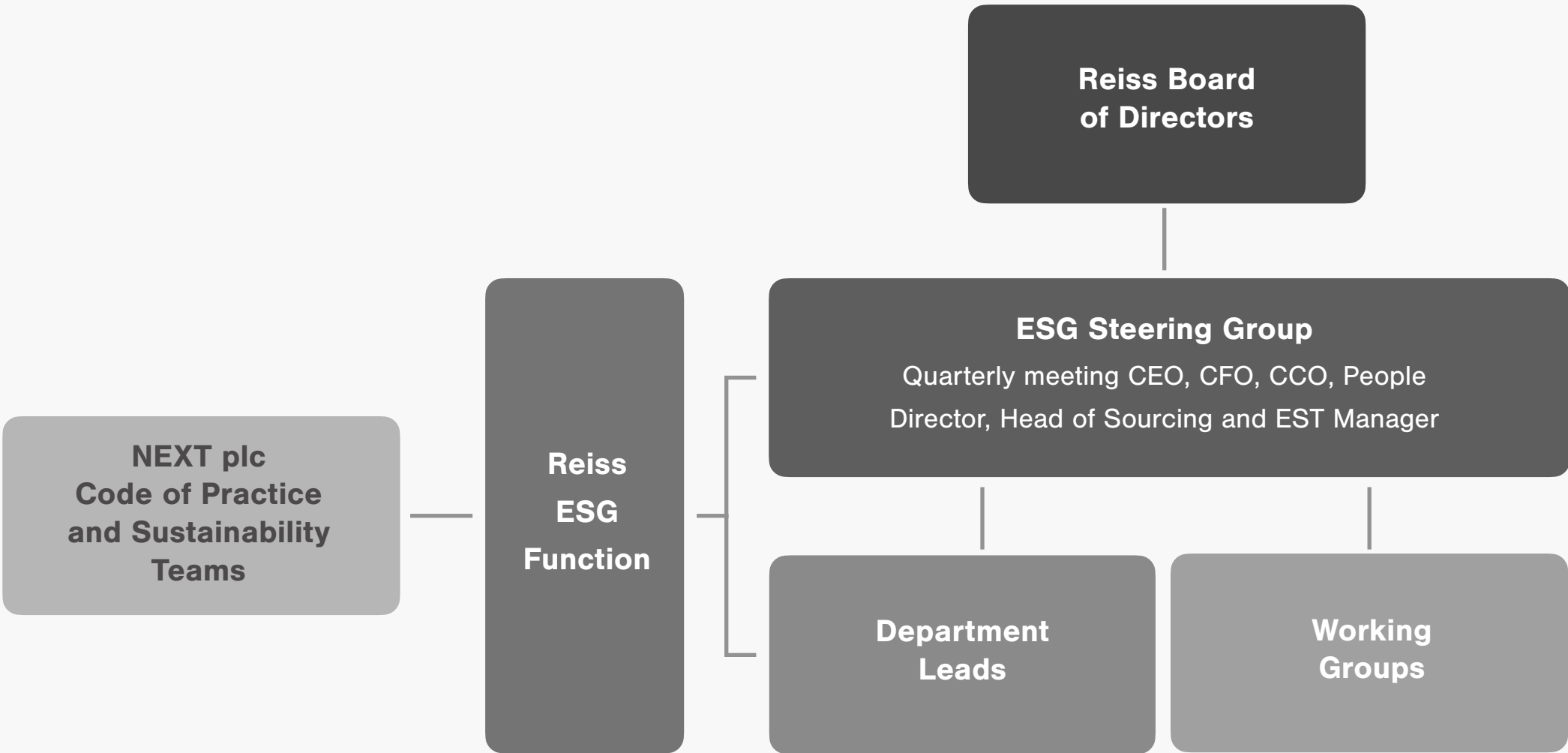
In 2024 the ESG strategy was expanded across the business, involving all departments and developing increasing accountability.

## ACHIEVEMENTS

- 4 ESG Steering Committee meetings were held in 2024/25.
- Reiss CFO designated executive board member with oversight of ESG.
- The Reiss governance framework was updated to integrate with NEXT plc.



**OUR COMMITMENT:** Ensure accountability and oversight of ESG.




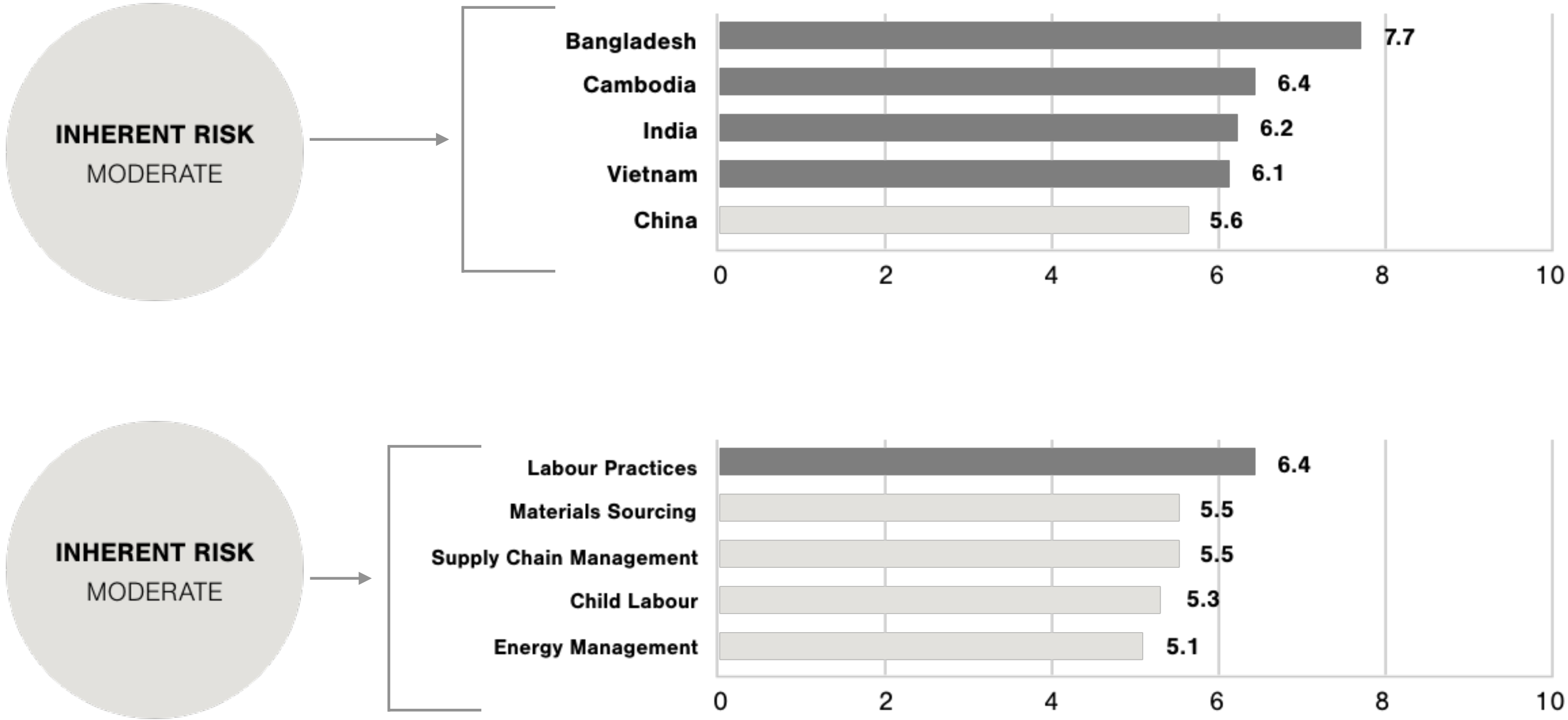


# BUSINESS ETHICS

Regular ESG risk assessments are a fundamental aspect of good corporate governance, helping us proactively spot potential risks and find opportunities to improve our sustainability and build a stronger future for the company.

In May 2024 we refreshed our ESG risk assessment using Landmark Risk Horizons, a financial industry tool based on global risk databases and SASB methodology. We used the geographical risk element of this tool as part of the process to identify our salient human rights risks.

**OUR COMMITMENT:** Assess risks and opportunities.





# BUSINESS ETHICS

Reiss maintains a firm commitment to preventing bribery and corruption, demonstrated by an updated policy and the launch of new comprehensive online training for employees, which is currently being rolled out across the organisation.

An updated Anti-Bribery policy was also shared with suppliers via Segura supplier management system and online supplier conferences.

## ACHIEVEMENTS

- 75% of UK and EU retail employees completed new online training.
- 64.6% of head office employees completed new on line training.
- We refreshed our procedures for declaring Gifts and Hospitality.
- We included a requirement for an anti-bribery and corruption policy in our ESG assessment framework for top 20 non-stock suppliers by spend.



**OUR COMMITMENT:** Eliminate bribery and corruption in all its forms.



E-LEARNING

LAUNCH >>

### Anti Bribery and Corruption Overview

VIEWS 4306 30m

62 3 PIN FLA

Tim Brown | Follow  
Created: a year ago

Bribes are dangerous and they could come from anywhere. In this module, we'll learn how to spot bribery and what to do if you find it. If you suspect bribery to be happening please contact the people team or our anonymous whistle-blowing service: "SeeHearSpeakUp".

#### Linked Content



Anti-Bribery and  
Corruption Policy

1 year ago



# SECURITY

Information and physical security are key elements of our ESG approach, enabling us to safeguard our operations, customers and reputation while fulfilling wider social and environmental obligations.

Everyone at Reiss has a role to play in protecting our security. During 2024, Reiss has worked with NEXT Information Security team to align security planning and procedures with the wider group and implemented training and awareness education across the business.

Reiss store managers received training on personal safety and how to safely prevent theft and loss.

## ACHIEVEMENTS

- Quarterly phishing simulation and threat education was carried out across the organisation.
- Multi Factor Authentication (MFA) was rolled out for all users who access network via VPN.
- Reiss installed automated access control gates at Picton Place head office to improve physical security.
- Reiss IT Security reviewed security posture with NEXT InfoSec and determined a prioritised focus plan for 2025.
- Reiss changed IT Security Operations Centre software and supplier, moving from 6 Degrees to Sophos – our chosen partner for the next 5 years.
- Monthly ASV scans took place (an external systems security assessment) – leading to a prioritised mitigation action plan.
- Annual external penetration test completed.
- Annual internal penetration test completed – leading to a prioritised mitigation action plan.



**OUR COMMITMENT:** Maintain a strong security culture.



Security turnstiles installed at Reiss Head Office, Picton Place



# TRANSPARENCY AND REPORTING

Since becoming part of NEXT plc Group, Reiss’ ESG and financial performance is integrated with NEXT’s group reporting structures.

Simultaneously, recognising the specific interest of Reiss’ stakeholders, the company continues to provide distinct information relevant to the Reiss brand and its operations.



**PUBLISHED REPORTS AND POLICIES CAN BE FOUND AT THE LINKS BELOW:**

- [Gender Pay Gap 2024](#)
- [Modern Slavery Statement 2024](#)
- [2022 Baseline greenhouse gas emissions data](#)
- [2025 Next plc Corporate Responsibility Report](#)
- [2023 ESG Achievements](#)
- [Factory list](#)
- [Reiss ESG policies](#)

## ACHIEVEMENTS

- Published our ESG commitments, policies and progress on the Reiss Website.
- Published 2022 Carbon emissions, Modern Slavery Statement and Gender Pay Gap reports.
- Reiss carbon emissions data collection and reporting was aligned with NEXT plc and incorporated in NEXT plc Annual Report.

## GLOSSARY OF TERMS USED IN THIS REPORT

ASV	Approved Scanning Vendor (security testing)
BCI	Better Cotton Initiative
DEI	Diversity, equity and inclusion
ESG	Environmental, Social and Governance
FSC	Forest Stewardship Council
GHG	Greenhouse Gas
GOTS	Global Organic Textiles Standard
GRS	Global Recycling Standard
MFA	Multi Factor Authentication
OCS	Organic Cotton Standard
RCS	Recycled Claim Standard
RDS	Responsible Down Standard
RMS	Responsible Mohair Standard
RWS	Responsible Wool Standard
SDG	Sustainable Development Goals
SFA	Sustainable Fibre Alliance



# REISS

## FURTHER INFORMATION

We welcome your comments and feedback on our ESG Performance.

Contact the ESG Team on [esg@reiss.com](mailto:esg@reiss.com)

ESG and Reporting Partner: Flourish CSR