



# 2024

ENVIRONMENTAL, SOCIAL  
AND SUSTAINABILITY  
GOVERNANCE REPORT

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TRUWORTHS  
INTERNATIONAL



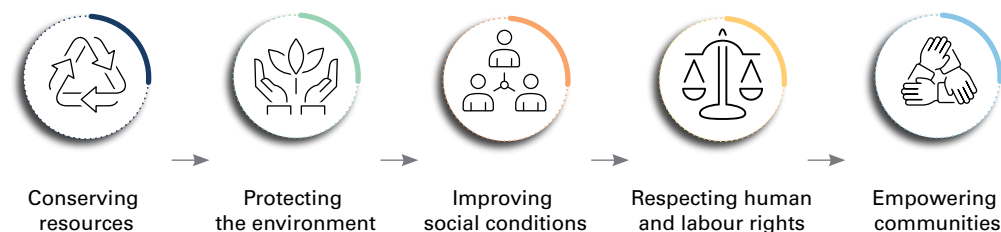


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## NAVIGATION

### OUR SUSTAINABILITY STRATEGY PRIORITIES



### OUR SUSTAINABILITY EFFORTS

We showcase our sustainability efforts across three broad categories:

-  **ENVIRONMENTAL**
-  **SOCIAL**
-  **SUSTAINABILITY GOVERNANCE**



### LOCATIONS

**Truworths head office:**  
No. 1 Mostert Street, Cape Town, South Africa and predominantly occupied by Truworths

**Truworths head office extension:**  
75 Plein Street, Cape Town, South Africa and partially occupied by Truworths

**Truworths distribution centres:**  
All in Cape Town, South Africa

**Truworths stores:**  
South Africa and neighbouring countries

**Office head office:**  
Classic House; Martha's Building;  
180 Old Street, London, United Kingdom

**Office Holdings distribution centre:**  
In Wales

**Office Holding stores:** United Kingdom and Republic of Ireland

## ENVIRONMENTAL, SOCIAL AND SUSTAINABILITY GOVERNANCE REPORT (ESSG)

for the 52-weeks ended 30 June 2024

The Truworths International Environmental, Social and Sustainability Governance (ESSG) Report is supplemented by additional information, which is relevant to shareholders and other stakeholder groups.

⊕ The following additional documents are available online at [www.truworths.co.za/reports](http://www.truworths.co.za/reports) and provide a comprehensive view of the Group's environmental, social and governance (ESG) approach and performance:

### Environmental, Social and Governance Reporting

- Truworths Report on Corporate Governance and Application of King IV Principles 2024
- Truworths Social and Ethics Committee Report 2024
- Truworths Carbon Disclosure Report 2024
- Modern Slavery Act Statement | Office

### Financial Reporting

- Group Audited Annual Financial Statements 2024
- Summarised Audited Group Annual Results 2024
- Integrated Report 2024
- Annual Results Presentation 2024
- 10-Year Review 2024

### Annual General Meeting

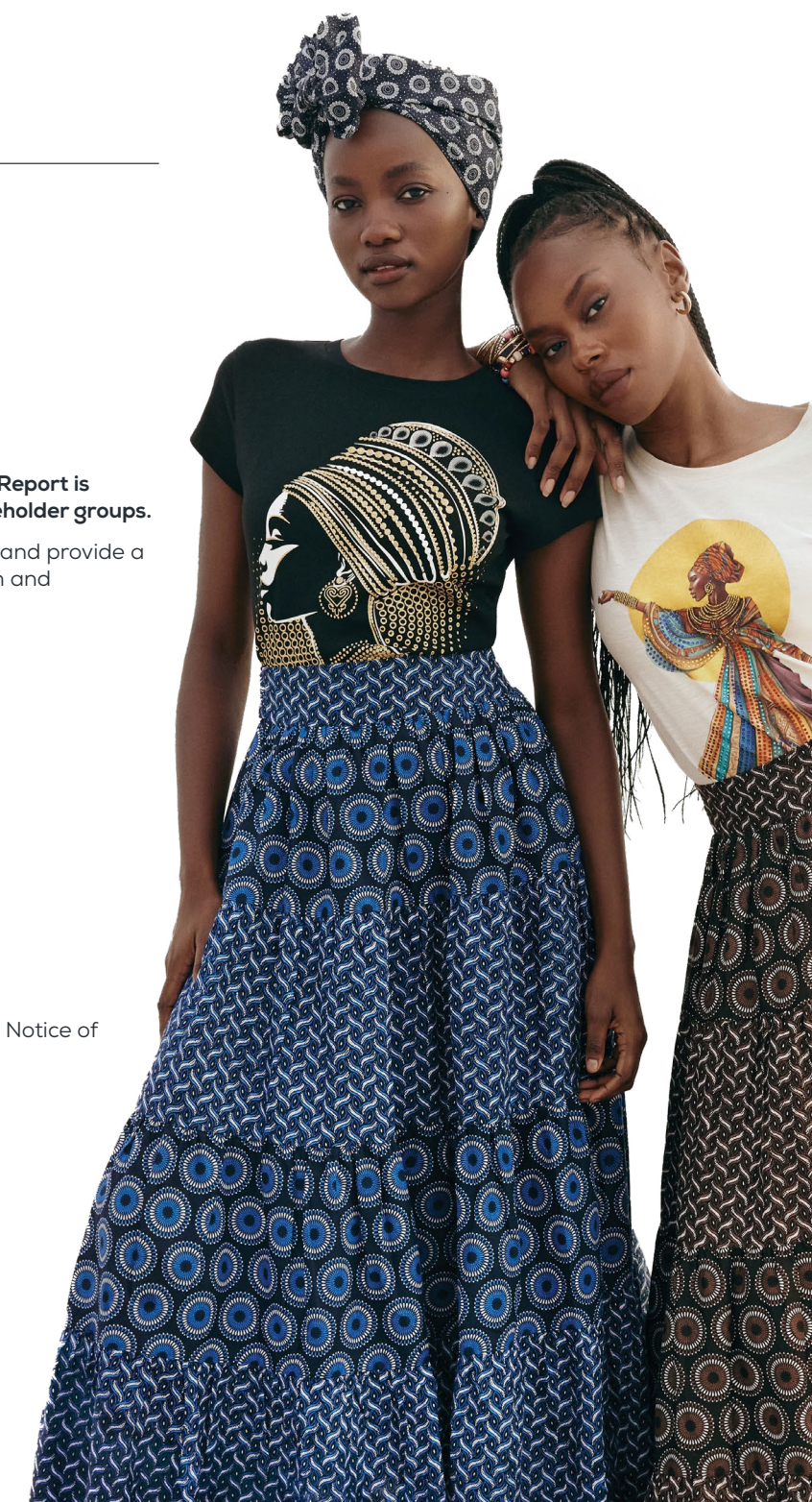
- Notice to Shareholders (included in the Summarised Audited Group Annual Results and Notice of Annual General Meeting)
- Form of Proxy

### Group Websites

Truworths: [www.truworths.co.za](http://www.truworths.co.za)  
Office: [www.office.co.uk](http://www.office.co.uk)

Readers should note the following references throughout the ESSG Report:  
**Truworths International Ltd and its subsidiaries** are referred to as **"the Group"**  
**Truworths International Ltd** is referred to as **"Truworths International"** or **"the Company"**  
The **Truworths Africa** segment is referred to as **"Truworths"**  
The **UK-based Office** segment is referred to as **"Office"**

Prior period refers to the 52-week period from 4 July 2022 to 2 July 2023.



⊕ This is an **interactive PDF document** which allows for navigation using the index links at the top of each page as well as the report, page and website references.



# Chief Executive Officer's introduction

## Focusing on long-term value creation for our stakeholders

We have pleasure in presenting the Group's **ESSG Report for the financial period ended 30 June 2024**. Through our reporting, we aim to demonstrate in a balanced way how the Group has adapted and responded to domestic and international ESG constraints. As always, our reporting is aligned with our Business Philosophy with its focus on creating long-term, sustainable value for our stakeholders.



**"Our sustainability strategy is aligned with global goals addressing critical needs and enables the Company to create sustainable enterprise value with positive impacts on society and the environment."**  
*Michael Mark, Chief Executive Officer (CEO)*

The Group operates in a challenging environment marked by inflation, global supply chain disruptions and climate-related risks. We are steadfast in our commitment to sustainability. The past year has underscored the importance of integrating sustainability across our operations, ensuring resilience and responsibility to our stakeholders in South Africa and the United Kingdom (UK).

In support of this, our sustainability approach is rooted in our strategic priorities:

- Conserving resources
- Protecting the environment
- Improving social conditions
- Respecting human and labour rights
- Empowering communities

We align our sustainability initiatives with the 3R principles of a circular economy, these being: reducing, reusing, and recycling. Repurposing benefits the environment and empowers others to play their part in achieving mutually beneficial goals. Notably, our efforts in waste management led to a 26% reduction in tonnage of new cardboard boxes purchased (2024: 216.94; 2023: 292.85).

Where possible, we reduce our negative upstream and downstream environmental impacts. Upstream operations are those in which the materials flow into the organisation. Downstream operations are those in which materials (mostly in the form of finished products) flow away from the organisation to retail outlets. We manage this by using efficiency practices at our facilities, including managing our Scope 1, 2 and 3 emissions.

Although Truworths has taken steps to improve emissions tracking and is exploring carbon accounting tools, specifically managing Scope 3 emissions remain complex. Our diverse supplier networks and regional variability in data transparency present challenges. By enhancing our collaboration with logistics and supplier partners, we strive to reduce emissions across our value chain while balancing our operational needs and environmental accountability.



For details on our performance in 2024, refer to page 48 to 53.

### Looking ahead

Our sustainability goals include a stronger emphasis on waste reduction and deeper integration of sustainable practices within our supply chain. We are committed to creating a roadmap towards adopting IFRS S1 and S2 standards from 2025 to enhance our reporting and drive further transparency in addressing climate-related risks.

The Group's collaborative approach to addressing ESG-related issues is maturing through ongoing, widespread and proactive stakeholder engagements. We aim to identify and implement effective strategies that drive meaningful, positive sustainability impacts.

We remain committed to responsible corporate citizenship through our collective and individual actions. South Africa and the UK are signatories to the Paris Agreement, a legally binding international treaty on climate change. Truworths also supports the 10 principles of the United Nations Global Compact (UNGC) – a voluntary initiative based on our CEOs' commitments to implement universal sustainability principles and support the UN's goals. We can play our part by meeting the UNGC's fundamental responsibilities regarding labour, the environment, human rights and anti-corruption.

Guided by our Sustainability Committee and supported by our Joint Deputy CEOs and Social and Ethics Committee, Truworths is well-equipped to navigate the challenging sustainability landscape and develop emerging opportunities that enhance our ability to deliver significant positive impacts over time.

### Appreciation

I extend my gratitude to our employees, partners and stakeholders, whose commitment makes our sustainability journey possible. Together, we are creating a resilient foundation for long-term value and a more sustainable future.

Michael Mark  
Chief Executive Officer



# Introducing our 2024 ESSG Report

Through this report, we aim to demonstrate in a balanced manner how the Group has adapted and responded to domestic and international ESG constraints. As always, our reporting is aligned with our Business Philosophy with its focus on creating long-term, sustainable value for our stakeholders.

While our ESSG Report primarily focuses on the Group's ESG initiatives in South Africa where most of our activities occur, we have increased the overall scope to include the ESG activities in the UK Office. As our Business Philosophy, values and ESSG methodologies are shared across the Group, forming a strong foundation for aligning ESG performance across both operations is practical.

As Office continues to advance its ESG capability, future reports will provide increasingly detailed updates on its progress.

## THE TRUWORTHS INTERNATIONAL SUSTAINABILITY STRATEGY PRIORITISES:

- Conserving resources
- Protecting the environment
- Improving social conditions
- Respecting human and labour rights
- Empowering communities

An ongoing review of these topics ensures consolidated and prioritised topics are identified and linked to the UN Sustainable Development Goals (SDGs).

Our commitment goes beyond financial metrics. We believe in transparent and accountable reporting, emphasising performance and the overriding commitment to continually improve our overall sustainable business practices as we move into tomorrow.

We hope this report offers valuable insights to stakeholders.

## REPORTING SCOPE AND BOUNDARIES

The report covers material information relating to the business model, strategy, material issues and risks, governance and the performance of the Group for the financial period ended 30 June 2024.

The reporting boundary has been set so that the report covers risks, opportunities and outcomes relating to the Group's ESG environment, its retail businesses, capital resources and engagement with key stakeholders that could influence the Group's ability to create and sustain value and also the extent to which the Group's objectives have been achieved.

The financial reporting boundary covers the results of the Truworths and Office operating segments. Truworths operates primarily in South Africa and Office operates primarily in the United Kingdom.

## INTEGRATION WITH REPORTING FRAMEWORKS AND SUSTAINABILITY STANDARDS

This report was prepared in accordance with the Johannesburg Stock Exchange (JSE) Sustainability Disclosure Guidance aligned with, and drawing on, the most influential global initiatives on sustainability and climate change disclosures. The guidance is not intended to replace these global initiatives but seeks to help companies navigate the landscape of reporting standards and caters for the South African environment.

## DEVELOPMENTS IN SUSTAINABILITY REPORTING

We closely monitor evolving reporting requirements and endeavour to ensure that our data and qualitative statements meet or exceed these requirements. In keeping with this stance, we secure external verification of all Truworths' environmental data.

We welcome the release of the sustainability reporting standards by the International Sustainability Standards Board (ISSB). The introduction of IFRS S1 General Requirements for Disclosure of Sustainability-related Financial Information, which covers sustainability-related risks, opportunities and financial disclosures, together with IFRS S2 Climate-related Disclosures, will create global standards that will benefit companies and investors alike.

## OUR RESPONSE

Although the adoption of the ISSB standards is not yet mandatory in South Africa, we aim to proactively report against these new standards from the 2025 financial reporting period. The board has delegated responsibility for the adoption of these standards to the Group's finance function, supported by the Sustainability Committee.

Truworths approaches sustainability by looking ahead, planning for and safeguarding tomorrow – for its products, stakeholders and environment.



The SDGs, also known as the Global Goals, were adopted by the UN in 2015 as a universal call to end poverty, protect the planet and ensure all people enjoy peace and prosperity by 2030.





# Introducing our 2024 ESSG Report continued

## MATERIALITY

We continue to apply the principle of materiality in determining disclosures in the report. Materiality ensures that the report focuses on issues that are significant to Truworths' ability to create value in the short, medium and long term. It further allows stakeholders to understand the most critical factors influencing the company's performance, sustainability and impact, which will in turn be used to inform decision making.

In alignment with the JSE's Sustainability Disclosure Guidance, we have adopted a **double materiality approach** to identify the material matters for inclusion in our annual integrated and ESSG reports.

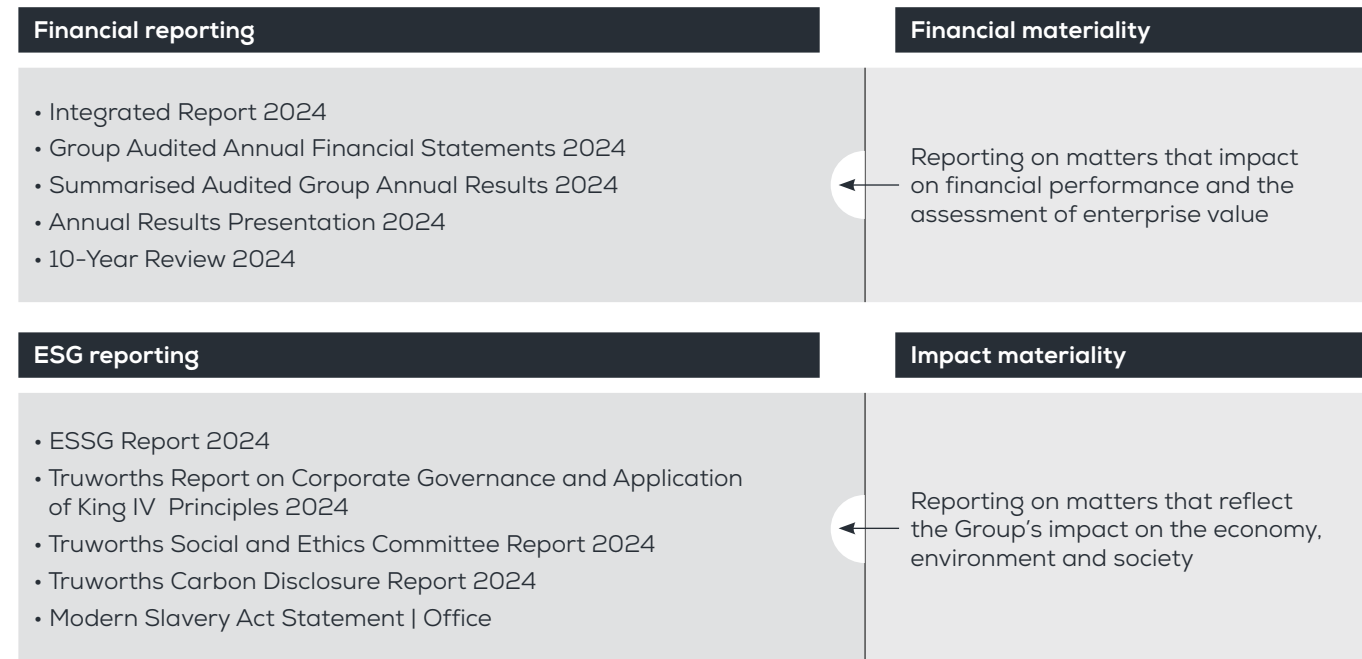
Reports targeted at shareholders and providers of capital, which deal with the Group's financial performance and are used by investors in assessing the future value of the Group, also referred to as enterprise value, apply the principle of **financial materiality**. The primary report in this case is the 2024 Integrated Report.

Multi-stakeholder reports that cover the Group's ESG reporting apply the **impact materiality** approach, which relates to the economy, environment and society.

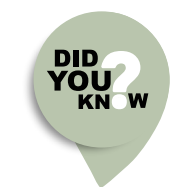
By adopting a double materiality approach, we provide a more comprehensive view of ESG performance, addressing not only what affects Truworths but also how we affect the world around us.

For information on material issues, risks and opportunities, see pages 13 to 16 and pages 20 to 29 of our Integrated Report for information on our material matters.

The application of the double materiality approach is reflected in the components of our annual reporting suite:



For several years, Truworths has reported to the **CDP**, an independent NPO that provides a global system for companies and cities to measure, disclose, manage and share environmental information. Using CDP and other platforms, we gain valuable insight into current usage, and we can identify areas of change and improvement.



## MATERIAL ISSUES

Each year, the directors together with management identify the issues that could have the most significant impact on the Group's ability to create sustainable value for stakeholders. In determining these material issues, the directors consider potential positive and negative impacts internally and externally including the Group's strategic objectives, key risks and the needs, expectations and concerns of our main stakeholders as well as the economic and trading environment.

The material issues for the 2024 financial year are unchanged. The risks and opportunities relating to these material issues provide shareholders with insight into the factors that create, preserve or erode value.

## INDEPENDENT ASSURANCE

Reporting elements	Assurance process
Integrated Report	The Integrated Report has been reviewed by the directors and management; it has not been independently assured.
Financial reporting	The Group's external auditor, Deloitte & Touche (Deloitte), has provided assurance on the Group Audited Annual Financial Statements 2024 and expressed an unmodified audit opinion. Deloitte has also inspected the consistency of the financial information extracted from the Annual Financial Statements that appears in the Integrated Report.
ESG reporting	Accredited service providers have measured and provided assurance on selected ESG metrics disclosed in the Integrated Report, including: <ul style="list-style-type: none"> <li>- AQRate independently reviewed and verified the Group's broad-based black economic empowerment (B-BBEE) rating in terms of the Broad-Based Black Economic Empowerment Act, 53 of 2003</li> <li>- Verify CO<sub>2</sub> undertook an independent review of Truworths' carbon emissions</li> <li>- Global corporate governance and remuneration consultants to the Remuneration Committee reviewed the remuneration policy and implementation report contained in the Remuneration Committee report</li> </ul>



# About Truworthis International

Truworthis International Ltd is an investment holding and management company based in Cape Town, South Africa. The main operating companies, Truworthis Ltd (Truworthis, operating in South Africa) and Office Holdings Ltd (Office, operating primarily in the United Kingdom), are leading retailers of fashion clothing, footwear and related merchandise. The company listed on the JSE and the Namibian Stock Exchange in 1998 and on A2X Markets in 2022.

## MORE THAN 100 YEARS OF FASHION

Founded in 1917 as The Alliance Trading Company, the business later changed its name to Truworthis Fashion House and then to Truworthis Ltd in 1940. By the 1950s, the chain had expanded to 80 stores. Accounts were introduced into the business in 1955 and sales reached R1 million in 1959. Truworthis continued to expand across South Africa and, by the late 1970s, had a footprint of 280 specialised boutique stores.

Recognised as one of the leading retailers in Africa with 802 mainly Truworthis and Identity stores, the Group also has 86 Office stores and concessions in the UK and the Republic of Ireland. Physical retail stores are supported by a world-class online business in Office, contributing 46% of Office's sales, together with a fast-growing online store in Truworthis contributing 5% of retail sales.

The Group's retail sales exceed R21 billion and operating profit R4.5 billion (on a pro forma basis) with financial and operating metrics among the highest of fashion retail companies worldwide.

## EVOLUTION OF THE BRAND PORTFOLIO

Truworthis is synonymous with superior quality, aspirational fashion and has a portfolio of some of South Africa's most desired apparel brands, which are mostly owned by the Group and have been developed over the past four decades:

- Daniel Hechter (under a long-term licence agreement since 1984)
- Inwear (1986)
- Truworthis Man (1988)
- Truworthis Jewellery (1989)
- LTD (1992)
- Identity and Truworthis Elements (1999)
- Ginger Mary (2004)
- Hey Betty (2011)
- Office London (2017)
- Context and ID Kids (2019)
- Fuel and Sync (2021)
- Loads for Kids (2022)

## DOMESTIC EXPANSION THROUGH ACQUISITION

The organic expansion of the brand portfolio has been complemented by the acquisition of specialist brands in South Africa:




- Young Designers Emporium (2003)
- Italian-inspired menswear brand Uzzi (2006)
- Ladieswear brand Earthaddict (2015)
- Kidswear brands Earthchild and Naartjie (2015)
- Homeware and linen retailer Loads of Living (2017)

## INTERNATIONAL EXPANSION

Truworthis International expanded into the northern hemisphere retail market in 2015 with the acquisition of the Office fashion footwear chain in the United Kingdom, trading under the Office and Offspring brands. The acquisition formed part of the Group's strategy to diversify its mass market customer base into developed and emerging market countries as well as diversifying the Group's earnings profile. Office offers fashion-forward footwear with a unique range of branded footwear and sneakers and own-branded fashion shoes.

## EVOLVING ESG LANDSCAPE – SOUTH AFRICA AND BEYOND

The ESG landscape has evolved significantly in response to global challenges and growing stakeholder expectations. These shifts affect our operating environment in the following ways:

ENVIRONMENTAL	SOCIAL	ECONOMIC AND GOVERNANCE
 <ul style="list-style-type: none"> <li>• Changing weather patterns impact merchandise sales patterns</li> <li>• Targeted stakeholder engagements to reduce Scope 3 emissions</li> <li>• Sustainable materials usage in product ranges and packaging</li> </ul>	 <ul style="list-style-type: none"> <li>• Global shipping crises and local infrastructure failures and inefficiencies constrain the supply chain</li> <li>• Unreliable and costly fabric imports impact domestic manufacturing growth</li> <li>• Economic pressure, convenience offerings, brand loyalty and competition from global retailers impacting shopping patterns</li> <li>• Increasing consumer awareness and preference for ethically sourced products</li> </ul>	 <ul style="list-style-type: none"> <li>• Supply chain disruptions constrain growth initiatives</li> <li>• Exchange rate volatility and socio-political uncertainty negatively increase product prices</li> <li>• Stricter government regulations and global standards strengthen compliance</li> </ul>

+ Our key mitigation measures are outlined on page 14

Such challenges underscore the importance of transparent and comprehensive reporting and stress the significance of climate action, human rights, inclusion and diversity commitments. We anticipate future increased regulatory enforcement actions against firms related to the accuracy of their ESG-related disclosures.

### Outlook

Global supply chain disruptions persist, and geopolitical tension, inflationary pressures and extreme weather events are an ongoing reality. These challenges:

- Impact our access to goods and services
- Increase component and manufacturing prices

### The South African Landscape

South Africa's clothing industry is resilient despite inflationary pressure, a stagnant economy and global supply chain challenges. The sector faces increased costs for manufacturing inputs, freight, fuel and wages. Consumers grapple with reduced disposable income and limiting spending on non-essential items. Local retailers also face significant competition from cheap imports, threatening market share.

South Africa's diverse retail landscape includes sophisticated formal chain stores, convenience stores and informal retail stores in townships and lower-income communities. Truworthis retail outlets are predominantly located in shopping centres, ranging from large regional malls to smaller neighbourhood and community centres, and cater to varying consumer needs and expectations. Trading in our retail outlets is complemented by a growing online presence.

### Outlook

The growing youth demographic presents an opportunity for the industry, promising sustained demand for apparel. Trading in our retail outlets is complemented by a growing online presence. According to market research agency KLA, while 74% of South Africans begin their shopping journey online, only 40% complete their purchases online and 42% prefer in-store shopping. This environment underscores the continued importance of physical retail experiences in the South African market.

### The UK Landscape

Retail in the UK is grappling with inflationary challenges, known as the cost-of-living crisis, which impact consumer spending and the broader retail landscape. These challenges are driven by high interest rates, the lingering effects of the COVID-19 pandemic and complex geopolitical events such as the war in Ukraine.

Office, like Truworthis, operates most of its retail outlets within shopping centres, ranging from large regional centres to smaller neighbourhood shopping centres. Office has standalone stores on key high streets and several concession stores within upmarket department stores, such as Selfridges.

Consumer behaviour shifted towards e-commerce during the pandemic, especially during lockdown when all Office physical retail stores were closed. Post-pandemic, the UK has seen a strong return in footfall to retail stores. Trading in our retail outlets is complemented by a growing online presence.

### Outlook

Office has benefited from a well-established e-commerce platform that complements its traditional brick-and-mortar stores, allowing it to effectively navigate the evolving consumer landscape and leverage online and in-store sales channels.



# Creating value through sustainability

The Group is committed to sustainable business operations and responsible ESG practices and recognises its responsibility to enhance reporting on sustainability to assist investors in assessing the risks and impact of its sustainability programme on enterprise value.



The UN's 2023 SDG Report painted a worrying picture of progress in most areas. For the first time in decades, development progress is reversing under the combined impacts of climate disasters, conflict, economic downturns and lingering COVID-19 effects. Only 12% of targets are on track to achieve the goals. For Truworths, this serves as a rallying cry to reflect on where we stand and resolve to do more.

## SUSTAINABLE DEVELOPMENT GOALS

The Group seeks to balance meeting its business needs with those of the environment and society. The Truworths sustainability strategy is aligned with seven of the UN SDGs, the global objectives developed by the UN member states to be achieved by 2030. These selected SDGs can be categorised as follows:

**Enterprise value impact** being the SDGs which impact on the assessment of the Group's enterprise value.

**Sustainability impact** being the SDGs where the Group can have the most impactful societal role.



### Enterprise value impact



### Sustainability impact



The fashion industry globally contributes significantly to carbon emissions, waste to landfill and water consumption. The Group is encouraging a circular economy and addressing its negative environmental impact by tracking energy and water use, and actively promoting waste reduction through reuse and recycling, while engaging suppliers to reduce resource consumption and costs. At the same time, the Group is addressing social sustainability by ensuring a positive contribution to employee wellbeing and development and improving living conditions for local communities.

By supporting these SDGs, the Group is advancing the sustainability of the business and contributing towards a better society.

Shareholders will note that the sustainability activities addressed in this report relate primarily to Truworths. Office UK has developed an ESG strategy and as its sustainability activities are progressed, the scope of the Group's reporting will be extended to include Office.

SELECTED SDGs	TRUWORTHS' ROLE IN SUPPORTING SDGs	PROGRESS IN SUPPORTING SDGs IN 2024
 End poverty in all its forms everywhere	... supporting direct and indirect job creation and facilitating unemployed women to become self-sustaining through social programmes.	<ul style="list-style-type: none"> <li>Donated more than 310 000 garments and 189 000 metres of fabric with a value of R44 million to community programmes</li> <li>Over 740 000 garments donated to Taking Care of Business since 2019 in support of creating self-employment opportunities for women in townships</li> <li>Small and medium-sized, black-owned businesses supported through the Truworths Enterprise Development Trust</li> </ul>
 Ensure healthy lives and promote wellbeing for all at all ages	... supporting the health and wellbeing of employees as well as funding community health facilities for disadvantaged South Africans.	<ul style="list-style-type: none"> <li>R23 million invested in upgrading 24 public healthcare facilities since 2010</li> <li>Funded the upgrade of the paediatric ward at Greys Hospital in KwaZulu-Natal in partnership with Smile Foundation</li> <li>Through a long-standing partnership with The Reach for a Dream Foundation, funded Dream Rooms for critically ill paediatric patients at four hospitals</li> <li>67% of Group employees covered by a healthcare plan</li> </ul>
 Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	... supporting education through training and skills development of employees and social investment in educational institutions.	<ul style="list-style-type: none"> <li>Invested R129 million in employee skills development and learning</li> <li>11 706 employees participated in 253 training programmes in South Africa</li> <li>2 610 employees participated in leadership development programmes</li> <li>50 employees on bursary programme</li> <li>Funded upgrades at two LEAP science and maths schools in Gauteng and Limpopo (South Africa) totalling R1.7 million over the past two years</li> </ul>
 Achieve gender equality and empower all women and girls	... supporting the empowerment of women and actively countering gender-based violence (GBV).	<ul style="list-style-type: none"> <li>76% of employees are female including 30% of top management</li> <li>Zero-tolerance policy for any form of GBV</li> <li>Supporter of 16 Days of Activism against GBV in South Africa</li> <li>Financial support provided to charities nationally that support victims of GBV</li> </ul>
 Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	... supporting sustainable growth through all economic cycles, employing over 12 000 people and creating thousands more jobs indirectly.	<ul style="list-style-type: none"> <li>12 007 employees across the Group</li> <li>45% of Truworths' apparel produced by local manufacturers</li> <li>Signatory to Retail - Clothing, Textile, Footwear and Leather Master Plan to support the sustainability of the local manufacturing sector in South Africa</li> <li>Funded electricity generators for nine cut-make-trim (CMT) operators to enable them to continue production during load shedding and preserve employment</li> <li>Loan funding provided to a strategic CMT partner to fund expansion</li> </ul>
 Ensure sustainable consumption and production patterns	... supporting responsible consumption and production and applying the environmental principles of reduce, reuse and recycle.	<ul style="list-style-type: none"> <li>Provided production machinery to the value of R8 million by way of interest free loans in kind to strategic CMT partners</li> <li>4.4 million plastic clothing hangers reused</li> <li>Recycled 99 tonnes of plastic</li> <li>Recycled 585 tonnes of cardboard cartons</li> <li>Volume of cardboard boxes purchased decreased by 26% to 217 tonnes</li> <li>Paper and stationery consumption decreased by 36% to 208 tonnes</li> <li>Truworths shopping bags made from at least 50% recycled materials</li> </ul>
 Take urgent action to combat climate change and its impacts	... supporting the reduction of carbon emissions across our business and throughout the international and local supply chain.	<ul style="list-style-type: none"> <li>Total carbon emissions increased by 5.1%* to 75 980 tCO<sub>2</sub>e</li> <li>Store electricity consumption reduced by 0.02% to 59 966MWh</li> <li>Electricity meters installed in 564 stores, approximately 73% of the South African store base</li> <li>Saved approximately R8 million through LED lighting currently in 36% of South African stores</li> <li>Water consumption decreased by 6.9% to 154 459 Kl</li> <li>New distribution centre certified to Excellence in Design for Greater Efficiencies (EDGE) Advanced green building standards</li> <li>Emissions-reducing water, energy and packaging features have been incorporated into the new distribution centre</li> </ul>

\* The year-on-year growth is largely due to increased electricity consumption. Within the 2024 financial year, we had less load shedding than the previous year and the resultant store electricity usage increased. Further, there was a slight increase in-store trading space.



# 2.

## Creating sustainable value

Our ability to create value for our shareholders is closely linked to the value we create for our customers, employees, all other stakeholders and the broader society in which we trade.

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# Our Business Philosophy

## OUR BUSINESS PHILOSOPHY IS OUR DNA

Our Business Philosophy fundamentally describes the essence of who we are. It is our DNA that makes us unique and differentiates us from our competitors.

### OUR LEADERS

play an essential role in ensuring that we remain true to our DNA. We believe in and actively practise our core beliefs.

### WE PRACTISE

a leadership style that is realistic but cautiously optimistic, which focuses on our Values, and ensures solutions are found and opportunities identified are capitalised on, particularly in adversity.

### WE CREATE

the platform and environment for teams and individuals to deliver our Purpose and live our Values so that we can deliver on our stakeholders' expectations.

### WE ARE RESOLUTE

in our focus on our Business Philosophy, which drives our strategy and our behaviour.

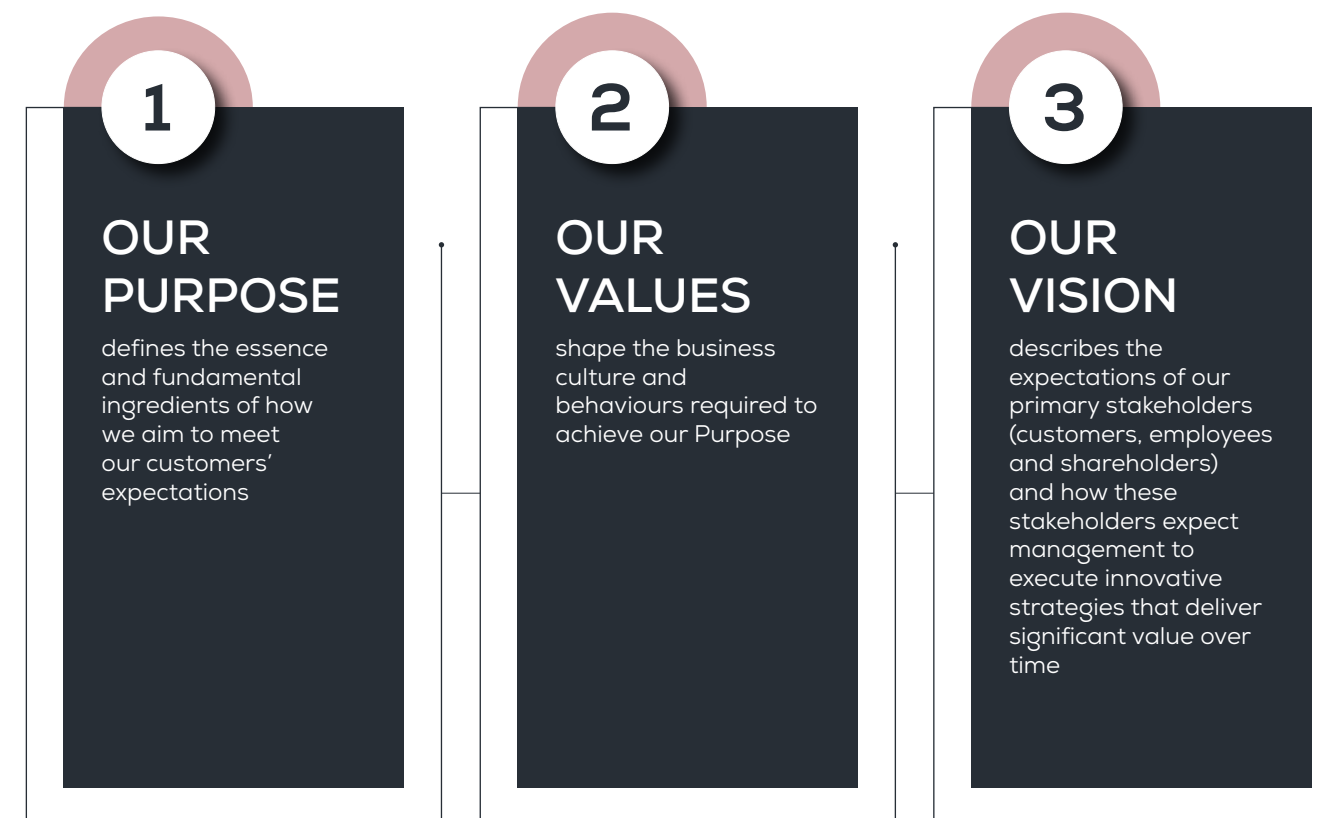


## OUR BUSINESS PHILOSOPHY AND OUR STRATEGY

Our Business Philosophy is core to the ongoing success of the business. We rigorously apply our Business Philosophy to consistently focus on creating value for our stakeholders.

Our strategic objectives are aimed at achieving the objectives of our Business Philosophy as defined by our Purpose statement and our Vision for stakeholders. We strive to achieve these strategic objectives through the successful execution of various plans and actions. We measure our success by comparing our achievements to our Vision, allowing us to identify areas where we can strive to improve.

Our Business Philosophy is the heart and soul of our business. It drives our operating philosophies, principles and decision making across Truworths and Office and comprises three synergistic elements:



### Reinforcing our refreshed Values

In 2023, the Values of Truworths and Office were reviewed and two additional Values were incorporated into the Business Philosophy. The first, "Contribution focused", aims to further promote this behaviour and the second, "Embrace the power of inclusive teams", reflects our commitment to creating a more inclusive working environment for all employees, regardless of gender, race, religion, culture or any other personal preference. Inclusive leadership training, facilitated by the Group's leadership and Human Resources department, has raised employee awareness of the refreshed Values and the positive change will ensure we deliver our Vision for stakeholders.



# Our Business Philosophy continued

We are always guided by our Business Philosophy which directs our consistent focus on the long-term Purpose as a guiding light through good and bad times to deliver our Vision

## OUR PURPOSE

defines the essence and fundamental ingredients of how we aim to meet our customers' expectations

## OUR VALUES

shape the business culture and behaviours required to achieve our Purpose using "sequenced conditionality"

## OUR VISION

describes the expectations of our stakeholders and how the business is assessed in terms of creating value for our stakeholders

## TRUWORTHS

### THE TRUWORTHS PURPOSE STATEMENT

Youthful, fashionable South Africans want to look attractive and feel successful and confident. Truworths entices them into exciting and visually appealing, aspirational real and virtual retail emporiums, are staffed by passionate and knowledgeable team members and which offer wide ranges of curated and tasteful fashion of superb quality and intrinsic value. The ranges of unique aspirational fashionable brands are an innovative and adventurous blend of colour, fabric and fashion styling.



### THE VISION FOR OUR TRUWORTHS CUSTOMERS

"Truworths helps me look attractive and feel successful and confident. Shopping at Truworths is exciting because it offers wide ranges of curated and tasteful fashion of superb quality and intrinsic value in retail emporiums that are visually appealing and staffed by passionate and knowledgeable staff."

## OFFICE

### THE OFFICE PURPOSE STATEMENT

Youthful, fashionable customers want to look attractive and feel cool and confident. Strongly influenced by the iconic London fashion culture, Office presents them with a wide, curated, high-quality, relevant range of the latest in-demand styles and brands they desire. Office relates to each individual's unique preferences by offering its range in a fashionable, aspirational, physical and digital environment that allows them to create their ultimate shoe wardrobe.

### THE VISION FOR OUR OFFICE CUSTOMERS

"Office is the first place I go when I want to see a wide range of the latest high-quality shoes from in-demand fashionable brands, which make me feel attractive, cool and confident. Shopping at Office is effortless, whether I am online or in store, with a range that allows me to express my individuality and create my shoe wardrobe."

## THE VISION FOR OUR EMPLOYEES

"I am totally committed because my team members and I are encouraged to contribute innovatively and celebrate and reward excellence in contribution."

## THE VISION FOR OUR SHAREHOLDERS

"We are long-term investors in Truworths International because we trust in management's capacity to execute innovative strategies that deliver significant value over time."

## OUR STAKEHOLDER-RESPONSIVE BUSINESS STRATEGY

By regularly reviewing and adjusting our Business Philosophy, we ensure our strategies remain relevant and aligned with evolving market conditions and stakeholder needs:

- Our strategic objectives are designed to adhere to and fulfil the goals of our Business Philosophy
- We work diligently to achieve these strategic objectives through the effective execution of various plans and actions
- We measure the success of our efforts by comparing our stakeholders' vision to reality, enabling us to identify areas for improvement and make necessary adjustments

## HOW THE GROUP ENGAGES WITH SUSTAINABILITY TOPICS

Our environmental impacts include areas within our **direct control** and those over which we have limited control.

Facilities within our **direct control** include our head office buildings, distribution centres and leased stores. We made significant progress in compiling, tracking and managing our environmental impact in this area.

For our extended supply chain, over which we have **limited control**, we intend to identify the best way to measure environmental impacts and work with the relevant parties to better understand and minimise adverse environmental effects.

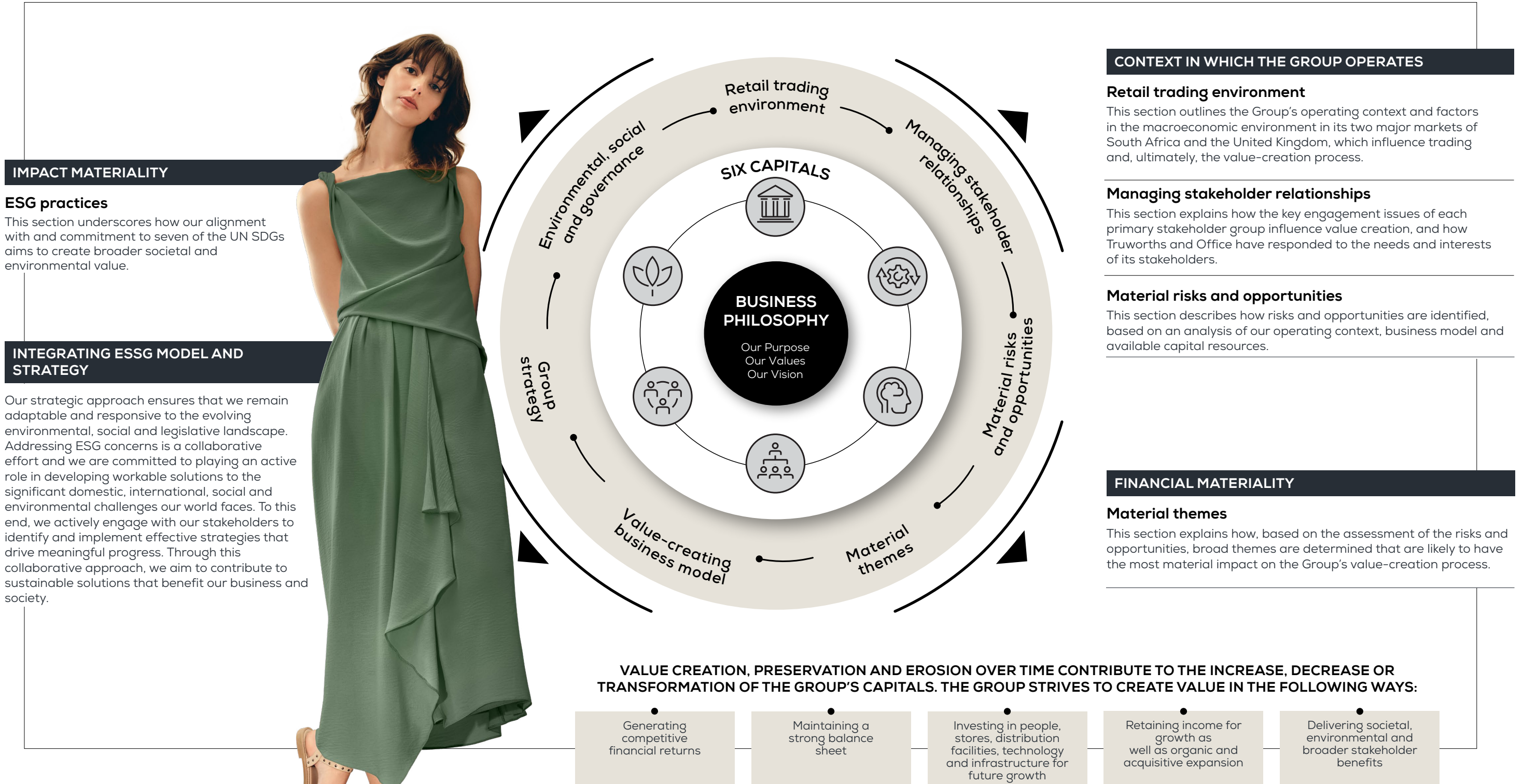
We regularly engage with industry experts, manufacturing partners and logistics suppliers to help reduce our environmental footprint and identify areas where we can improve our practices.



# Creating stakeholder value

Our approach to value creation is guided by our Business Philosophy through both buoyant and constrained trading conditions, ensuring a consistent focus on long-term value creation.

## OUR APPROACH TO VALUE CREATION





# ESG in context

## OUR ESG OBJECTIVES

Strategic pillar	Environment	Social	Sustainability governance
	<b>Managing our environmental footprint</b>	<b>Supporting our people</b>	<b>Contributing to our communities</b>
<b>Objectives</b>	We reduce our negative environmental impacts and promote sustainability through circular economy practices.	We create an environment that values diversity and inclusivity and ensures equal opportunities while respecting human and labour rights.	We contribute to the society we operate in and build meaningful partnerships with our social investment beneficiaries.
<b>Key activities</b>	<ul style="list-style-type: none"> <li>Applying the 3R principles</li> <li>Donating surplus or damaged merchandise to non-profit organisations (NPOs) or selling at low cost to approved organisations to ensure we maintain product circularity and avoid products going to landfills</li> <li>Reducing carbon emissions for direct and indirect impact areas</li> <li>Refining our logistics and transportation processes and procedures to optimise costs and shipping and packaging methods</li> <li>Prioritising sustainability in our products, packaging and store designs where possible</li> </ul>	<ul style="list-style-type: none"> <li>Improving the social circumstances of our staff, suppliers and customers</li> <li>Promoting an ethical culture with strong values and policies</li> <li>Driving diversity, equity, inclusion and transformation</li> <li>Creating a dynamic and motivational business environment</li> <li>Providing continuous learning and development opportunities</li> <li>Recognising and rewarding excellent performance</li> <li>Conducting human rights due diligence and impact assessments across our operations</li> </ul>	<ul style="list-style-type: none"> <li>Improving living conditions for local communities, focusing on health, education, social development and empowering women</li> <li>Selecting wide-reaching initiatives founded on extensive stakeholder engagement</li> <li>Ensuring corporate social investment (CSI) activities are aligned with the Group's business philosophy</li> <li>Establishing long-term, meaningful projects that foster impact without creating dependency</li> <li>Managing social investment activities under the "Truworthis Involved" banner</li> </ul>
<b>Linked strategic priorities</b>	Conserving resources Protecting the environment	Improving social conditions Respecting human and labour rights Empowering communities	Protecting the environment Respecting human and labour rights
<b>Targets</b>	<ul style="list-style-type: none"> <li>Endeavour to gradually decrease carbon emissions over time</li> <li>Complete water consumption and waste generation baseline assessments by 2030</li> </ul>	<ul style="list-style-type: none"> <li>Maintain at least 30% women leaders by 2030</li> <li>Continue to improve B-BBEE score and level</li> <li>Publication and implementation of our Group human rights policy</li> </ul>	<ul style="list-style-type: none"> <li>Human rights training, information, and/or awareness to reach 100% of our workforce in 2025</li> </ul>
<b>2024 performance</b>	<ul style="list-style-type: none"> <li>Read about how we manage our environmental footprint on pages 18 to 26</li> <li>Read more about our Excellence in Design for Greater Efficiencies (EDGE) certified distribution centre on page 24</li> </ul>	<ul style="list-style-type: none"> <li>Read about how we support our people on pages 29 to 36</li> <li>Read about how we promote an ethical culture on page 31</li> </ul>	<ul style="list-style-type: none"> <li>Read about "Truworthis Involved" on page 37</li> <li>Read about how we contribute to our communities on pages 37 to 39</li> </ul>

## UN SDG alignment





# Our sustainability approach

We are committed to ESG matters beyond financial metrics – we believe in transparent and accountable reporting. We regularly review our sustainability impact areas to refine and increase the data pool and seek opportunities to decrease our carbon footprint. These initiatives offer insight to all stakeholders – from employees and shareholders to customers and communities.

ESG matters continue to evolve rapidly. The resultant frameworks are becoming more influential and impactful, as are investor requirements and regulations. With increasing interest in ESG due to the climate crisis and the post-COVID-19 pandemic environment, governance has become a worldwide priority. It is central to building trust and maintaining a social licence to operate.

The Group's governance principles align with the Business Philosophy, and our structures and policies are sound and embed a business-wide culture of good governance. We follow the same approach with our environmental and social governance.

We seek to balance meeting our business needs with those of the **business, environment and society**.

## Business

We have laid the foundations for a **systematic** approach to tackling ESG considerations and considered the following while developing this strategy:

- UN SDGs (see page 6)
- JSE Sustainability Disclosure Guidance
- King Report on Corporate Governance™ for South Africa, 2016 (King IV)\*
- Operating context (see the Integrated Report (IR) page 61)
- Material issues (see IR pages 20 to 29)

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## Environment and society

Our sustainability strategy is aligned with the UN 2030 Agenda for Sustainable Development with focus on:

- Addressing our environmental impact by tracking energy and water use and waste reduction through reuse and recycling
- Engaging with industry role players and suppliers to reduce resource consumption and costs
- Ensuring a positive contribution to employee development
- Improving living conditions for local communities





# Material issues, risks and opportunities

## MATERIAL ISSUES

Issues are considered material if they are likely to materially impact the Group's revenue, profitability and sustainability, therefore influencing its ability to create and sustain value, or limit value erosion, for stakeholders.

### OUR APPROACH TO MATERIALITY

Truworths' operations affect the environment and society (**inside out**) and, conversely, the environment and society influence the Group and its performance (**outside in**). These impacts can be positive or negative and may change over time.

Each year, we identify potentially relevant material issues and assess their likely impacts over the short, medium and long term. This process allows us to prioritise matters that significantly affect enterprise value (**financial materiality**) and our most significant impacts on people, society and the environment (**impact materiality**).

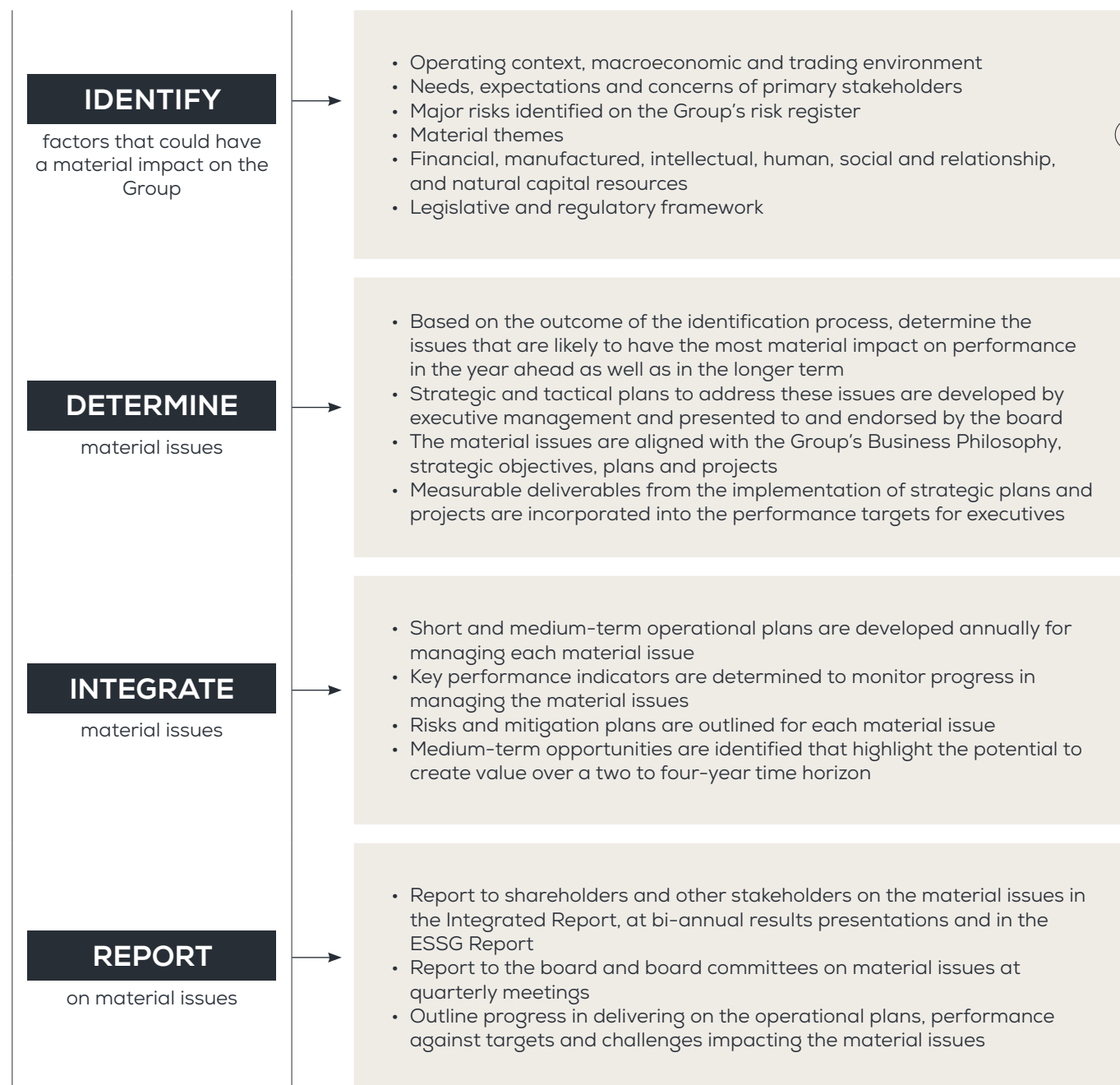
Unpacking and analysing Truworths' dependencies and the negative impacts of our operations on the economy, environment and society reveals potential risks that might not surface during conventional risk identification processes. This information highlights issues that Truworths could pivot into opportunities. Similarly, the positive impacts of Truworths' activities and operations can be leveraged as opportunities.

Identifying material sustainability-related risks and opportunities lays the foundation for developing, implementing and executing our sustainability strategy to address and mitigate these risks, increase the resilience of the company and leverage any opportunities.



### MANAGING MATERIAL ISSUES

Executive management reviews material issues annually, using the following process:



## MATERIAL ISSUES FOR 2025

Following the review of the material issues in applying the process outlined alongside, the material issues for Truworths and Office are unchanged for the 2025 financial year.

The material issues are as follows:

### TRUWORTHS

- Aspirational fashion
- Supply chain
- Account management
- Retail presence
- Human capital

### OFFICE

- Aspirational fashion
- Supply chain
- Retail presence
- Human capital



# Material issues, risks and opportunities continued

Material issue	Description	Associated risks	Mitigating actions
<b>Climate change</b>	Changes in temperature and weather patterns are accelerated by human activities, primarily burning fossil fuels. These changes have far-reaching impacts across Truworths' supply chain and account for physical and transition risks to our business. To ensure the Group's long-term sustainability, we adopt climate change adaptation and mitigation strategies.	<ul style="list-style-type: none"> <li>• Threat to the quantity and quality of raw materials</li> <li>• Interruptions in the production, sale and distribution of goods and services, including supply chain and logistics interruptions</li> <li>• Erratic electricity supply</li> <li>• Disruptions to trade caused by electricity outages and adverse weather conditions</li> <li>• Potential harm to property and resources</li> <li>• Delivery challenges</li> <li>• Growing cost of insurance</li> <li>• Reduced customer demand for unsustainable products</li> <li>• Employee displacement and inability to work due to severe weather conditions</li> </ul>	<ul style="list-style-type: none"> <li>• Using resources responsibly</li> <li>• Adopting a circular economy model</li> <li>• Implementing energy efficiency initiatives in facilities within our direct control</li> <li>• Driving efficiency within the distribution channel</li> </ul>
<b>The circular economy – waste and recycling</b>	A circular economy is a model of production and consumption involving reusing, repairing, refurbishing and recycling existing materials and products for as long as possible. Thus, the lifecycle of products is extended, waste is reduced, costs are contained and resource consumption is diminished.	<ul style="list-style-type: none"> <li>• Threat to supply, quality and availability of raw materials</li> <li>• Lack of cost-effective and recyclable substrates and fibre alternatives</li> <li>• Increased regulations and the cost of complying with applicable laws and regulations</li> <li>• Non-compliance with legislation and regulation could result in financial penalties, trading sanctions and reputational damage</li> <li>• Reduced consumer demand for unsustainable products</li> </ul>	<ul style="list-style-type: none"> <li>• Embracing the 3R principles to extend the lifecycle of products, reduce waste and establish a more efficient and sustainable production model over time</li> <li>• Reusing cartons and packaging materials within the distribution cycle</li> <li>• Repurposing equipment for the new distribution centre (see also page 24)</li> <li>• Recycling hangers through reuse or recycling plastic and metal components</li> <li>• Donating garments and fabrics to assorted charities and thus avoid landfills</li> </ul>
<b>Responsible sourcing – traceability and transparency</b>	The Group seeks to actively source products and services in an ethical, environmentally sustainable and socially conscious way. In the domestic and international arena, we seek to develop a supply chain that manages ESG risks.	<ul style="list-style-type: none"> <li>• Human rights violations within the supply base</li> <li>• Suppliers not operating to contracted standards of ethical behaviour could result in interruption of supply and reputational damage</li> <li>• Animal welfare violations due to unethical sourcing</li> <li>• Reputational damage as a result of products not meeting ethical standards</li> </ul>	<ul style="list-style-type: none"> <li>• Suppliers compelled to comply with existing laws and regulations of the regions within which they operate</li> <li>• Suppliers required to adhere to ethical purchasing practices</li> <li>• Encouraging suppliers to develop their own standards that supplement regulatory requirements</li> </ul>
<b>Water</b>	Interruptions in water supply pose a substantial business risk by creating operational and supply chain disruptions and increasing costs.	<ul style="list-style-type: none"> <li>• Changing weather patterns result in regional droughts, floods and other extreme weather events, posing a direct risk to the business and communities we operate in</li> <li>• Threat to the availability and quality of raw materials</li> <li>• Potential disruptions to domestic and offshore manufacturing</li> <li>• Potential disruptions to sanitation in head office and distribution centre operations</li> <li>• Ongoing deterioration of governmental and municipal infrastructure may impact domestic water security</li> <li>• Reduced consumer demand for unsustainable products</li> </ul>	<ul style="list-style-type: none"> <li>• Using underground water sources where possible in a sustainable manner</li> <li>• Using rainwater catchments</li> <li>• Implementing water-efficiency initiatives at head offices and distribution centres</li> </ul>
<b>Biodiversity</b>	<p>Biodiversity, or the variety of all living things on Earth, has been declining at an alarming rate in recent years. This is mainly due to human activities such as land use changes and pollution, as well as the effects of climate change.</p> <p>Biodiversity enables the availability of a wide variety of resources and services on which businesses depend, including raw material supply, crop pollination, genetic resources, water filtration, flood attenuation and erosion control, among others. Biodiversity loss is a critical risk to our business, stakeholders and the economy.</p>	<ul style="list-style-type: none"> <li>• Threat to supply, quality and availability of raw materials</li> <li>• Resource insecurity and price inflation</li> <li>• Reduced consumer demand for unsustainable products</li> </ul>	<ul style="list-style-type: none"> <li>• Using synthetic fibres</li> <li>• Applying the 3R principles</li> </ul>

\* Our risk and materiality assessment does not include our UK operations.



# Material issues, risks and opportunities continued

## GOALS AND TARGETS

Truworths sets goals and targets to drive accountability, progress and transparency. Goals provide a roadmap to help us reduce our environmental impact, improve social outcomes and enhance our governance practices, and enable us to measure and track our performance effectively.

Targets and goals help us report clearly, enabling stakeholders to understand our commitment and progress on ESG, ultimately strengthening their trust in us.

We understand that goals and targets cannot be set in isolation and are working to ensure that:

- ESG goals become part of business key performance indicators (KPIs) and individual and team performance evaluations
- Data is reliable and accurate
- Goals and targets are communicated to all stakeholders
- Crucial data and insights are available from subject matter experts to measure progress against targets and guide performance for future strategy and goal setting

### Performance overview

Truworths has built a comprehensive base of quantitative measurements and historical data to reflect its ESG performance. We will continue growing quantitative measurements and set future-oriented targets, strategies and KPIs, ensuring our ongoing progress remains transparent.

## ENVIRONMENT

In setting clear and realistic goals and targets, we can improve operational and financial performance, realise sustainability strategies and foster interest and enthusiasm within the organisation. The targets set to date are limited and conservative, but aligned with the corporate purpose to avoid greenwashing.

The increase in carbon emissions is attributed to increased diesel consumption for generators because of national power outages.

Greenhouse gas (GHG) emissions (metric tonnes CO<sub>2</sub> (mtCO<sub>2</sub>))

⊕ Refer to page 22 for definitions of GHG emissions.

	2022 mtCO <sub>2</sub>	2023 mtCO <sub>2</sub>	2024 mtCO <sub>2</sub>	Target 2025 mtCO <sub>2</sub>	Target (increase/ decrease by FY2025) %
<b>Scope 1</b>	1 488.55	1 731.30	<b>1 917.78</b>	1 900.00	0
<b>Scope 2</b>	70 676.78	64 514.64	<b>68 460.32</b>	68 500.00	0
<b>Scope 3</b>	5 420.87	6 021.79	<b>5 602.26</b>	5 550.00	0
<b>TOTAL</b>	<b>77 586.20</b>	<b>72 267.73</b>	<b>75 980.36</b>	75 950.00	0

Scope 3 emissions represent the largest portion of the Group's total emissions, as these account for the indirect emissions associated with its entire value chain. We face a level of complexity in assessing Scope 3 emissions because these occur outside of our organisational boundaries and cannot be measured directly.

There is no straightforward and standardised way to calculate Scope 3 (unlike for Scopes 1 and 2), and we do not have the capability or systems to track these emissions. However, we recognise the importance of starting, even with incomplete data, and that small steps will promote full transparency and accountability.

Managing and reducing Scope 3 emissions often requires collaboration and engagement with suppliers and other stakeholders throughout the supply chain. Truworths has begun tracking and managing its Scope 3 emissions, focusing on:

- Prioritising collecting easily accessible data and progressively working towards increasing granularity
- Engaging with suppliers to measure and reduce emissions
- Working with stakeholders to reduce product use and disposal
- Reducing emissions within Truworths' control, such as those associated with business travel, commuting and waste generation
- Identifying the highest impact reduction areas and developing strategies to track and manage related emissions

	2022	2023	2024	% increase/ decrease 2024 vs. 2023
<b>Decreasing energy consumption</b>				
Number of energy meters in SA stores	538	552	<b>564</b>	+2
Number of energy meters in African stores	6	7	<b>8</b>	+14
Total number of stores with meters	544	559	<b>572</b>	+2
Number of SA stores	754	764	<b>769</b>	+1
Number of African stores	31	31	<b>33</b>	+6
Total number of stores	785	795	<b>802</b>	level
Energy consumption (MWh)	67 958.45	65 497.10	<b>64 585.2</b>	-1
Energy consumption per m <sup>2</sup> in all stores (MWh)	16.48	15.72	<b>15.53</b>	-1

	2022	2023	2024	% increase/ decrease 2024 vs. 2023
<b>Decreasing consumption</b>				
Volume of new cardboard boxes purchased (tonnes)	389.92	292.85	<b>216.94</b>	-25.9
Volume of new cardboard lids and storage items purchased (tonnes)	52.71	22.19	<b>42.24</b>	+90.3*
Paper and stationary consumption (tonnes)	297.65	324.31	<b>208.21</b>	-35.8
Plastic bags purchased (tonnes)	527.98	551.00	<b>494.83</b>	-10.2
Plastic hangers reused (millions)	6.06	4.95	<b>4.42</b>	-10.7
Waste recycled (tonnes)	819.10	891.22	<b>739.76</b>	-17.0
Waste to landfill (tonnes)	31.76	51.25	<b>49.88</b>	-2.7

\* In certain instances, Truworths has replaced dispatching merchandise in cartons with plastic bags. Cardboard lids are currently being used to assist in moving the plastic bags along the pick-and-pack conveyor belt, but this practice will terminate when dispatching from the new distribution centre.



# Material issues, risks and opportunities continued

**SOCIAL**

<b>Supporting our people</b>	2022	2023	<b>2024</b>	% increase/ decrease 2024 vs. 2023
Total employees (SA)	9 582	10 139	<b>10 200</b>	0.6
Black employees (% in SA)	93	94	<b>94</b>	0
Female employees (% in SA)	74	74	<b>74</b>	0
Investment in skills development (Rm)	117	122	<b>129</b>	5.7
Employee training interventions (SA)	10 555	11 267	<b>11 426</b>	1.4
B-BBEE level	6	5	<b>4</b>	-

Note that a reduction in the B-BBEE level reflects stronger alignment with the government's transformation objectives and is an improvement. For example, B-BBEE level 1 reflects the highest compliance.

<b>Contributing to our communities</b>	2022	2023	<b>2024</b>	% increase/ decrease 2024 vs. 2023
Investments held in trust to support socioeconomic development and charitable activities (Rm)	226	239	<b>267</b>	11.7
Financial support to CSI projects (number)	28	21	<b>31</b>	-
Donated merchandise and fabrics to charitable organisations				
Donated merchandise (number)	320 029	398 116	<b>312 658</b>	-21.5
Donated fabrics (metres)	124 764	149 876	<b>189 277</b>	+26.3

**Performance against global ESG ratings**

We track our achievements against assessments conducted by local and global ESG ratings agencies to enhance the credibility of our disclosures and improve our performance.

Our ESG progress is externally verified through the following rating indices, independent standards and criteria:

<b>Index</b>	<b>Latest score</b>		<b>Sector average</b>
S&P Global	2024: 41 (2023:36)	The higher the score, the better	21
ISS Corporate Solutions	2024: D+ (2023: D+)		-
Sustainalytics	2023: 11.0 (2022: 10.7)	The lower the score, the better	18.8
CDP	2023: B (2022:B)		-
Corporate Knights	2023: 25.7 (2022:16.6)	The higher the score, the better	-





# 3. Environment

We aim to reduce our negative environmental impact and promote sustainability through circular economy practices.

**In this section:**

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# Environment

## OUR ENVIRONMENTAL CONTEXT AND APPROACH

Environmental sustainability ensures our planet’s long-term health by conserving natural resources, reducing pollution and mitigating the impacts of climate change. Our business impacts the environment and in turn is significantly impacted by environmental factors. By implementing sustainable business practices, we aim to enhance the efficiency and resilience of our operations, reduce operational costs and meet the growing demand from stakeholders to leave a positive impact on our planet.

### OUR APPROACH

Our business operations and supply chain activities rely on finite resources and contribute to waste and emissions throughout the product lifecycle – from development and manufacturing to transportation, storage and retail. As part of the retail sector, we acknowledge our environmental impact, both directly through our operations and indirectly through our supply chain.

Our key environmental objectives are to conserve natural resources and protect the environment by reducing and stabilising our overall environmental footprint. For facilities under our direct control, such as head offices, distribution centres and leased stores, we have made significant progress in tracking and managing our environmental impact.

Recognising that our extended supply chain is an area over which we have less direct control, we are committed to identifying the best ways to measure these impacts and collaborating with suppliers and partners to minimise adverse effects. We regularly engage with industry experts, manufacturing partners and logistics suppliers to find opportunities for improvement. By setting clear and realistic goals aligned with our corporate purpose, Truworths aims to enhance operational performance, advance our sustainability strategy and foster a culture of environmental responsibility across the organisation.

This focused approach ensures that our efforts are meaningful and avoid greenwashing, while steadily working towards our long-term sustainability goals.

#### RELEVANT SDGs



### OUR ENVIRONMENTAL FOCUS AREAS

#### CONSERVING RESOURCES

To reduce our direct environmental impacts, we focus on waste reduction and recycling, tracking energy use and monitoring water usage.

Truworths actively promotes the use of reusable and recycled materials in products and packaging, with a strong commitment to minimising waste sent to landfill. Initiatives such as reusing or recycling hangers and cardboard boxes are key components of this effort.

To further this commitment, we explore circular and environmentally responsible production practices. This includes donating damaged or surplus merchandise to charitable organisations, supporting unemployed individuals in becoming self-employed through reusing or recycling these goods in informal markets, helping to alleviate poverty.

We are committed to the long-term reduction and efficient use of energy, fuel and water in our retail operations.

#### CHALLENGES AND OPPORTUNITIES

The rising demand for sustainable products and increasing stakeholder expectations present challenges and opportunities for Truworths. Meeting these demands can lead to higher costs for materials, equipment and data verification, requiring the Group to adapt without compromising on quality or affordability.

The fashion industry's significant contribution to global carbon emissions, especially Scope 3 emissions, poses a critical challenge. Achieving full visibility into environmental practices within a complex global supply chain is difficult without robust tracking and accountability measures. Utilising technology for better supply chain transparency and efficiency can help mitigate environmental risks and improve sustainability across our operations.

We recognise the extensive work required to track and measure Scope 3 emissions, and believe it is premature to target carbon neutrality at this stage. Instead, we focus on pursuing opportunities to decrease overall consumption through efficiency practices while continuing to expand our understanding of our carbon footprint.

#### LINKED STRATEGIC PRIORITIES



Conserving resources



Protecting the environment

#### PROTECTING THE ENVIRONMENT

We recognise the need to reduce our contribution to climate change and to mitigate and adapt to the potential impact of climate change on the business and its value chain. The fashion industry significantly affects the environment, particularly through carbon emissions, landfill waste and water pollution. Our annual participation in the CDP (formerly the Carbon Disclosure Project) has heightened awareness and understanding of our environmental footprint.

Transportation and logistics account for a sizeable portion of Truworths' overall carbon footprint. We are committed to optimising these processes for environmental sustainability and resource efficiency throughout the supply chain. We engage with industry experts, manufacturing partners and logistics suppliers to reduce resource consumption and lower costs.

We work to reduce our environmental impact across our building infrastructure, including our head office, head office extension, distribution centres and the stores we lease.

#### FUTURE FOCUS AREAS

The Group aims to make steady, measurable progress in implementing our sustainability goals while maintaining long-term economic viability. As we advance on our sustainability journey, our objective is to ensure that our environmental management and measurement systems are robust and comprehensive enough to withstand scrutiny, thereby reassuring stakeholders of the integrity of our data and systems.

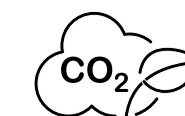
Quality data management and insights are crucial for guiding performance and setting future strategies, including establishing realistic long-term targets to reduce operational GHG emissions.

We recognise that goals and targets cannot be set in isolation, and we are committed to integrating environmental goals into day-to-day operations. This involves embedding these goals into business KPIs and evaluating the performance of individuals and teams, ensuring they become an integral part of our organisational DNA.

Our specific, measurable future-oriented KPIs that guide us in our commitment to reducing our impact and measuring our progress.

#### IMPACT AREA

GHG emissions and energy efficiency



0% increase in carbon emissions in 2025



# Environment continued

## POLLUTION AND WASTE

### Waste management and recycling



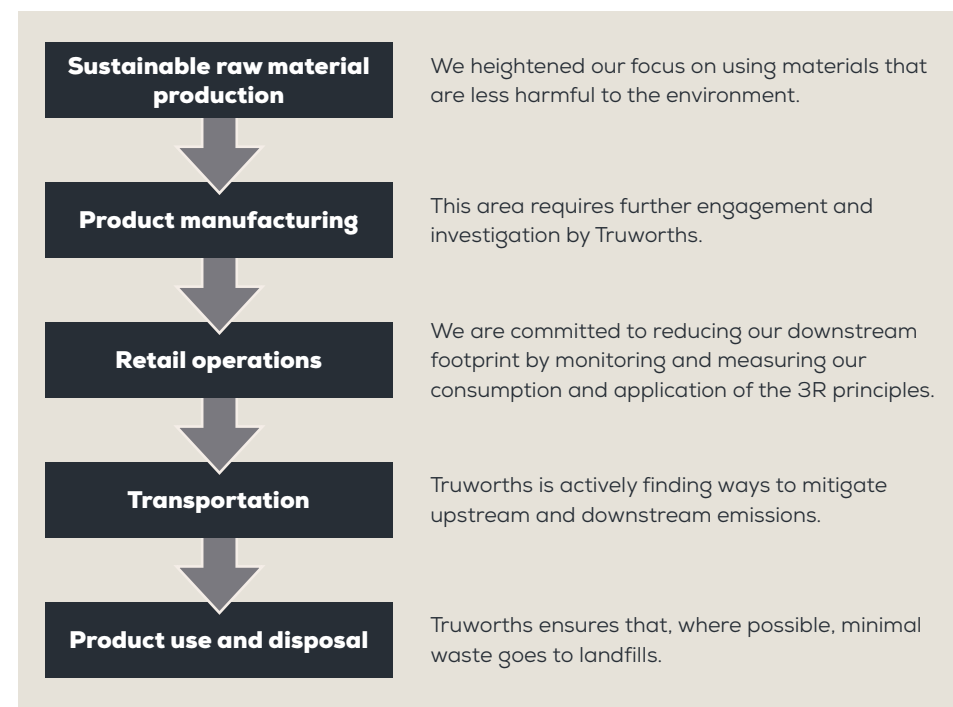
Truworthis is committed to using less packaging and reducing our waste. We emphasise resource conservation and reuse products and items instead of discarding them – in line with the 3R principles.

The fashion industry is a significant contributor to global waste and climate change. These impacts are further exacerbated by rapid production and fast disposal of clothing that is manufactured to meet the latest trends, referred to as “fast fashion”.

Natural resource constraints have resulted in a growing shift to sustainable fashion. In response, the industry is focusing on the 3R principles.

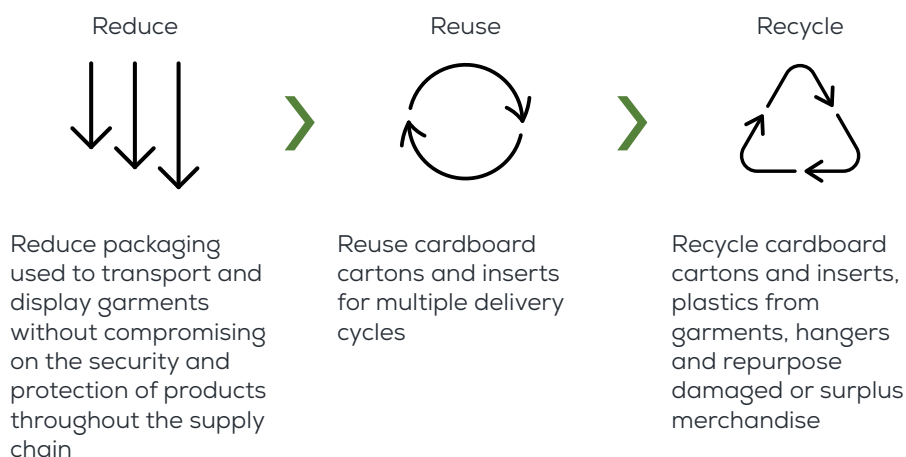
#### Our management approach to conserving resources

We analyse the lifecycle of our products to evaluate their environmental impacts and identified areas requiring further engagement:



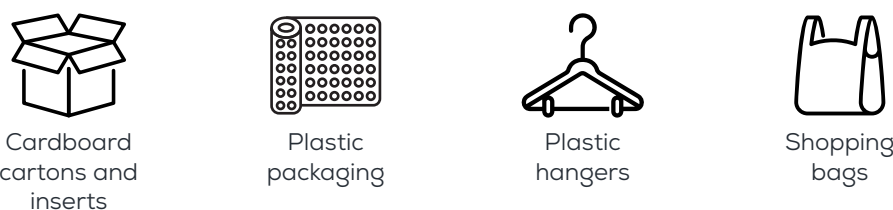
In contrast to a linear economy, which follows a take-make-dispose approach, the circular economy emphasises the continual use of resources through smarter design and more sustainable business practices. Applying the 3R principles ensures precious resources are conserved and carbon emissions reduced. Similarly, the Group strives to provide high-quality merchandise with a longer life span.

## 3R PRINCIPLES



#### Reducing and reusing

Truworthis' principal sources of waste are:



#### Cardboard cartons and insets

Truworthis regularly reuses packaging to transport merchandise to stores. This decreases the demand for new resources, saves money and supports our broader goal of conserving resources and promoting efficiency throughout our supply chain.

Measuring unit	2022	2023	2024
Recycled cartons of total dispatched cartons (%)	51	63	66
Cardboard ('000)	533.1	656.2	669.3

#### Plastic packaging

Our stores are instructed to gather the plastic wrappings used in transporting merchandise. The Truworthis transporter collects these wrappings, along with cartons, carton inners and plastic hangers, and returns them to the distribution centres for re-use and recycling. The collection of plastic wrappings is currently restricted to a small cluster of stores, and we will expand this over time.

#### Plastic hangers

Excess and broken clothing hangers are returned from stores to the distribution centres for re-use or recycling. Suppliers are encouraged to use recycled hangers wherever possible, thereby saving resources and money. The plastic and metal components of broken hangers are sold to recyclers. This initiative creates employment opportunities, saves costs, decreases waste to landfills and supports the Truworthis sustainability strategy.

	2022	2023	2024
Hangers reused (millions)	6.06	4.95	4.42
Recycled plastic from hangers and other plastic items scrapped (tonnes)	79.45	84.60	74.12
Metal components from hangers recycled (tonnes)	14.10	15.80	15.20

#### Plastic bags

We supplement the use of plastic shopping bags with paper bags.

All Truworthis' plastic shopping bags comprise 100% recycled materials. Further, all plastic bags supplied are recyclable. Truworthis plastic bags are of a high-quality and frequently reused by customers.

#### 100% recycled plastic bags

In early 2021, we launched our **recycled** shopping bags made from recycled plastic bottles. These can be purchased in Truworthis stores and are locally produced, durable and eco-friendly.

	2021	2022	2023	2024
Recycled bags	22 848	13 515	12 947	13 450

#### Paper bags

In early 2023, we launched our paper bags made from 100% local Forest Stewardship Council certified materials. These bags are recyclable, fully biodegradable and reusable.

Paper bags can be purchased at checkout points at 140 Truworthis stores, 68 Identity stores and 43 Earthaddict/Earthchild stores. We expanded this offering at Truworthis and Identity beyond South Africa to include Zambia, Botswana, Eswatini and Lesotho.

#### Paper bags supplied

	2022	2023	2024
Total paper bags supplied	966 175	1 420 250	1 411 000

Not all stores partake in returning packaging material to distribution centres. Often, we collaborate with shopping mall management to recycle cardboard cartons at store locations, supporting our recycling initiatives.

#### Packaging used in e-commerce trade

For our e-commerce trade, all plastic bags are made from either 50% or 100% recycled material and cartons are made from 100% recycled material. Truworthis plans to use only 100% recycled bags for e-commerce trade by June 2025.

E-commerce uses a significant amount of packaging materials; as such, we use:

- One of two sizes of plastic bags for merchandise
- One of two sizes of cartons for dispatching merchandise

Stores are instructed to pack smaller items in smaller bags or boxes to avoid unnecessary resource use.



# Environment continued

## Recycling

Our approach to waste management at Truworths' head office involves a structured system for handling hazardous, wet and dry waste, aligning with our goal of achieving minimal waste to landfill. We also repurpose merchandise by donating or selling to organisations.

### Wet and dry waste management

We actively collaborate with suppliers and contract accredited service providers to manage our wet and dry waste, and they provide detailed monthly reports.

### Plastic consumption

Affordable, durable and flexible plastic pervades modern life. However, its production is energy-intensive and, when discarded, it damages soil, poisons groundwater sources, pollutes the sea and can cause serious health impacts.

South Africa is affected by poor product design, low rates of collection, single-use plastics, and the high-environmental impact of plastic pollution. A significant challenge is that domestically manufactured plastic items are cheaper to produce than from recycled or alternative materials, and demand for these sustainable options remains low in the current linear economy.

While we focus on improved waste management, we recognise the need for upstream and downstream interventions in the plastic packaging value chain (finding ways to avoid problem plastics at the source), primarily by relooking packaging options.

## Our goal is



### As a start

Two bins will be placed at the pause area – one for dry waste and one for wet waste.

### How can you assist

Make a concerted effort to keep wet and dry waste separate.

## RECYCLING AT TRUWORTHS

### Dry waste is the key to any successful recycling programme.

Segregation of wet and dry waste is important because dry waste needs to be uncontaminated for it to be recycled. If dry waste is soiled it then contributes to more waste going to landfill.

### No food items or food packaging of any sort to be placed in Desk Bins



### What is wet waste

Tea bags, used coffee cups, lids, food and fruit. Any cool drink tins or bottles with left over liquid in. Any food packaging, polystyrene or paper bags that have had food in.



### What is dry waste

Paper, glass, plastic, cardboard, rubber or metal.

Every tonne of paper from recycled pulp saves **17 trees** and **± 26 000 litres** of water

Producing recycled paper instead of producing paper from virgin pulp creates:

**74%**  
less air pollution

**35%**  
less water pollution

**75%**  
less processed energy



Wet waste consists of biodegradable, organic materials such as food scraps, used coffee cups, lids, tea bags and any food packaging or items with leftover liquids. This waste goes to landfill due to its organic properties.

Dry waste consists of non-biodegradable, inorganic materials like paper, plastic, glass, metal, rubber and cardboard, which are recycled.

In addition to degrading in landfills or being incinerated, clothing is a source of microplastics in marine environments as the plastic-based materials shed fibres that make their way to the oceans.

### Benefits of reusing packaging:

- Prevents pollution by reducing the need to harvest new raw materials
- Saves energy
- Reduces GHG emissions that contribute to global climate change
- Helps sustain the environment for future generations
- Saves money

### The benefits of recycling:

- Protects ecosystems and wildlife
- Conserves our natural resources
- Saves energy
- Reduces the need to harvest new materials
- Reduces carbon emissions
- Saves money
- Brings people together
- Educates people about the importance of protecting the environment

### Repurposing merchandise

Damaged and surplus merchandise and fabrics are donated or sold to various organisations who on-sell, repurpose or recycle these items. This initiative aligns with our support of the 3R principles. Such merchandise includes:

- Items where the quantity is inconsistent with Truworths' standards or requirements
- Shop soiled merchandise and items returned by consumers
- Damaged or returned faux jewellery and accessories

Merchandise donated (units)	2024	
	2023	2024
	398 116	312 658
	320 029	
	283 550	
	258 728	

Fabrics donated (metres)	2024	
	2023	2024
	149 876	189 277
	124 764	
	247 328	
	60 823	

### Hazardous waste

Our hazardous waste is minimal and mainly consists of electronic waste (e-waste). We ensure safe disposal through specialist e-waste service providers, who supply certificates of destruction. Alternatively, we donate electronic equipment to NPO's when appropriate, further supporting our commitment to responsible waste management.

	Unit	2022	2023	2024
Non-hazardous waste recycled	mtCO <sub>2</sub>	17.49	18.97	15.74
Non-hazardous waste to landfills	mtCO <sub>2</sub>	50.82	82.00	79.81



# Environment continued

## CLIMATE CHANGE



Climate change adaptation and mitigation strategies are critical to ensure our long-term success. We are committed to embedding climate considerations throughout our operations.

### Energy consumption and reduction

Our stores require energy to support financial transactions, lighting, and heating or cooling. We seek to limit the amount of energy used without compromising the shopping experience for our customers. To achieve this, we partner with an external company to remotely track, manage and report on our energy consumption.

Truworths sources electricity exclusively from Eskom, South Africa's power utility to power our head offices, distribution and warehouse centres and stores. This year, our total grid electricity consumption decreased due to the installation of light-emitting diode (LED) lighting in renovated or newly opened stores, as well as an increased focus on energy-saving practices. This reduction is also reflected in our relative grid electricity intensity per square metre (Wh/m<sup>2</sup>) of general letting area, showing an improvement compared to the previous year.

Electricity consumption and intensity	Measuring unit	2022	2023	2024	2025
Total grid electricity consumption	MWh	67 958.45	65 497.10	64 585.20	64 595.00
Relative grid electricity intensity for SA and African stores	Wh/m <sup>2</sup>	16.46	15.72	15.52	15.00

### Monitoring usage

We use meters to monitor electricity usage across our stores, enabling us to identify and promptly address stores with unusual energy patterns. In this way, we can also recognise opportunities to reduce our consumption.

At the reporting date, online electricity meters have been installed in 572 stores, comprising approximately 71% of our South African retail footprint.

LED lighting improves the quality and level of illumination while reducing the wattage per square metre. Truworths continues to replace existing lighting with LEDs when opening or renovating stores.

	2022	2023	2024
Total number of stores with LED lighting (SA and Africa)	207	258	290
Total number of stores (SA and Africa)	785	795	802

LED savings on electricity consumption	Year to date*			
	2022	2023	2024	
Total electricity saved (kWh)	5 124 255	3 201 835	4 029 249	4 753 763
Total amount saved @ R1.7/kWh (R)	8 711 233	5 443 120	6 849 724	8 081 397
Carbon emissions saved (tonnes)	5 278	3 298	4 150	4 896

\* Stores opened during 2024 enjoyed savings for a portion of the year.

LED lighting products produce light up to 90% more efficiently than incandescent light bulbs.

### Renewable energy

Renewable energy, including wind, solar and geothermal, is not readily available in South Africa.

Mall-based stores and leased premises effectively preclude us from installing renewable energy solutions. We have seen a marked increase in mall landlords investigating solar options and we welcome this development.

For owned locations, we continue investigating innovative solutions using solar-powered and natural light where possible to mitigate the effects of load shedding and support our energy efficiency targets.

### Energy security and backup power

Load shedding is the controlled and temporary reduction of electricity supply implemented during periods of high demand or when there is insufficient capacity in the power grid.

South Africa has experienced rolling scheduled power cuts since 2007, with intensified outages in recent years that have constrained economic growth and forced many businesses to rely on costly diesel generators for backup power. Although load shedding was suspended in late March 2024, the national grid remains constrained and there is a possibility that load shedding may resume, especially during high-demand periods.

To mitigate the effects of load shedding, we equipped 657 stores with generators or inverters, thereby safeguarding approximately 92% of our South African revenue. The remaining stores experienced little to no load shedding and we continue to monitor these stores to ensure that backup power is available should they experience load shedding.

### STORES WITH BACKUP POWER SOLUTIONS



282	569	657
44% of revenue	88% of revenue	92% of revenue
2022	2023	2024

### CONNECTED TO GENERATORS



271	336	345
2022	2023	92% of revenue
		2024

### ARE CONNECTED TO OUR OWN INVERTERS



11	233	312
2022	2023	92% of revenue
		2024

### Note:

Number of SA stores as at end June 2024: 769

Backup power supply is provided through inverters (312 stores) and generators (345 stores) to 657 stores (up from 652), covering approximately 92% of turnover.

Truworths Limited has added inverter batteries to 86 stores to ensure that all stores run at less than 75% capacity and have at least 2.5 hours minimum battery time.

# Environment continued



## Carbon emissions management

The retail sector is exposed to both **physical** and **transition** climate risks.

Physical risks include changing weather patterns and the increasing prevalence and severity of weather events. These impacts have detrimental impacts on global supply chains, including impacting corporate performance, limiting availability of supply, affecting pricing for key products and services, disrupting business continuity and endangering employees.

### Physical climate risks

Extreme weather conditions caused by climate change continue to pose a significant risk to our operations and supply chain. Natural disasters negatively impact our operations, those of our partners and the entire supply chain, resulting in facilities closing, disruptions of supply and distribution routes, and shortages of raw materials. These risks are not unique to the apparel industry – climate change presents a significant challenge to all industries and societies.

Our climate risk scenario analysis identified short, medium and long-term physical and transition risks and opportunities across our entire value chain, strengthening our awareness of climate risks. Moving forward, we will continue to factor these into our corporate strategy.






### Transition climate risks

We face transition risks, such as shifting regulations and policies, and changing consumer preferences for products deemed sustainably and ethically manufactured. Meeting these demands means retailers face higher costs for materials, equipment and data verification, among others.

### Our response

Truworhs recognises these significant risks and continues to understand, explore, and pursue options that we can best manage while ensuring economic sustainability over the long term.

We implemented various initiatives and disclosures to manage our environmental footprint and address the impacts of climate change on our direct operations, including:

 <p>Actively monitoring energy usage in locations with energy meters and minimising our energy consumption (see page 15)</p>	 <p>Expanding waste recycling initiatives (see pages 19 and 20)</p>
 <p>Implementing ongoing efficiencies in logistics and transportation (see page 23)</p>	 <p>Continue partaking in the Carbon Disclosure Project</p>
	 <p>Ongoing externally verifying our carbon emissions</p>

These initiatives enable us to identify and realise opportunities and secure long-term benefits, including:

- A better understanding of our supply chain
- Increasingly efficient operations
- Opportunities to develop new, innovative, and sustainable products
- Cost savings and achieving better long-term sustainable financial performance

## A measured and responsible approach to reducing carbon emissions

We are committed to minimising our environmental impact by managing carbon emissions across direct and indirect operations. For facilities within our direct control, such as head offices, distribution centres and leased stores, we have made significant progress in compiling, tracking, and managing our Scope 1 and 2 emissions.

We have less control over the broader supply chain, which contributes significantly to our overall carbon footprint through Scope 3 emissions. These emissions include indirect impacts from upstream activities (such as production services), and downstream activities (such as the use and disposal of products). Scope 3 emissions often represent the largest portion of the Group's total emissions, making it critical to address these areas for meaningful overall reductions.

Tracking and managing Scope 3 emissions presents challenges due to being outside our organisational boundaries and without standardised measurement methodologies. The complexity of our global supply chain, diverse product portfolios and varying supplier data quality further complicate this process. Many suppliers are trading entities that do not directly produce goods, thus making it difficult to collect detailed, product-level data and influence their environmental practices.

Access to accurate data from the thousands of suppliers in our supply chain is a significant challenge in tracking and assessing Scope 3 consumption statistics. We continue investigating software-based carbon accounting tools to calculate, report and ultimately reduce our upstream and downstream emissions.

The Group recognises the importance of starting with available data. We emphasise transparency in our calculation methodologies and take small, iterative steps towards comprehensive reporting and reducing Scope 3 emissions.

Our planned Group human rights policy will outline our commitment to respecting and promoting human rights across the Group and our supply chain. Read more about human rights on page 28.

Truworhs has commenced conducting supplier assessments to ensure compliance to the Truworhs Code of Ethics and Good Business Practice. We intend to expand the scope to include more suppliers and compliance with Human Rights and Ethics expectations.

### Measuring our progress

We are making ongoing progress with expanding on targeted emissions. We annually review these targets and set more stringent, measurable levels based on the previous year's performance and mitigating factors. We track our progress against comparable data from a 2018 baseline.

### Our approach to carbon neutrality

Truworhs is cautious about committing to ambitious emission reduction targets, such as Science-Based Targets or net zero commitments. As we continue to work on long-term climate planning, our goal is to publish a low-carbon transition plan within the next three to five years.



# Environment continued

## WATER SECURITY



As water is essential at nearly every stage of clothing production, from growing cotton to dyeing fabrics, Truworths is committed to using this critical resource efficiently.

Global water resources are under increasing pressure due to rising freshwater demand and the impacts of climate change. The United Nations estimates a 40% shortfall in clean freshwater by 2030. Climate change is expected to exacerbate this issue, altering weather patterns and leading to flooding in some areas while leaving others vulnerable to water scarcity and deteriorating water quality.

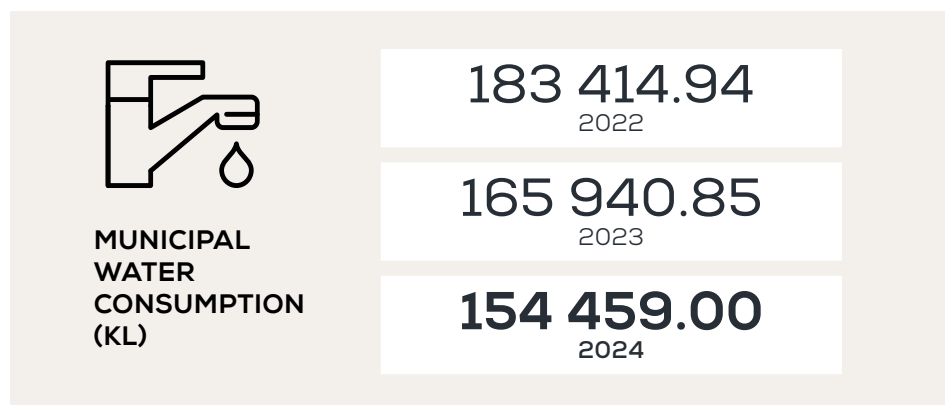


### How fast fashion affects water pollution:

- Textile production uses 93 billion cubic metres of water every year
- The fashion industry is responsible for 20% of total wastewater globally
- Textile dyeing is the second-largest polluter of water globally, behind only oil
- It takes 7 570 litres of water to make one pair of jeans
- Synthetic fibres account for 35% of microplastics released into our oceans

In a water-scarce country like South Africa, we have a responsibility to manage our water consumption effectively. The Group's direct water consumption is primarily limited to personal use at head offices, distribution centres and stores. To ensure responsible water management, we monitor, track and report water usage across all these facilities.

### Measuring our water consumption



Investing in supply network traceability can drive consumer loyalty – **94%** of consumers are likely to stay loyal to brands offering complete transparency – and ensure compliance with new EU and US regulations.

### Head office

We collect underground water in a tank, which passes through an ozone filtration system and is used for flushing toilets and urinals. Our bathroom taps are fitted with water reducers, and we reduced urinal flushing times.

### Head office extension

Water storage tanks (replenished from underground water) provide greywater for toilet flushing and fire protection. In case of supply interruptions, we retain an adequate supply of drinking water and equip buildings with a borehole that can be accessed if the underground water is insufficient.

### Distribution centres and warehouses

We have water storage tanks to harvest rainwater and a project is underway to connect the tanks to our sanitary facilities. Emergency tanks provide water for toilet filling and fire protection.

### Retail stores

We incorporate water-saving designs, such as automatic shut-off taps and waterless urinals. New stores are built with sturdy pillar-stop taps to mitigate the risk of damage to fittings, which could lead to water wastage. To avoid waste, taps only dispense water while a button is depressed.

Management continued to drive water-saving initiatives and an awareness campaign across all its operations in South Africa, contributing to the overall reduction in water consumption.

## SUPPLY CHAIN AND MATERIALS



We are committed to enhancing our logistics and transportation practices to reduce environmental impacts, improve resource efficiency, and minimise carbon emissions throughout our supply chain. By focusing on optimising transport routes, consolidating freight, and using data-driven strategies, we aim to achieve operational efficiency and environmental benefits.

Logistics and transportation are significant contributors to Truworths' carbon footprint and involve the movement of inventory by road, sea, and air from manufacturing bases in Asia, Europe, and Africa to distribution centres and stores.

### Transport and emissions management

We use contracted freight operators across our supply chain and strive to minimise the carbon emissions generated in moving merchandise from the factory floor to the shop floor.

We developed processes and procedures to reduce in-transit times, costs and carbon emissions. We track and manage the carbon emissions (CO<sub>2</sub> per kg of cargo moved) from origin to destination.

### Efficiency initiatives

For **inbound freight** (from factories to distribution centres), we focus on optimising product and packaging in terms of weight and volume to ensure we do not compromise transportation standards. We strategically combine shipping modes to balance speed, cost and sustainability.

We prioritise efficient container utilisation, emphasising high-fill rates and deploying larger containers to mitigate carbon emissions. We streamline port usage by selecting the most direct shipping routes and consolidating freight forwarding, and use hybrid transportation models when suitable.

For **outbound freight** (from distribution centres to stores), we primarily use road transport and share truckloads with other retailers to optimise loads, lower transport costs, and reduce carbon emissions. While rail transport would be ideal for logistics between hubs, the current state of South Africa's rail infrastructure limits this option.

### Collaborating with transportation suppliers

We work closely with suppliers to reduce freight emissions and enhance reporting accuracy. Our primary domestic freight forwarder consolidates Truworths' cargo with other retailers' shipments to improve load optimisation, reduce costs, and lower emissions. Internationally, our primary freight forwarder works with a leading company in cargo transport emission calculations to provide a comprehensive overview and data analysis of our supply chain emissions and has set an ambitious target of becoming carbon neutral by 2050 by optimising its processes.

### Supply chain mapping

Environmental supply chain mapping is a critical component of our strategy to create a more efficient and resilient supply chain. We use spreadsheets to understand the interdependencies of upstream and downstream activities and events. This exercise has progressed from high-level mapping to detailed mapping to identify specific problems and opportunities within the supply chain.

Our goal is to undertake dynamic mapping and enable real-time tracking of goods and materials. This detailed insight helps us identify potential risks, optimise operations, and enhance customer experience.

# Environment continued

## GREEN BUILDING PRACTICES IN RETAIL AND WAREHOUSING



Truworthis recognises the need to be more attentive to the sustainability of the materials in the garments we manufacture and procure, and the materials we use in developing or renovating our warehouses and retail stores.

We embrace the retail industry's shift towards sustainable practices as part of our ongoing commitment to environmental stewardship. Sustainable design aims to diminish negative environmental impacts by reducing the consumption of non-renewable resources, minimising consumption and waste, and creating healthy, productive environments.

### Our approach to sustainable building practices

We are committed to sustainable building practices in our store renovations and new store developments. Guided by the Green Building Council of South Africa's (GBCSA) Green Star Interiors v1 rating tool, we incorporate the tool's recommendations where practical and appropriate. This approach helps us address various environmental impact categories in the store development process, even though we have not yet pursued a formal GBCSA certification.

### Developing our new warehouse and distribution centre

Our new warehouse and distribution centre in Cape Town will consolidate four existing warehouses into a single, modern facility and sustainability considerations were central in its design. It will be fully operational by March 2025.

We prioritised recycled and refurbished materials to furnish the new warehouse. This included using obsolete metal and wood from existing warehouses to manufacture furniture, with excess materials being donated to various charities. Nearly half of the desks and other furniture installed were recycled or refurbished from the head office, demonstrating Truworthis' commitment to reducing waste and promoting sustainable practices.

The facility design incorporates water-saving features, including a 20 000 litre tanks to harvest rainwater and store municipal water for taps and toilets, ensuring two full days of water supply in case of a municipal fault. We will install a greywater system to service toilets, further enhancing water efficiency.



The design, specification, procurement and construction of our new warehouse is aligned with EDGE green building principles. The EDGE tool is managed by the GBCSA and aims to increase energy, water and materials efficiency in the South African building sector.

EDGE certification requires a projected minimum reduction of **20%** in operational energy and water usage and in embodied energy in materials as benchmarked against a standard building.



The GBCSA awards Green Star ratings to commercial buildings and interiors that meet certain environmental sustainability criteria, including energy efficiency, water conservation, indoor environmental quality, materials selection and waste management.

### Prioritising sustainability in retail store design

Practices that we have adopted in our store build process include:

#### Material selection

- Using recycled and repurposed furniture and fixtures where appropriate
- We constructed decorative elements and furniture using engineered fibreboard, which is manufactured from materials recovered from recycled/used cardboard boxes
- All stores use mild (low-carbon) steel for our display tables, accessory panels, wall posts and brackets
- Using eco-friendly materials, such as low-volatile organic compound paints, recyclable glass and steel
- Incorporating International Organization of Standardization (ISO) certified fabrics for seating and curtaining, and using ISO-certified laminated boards in store fitouts
- Using locally manufactured floor tiles
- Ceiling panels use Gypsum board as it is more environmentally sustainable, given that less energy and water are used in their production
- Countertops and other horizontal surfaces are constructed from solid surfacing that is Greenguard Gold certified

#### Energy efficiency

We implemented energy-efficient lighting systems and controls at our stores by replacing metal halide light fittings with LED light fittings in new and renovated stores. Advances in LED technology ensures:

- Longer life expectancy
- LEDs turn on immediately
- Higher lumen output (better light distribution)
- Lower energy consumption (35% less energy)
- Zero ultraviolet emissions (ecologically friendly)

Other energy-efficient lighting measures include:

- All illuminated signage is designed and manufactured using LED specifications
- Installed smart meter controls in many stores, enabling us to monitor and manage electricity consumption
- No hot water provision in stores

#### Water conservation

Most of our stores use self-closing, on-demand taps to reduce water consumption, which only provide water while the button is pressed, saving up to 50% of water usage.





# Environment continued

## OFFICE

This year, Office partnered with a sustainability consultancy to commence building an ESG strategy and action plan.

Office established a cross-functional ESG Committee with representation at Truworths Ltd Sustainability Committee meetings. In the coming years, we will include more information on Office's ESG progress. Office leverages Truworths' knowledge and learnings to bridge the gap between Truworths and Office's ESG performance.

### Conserving resources

#### Energy consumption and reduction

Energy supplied to Office stores, the head office and warehouse is derived from renewable and non-renewable sources.

Lighting in existing stores is being upgraded to LED lighting and all new and refurbished stores use LED lighting. Smart electricity meters are deployed in the head office, warehouse and standalone stores. We are transitioning all stores to smart meters to ensure accurate electricity consumption readings.

#### Fluorinated GHG (F-GAS)

Office established heating, ventilation and air conditioning maintenance contracts to track F-GAS replacement and usage across all stores and head office in the next financial year.

#### Waste and recycling

In the UK and Ireland, we use waste collection at stores, head office and the warehouse. In the future, we will record volumes of recyclable and non-recyclable waste generated at each location.

We recently partnered with a leading UK waste management company that services all stores, head office and the warehouse. This will enable us to monitor all recyclable and non-recyclable waste generated.

#### Paper shopping bags

Office does not offer plastic bags at any of its stores. We offer customers single-use recyclable paper bags. We recently introduced a nominal charge for purchasing a paper bag to encourage customers to bring and use their own bags. Early indications show an average 30% reduction in customer consumption of our in-store paper shopping bags.

#### Offcuts

Office Offcuts, our e-commerce platform, clears one-off exclusive last pairs and ex-display shoes with minor blemishes that cannot be sold in store. This year, we sold over 54 000 pairs of shoes that would have otherwise been disposed, either by donating them to NPO's or recycling them.

### Protecting the environment

#### Climate change and emissions management

Office commenced calculating its carbon footprint, including Scope 1, 2 and 3 carbon emissions for the 2024 financial year.

GHG emissions are calculated in line with the GHG Reporting Protocol – Corporate standard and reported in line with the UK Government's Guidance on Streamlined Energy and Carbon Reporting and mandatory GHG reporting guidance.

## TRUWORTHS

### OPERATING IN A DIGITAL WORLD

The COVID-19 pandemic accelerated market and consumer trends in digitalisation – compelling retailers to adjust rapidly. Subsequently, omnichannel shopping became increasingly popular, requiring retailers to take a new approach to supply chain networks.

Although online stores are popular, brick-and-mortar stores remain relevant, and it is in this context that we must find an approach that works best for Truworths and its customers.

Our shopping space, whether in-store or online, is characterised by our search for quality. Our brick-and mortar spaces are dedicated to customers enjoying experiencing the best locations in the world's most prominent shopping streets, in carefully architecturally designed settings and with the right technology to ensure they receive the best customer service.

The online environment for each of our brands seeks to extend this fashion experience to make it available at anytime and anywhere via mobile devices, with the added convenience of customers being able to choose to receive their products at the location most convenient for them. This removes the barriers between the physical and virtual worlds and ensures our designers' products reach both settings as efficiently as possible.

We are mindful of the effect rapid digitalisation has on our supply chain. We address this by integrating readily accessible data into our business processes, which presents opportunities including:

- Alignment of product delivery and demand, with related beneficial use of raw materials, energy and business resources
- Efficient product sourcing and delivery through e-commerce
- Collaboration and innovative communication between people, companies and countries
- Traceability across the supply chain, from material sourcing to manufacturing processes and final use

Our digital integration process, which is under development, has gained the most momentum. This has added to our determined commitment to technological innovation and will undoubtedly entail innovative solutions that can adapt to continuous changes.



### E-commerce

We recognise that the growth of online retail (e-retail) in South Africa is hindered by the access and usage divide. Many South Africans live in low-income households, and the high price of data and internet services creates an access divide across the population.

The Truworths e-commerce site, including Loads of Living, Office London and Identity, enables customers to shop our brands online. Over the past year, we shipped over 2 million units (2023: 1.5 million units) of online orders to customers. Proactive supply chain management was essential to this process. Our free "click and collect" service enables customers to order online and collect their order from a Truworths store.

Home deliveries increase freight travel and carbon emissions, and we mitigate these impacts by optimising our brokering algorithms to reduce delivery travel distance. This has the additional benefit of shorter order delivery fulfilment time. For click and collect orders, delivering customer orders to our store network has a limited impact on logistics, including freight and carbon emissions, as we share the same transport services.

E-commerce is often associated with unnecessary packaging. We are keenly aware of this and have implemented the following:

- Stores are instructed to either use bags or boxes when dispatching merchandise.
- E-commerce bags are made from either 50% or 100% recycled material, with two bag sizes
- We are on track to migrate to 100% recycled material for our e-commerce bags by end 2024
- There are three box sizes (two for Truworths and one for Office)
- All e-commerce boxes are made from 100% recycled material

### Gathering supply chain data

When it comes to decarbonisation, we believe that data quality is critical. We have put considerable effort into gathering more primary data from our suppliers over the past few years. We undergo external verification to check the accuracy and methodologies deployed. We continually access tools that enable us to quantify, monitor and be transparent about our carbon footprint along our entire value chain. This allows us to gain more precise insights into carbon emissions, energy consumption and the impact of our decarbonisation initiatives.

49 920

2023



UNITS SOLD

54 795

2024

# Environment continued

## SUPPORTING SUSTAINABLE FASHION

Sustainable fashion is increasingly important due to the environmental, social and economic impacts of traditional fashion practices. The apparel and fashion industry is responsible for a substantial percentage of global carbon emissions, landfill waste and water pollution.

Increased awareness of climate change, environmental degradation and social inequality drives demand for more sustainable practices across industries. Consumers are more conscious of the impact of their choices, and many are shifting toward ethical and environmentally friendly options. Sustainable fashion offers a pathway to mitigate some of the industry's negative impacts and foster a more responsible, conscious approach to style and consumption.

### The environmental impact of global fashion

**Second most polluting**  
Industry in the world  
(after oil)

**2.1 Billion tonnes**  
of carbon emissions  
each year.  
That's 4% of the  
world's total

It takes  
**7 570**  
**litres**  
of water to make  
just one pair  
of jeans.

Fashion Industry Causes

**20% Global water waste**

**35% Microplastics in oceans**

**1%**  
Of clothes  
**recycled into new garments**

**87%**  
Of materials used to  
make clothing  
**end up in landfill**

that's one truckload  
**every second**

The fashion industry is one of the largest polluters globally. Sustainable fashion aims to reduce its impact by using eco-friendly materials, ethical production practices and circular systems. Sustainable practices conserve resources by promoting materials that are less resource-intensive, encouraging recycling.

**+** Read more about how Truworths contributes to a circular economy on page 14 and supports the 3R principles on page 19.

### Giving clothes a longer life

Millions of tonnes of clothing end up in landfills each year, where they may take hundreds of years to decompose, releasing methane and other GHGs. Extending the life of garments reduces waste and lowers the need for continuous new production.

The Group aims to strike a balance between offering fashionable, affordable garments and providing high-quality, longer-lasting pieces. The latter aligns with our commitment to ethical clothing production and responsible consumption.

### Fast fashion

Fast fashion emphasises rapid production at low cost, frequently releasing new styles to keep up with trends. This encourages consumers to buy and discard clothing frequently and relies on cheap labour – often compromising environmental standards and workers' rights. Fast fashion clothing is rapidly becoming the first choice of fashion retailers worldwide.

### Slow and sustainable fashion

Slow fashion is an aspect of sustainable fashion and, in opposition to fast fashion, champions sustainability, ethical production and mindful consumption. It prioritises quality and durability, encouraging consumers to invest in fewer, high-quality pieces. Slow fashion brands often support local artisans, fair wages and eco-friendly production methods – aiming to minimise harm to people and the planet.

	Slow fashion	Fast fashion
<b>Pros</b>	Long-lasting Sustainable High quality Fair production	Stylish Inexpensive Easy to find
<b>Cons</b>	More expensive Basics and classic styles Can also be second hand	Not climate friendly No fair production Not long lasting

The Group is renowned for exceptional quality, superior fabrics and distinctive styling. Truworths and its associated companies embrace the principles of slow fashion, offering styles crafted to endure for years. This commitment to durability reflects our dedication to ethical production and responsible consumption.

## Truworths' product commitments

Sustainable fashion brands that can establish themselves as trusted names in this space have the potential to be profitable, as well as do good.

Truworths' product commitments are:

- Retailing long-lasting, affordable clothes
- Seeking to increase the volume of clothing made from recycled or more sustainably sourced materials
- Ensuring that our merchandise can be recycled, rather than discarded in landfills

We recognise that supply network traceability is key to creating a more sustainable and responsible fashion industry. Without data about supply network operations, the environmental and societal impacts, costs, and appropriate solutions cannot be activated at scale.

There are significant opportunities in the eco-friendly and sustainable fashion market segments that indicate a genuine profit potential in the coming years. The eco-friendly clothing segment is expected to grow by US\$1 574.2 million in global annual sales by 2025. The organic segment, with a projected compound annual growth rate of 16.2%, is expected to be the fastest-growing segment.

A transition to a sustainable textiles industry could create 18 million additional jobs globally by 2030.

Solving the issues associated with fast fashion could provide a US\$192 billion boost to the global economy by 2030.



A circular economy is an economic system that focuses on reducing waste and making the most of resources by reusing, repairing, refurbishing and recycling materials and products. It aims to keep products and materials in use for as long as possible, creating a closed-loop system that minimises the need for new resources and ultimately reduces environmental impact.

The 3R principles promote waste minimisation by focusing on "reduce", "reuse" and "recycle".

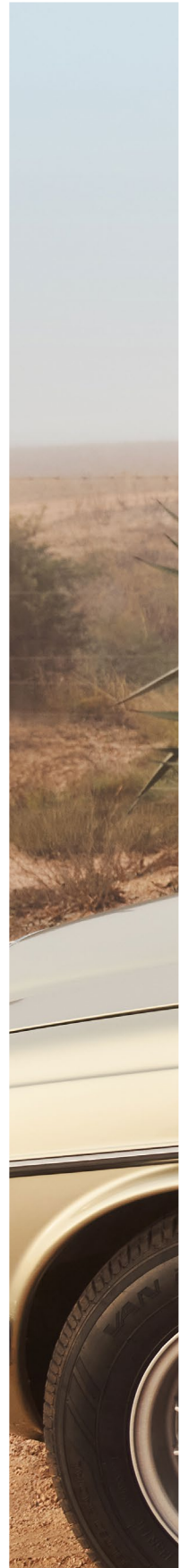


# 4. Social

We create an environment that values diversity and inclusivity and ensures equal opportunities while respecting human and labour rights and we contribute to the society we operate in and build meaningful partnerships with our social investment beneficiaries.

**In this section:**

Our social context and approach	28
Supporting our people	29
Contributing to our communities	37





# Social

## OUR SOCIAL CONTEXT AND APPROACH

Environmental sustainability ensures the long-term health of our planet by conserving natural resources, reducing pollution and mitigating climate change. Our business impacts the environment and is significantly impacted by environmental factors. By implementing sustainable business practices, we aim to enhance the efficiency and resilience of our operations, reduce operational costs and meet the growing demand from stakeholders to leave a positive impact on our planet and people.

### OUR APPROACH

In the face of South Africa's mounting socioeconomic challenges, including high unemployment, inflationary pressures and a stagnant economy, Truworths remains committed to upholding its responsibilities as a good corporate citizen. Our social sustainability objectives focus on the broader social impacts of our operations, aiming to create meaningful value for all stakeholders.

We recognise that better social conditions, such as secure employment, fair wages, safe working environments and access to benefits, directly contribute to employee wellbeing, leading to higher productivity, engagement, and job satisfaction. This commitment supports our workforce and strengthens our ability to attract and retain top talent, reducing turnover and enhancing overall stability.

We remain cognisant of the complexities and risks associated with diverse global supply chains. We are dedicated to implementing and monitoring socially responsible practices, addressing potential issues, such as labour rights violations and poor working conditions, to mitigate risks of reputational damage or operational disruptions.

Furthermore, by investing in our communities through job creation, education, and social programmes, Truworths helps build stronger, more sustainable communities. This commitment fosters goodwill, enhances our reputation, and contributes to a more stable operating environment. Through our robust programmes, we are proud to play a role in improving the lives of those within the communities where we operate.

### OUR SOCIAL FOCUS AREAS

#### SUPPORTING OUR PEOPLE

##### DEVELOPING OUR WORKFORCE

Our employees are at the heart of our business, and we recognise that a motivated and skilled workforce is essential to the company's long-term sustainability and success. We are committed to creating a dynamic environment that fosters personal and professional growth, celebrates diversity and promotes inclusivity. Truworths focuses on providing equal opportunities and values-driven leadership to cultivate a culture of trust and accountability. Through continuous learning opportunities, performance, recognition and leadership development, we aim to attract, retain, and develop top talent, ensuring that our workforce is equipped to meet current and future challenges.

##### UPHOLDING HUMAN RIGHTS

We uphold human rights across our operations and supply chain, guided by international standards such as the UNGP on Business and Human Rights. Our human rights due diligence process involves assessing, monitoring and addressing human rights risks, focusing on labour rights, safe working conditions and non-discrimination. We engage with our employees, suppliers and stakeholders to promote ethical practices, prevent abuses and ensure accountability. Through robust policies, continuous training and transparent communication, Truworths strives to create a respectful and inclusive environment that prioritises the wellbeing of all individuals connected to its business.

##### CHALLENGES AND OPPORTUNITIES

Key challenges include addressing the socioeconomic issues prevalent in South Africa, such as high unemployment rates, inflationary pressures and a stagnant economy, which impact employees and communities. Ensuring ethical practices throughout a complex global supply chain is a challenge, particularly in mitigating risks related to labour rights violations and modern slavery.

Opportunities for Truworths include leveraging our commitment to employee development, supplier engagement, and community investment to build a strong, sustainable business.

##### LINKED STRATEGIC PRIORITIES



Improving social conditions



Respecting human and labour rights



Empowering communities

#### CONTRIBUTING TO OUR COMMUNITIES

Guided by our Business Philosophy and Values, we focus on creating long-term, meaningful partnerships that foster sustainable growth without fostering dependency. Key areas of investment include health, education, social development, and empowering women, with efforts concentrated on impactful projects that align with our Values.

Our Truworths Involved programme, funded by investment trusts, supports projects that deliver meaningful social outcomes and encourages employee participation in community outreach. In addition to CSI, Truworths invests in supplier development, working closely with local suppliers to build capacity, enhance business skills and promote economic empowerment. By supporting socioeconomic development and donating surplus merchandise for reuse or recycling, we aim to improve lives, support local businesses, and strengthen our connection to the communities we serve.

#### FUTURE FOCUS AREAS

We will continue to strengthen our social sustainability strategy by focusing on employee development, diversity and inclusion, and ensuring safe, fair working conditions across all operations. We plan to deepen engagements with our stakeholders to promote responsible practices and improve labour standards throughout the supply chain.

Additionally, Truworths is focused on continuous improvement in monitoring and reporting on social performance, in particular on transparency and accountability.

#### RELEVANT SDGs





# Social continued

## SUPPORTING OUR PEOPLE

### Developing our workforce



**Our employees are at the core of our business, and we celebrate and reward those who innovatively and energetically contribute to our long-term sustainability and success. We create a dynamic business environment that challenges our employees to grow personally and professionally.**

Truworthis is committed to transformation, and we value and celebrate diversity and inclusivity. We promote equal opportunities, do not discriminate and offer employment opportunities regardless of race, gender, marital status, age, religion or sexual orientation. We instil accountability by articulating and communicating our expectations around employee behaviour as defined in our Values.

#### Embedding our Values

Our Values shape our business culture and the behaviours necessary to achieve our Purpose. We nurture a culture of trust and mutual respect in which our employees live our Values. Truworthis' Business Philosophy, described in our Business Ethics and Integrity Code, permeates our corporate culture. Our Business Philosophy underpins our human capital management strategy and supports our goal to be the South African retail employer of choice.

In 2024, we continued to integrate our updated philosophy throughout the business with workshops focusing on diversity and the power of inclusivity within teams. We entrench our Values through:

- Employee engagement
- Recognition programmes
- Performance reviews
- Employee development
- Leadership 360 surveys

#### Working at Truworthis

Our working environment is conducive to high-performing employees who align with our Values, and we recognise and reward them for their contribution. Being part of an inclusive team driven by excellence and accountability creates purpose and a sense of belonging.

#### Workforce profile

One of Truworthis' key focus areas is managing employee retention in an environment where employee expectations have shifted. Being part of an inclusive team driven by excellence and accountability creates purpose and a sense of belonging. Our environment fosters growth, innovation and constant learning to facilitate long-term career development.



Truworthis is proud of its excellent employee retention rate, and top management has an average length of service of **25 years**.

Our South African workforce comprises 5 135 (2023: 5 145) specialised and core full-time employees. When core full-time positions become available, we recruit from the flexi-time pool of employees, ensuring skills continuity in our stores. Our flexi-time employees' working hours depend on business requirements. Flexi-time positions in South Africa increased to 4 891 over the reporting period (2023: 4 792).

13 stores in South Africa were closed this year (2023: 14) due to business operations and shifting trading patterns. No employees were retrenched, as all were absorbed into nearby stores.

#### Retention and remuneration

In a market with high demand for talent and scarce skills, rewarding and retaining high-performing employees is crucial. There is an equally strong drive to contain costs and protect jobs to ensure long-term, sustainable performance for the business and our ability to continue employing and rewarding people. Our challenge is to find balance: to ensure that all stakeholders benefit and are considered. Our remuneration strategies consider financial and strategic project performance, and the performance of teams and individuals. We aim to reward employees who consistently focus on improving their contribution and Truworthis' performance.

Tailored incentive structures aim to drive rewards for performance in all areas of the business.

#### Rewarding excellence

Truworthis has various initiatives that recognise and reward excellence to motivate high-performing teams.



Truworthis' CEO acknowledges individuals and teams nominated by management for excellent performance, outstanding achievements, or high commitment to our Values at an annual CEO Citations event.

In March 2024, we hosted our annual Achievers of Continuous Excellence (ACE) Fashion Academy for store, distribution centre and call centre-based employees. This event embodies Truworthis' Values of celebrating and rewarding excellence in contributions. Top performers across our business, called ACE ambassadors, travelled to the prestigious five-day event in Cape Town. The ACE Fashion Academy event includes workshops, training sessions and fun activities. ACE ambassadors gain valuable insights and access to personal growth opportunities. Training focuses on key areas such as decision making, problem solving and self-discovery.

#### Succession and talent management

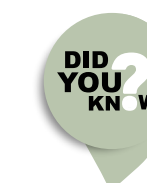
Development for performance and succession is a major focus, driven through our Values and targeted projects and initiatives. Employees are encouraged to learn and strive for continuous improvement, and share their knowledge with others, creating an environment where employees are able to freely contribute their ideas and grow their contribution. Regular performance reviews and leadership 360 surveys further drive and support this strategy.

During the period, we refreshed our approach to succession to improve our ability to transform the organisation by identifying talented and aspiring black employees who are aligned with the Truworthis Values. We will develop them for progression and succession to various levels with an emphasis on top and senior occupational levels within the business.

#### Training and skills development



We encourage employees to seek learning opportunities and drive a continuous learning culture. We offer programmes to support both on-the-job productivity and development for future growth.



Our training initiatives include a range of different modes of implementation, including learnerships, workshops, placements, workbooks, videos, e-learning, mentoring, coaching and blended learning solutions.

In 2024, 11 706 employees received formal training (2023: 11 523) and Truworthis implemented 253 different training programmes (2023: 238) at an investment of R129 million (2023: R122 million).

#### E-learning

In 2024, we once again substantially increased our e-learning offering across various platforms, to 302 interventions (2023: 183). TRU Learning, our practical and versatile app-based learning tool, allows for quick response initiatives that are targeted, fit-for-purpose and cost-effective. All content is created internally by our development team and can be tailored and targeted to business needs.

TRU LEARNING IN 2024	Modules	POPIA	New account training	Customer service training
	Statistics	<b>302</b> learning programmes	<b>9 107</b> employees registered on the TRU Learning mobile app	
<b>KnowBe4 in 2024:</b>	Cybersecurity training remained a Group focus		<b>19</b> programmes related to personal and business cybersecurity	

# Social continued

## Merchant trainee programme

Our in-house merchant trainee programme focuses on upskilling young graduates in scarce and critical retail roles, including merchandise buying, planning, sourcing, design, garment technology, merchandising and production planning. The programme creates a pipeline for succession, enabling us to fill key positions that would otherwise be difficult to fill. The programme encompasses a blended learning approach that is tailored to the individual, combining theoretical, practical and on-the-job training, and supported by individual mentorship and coaching for every trainee.

During the period, 22 (2023: 29) employees graduated from the programme. Annually, we host 80 to 120 trainees on the programme, and in 2024, there were 122 trainees on the programme (2023: 118).

## Learnerships, internships and bursaries



We believe we have a responsibility to play our part in addressing youth unemployment in South Africa. We create opportunities for unemployed youth through learnership and internship programmes at entry-level positions in our head office, call centre and stores. We implemented these programmes in partnership with the Wholesale and Retail Sector Education and Training Authority, and we recoup a portion of our costs from our levies paid to them to support these programmes.

## Internships

Through our internship programme, unemployed graduates have the opportunity to gain experience in the workplace and become job ready. Our programme is available to graduates with a post-matric university qualification who seek on-the-job training. We provided permanent employment opportunities to 37 interns (2023: 39), representing 28% of the interns in the programme (2023: 19%).

In 2024, we extended our programme from service areas such as human resources, call centre, IT, credit risk and marketing, to include clothing production graduates who require work-integrated learning, into our design centre as pattern making interns. This is part of our strategy to empower our communities by providing learning and skills to our sector. In 2025, we intend to expand our programme into our retail services areas and distribution centre.

## Learnerships

As an accredited provider, our learnership is a 12-month workplace formal learning programme incorporating theory, practical and on-the-job training. Upon graduation, participants receive a National Certificate in Wholesale and Retail Operations (National Qualifications Framework level 2) which is registered with the South African Qualifications Authority. In October 2023, 585 new learners were registered, comprising 195 Truworths employees and 390 previously unemployed learners. In May 2024, an additional intake of 300 previously unemployed learners were brought into the business. We continue to focus our efforts on offering opportunities to persons with disabilities and, as such, 134 learners with disabilities were registered on our learnership programmes (2023: 131). We offered employment to all learners who completed these programmes.

## Bursaries

Employees wishing to further their tertiary education's retail related qualifications are able to apply to our bursary programme. Truworths currently has 50 employees on the programme (2023: 73), which is targeted at assisting employees to prepare themselves for further opportunities in the workplace. Bursaries play an important part in assisting previously disadvantaged employees to upskill themselves for future opportunities.

## Leadership development

To drive an ongoing pipeline for succession, Truworths offers programmes to current and future leaders to enhance their skills. Workshop-based programmes and individual coaching and mentoring programmes prepare our leaders for a challenging and dynamic environment. In 2024, there was a significant increase in our leadership-focused development programmes, with 2 610 employees participating (2023: 1 544).

Diversity and inclusion training was a major focus in 2024 and will continue to be in the next period. These leadership training workshops reinforce an environment that allows individuals from different backgrounds to bring their experiences and viewpoints to the workplace, improving our ability to harness the benefits of diversity, deliver on our Business Philosophy and optimise teamwork.

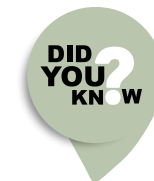
## Transformation



Truworths is committed to transformation and meeting the objectives of the South African B-BBEE Act and Codes of Good Practice.



We continually improve workforce diversity, provide equal opportunities and work to eradicate discrimination. The Truworths Transformation Committee monitors our transformation strategy and progress.



As a member of the **BEE Chamber**, we attend regular webinars to improve our internal knowledge and capacity. The BEE Chamber is a platform for B-BBEE practitioners to access information, guidance, support, services and software to manage their B-BBEE scorecards and avoid fronting risks.

In 2024, as in previous years, our B-BBEE rating was independently reviewed and verified (in line with the B-BBEE Act) by AQRate.

The committee's heightened focus on each scorecard element contributed to our B-BBEE rating improving from level 8 in 2021 to level 6 in 2022, and to level 5 in 2023. In 2024, we improved to a level 4. Our points improved further from 75.56 to 82.64, achieving the sub-minimum points on the three priority scorecard elements (namely ownership, preferential procurement and skills development). Truworths remains committed to steadily improving the B-BBEE score in 2025.

Refer to table on page 88 of the Integrated Report for a full breakdown of our B-BBEE Scorecard.

## Employment equity

Truworths is committed to providing equal opportunities and avoiding discrimination in all its business activities. We are guided by the principles of the Employment Equity (EE) Act and our Business Ethics and Integrity Code, and management monitors adherence.

Our EE plan (the plan) ran from 1 July 2019 to 30 June 2024. We finalised the new plan for the period 1 July 2024 to 30 June 2029, after extensive analysis and consultation with employees, EE forums, and the Risk and Social and Ethics Committees.

Details of the goals we achieved in 2024 and the new EE plan can be found on page 89 of the IR. We await the effective date of the amended EE regulations and final sector EE targets.

As the plan is not predicated on increased headcount, opportunities to transform the workplace profile to be more representative of South Africa's demographic and economically active population will arise from resignations and retirements. No external referrals of unfair discrimination had merit during the period.

Refer to table on page 89 of the Integrated Report for a full breakdown of our workforce profile.

## Health, safety and employee wellbeing



Truworths is responsible for safeguarding employees and the public at our operations, as far as reasonably practical. We encourage every employee to aim for the highest practical level of safety in our workplaces, and we observe all legal requirements related to health and safety.

Our health and safety policy covers all employees and contractors and is the joint responsibility of head office and retail operations. Our National Contracts Manager has overall responsibility for health and safety, with support from the internal legal and employee relations departments. Managers of respective business units are required to ensure that health and safety representatives are appointed at all locations and trained in health and safety matters.

We monitor the frequency of building evacuations and safety inspections, and the appointment of health and safety representatives, fire marshals and first aiders. External consultants support management to ensure that all minor incidents and accidents are reported in accordance with health and safety regulations.

During the reporting period, there were 70 minor workplace injuries, resulting in 2 322 lost-time hours (2023: 72 injuries).

In 2024:

- We received 26 compliance notices from the Department of Employment and Labour, including contravention and improvement notices\* (2023: 24). All compliance notices were addressed, and confirmation was provided to the Department of Employment and Labour confirming compliance on our part.
- We recorded no workplace fatalities\* (2023: 0).

\* Related to the Occupational Health and Safety and Basic Conditions of Employment Acts.

## Safety and security

Criminal activity poses a health and safety risk to employees in our stores. To deter criminal attacks, all stores have 24/7-armed response security, with outsourced security guards at 80% of our stores (2023: 79%). Where possible, we install panic buttons linked to the armed response service provider and mall security. In addition, we have installed cameras with a public-view monitor at the entrance of certain high-risk stores targeted by criminals.

Outsourced service providers conduct frequent cash-in-transit collections at our stores, based on cash transaction volumes and risk profiles. High-specification safes are equipped with access control, with dual-key controls. We issue frequent electronic reminders to operators to drop cash in safes and ensure regular communication with employees regarding limited access to cash. We also install CCTV in high-risk stores for queue management and to monitor shrinkage, such as theft, damage, spoilage, miscounting or misplacement of merchandise.

Employees can access group counselling in the event of a traumatic incident, such as a store robbery.

## Employee wellbeing

Truworths prioritises employee wellbeing to drive focus, engagement and commitment. We provide onsite wellness initiatives at the head office and distribution centres, which includes a focus on mental health.





# Social continued



Our **employee assistance programme** ensures counselling and wellness services are available to all employees, including their immediate families.

We provide benefits including healthcare, retirement, income replacement, and counselling and treatment programmes for HIV and oncology. Our retirement fund providers offer financial wellness initiatives.

In 2024 67% of employees were members of a healthcare scheme (2023: 66%).

### Employee Assistance Programme

This service is available 24/7, in various languages and at no cost to our employees. It includes psycho-social counselling, trauma support and family care. Our employee assistance programme offers 24/7 telephonic counselling services and mental health support to all employees and their dependants in South Africa. This service includes legal, debt and financial wellness assistance.

### Wooltru Healthcare Fund

The Wooltru Healthcare Fund provides healthcare options to specialised full-time employees who may register their dependants as beneficiaries. Fund members can access comprehensive HIV treatment, an oncology programme and additional chronic benefits. They may also join the Momentum Multiply programme, which offers reduced rates on gym memberships and other healthy lifestyle benefits.

The Fund is competitively priced and its benefits align favourably with open healthcare schemes. Truworths also offers gap insurance coverage, allowing employees to increase their healthcare benefits.

### Health4Me

Core full-time and flexi-time employees with more than two years of service are registered with Health4Me, an insurance product by Momentum Health. This primary healthcare benefit provides day-to-day benefits through network providers. Truworths pays the cost of this benefit for participating employees. Core full-time employees on Health4Me Gold are able to add dependants and can extend this benefit to hospital cash and accidental cover plans at their own cost.

### Hello Doctor

All employees can access the Hello Doctor service, which provides 24-hour telephonic medical advice.

### Working hours and leave

Truworths adheres to legislative requirements pertaining to working hours, various leave types and overtime stipulations in our South African and African operations. There were no changes to working hours and leave policies during the period.

Employee role	Working hours
Full-time in-store	<ul style="list-style-type: none"> <li>Average 41 hours per week</li> <li>Work alternative weekends</li> </ul>
Flexi-time	<ul style="list-style-type: none"> <li>Maximum 40 hours per week</li> <li>Flexible hours</li> </ul>
Head office	<ul style="list-style-type: none"> <li>37.5 hours per week</li> <li>Hybrid: Monday and Friday are in-office days</li> </ul>

Full-time employees have 15 days of statutory leave for a five-day worker, and 18 days for a six-day worker. Management and employees with more than five years of service are granted an additional week (five or six working days) of annual leave per year. Senior executives and directors are granted three to five extra days.

In line with statutory family responsibility leave, employees are entitled to three days per year, however, the range of reasons for family responsibility leave extend beyond statutory requirements to accommodate other needs, such as hospitalisation of biological parents or spouse/life partner or other family emergencies. Our parental leave policy aligns with legislative requirements in providing parental, adoption, and surrogacy leave, and our maternity leave policy provides additional benefits beyond the legislative minimum such as six months of maternity leave and a maternity allowance.

### Retirement and income replacement benefits

Currently, 67% of our employees are members of a retirement scheme (2023: 65%). All specialised full-time employees have retirement funding as a compulsory service condition and are either members of the Alexander Forbes Retirement Fund (AFRF) or the SACCAWU National Provident Fund (SNPF). Members of the AFRF can adjust their contributions and pensionable earnings annually to accommodate their life stage and retirement planning needs.

Employees in core and flexi-time roles qualify for an AFRF membership after two completed years of service. Truworths pays the contributions for these employees, and employees can make additional voluntary contributions. Alexander Forbes also offers financial planning support, and employees nearing retirement age have access to the services of an independent financial adviser.

An income replacement benefit covers specialised and core full-time employees who are members of either retirement fund. This benefit, which is an income replacement disability benefit of 75% of pensionable salary, covers temporary and permanent disability.

Each year, we undertake a re-broking exercise of disability benefits to ensure our rates remain competitive. In 2024, rates decreased from 1.37% to 1.19% of annual pensionable remuneration.

Employees in specialised and core full-time roles have death benefit cover of six times and four times annual pensionable salary, respectively. Death benefit premiums remained unchanged at 0.52% for specialised full-timers, however, the premium for core full-timers decreased from 0.30% to 0.26%.

### HIV treatment programmes

Wooltru Healthcare Fund and Health4Me offer comprehensive HIV treatment and counselling programmes to employees who disclose their HIV status. To maintain awareness of HIV among employees, managers have access to training toolkits. Based on the age and gender profile of employees at Truworths, the HIV prevalence rate is relatively low.

The estimated HIV prevalence rate, calculated as the percentage of employees registered on our HIV programmes to the total number of employees on our healthcare programmes is 2.46% (2023: 2.4%).

### Policies and programmes

We create an environment that fosters open communication and encourages and assists employees to contribute to the Group's performance in the short and long term. To achieve this, Truworths implements policies and programmes to ensure all employees know their rights and the behaviour that aligns with our Values.

As outlined in our Business Ethics and Integrity Code, our Values are incorporated into how we expect employees to conduct themselves and highlight activities that would undermine our Values. This code is supported by policies such as the anti-fraud and corruption policy, which covers bribery, corruption, embezzlement,

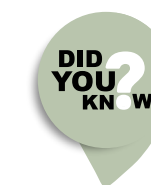
fraud, extortion, the abuse of power and prohibition of accepting gifts from suppliers.

Our employment equity (EE) policy is supported by a bullying and harassment prevention policy, which incorporates anti-discrimination. Although the EE policy is specific to South Africa, the supporting policies cover all employees.

Our planned Group human rights policy will outline our commitment to respecting and promoting human rights across the Group and our supply chain. Read more about human rights on page 32.

We introduced the responsible GPT use policy in July 2023 to establish rules and guidelines for the use of generative pre-trained transformer models as a type of artificial intelligence in the business. The policy applies to all employees and aims to protect business risks, including confidentiality, security and data protection.

We regularly update our policies and procedures in line with amendments to legislation and communicate updates to the business. Our policies are available to all employees on the Truworths intranet.



We have an extensive and established **whistleblowing channel** for reporting dishonesty, fraud and unethical behaviour. Our anonymous tip-off hotline, independently managed by Whistle Blowers (Pty) Ltd, is a toll-free service for employees to report unethical behaviour. Reports are immediately investigated in line with Truworths' whistleblowing policy.

Tip-off hotline: 0800 111 628  
WhatsApp ChatBot: +21 31 308 4664  
Email: [truworths@whistleblowing.co.za](mailto:truworths@whistleblowing.co.za)  
Website: [www.whistleblowing.co.za](http://www.whistleblowing.co.za)

### Ethical culture

Our Values and Business Philosophy are the foundation of ethical behaviour and leadership and are at the centre of our ethical culture. These behaviours permeate throughout the business, from board level to everyday store activities.

### Transparent and open communication

Truworths is committed to disclosing relevant information and facilitating communication with stakeholders through annual reports, our CDP disclosure, ESSG Report, the company website and internal communications.

We maintain open internal communication channels, including Mail Administrator emails and our Communicate magazine. Two channels promote direct communication with our CEO:

- **CEO Talk** encourages employees to raise questions or concerns
- **CEO Ideas** asks employees to raise suggestions for improvements

When allegations of dishonesty, unethical behaviour, harassment or bullying are raised on **CEO Talk**, we investigate these thoroughly to confirm the validity of claims and seek additional information.

The suggestions raised through **CEO Ideas** during the period included requests to make changes to systems and process, staff engagement ideas including suggestions on medical aid and benefits, suggestions for stocking certain products and in-store signage requests.

We assess all ideas for practicality and viability, and either implement them or provide feedback. The majority of CEO Ideas in the period were not appropriate for implementation; we implemented approximately one in five of the ideas submitted this past year.

Other channels include quarterly meetings with senior management to review progress and raise questions and concerns within departments. Issues are noted and addressed, and employees receive updates on how issues are resolved.

# Social continued

## Instilling accountability

Our Disciplinary Code and Business Ethics and Integrity Code clearly articulate expectations for employee behaviour. These are communicated to employees during induction and are available on the Group's intranet. Most employees are great ambassadors of our Values. Our centralised employee relations department supports line managers when employees do not adhere to our policies and procedures, Values or the Disciplinary Code.

## Anonymous reporting

Accountability is central to our Business Philosophy. Employees can report suspected violations of laws, or our codes and policies through various channels. Our whistleblowing policy encourages and enables employees and others to raise concerns within Truworths before seeking external resolution.

Our policies provide procedures and protection to whistleblowers who disclose information regarding unlawful, irregular or unethical conduct, and encourage a culture of good governance, accountability and transparency. Reports of violations or suspected violations are confidential to the extent that this does not impede an adequate investigation.

Our response to these incidents include disciplinary action and human resource interventions, such as coaching and training.

121 Tip-offs were reported and investigated in 2024, with 31 incidents found to have merit.

The issues reported include:

- Unethical behaviour
- Breaches of company policies and procedures
- Unfair labour practices

Depending on the severity of the issue found to have merit, resultant actions or outcomes included, among others, dismissal, demotions, warnings or HR interventions where necessary to resolve the issue.

## Fraud

Our comprehensive anti-fraud and corruption policy covers corruption, fraud and bribery. It outlines our zero-tolerance approach to illegal activities, our corruption prevention measures, and defines the training required to embed the policy's principles.

Our Risk Committee assesses risks concerning fraud and corruption within the business and ensures procedures are in place to address corruption or fraud in high-risk operations.

Truworths has a zero-tolerance approach in cases where employees are found guilty of fraud or dishonesty. We follow fair processes in arriving at dismissal and disciplinary decisions. Our tools enable us to identify possible areas of fraud, particularly regarding cash refunds and over-packing (negligent cash discrepancies).

We investigate all fraud allegations internally and, where required, report these to the internal audit or legal functions. If the business suffers a loss from a fraud case, we report these to the South African Police Service, and open a criminal case based on the available evidence. We encourage employees to report incidents of fraud and corruption.

In 2024, we investigated 174 fraud cases (2023: 173). Incidents included:

- Fraud cases related to new accounts canvassing
- Submitting fraudulent medical certificates
- Fraudulent transactions processed at the cash desk

We resolved these issues with disciplinary action and employees either resigned pending disciplinary action, or were found guilty following a disciplinary hearing and were dismissed.

## Disputes

Labour disputes are disagreements between employees and Truworths, including employment conditions, benefits, hours of work and wages, among others.

In 2024, 43 cases were referred to the Commission for Conciliation, Mediation and Arbitration, of which 32 cases were closed:



Seven Labour Court cases during this reporting period:



## Upholding human rights

Our commitment to human rights involves respecting and promoting the rights of all parties involved in activities linked to Truworths. This includes suppliers and other business partners in a wider sphere of influence.

We recognise the inherent dignity and equal rights of all humans, and we acknowledge our moral, ethical and legal duty to respect human rights within the boundaries of our influence.

## Human rights policy

Human rights are basic rights and freedoms for everyone based on dignity, fairness, equality and respect. Our Group human rights policy aligns with national and international standards. Our commitment to human rights follows the United Nations' "Protect, Respect, and Remedy" framework, in alignment with the UNGP on Business and Human Rights.

We are committed to adhering to the Universal Declaration of Human Rights, the International Labour Organization's Declaration on Fundamental Principles and Rights at Work, the International Bill of Human Rights, the Voluntary Principles on Security and Human Rights, and various other international and local laws and legal instruments.

To implement our commitments to human rights, our human rights policy was approved at the most senior level of the Group and informed by relevant expertise. Our human rights policy contains the Group's human rights expectations of employees, suppliers, business partners and other parties directly linked to our operations, products and services, and is reflected in operational policies and procedures necessary to embed it throughout our business enterprise.

Additionally, Truworths is committed to respecting:

- **Equality, dignity and respect:** We aim to ensure that all individuals affected by our operations are treated equally and with dignity and respect. We are committed to advancing gender equality in the workplace and community, aligning to the United Nations' Women Empowerment Principles.
- **Prohibition of child labour:** We comply with the legislative and moral principles relating to the prohibition of work by children and young people, and expect our suppliers and other business partners to adhere to these principles.
- **Freedom from forced labour:** Our recruitment practices align with international standards and employees have the freedom to resign from their employment. All our suppliers and business partners are required to implement recruitment and sub-contracting practices that are free from forced labour, slavery, servitude and human trafficking, and cruelty or degradation of the human condition.
- **Freedom of association:** We respect our employees' right to freedom of association, to belong to a trade union, and to collective bargaining.

- **Right not to be discriminated against or harassed:** We have a zero-tolerance policy towards any form of bullying, harassment, gender-based violence, or unfair discrimination in the workplace.
- **Working conditions and workers' rights:** We respect employees' rights as prescribed by the labour laws of the countries in which we operate, and to adequate water, sanitation, and safe working conditions. We are committed to protecting the health and safety of employees and other persons present in our working areas.
- **Privacy:** We are committed to respecting and protecting the privacy rights of our employees, customers, suppliers, business partners and all individuals and entities with whom we do business.

## Human rights due diligence and impact assessment

To identify and address current and potential risks to workers across our operations, supply chains and services, Truworths conducted a human rights due diligence process, which included a human rights impact assessment (HRIA).

Truworths' approach to human rights due diligence is rooted in multi-stakeholder engagement and includes the following key steps:

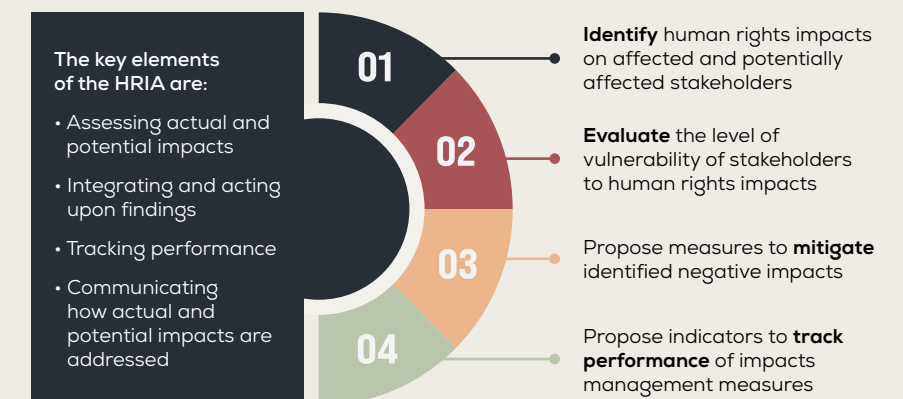
- **Assessment of risks:** Identifying actual and potential human rights risks across our operations and supply chain
- **Risk mitigation and remediation:** Implementing measures to mitigate risks and provide remedies for workers impacted by human rights violations
- **Corporate responsibility and leverage:** Determining the company's responsibility, decision making and actions needed to address identified risks
- **Monitoring and continuous improvement:** Regularly reviewing, monitoring and reporting on human rights performance, with a focus on continuous improvement

The Human Rights Impact Assessment (HRIA) was conducted using a human rights scan, which identifies the most relevant human rights impacts related to our business activities and relationships. This scan considers the full range of international human rights instruments and focuses on a range of individuals who interact with Truworths and its products or services, such as employees, customers, and service providers.

We recognise that human rights due diligence is an ongoing process aimed at identifying, preventing, mitigating, and reporting on how we manage adverse human rights impacts related to our business activities and relationships.

## Objectives

The objectives of the Human Rights Due Diligence are to document the process and principles of the approach to the HRIA and to document the findings thereof. The objectives of the HRIA are to:





# Social continued



**Increased visibility** is required to ensure the world's garment workers have safe working conditions, mutual trust and respect, and the opportunity to earn a living wage, meet basic needs and care for their families. This leads to greater value for employees, consumers and society.

### Mapping human rights standards

We conducted a comparative analysis as part of our human rights due diligence and HRIA on the commonality of human rights, which are applicable to Truworths and its subsidiaries across local and international statutes. The statutes consulted include:

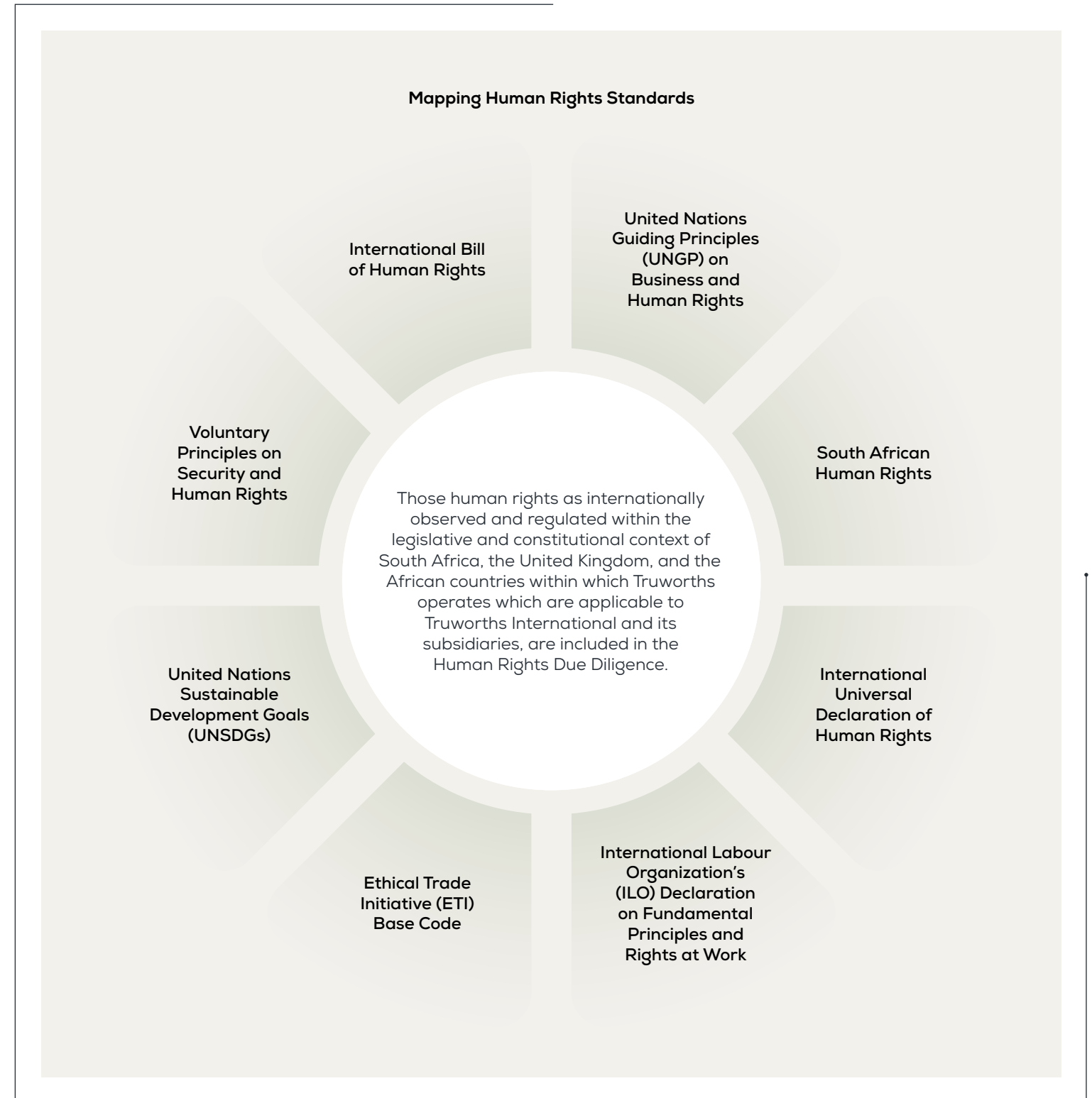
- South African Bill of Rights
- UK Human Rights Act and Modern Slavery Act
- Universal Declaration of Human Rights
- International Labour Organization Declaration on Fundamental Principles and Rights at Work
- International Bill of Human Rights
- UNGP on Business and Human Rights
- Voluntary Principles on Security and Human Rights
- UN SDGs

### Identifying and assessing impacts

The HRIA assesses and identifies salient human rights issues for all impacts, the likelihood of risks or impacts, the severity of these risks and impacts on the rights of people, the context of the business activities, and any other contextual or other factors relevant to fully understanding the impact, such as the business model, business relationships, operating context and workforce risks.

We consider the following company connections to potential human rights impacts




Cause	Contribution	Linked
The Group may be considered to be causing an impact through its operational activities or policies.	The Group may be considered to be contributing to an impact, if, for example, a contracted security provider uses force and violence towards customers or employees when performing duties for the Group and the Group conducted inadequate due diligence.	The Group's operations may be considered to be directly linked to an impact through its business relationships even where the Group has not caused or contributed to the impact. For example, if a supplier were to use forced labour in breach of their contractual agreements with the Group.



# Social continued

## Human rights applicable to our business activities

Our assessment shows that we do not currently have any negative impact on the below rights:

<p><b>Protection of human rights</b></p>	<p>Our employees have access to an anonymous whistleblowing mechanism to raise human rights violations, which is independently managed and fully investigated.</p>
 <p><b>Right to equality and protection from discrimination</b></p>	<p>Our policies uphold equality and protection from discrimination, including the Business Ethics and Integrity Code, EE policy, and anti-harassment and bullying policy. These set out employees' right to equality and protection from unfair discrimination, and ensure that its remuneration, benefit plans and employment-related decisions are based on relevant and objective criteria. There were no cases of alleged unfair discrimination levelled against Truworhts in 2024. The grievance policy addresses complaints of discrimination.</p>
<p><b>Right to human dignity and freedom from torture or to cruel, inhumane or degrading treatment or punishment</b></p>	<p>We have procedures to address severe human rights risks and protect vulnerable employees. Our HIV/AIDS programme aims to prevent and mitigate the impact of HIV/AIDS in the workplace. We ensure adequate accommodations for customers with disabilities and vulnerable groups, and we do not discriminate against customers when extending credit.</p>
<p><b>Right to freedom and security of person</b></p>	<p>Employees have the right to leave Truworhts at any time. Police handle cases of trespassing. We assess potential for violence risks based on geographic patterns and historical patterns for operational planning. We evaluate the reputation and responsiveness of private security providers, who do not carry weapons while on duty. We conduct due diligence when appointing security providers and establish clear reporting mechanisms and responsibilities of security guards.</p>
<p><b>Right to privacy</b></p>	<p>Truworhts has policies to protect the privacy of employees and customers, including the employee personal information protection policy and information security policy. We use employee data only for legitimate business purposes and have measures in place to safeguard it. Personal information is not used for unfair discrimination, in compliance with the EE Act 55 of 1998. We have a comprehensive system to protect customers' personal information.</p>
<p><b>Right to religion, freedom of thought, belief, conscience and opinion</b></p>	<p>We respect employees' rights to religion, thought, belief, conscience and opinion without fear of reprisal. The religion and politics at work policy, special leave policy (which provides for leave for religious reasons), and EE policy support these rights.</p>
<p><b>Right to freedom of expression</b></p>	<p>We uphold employees' rights to freedom of expression. To ensure responsible use, Truworhts has implemented a social media policy that outlines standards for staff when using social media in both personal and business contexts.</p>
<p><b>Right to assembly, demonstration and petition</b></p>	<p>Truworhts permits employees to participate in any lawful assembly, demonstration or petition, respecting their employment contracts operational obligations. Picketing related to trade union activity is managed according to the Labour Relations Act 66 of 1995, relevant Codes of Good Practice, and union relationship agreement.</p>
<p><b>Right to freedom of trade, occupation and profession, right to work, freedom of choice of employment</b></p>	<p>Truworhts upholds employees' rights to freedom of trade, occupation and profession, and offers employment opportunities and appoints individuals on a voluntary basis.</p>
 <p><b>Right to fair labour practices, right to form and join a trade union and collective bargaining</b></p>	<p>Truworhts complies with the Labour Relations Act 66 of 1995 and recognises employees' freedom of association rights. We engage in collective bargaining with recognised trade unions and ensure compliance with all labour laws, addressing any unintentional non-compliance. Employees receive overtime pay per the Basic Conditions of Employment Act 75 of 1997 and our overtime policy. Our health and safety policy complies with the Occupational Health and Safety Act 85 of 1993, and we provide safe working conditions, including water and sanitation. The Disciplinary Code addresses corrective action, and the whistleblower policy facilitates reporting and prevent retaliation.</p>
 <p><b>Right to adequate standard of living</b></p>	<p>Truworhts complies with the provisions of the National Minimum Wage Act 9 of 2018. Please see page 48 of the IR, which provides information on fair and responsible remuneration.</p>
<p><b>Right not to be subjected to slavery, servitude or forced labour</b></p>	<p>We do not have any actual impact on this right, as recruitment follows international standards and employees can resign per their employment contracts, in line with the Basic Conditions of Employment Act. All suppliers and business partners must implement recruitment and sub-contracting practices free from forced labour, slavery, servitude and human trafficking, and cruelty or degradation of the human condition.</p>
<p><b>Right to children's and young people's protection from exploitation (no child labour)</b></p>	<p>We do not have an impact on this right, as Truworhts complies with the legislative and moral principles relating to the prohibition of work by children under the age of 15. In this regard, Truworhts complies with laws within South African and other countries where it operates. We adhere to the laws regarding employing young people aged 15 to 18, and no person in this age group may perform work that jeopardises their wellbeing or development. Our policies and practices prevent child labour, and we facilitate engagement between employees and management. Our commitment to these principles is outlined in our Business Ethics and Integrity Code, as well as our recruitment, selection and promotion policy.</p>
<p><b>Right to language and culture</b></p>	<p>We respect employees' right to use their preferred language and engage in their cultural practices. While we promote English as the standard corporate language for effective communication, we celebrate Heritage Day annually and encourage employees to celebrate their culture.</p>
<p><b>Right to access to information</b></p>	<p>We comply with legislation relating to access to and protection of information.</p>



# Social continued

## Our positive human rights impacts

Although the UNGP positive human rights impacts are not required to be assessed, a range of positive impacts is helpful to consider in the context of our business operations. By striving to avoid adverse human rights impacts, we will have a sustained and large-scale positive impact on peoples' lives.

<b>Non-discrimination</b>	By empowering women (see page 38) as a consequence of the Group's Diversity, Equity and Inclusion Project, Truworths plays a role in promoting non-discrimination in its day-to-day operations.
<b>Right to adequate standard of living</b>	Truworths advances and improves the livelihoods of its employees by offering healthcare, retirement, death and disability benefits, commission, annual bonuses, short and long-term incentives, allowances, advances, employee wellness programmes, among others.
<b>Right to work</b>	Truworths provides employment opportunities in areas where employment is in high demand, and we create employment opportunities with our suppliers and business partners.



With the retail industry's **digital transformation**, more digital technologies are combined to create automated processes in retail stores and the retail supply chain.

Our human rights due diligence and HRIA included an assessment of actual or potential impacts created by artificial intelligence, with no actual or potential adverse impact found in our systems.

## Mitigating potential human rights risks

The HRIA includes a methodology for assessing the likelihood of potential impacts using a risk matrix. While we did not identify any human rights violations, we prioritised potential risks for mitigation:

- **Human rights policy and training:** Following the HRIA, Truworths implemented a human rights policy that confirms its commitment to internationally recognised human rights standards. All employees will receive training on human rights to ensure they respect the rights of others, including customers. This training will cover direct interactions, product design and marketing, with a specific focus on the right to privacy, aligning with the Protection of Personal Information Act. Our ethics hotline awareness campaigns will also address the reporting of human rights concerns.
- **Responsible supply chain system:** Truworths is enhancing its responsible supply chain system to improve the screening and monitoring of suppliers, including security service providers, according to a supplier risk mapping schedule. This initiative aims to strengthen our commitment to human rights compliance throughout our supply chain.
- **Safety and security training:** In regions where political, economic, civil, or social factors pose safety and security risks, Truworths will improve training on civil unrest response and managing potentially violent incidents, such as robberies. Special guidance will be provided for vulnerable individuals in situations where their freedom and security may be at risk. Our security service provider agreements and site procedures will be updated in line with the HRIA findings.

The HRIA will be conducted annually, with the effectiveness of these measures evaluated through continuous monitoring and assessment.

## Our Code of Ethics and Good Business Practice for Suppliers and Business Partners

As an outcome of the HRIA, we updated our Code of Ethics and Good Business Practice for Suppliers and Business Partners, and require suppliers and business partners to declare their commitment to upholding human rights and conducting their operations with the utmost integrity, aligned to the following key elements:

**Human rights:**

Nine Core Expectations of Human Rights Commitments and Compliance of Suppliers

**Business ethics and integrity:**

Our expectation and minimum requirements or our suppliers encompass the following elements:

Central to our 9 Core Expectations is the principle of **Open Communication**. Suppliers must establish procedures that enable workers to confidentially and anonymously raise and address workplace grievances without fear of reprisal or retaliation. The Grievance Procedure must be clearly communicated to all employees, ensuring they are aware of how to report concerns. Suppliers are required to respond promptly and effectively to any issues raised by workers.



# Social continued

## Integrating human rights principles and practices across our business

Truworths is committed to integrating human rights principles and practices throughout its operations as part of its human rights due diligence process.

Key initiatives include:

- **Corporate leadership:** Our leadership takes responsibility for driving change from the top, ensuring effective oversight and governance. This includes acting swiftly and thoughtfully when human rights risks arise due to changes in operations, such as leadership transitions, entering new markets, sourcing new products or acquisitions. We regularly review and revise policies, strategies, and decision-making systems to mitigate the risks of labour rights abuses, such as:
  - Assessing the suitability of our sourcing and purchasing practices to prevent human rights violations
  - Evaluating actions taken to address identified risks
  - Reviewing the capacity, policies, and systems of suppliers and contractors to meet ethical trade standards
  - Preventing and managing actual and potential human rights risks related to labour rights abuses
- **Increased accountability:** We aim to clarify our expectations for suppliers and business partners and take appropriate actions to mitigate labour rights risks where identified.
- **Ensuring remedies:** We are dedicated to providing remedies for any negative impacts on workers' rights.
- **Continuous improvement:** Our commitment to human rights is grounded in continuous improvement, supported by robust evidence, monitoring, evaluation, and learning.
- **Open communication:** We prioritise open and honest communication with our employees, suppliers, workers and the public to ensure transparency in our human rights approach.

## Tracking and monitoring human rights impacts

Regular feedback from stakeholders helps us to identify areas for improvement and adjust our practices accordingly. This ongoing dialogue is essential for monitoring human rights impacts and making necessary adjustments to strategies and practices.

## Grievances

Our grievance policy describes the process for submitting and resolving grievances. It is available to all employees who feel a manager or colleague has mistreated them. The policy provides for two stages of grievance processes:

- Stage 1 is an informal grievance meeting with a facilitator (an appointed member of management)
- Stage 2 is a formal grievance meeting with an appointed impartial chairperson

In 2024, 10 grievances were lodged (2023: 18).

All grievances were resolved through mediation, coaching, human resources interventions and, where appropriate, disciplinary action.





# Social continued

## CONTRIBUTING TO OUR COMMUNITIES

We are committed to contributing to the societies in which we operate. We seek to help beneficiaries achieve stable and sustainable growth and encourage our employees to participate in outreach activities.



Truworthis funds CSI projects with clear social outcomes that align with our Business Philosophy and Values system. We believe that meaningful partnerships with our social investment beneficiaries create successful initiatives. Our goal is to establish long-term, meaningful projects that foster impact without creating dependency.

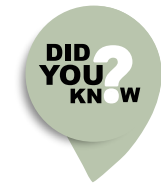
We value and prioritise stakeholder engagement and enable sustainable initiatives with reach and that benefit communities in need of support. In line with our “contribution-focused” value, we create opportunities for our employees to participate in activities that give back to our communities.

Throughout the year, we continued to support various socioeconomic development and charitable activities, and donated merchandise and fabric to charitable organisations.

### CSI programmes and initiatives

We operate our CSI activities under the “Truworthis Involved” banner, funded by the investment income from three trusts established by Truworthis in the late 1990s. The trustees comprise Truworthis senior executives. Our employees manage the funding and activities agreed upon by the trustees to ensure synergy with the business and our philosophy and Purpose.

Our programmes are informed by a board-approved CSI policy, which is reviewed every two to three years and updated if necessary. We made no material changes to the policy in 2024. Our non-core Investment Committee, which manages the distribution of funds, ensures we optimise our CSI and that the marketing and branding of the projects align with our business objectives.



Our trusts made **R11.3 million** financial distributions or commitments during 2024 (2023: R4.9 million).

Our investments held in trust to fund socioeconomic development (including enterprise and supplier development) and charitable activities exceeded **R269 million** (2023: R237 million).

### Our focus areas

Truworthis’ CSI maintained our four focus areas of health, education, social development and empowering women in 2024. We continued to support women empowerment, focusing on empowering organisations that support gender-based violence survivors. We support employees with differently abled children with education-related costs.



### Proudly supporting



We prefer to focus on projects with a significant infrastructure component, and we partner with organisations that use these facilities to run their programmes. We consider the location of projects, as our distributions are spread geographically to benefit communities with a strong customer and employee footprint. Consequently, most of our investments are within metropolitan areas.

Truworthis is flexible regarding funding commitments. We maintain the capacity to support other important initiatives that may lie outside of our focus areas. Socioeconomic challenges do not always fit neatly into categories, and their impact can be multifaceted. This is demonstrated with some of our beneficiaries, such as WordWorks, LifeMatters, LEAP and Afrika Tikkun. These teaching centres are used for more than teaching – they are important for community-based activities such as early childhood development (ECD) teacher and owner development programmes, youth development and counselling, vaccination drives and food parcel distributions.

### Health

#### Truworthis hospital programme



Since the inception of our hospital programme in 2010, Truworthis has invested more than R23 million to upgrade 24 South African hospitals, and we have supported the paediatric post hospitalisation medical centre for the past four years with the aim to significantly improve conditions for patients and staff.

#### Smile Foundation

In 2024, we partnered with the Smile Foundation and funded the paediatric ward of Greys Hospital in KwaZulu-Natal, which is an ongoing project.

#### Reach for a Dream

We work with The Reach for a Dream Foundation to convert hospital areas into Dream Rooms – havens for sick and life-threatened children and their caregivers who spend long periods in hospital. The Dream Rooms allow children to play, relax, be creative and meet their developmental milestones. In 2024, we funded Dream Rooms in the Eastern Cape, Port Elizabeth Provincial hospital, Limpopo, Polokwane Provincial hospital, Gauteng, Dr George Mukhari and Steve Biko Academic hospitals.

### Education

#### Wordworks



Wordworks is an NPO that seeks to improve ECD outcomes for children from low-income rural communities in South Africa. This year, we contributed R750 000 towards ECD programmes in rural Eastern Cape and KwaZulu-Natal.

#### LEAP Science and Maths Schools

Since 2019, Truworthis Involved has funded LEAP Science and Maths Schools, a learning organisation that gives young South Africans the academic and life skills they need to become future leaders, investing over R5.2 million since inception. In 2024, we donated R2.2 million to upgrade the LEAP 5 campus in Jane Furse, Limpopo. Upgrades included removing asbestos roofing and renovating classrooms.

### Social development

#### Amy Foundation

Since 2018, Truworthis Involved has sponsored a spelling bee competition for the Amy Foundation NPO, which offers programmes that develop and empower youth from challenged and vulnerable communities in the Western Cape. In 2024, we funded the upgrade of student accommodation, hospitality teaching kitchen and skills development centre.

#### Cape Town Holocaust & Genocide Centre

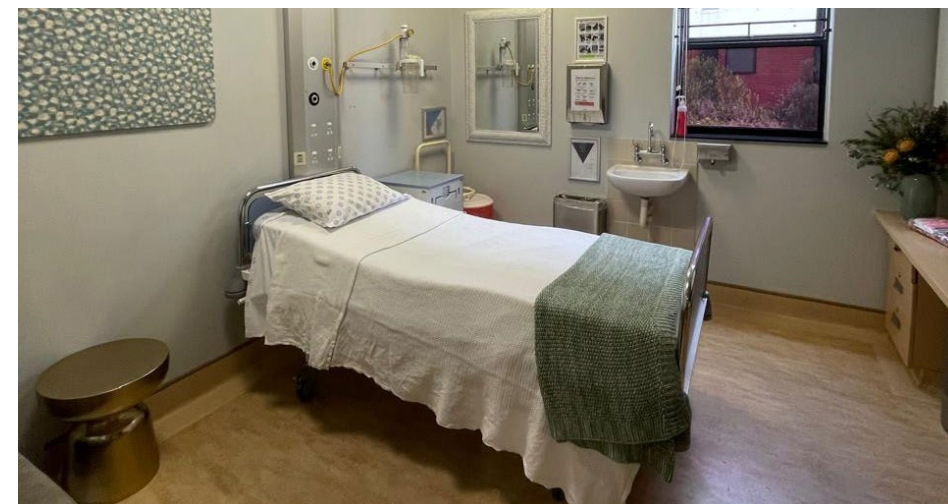
In 2024, we donated R100 000 to this centre, which creates a more caring and just society by promoting respect for human rights and diversity. Our donation supports the lessons for humanity programme for schools.

#### U-Turn

U-Turn offers basic needs relief, drug and alcohol rehabilitation support and work-based learnerships to homeless people in Cape Town. Six months after graduating from the programme, more than 80% of participants remain employed and sober. We donated merchandise valued at R8.3 million to U-Turn in 2024. Most of our donated merchandise is sold in U-Turn’s retail outlets to fund its programmes. Unsold stock is given directly to beneficiaries.



Groote Schuur Hospital Eye Clinic



Quiet Room at Khayelitsha District Hospital, Maternity Ward

# Social continued

## CONTRIBUTING TO OUR COMMUNITIES CONTINUED

### Cotlands Libraries for ECD Centre

Early childhood lays the foundation upon which all future development builds, making it a particularly important period in children's development. Truworthis recognises the importance of laying this foundation in our country. We have partnered with Cotlands since 2019, funding three ECD libraries and one mobile library to the value of R2.9 million. In 2024, we funded a Cotlands toy depot in Barberton, Mpumalanga that will support ECD teachers at facilities without access to much-needed educational toys for developing children. The depot operates as a library for ECD centres, where they can borrow educational toys for specific purposes.

### Ikamva la Bantu

Over the years, we donated over R2.2 million to Ikamva la Bantu, a Western Cape organisation providing a safe and comfortable space for elderly people to socialise. Community-based health workers visit people who cannot go to the centre. In 2024, we contributed over R100 000 to the general maintenance of the facilities in Nyanga.

### Valentine's Day

In 2024, we celebrated Valentine's Day by donating to The Lunchbox Fund charity, a national organisation that works in urban and rural areas across nine South African provinces. The foundation provides a daily meal for orphaned and vulnerable school and pre-school children.

### Empowering women



We aim to positively impact women's lives through our CSI and employee-nominated initiatives focused on organisations addressing gender-based violence. In 2023, we formulated the structure and strategy of our work to empower women, with initiatives planned for implementation in 2025.

Truworthis is a predominantly female fashion business and has a majority female workforce. Internally, we focus building self-esteem and enabling women to see their own potential and drive for career progression. We are also developing methods and flexibility to facilitate women's contributions irrespective of their life stage. This raises awareness of issues that are sensitive for women, addresses historical barriers, real or perceived, and introduces targeted coaching to develop women.

During the year, we expanded the employee assistance programme to provide financial and psychological support to employees who have been affected by GBV, including additional benefits for those directly affected by rape.

### Volunteering

Although Truworthis does not have a formal employee volunteering programme, our employees volunteer to assist many of the organisations we support and become involved in handovers and charitable donations. In 2024, Truworthis employees volunteered for various activities, events and charitable drives, including:

1	2	3	4	5
<b>Mandela Munchies</b>	<b>Employee charity nominations</b>	<b>Christmas gifts</b>	<b>Beanies and blankets drive</b>	<b>Additional events</b>
Head office employees voluntarily made more than 9 061 sandwiches for nearby homeless shelters and a special needs school in Khayelitsha.	Head office employees attend quarterly staff gatherings where staff are given an opportunity to select a charity to donate the funds raised from the sale of drinks sold at the event. The amount collected is matched by Truworthis and donated to a nominated charity. Among charities nominated during the period included Heaven's Nest and Ubuntu House. Our Regional Offices engage in activities supporting local charities in proximity of our stores.	Employees collected toys and non-perishable food items for children's charities and homeless shelters.	Employees donated beanies, blankets and clothing to help keep people warm in winter.	Employees volunteered their time to organisations like Blisters for Bread (where they participated in a walk and Truworthis donated t-shirts). Truworthis also donated funds to Blisters for Bread who supports the Peninsula School Feeding Association.



Truworthis annually donates funds to its five divisional offices to sponsor a CSI initiative or support a charity of their choice. We donated **R215 000** to the following charities and initiatives:

Western Cape	KwaZulu-Natal	Central Gauteng	Southern Gauteng	Northern Gauteng
Hannah's Place of Safety	Phoenix Child Welfare	Greater Rape Intervention Programme	Liv Lanseria (Lungisisa Indlela Village)	SOS Children's Village in Mamelodi SOS Children's Village in Rustenburg Benoni child Welfare and Mamoisha Drop Centre



# Social continued

## CONTRIBUTING TO OUR COMMUNITIES CONTINUED

### Merchandise donations



In addition to financial contributions and employee volunteering, Truworthis donates surplus or damaged merchandise to various charities, which repurpose, recycle or sell the items. Our donations benefit these organisations and the individuals that rely on them. They also positively impact the environment, as the surplus or damaged merchandise is recycled rather than sent to landfill.

In 2024, we donated merchandise and fabric to the value of **R43.7 million**:

#### TAKING CARE OF BUSINESS

Merchandise Units: 115 461

Fabric metres: 15 910

Value R19.1m

Value R0.5m

#### AFRIKA TIKKUN

Merchandise Units: 47 085

Fabric metres: 58 688

Value R6.4m

Value R2.4m

#### U-TURN

Merchandise Units: 33 504

Fabric metres: 43 809

Value R6.6m

Value R1.7m

#### OTHER CHARITIES

Merchandise Units: 112 544

Value R3.6m

#### AMY FOUNDATION

Fabric metres: 70 870

Value R2.7m

Truworthis holds a quarterly Loads of Living sale of returned or damaged products for employees, and proceeds are donated to a charity. In 2024, beneficiaries included Ons Plek, a Western Cape-based educational community project; SOS Children's Village, which provides a home to orphaned and abandoned children; and Tears which provides free counselling and prevention education services for those impacted by domestic violence and sexual assault.

### Enterprise and supplier development



The Truworthis Enterprise Development Trust, established in 2008, assists and develops small and medium black-owned businesses in line with the B-BBEE Codes of Good Practice objectives. The trust is funded through donations from the Group, which totalled R5.6 million at the end of 2024. We use the investment income from these donations to make grants to qualifying beneficiaries or invest funds in equipment, which is made available on loan to these beneficiaries.

In 2018, the Group established a supplier development fund with an investment of R47 million to offer assistance and loans to black-empowered businesses in our supply chain. We appointed external consultants to help set up a sustainable supplier development programme to ensure maximum business benefit from the available funds. At the end of June 2024, the balance on this fund was R35.9 million. Currently, three suppliers benefit from this fund.

During 2024, we advanced interest free and unsecured loans of R6.1 million to CMT suppliers. We loaned equipment to CMTs to the value of R7.4 million, on an interest-free rent-free basis.

We offer store merchandise rejects to black-owned entrepreneurs at reduced prices and donate merchandise fabric and trims to various charities.

## OFFICE

### OFFICE SOCIAL REVIEW

Emphasising the integration of shared values, Office focuses on embedding Truworthis' principles into everyday workplace practices, fostering a cohesive culture of inclusion, performance and continuous improvement.

#### Developing our workforce

##### Office Values

In August 2023, the Office Values were launched across the business in events around the country. The ACE programme was launched to all Office store and warehouse employees, culminating in six of UK-based employees attending the Truworthis Fashion Academy in Cape Town in March 2024.

In October 2023, Office hosted its first CEO Citations event, where the CEO acknowledged individuals and teams nominated by management for excellent performance and outstanding achievements in line with Office's Values.

##### Training

Office partnered with the Fashion Retail Academy (an industry-led fashion college specialising in fashion retail based in London) to deliver apprenticeships for our employees. Several employees are registered on the scheme, including buying, leadership and data analytics apprenticeships. Office will expand this initiative in 2025.

Office utilises its e-learning platform extensively to deliver training content to all employees across head office, stores and the warehouse. All employees are enrolled at induction and complete mandatory training sessions through the site. The e-learning platform delivers training sessions, brand content training and communication to all employees.

##### Employee wellbeing

Office partnered with the Retail Trust, a charity that supports those working in the retail industry, to provide employee assistance. Employees can access benefits through the Retail Trust app. This includes financial aid, advice, therapy and counselling. In the period December 2023 to June 2024, there were 2 363 staff interactions with The Retail Trust.

### Employee feedback

Employees are encouraged to provide feedback to the business in several ways. This includes engagement surveys, suggestion boxes in stores, head office and the warehouse, e-mails or the anonymous reporting helpline. The results form part of shaping our strategic people plan.

Office introduced bi-monthly sessions with the Managing Director for employees from head office, stores and the warehouse. This acts as a business update and an opportunity for employees to provide feedback to the leadership team. The leadership team discusses the ideas and concerns and provides feedback to all employees.

Employees can use the Office tip-off helpline to report unacceptable conduct or behaviour and breaches of company policies and procedures.

## CONTRIBUTING TO OUR COMMUNITIES

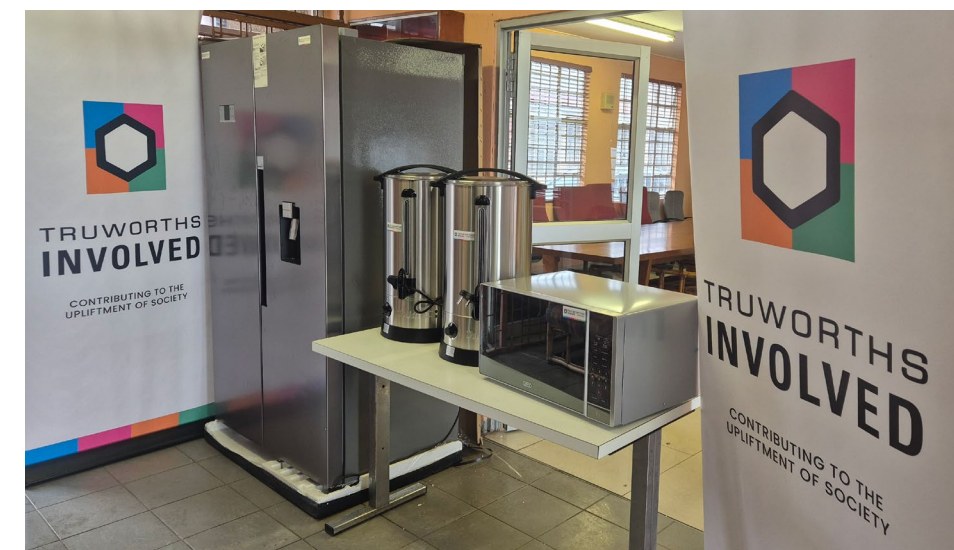
### Charity

Office currently works closely with Shelter, a registered charity that helps people struggling with bad housing and homelessness through advice support and legal services. Over the last four years, we have assisted Shelter in raising £21 200 from the sale of donated unusable and unsellable Office stock, and we continue to explore volunteering opportunities with them and within our local council. Office has also donated over £7 000 in cash to various staff nominated charities through Head Office fundraising activities.

### Offspring community

With a vision to push sneaker culture forward for its community, Offspring strives to be the authentic link between communities and key brands. Truworthis' future endeavour is to ensure the Offspring community is at the heart of its activities, and that they help to guide the steps we make. We are committed to taking steps to lift those around us, collaborating on community-led projects with our brand partners.

Offspring highlights community members and showcases their skills and businesses, giving them an opportunity to promote their business and meet and network with others from the fashion industry. At the opening of the new Offspring Kings Cross store, we featured from the work of 12 artists from the community. Offspring engages with our community members, giving them the opportunity to design certain aspects of the business, such as Offspring gift cards.



# 5.

## Sustainability governance

We aim to deliver products that consider the needs of our stakeholders and the environment.

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# Sustainability governance

## GOVERNANCE CREATING VALUE

The Group’s approach to corporate governance is to ensure it contributes to improved operational decision making and corporate performance, thereby reducing the risk of failure. The Group therefore aims for the relevant governance policies, structures and processes, which initially may have been brought into existence to ensure adherence with applicable regulation and codes of conduct, to add value and ensure corporate sustainability, and to enable the Group to take advantage of opportunities that arise.

Improved corporate performance arising from sound corporate governance has manifested itself in a number of ways in the Group over an extended period, including:

- Diversity and independence of opinion in board decision making with the aim of ensuring sound outcomes
- Improved operational decision making that takes into account the breadth of the perspectives expressed
- Maintenance of discipline and integrity in management’s reporting to the board
- Enhanced levels of accountability and transparency by management to the board
- Meaningful risk management processes and controls that are practically embedded in day-to-day operations and decision making
- Better and more comprehensive integrated reporting of both financial and non-financial aspects to stakeholders
- High levels of assurance regarding the reporting by management to shareholders
- Achievement of an appropriate balance in meeting the expectations of the different stakeholders of the Group

It is the view of the board that, in a demanding operating environment, the sound governance framework has served to mitigate against the erosion of value and has, in fact, preserved and created value for the business and its stakeholders in the form of lower risk, ongoing sustainability and resilience, reasonable consistency of financial performance, sound stakeholder relationships, high levels of legislative compliance and reputational integrity.

Please refer to the Governance Creating Value and Remuneration Committee reports included in the Integrated Report 2024, the Report on Corporate Governance and Application of King IV Principles 2024 and Social and Ethics Committee Report 2024, all available on our website at [www.truworhts.co.za/reports](http://www.truworhts.co.za/reports).

### Environmental and social governance structure

In addition to its responsibility for maintaining a sound corporate governance framework, the board is ultimately responsible for the Group’s environmental and social practices, and accordingly has oversight responsibility for the environmental, social and governance (ESG) strategy and performance. The board has delegated its responsibility for monitoring the Group’s ESG performance, particularly in relation to environmental and social matters, to the Social and Ethics Committee. Details of the Social and Ethics Committee’s activities during the year and how it assisted the board to monitor the Group’s ESG performance is contained in the Social and Ethics Committee Report 2024 available on the website [www.truworhts.co.za/reports](http://www.truworhts.co.za/reports).

Alongside the Social and Ethics Committee, the Truworhts International Risk Committee, the Truworhts Ltd Transformation Committee and the Truworhts Ltd Sustainability Committee contribute to effective sustainability governance in the Group.

### Truworhts International board

#### Social and Ethics Committee

In keeping with statutory requirements, the Social and Ethics Committee supports the Truworhts International board by monitoring the Group’s ESG performance, principally in South Africa, where it conducts most of its activities. The committee’s roles and responsibilities include monitoring and making recommendations regarding the Group’s impact on stakeholders, including climate-related effects.

The Social and Ethics Committee reports to the Truworhts International board quarterly.

The committee’s duties include:

- Monitors activities in relation to social and economic development, good corporate citizenship, the environment, health and public safety, consumer relationships, and labour and employment.
- Makes recommendations to and brings matters to the attention of the board in relation to these activities.
- Reports to shareholders at the company’s AGM in relation to such activities.

The Social and Ethics Committee’s strategy to ensure ESG risks and opportunities are integrated with overarching strategies and action plans includes:

- Assessing material issues
- Making recommendations for developing ESG strategies
- Considering risk management policies
- Overseeing progress against goals and targets

For information on the Social and Ethics Committee’s focus areas and priorities, refer to the Social and Ethics Committee Report 2024 available on our website [www.truworhts.co.za/reports](http://www.truworhts.co.za/reports).

#### Risk Committee

The Risk Committee assesses risks to the Group, including material sustainability and climate-related risks, regarding their likelihood of occurrence and magnitude of impact. The Risk Committee is also responsible for identifying, rating and monitoring emerging risks, including environmental and social risks.

Risks are assessed quarterly and listed or updated in the risk register.

The Risk Committee reports to the Truworhts International board quarterly.

The committee’s duties include:

- Ensures management identifies, assesses, mitigates and manages significant risks facing the Group.
- Ensures management develops risk management mechanisms that demonstrably enable dynamic risk identification, mitigation and communication, and business continuity.
- Ensures management maintains functionally effective systems of internal control, which are designed to safeguard Group assets and investments and support business sustainability.
- Monitors and assesses key risk areas and key performance indicators regularly, including reviewing and updating the Group’s register and matrix of top risks.
- Ensures management maintains a comprehensive register of the Group’s risks, reflecting the risk owners and the controls implemented to mitigate or transfer such risks.
- Monitors the Group’s initiatives and programmes in relation to information technology governance and information security.

Risk categories include:

- Commercial
- Regulatory
- Technological
- Legal
- Reputational

- ⊕ Access our environmental risks in the Truworhts CDP submission.
- ⊕ For information on the Risk Committee’s focus areas and priorities, refer to the Report on Corporate Governance and Application of King IV principles 2024 available on our website [www.truworhts.co.za/reports](http://www.truworhts.co.za/reports).

# Sustainability governance continued

## Truworths Limited board

### Transformation Committee

The objectives of the Transformation Committee are to:

- Assist the Truworths International and Truworths Ltd boards of directors:
  - Ensure that management embraces the principle of transformation on an enterprise-wide basis across all facets of the Group's activities.
  - Develop and implement an appropriate transformation strategy that creates value for the Group, and achieves an acceptable balance between the moral and social imperatives of transformation on the one hand, and the business imperatives of enhanced performance, growth and sustainability on the other.
  - Design, implement and regularly review policies, plans and processes aimed at facilitating transformation in the Group.
  - Implement integrated annual reporting to stakeholders on transformational aspects of the Group's activities.
- Enable effective communication between the board, management, and external advisers in relation to matters falling within the committee's mandate.
- Provide an objective and independent forum to discuss and debate significant transformation-related matters.

The Transformation Committee meets quarterly to review the transformation strategy and monitor general transformation activity and progress in alignment with the broad-based black economic empowerment (B-BBEE) scorecard. The committee seeks advice from external consultants to improve Truworths' B-BBEE score and highlight external risks.

Joint Deputy CEO, Emanuel Cristaudo, chairs the committee, and a Truworths director or divisional director is responsible for managing each of the five pillars of the B-BBEE scorecard.

The Transformation Committee reports to the Truworths board quarterly.

The Transformation Committee assists the Truworths board in the effective discharge of its transformation responsibilities. The duties of the committee include:

- Assisting with the development and oversight of the Group's transformation-related philosophies, strategies, policies, procedures and practices.
- Evaluating and ensuring the appropriateness of the members of management charged with transformation-related responsibilities.
- Reviewing the programmes designed by management to implement such policies, plans and practices and tracking their execution.
- Monitoring the Group's progress on each B-BBEE pillar in accordance with scorecards prescribed by legislation or regulation, and other accredited methodologies.
- Establishing if there are any impediments that are affecting progress regarding transformation and making recommendations to remove these.
- Evaluating and appointing a qualified B-BBEE verification agency.
- Monitoring the Group's compliance with B-BBEE Codes of Good Practice and other legislative and regulatory requirements relating to black economic empowerment (BEE).
- Benchmarking the Group's transformation achievements against key competitors and industry leaders.
- Reporting regularly to the board, Social and Ethics Committee, Risk Committee and other appropriate committees and forums.

#### Key focus areas:

- Continues to demonstrate gradual and sustainable improvement in our B-BBEE scorecard

#### Priorities for 2025:

- Continue the positive trend of improving the Truworths B-BBEE score
- Support and strengthen black-owned strategic suppliers, primarily but not exclusively, in the clothing manufacturing industry, positively impacting the industry's sustainability
- Continue the rollout of our modified company values that embrace the power of diverse teams in our organisation
- Implement learnership programmes in our fashion design function
- Expand our efforts around preferential procurement

### Sustainability Committee

The Sustainability Committee drives Truworths' sustainability initiatives and reviews progress. The committee develops practical guidelines for conserving resources, protecting the environment, improving social conditions, respecting human and labour rights and empowering communities.

Committee members are appointed by the Truworths board. They are mandated to establish and monitor Truworths' sustainability strategy. The committee is guided by the board-approved Sustainability Committee Charter and environmental policy and management system. The committee comprises members from various business areas to ensure all sustainability aspects are considered.

Key executives and managers are responsible for implementing Truworths' policies and the board's strategies.

The Sustainability Committee reports to the Truworths board and provides feedback to the Social and Ethics Committee quarterly.

The Sustainability Committee also supports the board in considering the Group's contribution to climate change and the associated risks to our business activities.

These include:

- Weather-related disruptions to supplying raw materials
- The impact of climate change and adverse weather conditions on retailing infrastructure and supply chain
- The impact of regulatory changes aimed at mitigating climate change
- Changing customer expectations regarding our response to climate change

Committee members manage diverse business operations within the Group and offer cross-functional expertise and perspectives on climate-related issues. The Sustainability Committee secretary works within the Project Office and is well versed in project management and execution.

The Sustainability Committee is responsible for assessing and managing climate-related risks and opportunities and strategic climate decisions. Through extensive and ongoing analysis of current operating practices – including interviews with relevant staff, consultation with external experts and review of leading organisation initiatives – the Sustainability Committee identifies shortcomings and opportunities for conducting business more sustainably. We prioritise these and set short and long-term goals and targets. We regularly review adherence to goals and set targets with modifications made as and when needed.

Membership of the Sustainability Committee was recently expanded to include representation from our Office operations in the UK, and broader representation within Truworths Limited, including in relation to employee relations and human rights matters.

The committee's duties include:

- Engaging with stakeholders and management
- Motivating change to reduce consumption and impact
- Working with management to implement approved initiatives or changes
- Monitoring adherence and measuring results
- Setting targets and ensuring compliance

#### Key focus areas:

- Grow the knowledge base of the Truworths supply chain in terms of visibility and transparency, improving and strengthening the supply chain
- Enhance planned responses in operational and financial contexts to identified climate change risks and opportunities
- Develop adaptation practices to reduce or remove the impact of climate change-related physical risks

⊕ Access our climate change policy in the environmental policy and management system June 2020 document.

#### Priorities for 2025:

- Continue to make steady and measurable progress to reduce carbon emissions
- Secure a central data repository of sustainability data to support supply chain visibility (and internal transparency) and supply Truworths with real-time tracking capabilities and a holistic understanding of its partners across the supply chain from procurement to the end customer
- Enhance our understanding of what happens at each stage of the Truworths supply chain (supply chain transparency) with a key focus on the upstream operations and activities beyond Truworths' direct control
- Explore varying options deployed in the supply chain such as ways of undertaking activities or identifying alternative sources of supply
- Seek ways to reduce waste, consistent with the 3R principles
- Secure appropriate software and resources to support the additional workload to be encountered on our sustainability journey



# Sustainability governance continued

## OUR SUSTAINABILITY GOVERNANCE CONTEXT AND APPROACH

Truworths is committed to robust governance practices that ensure ethical business conduct, transparency and accountability across its operations and supply chain. Effective governance underpins the Group’s environmental and social sustainability efforts, fostering responsible decision-making and long-term value creation for all stakeholders.

### OUR APPROACH

Today’s consumers expect companies to prioritise sustainability, uphold ethical labour practices and maintain transparency across supply chains. Effective governance is key to meeting these expectations and ensuring long-term brand trust while avoiding reputational damage. Truworths acknowledges that strong governance supports our efforts to meet increasingly stringent environmental and social regulations, such as those addressing carbon emissions and fair labour practices. Staying ahead of regulatory changes minimises legal risks and strengthens our social licence to operate.

As ESG frameworks evolve, we are committed to refining our governance processes to balance our business needs with those of society and the environment. Our sustainability strategy aligns with the United Nations 2030 Agenda for Sustainable Development, focusing on reducing resource consumption, improving energy and water efficiency, and enhancing employee and community wellbeing.

Effective governance helps Truworths manage risks associated with climate change, resource scarcity, labour rights issues and operating in an increasingly digitised environment. By proactively addressing these risks, we aim to safeguard our operations while contributing positively to the fashion industry’s sustainability.

Continuous improvement, measurable targets, and stakeholder engagement are central to our strategy as we strive to become a more sustainable and responsible business.

### OUR SUSTAINABILITY GOVERNANCE FOCUS AREAS

#### ENSURING AN ETHICAL AND EFFICIENT SUPPLY CHAIN

As an ethical retailer, we aim to maintain an efficient, flexible and competitive supply chain that considers our social and environmental footprint. Our Supplier Code of Ethics and Good Business Practice and our Group human rights policy outline the ethical, social, and business standards we expect from our suppliers. We expect our partners to uphold the Group’s commitment to ethical practices.

Through a comprehensive onboarding process, we encourage our suppliers to adopt proactive plans to manage risks in areas such as environmental impact, human rights, legal compliance and ethics. Truworths prioritises long-term relationships with suppliers, promoting transparency and collaboration throughout the supply chain. We aim to foster sustainable partnerships that contribute positively to business outcomes and social responsibility.

#### CHALLENGES AND OPPORTUNITIES

Regulatory bodies, consumers and investors increasingly focus on the accuracy and transparency of ESG-related information, and we anticipate heightened enforcement actions in the foreseeable future. Inaccurate or incomplete reporting can expose our businesses to reputational damage, legal penalties and loss of stakeholder trust.

Strong governance builds investor confidence, attracts ESG-focused capital and establishes leadership in sustainable fashion and ethical business practices. By staying ahead of regulatory changes and embracing governance innovations, Truworths can strengthen its resilience and adaptability in the evolving business environment.

#### LINKED STRATEGIC PRIORITIES



Protecting the environment



Respecting human and labour rights

#### ENHANCING OUR ESG REPORTING

The Group is committed to sustainable business operations and responsible ESG practices, and recognises its responsibility to enhance reporting on sustainability to assist investors in assessing the risks and impact of its sustainability programme on enterprise value.

The Group welcomed the inaugural sustainability reporting and disclosure standards of the International Sustainability Standards Board published in June 2023. The introduction of IFRS S1, which covers sustainability-related risks, opportunities and financial disclosures, together with IFRS S2 on climate-related disclosures, collectively create a much-needed global standard that will benefit companies and investors alike.

#### FUTURE FOCUS AREAS

Truworths will focus on strengthening its ethical sourcing programme, with efforts aimed at improving transparency, traceability and reporting. By enhancing digital governance and supply chain efficiency, we aim to better position the Group to meet evolving regulatory and market demands.

We plan to develop robust mechanisms to monitor supplier compliance, particularly in environmental and labour practices. We will also be enhancing our sustainability reporting through further alignment with reporting frameworks and best practice to ensure we meet stakeholder expectations.

#### RELEVANT SDGs



# Sustainability governance continued

## ETHICAL AND EFFICIENT SUPPLY CHAIN



More than ever, consumers seek out products that prioritise sustainability. Our customers expect their products to be delivered quickly, conveniently and responsibly. Supply chains play a crucial role as key differentiators and revenue drivers.

Increasingly, stakeholders seek information on our social impacts and carbon footprint and ESG considerations are becoming more integral to strategic decision making.

Truworthis' Sustainability Committee, comprising senior management from diverse areas within the Group, enhances the credibility of our disclosures and improves our performance. The committee members are supported by their immediate teams and a broader team.

The committee drives progress within the economic, environmental and social areas. It measures and monitors progress through submissions to the CDP global environmental disclosure system and ensures our GHG emissions undergo annual external verification.

+ Read more about our Sustainability Committee on page 42.

To further embed sustainability across our business, we are considering making it a formal part of the performance management process for all managers and senior leadership levels. Managers will integrate sustainability into their performance goals for the year, and their progress will be considered during the year-end evaluation process.

### Supply chain governance strategy

Key concepts include:

- Ethical business practices are central to our supplier philosophy and suppliers found to be engaging in illegal activity or abusing human rights will be automatically terminated.
- While best value in terms of price and quality underpins our purchasing decisions, we aim to transform our supply base over time to ensure that black-owned and black women-owned businesses are well represented in our supply chain.
- Where possible, we give preference to highly competitive South African businesses that contribute to our economy and create employment.
- Other than once-off purchases, engagements are based on developing long-term, sustainable relationships.

### Managing risks in our supply chain

The Group deploys a cradle-to-grave model when considering the impacts at each stage of a product's lifecycle. This mindset enables us to view the impact from the time natural resources are processed, through each stage of manufacturing, transportation, product use and disposal.

We are expanding our focus on waste mitigation by assessing the risks and opportunities at each stage of our business activities, and monitoring the environmental impacts throughout the product lifecycle.

We previously adopted high-level mapping, in which we unpacked the interdependencies in the supply chain. Subsequently, we migrated to detailed mapping to identify specific problems and opportunities in the supply chain. Ultimately, we hope to undertake dynamic mapping to track the movement of goods and materials in real time. We use this insight, be it materials, finance or information, to identify potential risks and disruptions, optimise operations, and improve the overall customer experience.

### Environmental supply chain mapping

We recognise that effective supply chain mapping is crucial for building a robust supply chain strategy that anticipates and mitigates potential challenges before they arise. Our approach to supply chain mapping allows us to:

- Identify opportunities for improvement and reduction of risks in the supply chain strategy
- Detect vulnerabilities in the supply chain
- Enhance communication channels
- Foster stronger collaboration between stakeholders
- Encourage transparency and traceability
- Secure a competitive edge within the domestic retail market



In the apparel retail industry, the upstream supply chain presents distinct challenges compared to the downstream supply chain, often proving more complex to manage.

Our upstream strategy focuses on diversifying materials used in garment production and collaborating with suppliers across different regions. This approach reduces the impact of regional natural disasters and other location-specific risks. Our downstream strategy aims to maintain store operations amid fluctuating energy supply. We expanded our sales channels to include online and brick-and-mortar stores, while also exploring efficient packaging and transportation solutions.

### Partnering with suppliers to maintain an ethical supply chain

Truworthis is committed to minimising negative impacts across its supply chain and ensuring all partners align with the Group's ethical standards.

To this end, all suppliers must adhere to the Truworthis Supplier Code of Ethics and Good Business Practice and align with Truworthis' ethical, social, and business standards. The Code outlines the minimum expectations in areas such as human and labour rights, health and safety, environmental protection, legal compliance, and business ethics and integrity. By committing to the code, suppliers agree to uphold Truworthis' core Values in their operations.

As our supply chain is large and diverse, we recognise that maintaining compliance is an ongoing effort. We expect full compliance from our suppliers regarding human and labour rights, safety standards and environmental responsibilities, and adherence to applicable laws. To support these efforts, Truworthis provides guidance and, where possible, expert knowledge and training, helping suppliers understand and address upstream risks.

Truworthis remains committed to continuously improving our efforts to build strong, ethical relationships with suppliers. While we have made significant progress, we acknowledge that more work is needed to achieve our supplier vision strategy. This strategy promotes sustainable relationships that benefit Truworthis and our suppliers.

### The Truworthis supplier vision strategy

"We strive to be a long-term supplier of Truworthis, delivering products and services of excellent quality and value on time and to the required specifications. Our business will be recognised by Truworthis for sound corporate governance, ethical standards and a commitment to playing a positive role in building the South African economy.

Together with Truworthis, we seek to be innovative and aligned with progressive industry trends, maximising efficiencies in the supply chain and working to build a long-term sustainable relationship that supports both parties."



# Sustainability governance continued

## The Supplier Code of Ethics and Good Business Practice in practice

This code aligns with internationally agreed standards, such as the Universal Declaration of Human Rights, the United Nations Convention on the Rights of the Child, International Labour Organization conventions and the UK's Modern Slavery Act.

We continually engage with our suppliers, their sub-contractors, agents and other representatives to enhance and update the code. We commission an accredited independent third-party organisation to verify compliance.

Truworhs has implemented supplier assessments to ensure compliance to the Truworhs Code of Ethics and Good Business Practice. We intend to expand the scope to include more suppliers and compliance with Human Rights and Ethics expectations.

New suppliers undergo a take-on process, which includes:

- Inspections of premises where practical
- Onboarding packs (reviewed by our Merchandise, Legal, Finance and Quality Assurance divisions) comprising financial and legal requirements, references and supporting documentation and quality assurance, human rights, ethics and legal compliance assessments
- Subsequent access to the Truworhs supplier portal

## Supplier due diligence

We are committed to ensuring our merchandise complies with our manufacturing safety guidelines.

When onboarding suppliers, we supply extensive information on Truworhs' processes and quality management systems. These speak to the Truworhs testing requirements and ensure safe products. Given the heightened safety requirement for children's wear, Truworhs developed a specific safety standard manual, from design to final quality inspection.

All documentation pertaining to manufacturing processes and procedures is made available on the Truworhs supplier portal. Truworhs requires ongoing assurance from suppliers that they adhere to these standards.

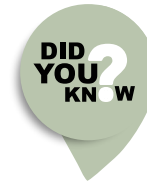
Our Quality Assurance division conducts quality assurance process and methodology workshops and training for new and existing suppliers and buyers.

## Ethical sourcing

### Sourcing raw materials responsibly

Our range of products made from sustainable sources is limited but steadily growing, despite their higher price point. This increase reflects the rising awareness among our customers, who are now more empowered to make informed choices about the clothing they purchase. To help guide these decisions, we use in-store signage and swing tickets to clearly identify sustainably sourced products.

The environmental impact of clothing is heavily influenced by the materials used in its production. Whether it is natural fibres like cotton and linen, manufactured cellulosic fibres such as rayon, or synthetic materials like polyester and spandex, each requires distinct mitigation measures for its environmental impact.



### Synthetic versus natural fibres: Which is eco-friendly?

Polyester is one of the most popular clothing materials used by fashion retailers. As polyester is a form of plastic, small pieces of microplastic are discharged into the waterways when it is washed. Microplastic particles are so small that they cannot be filtered out.

Cotton is one of the most used raw materials in the fast fashion industry. It is also one of the most pesticide-heavy crops in the world.

### Animal welfare

As we use more sustainably sourced materials across our product range, we continue to ensure that animal welfare is an integral part of our operating practices. We believe it is unacceptable to harm animals in the manufacture of clothing, footwear, homeware, and accessories.

We prohibit products made from animal fur, and we do not trade in or buy exotic skins. We source our cosmetics from reputable international brands.

### Supporting South African suppliers

The South African clothing industry has experienced high-job losses due to a surge in imports over the past decade in the domestic market and domestic manufacturers are losing market share to lower-cost producers in Asia. In response, the South African Department of Trade, Industry and Competition introduced the Retail – Clothing, Textile, Footwear and Leather (R-CTFL) Masterplan, encouraging structural change in the value chain to grow the domestic market, increase purchases from domestic suppliers, access and grow export markets and enhance value chain competitiveness and trade support. Additionally, the aim is to work with the South African Revenue Service (SARS) and customs authorities to counter illicit trade.

Truworhs is a signatory to the R-CTFL Masterplan and supports local suppliers through our domestic vertical integration strategy.

We participate in an enterprise and supplier development programme, aligned with the current legislative and policy requirements of the revised South African B-BBEE Code.

### The B-BBEE Code

The B-BBEE Code seeks to address historical inequalities in South Africa's economic landscape by promoting black-owned businesses through various initiatives, including preferential procurement and skills development. Truworhs is committed to the B-BBEE Code, regularly engages with suppliers and encourages transformation within the supply chain.

Since April 2021, we have been building our integrated supply chain model to contribute to the longevity of local design houses and CMT facilities. Truworhs established the Truworhs Africa Design Division (TADD). TADD services ladies', men's and children's fashion brands and contracts exclusively to South African CMTs and service industries.

Truworhs is aligned with this integration and recognises the critical skills shortage in the domestic industry. As such, we implemented a training programme in February 2024 to develop scarce and critical manufacturing skills, such as pattern making and sewing.

As we grow our apparel manufacturing capability, we continue to seek opportunities to procure local merchandise, thereby reducing reliance on imports. Truworhs maintains a geographically diversified supply base. This approach mitigates the disruptive risks of load shedding, potential civil unrest, and the technical and pricing limitations of the local industry. This ensures Truworhs has a well-balanced and sustainable product range through its international supply base. In 2024, South African suppliers made up 50% of our merchandise offering; up from 49% in 2023.

## OFFICE ETHICS AND SUPPLY CHAIN REVIEW

The Office Code of Ethics and Good Business Practice summarises the minimum standards of behaviour expected from everyone working for Office, either directly or indirectly, regardless of location.

The Code is based on the following general principles:

- All Office products are produced lawfully, through fair and honest dealings
- All persons who maintain any kind of employment, economic, social and/or industrial relationship with Office are not exploited, and are treated fairly and with dignity
- Office and all its suppliers must provide decent working conditions for all employees

### Modern slavery Statement

In accordance with the Modern Slavery Act 2015, Office is committed to addressing and minimising the risk of modern slavery and human trafficking within our business and supply chain. The Modern Slavery Act brings UK businesses to the heart of the UK's modern slavery agenda. We welcome the increasing momentum towards mandatory human rights due diligence in the countries that we work with and trade in.

Office own-label products are designed in-house and manufactured by our established supply base of third-party factories. We source products from factories based in 12 countries. All factories are audited annually to ensure they meet recognised social compliance standards, and audits are reviewed internally with any non-compliance issues remedied within agreed timeframes.



# Sustainability governance continued

## ENHANCING OUR ESG REPORTING

The Group recognises the role that transparent ESG reporting plays in the creation and preservation of long-term shareholder and broader stakeholder value. The number of ESG reporting frameworks has grown materially over the last decade and the ongoing evolution of these frameworks is constantly raising the bar on ESG reporting compliance. Similarly, there is a growing number of ESG ratings agencies each assessing ESG reports against their own criteria and selection of frameworks.

The Group has undertaken several gap analyses in recent years to ensure that its ESG reporting is suitably comprehensive and aligned with as many frameworks as possible. In anticipation of the release of the International Sustainability Standards Board's (ISSB) IFRS S1, which covers sustainability-related risks, opportunities and financial disclosures, and IFRS S2 on climate-related disclosures, the Group adopted the JSE Sustainability Disclosure Guidance in the 2023 financial period. This framework was assessed to be one of the most comprehensive ESG reporting frameworks in terms of overlap with other frameworks, including the GRI, TCFD, SASB and the ISSB.

### Materiality

In aligning our reporting with the JSE Sustainability Disclosure Guidance, we introduced the double materiality approach in the components of our annual reporting suite in the 2023 financial period and will continue to refine this in future years.

Reports targeted at shareholders and providers of capital, which deal with the Group's financial performance and are used by investors in assessing the future value of the Group, also referred to as enterprise value, apply the principle of financial materiality. The primary report in this case is the Group Audited Annual Financial Statements 2024.

The 2024 Integrated Report is based on the principle of double materiality as it covers content and disclosures that are material to investors and other providers of capital (financial materiality) as well as covering the impacts of the Group's operations on the economy, environment, and society (impact materiality).

Multi-stakeholder reports covering the Group's ESG reporting, including this ESSG Report and the Report on Corporate Governance and Application of King IV principles 2024, apply the impact materiality approach.

### IFRS S1 and S2

The adoption of IFRS S1 and S2 is not yet mandatory in South Africa. In the current period, the Group has again commissioned an independent review of its sustainability reporting, including an assessment of the disclosure requirements of IFRS S1 and S2 relative to current reporting. The board has delegated responsibility for the adoption of the new standards to the Group's finance function, supported by the Sustainability Committee.

### Availability of ESG information

A significant challenge in ESG reporting relates to the availability and accuracy of data for reporting purposes, particularly in relation to Scope 3 emissions, which represent the largest portion of the Group's total emissions. The Group is exploring various options to enhance data tracking, analysis and reporting, including carbon accounting tools and greater collaboration with suppliers. This is an ongoing focus area on our ESG journey.





# 6.

## Our data

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# Data table

<b>MINIMISE ENVIRONMENTAL FOOTPRINT</b>	Unit of measurement	Full year 2022	Full year 2023 <sup>^</sup>	Full year 2024
<b>Total Scope 1</b>				
<b>Mobile fuel combustion: Non-renewable fuels purchased and consumed</b>		<b>141 129.00</b>	<b>153 261.00</b>	<b>154 312.00</b>
Company cars' fuel - Petrol	Litres	44 404.00	47 447.00	40 903.00
Company cars' fuel - Diesel	Litres	96 725.00	105 814.00	113 409.00
<b>Mobile fuel combustion: Renewable energy purchased and consumed</b>	<b>RIN</b>	<b>N/D</b>	<b>N/D</b>	<b>N/D</b>
Renewable fuels (wind, solar, biomass, hydroelectric, geothermal, etc.)	RIN	N/D	N/D	N/D
<b>Mobile fuel combustion: Self-generated</b>	<b>kWh</b>	<b>N/D</b>	<b>N/D</b>	<b>N/D</b>
Self-generated electricity	kWh	N/D	N/D	N/D
<b>Stationary fuel combustion: Generator</b>	<b>Litres</b>	<b>12 265.07</b>	<b>83 897.97</b>	<b>50 012.30</b>
Head Office (Truworths-occupied space) - Diesel	Litres	2 952.81	487.44	0.00
SA stores - Diesel	Litres	4 448.66	29 439.73	22 198.90
Distribution centres - Diesel	Litres	2 325.00	37 743.00	18 320.00
Head Office Extension (Truworths-occupied space) - Diesel	Litres	948.60	380.00	344.00
Manufacturing premises - Diesel	Litres	1 590.00	15 847.80	9 149.40
<b>Total Kyoto gases consumption for Truworths-occupied space</b>	<b>Kg</b>	<b>545.03</b>	<b>599.26</b>	<b>722.08</b>
R-32 gas consumed at Head Office; Stores; Distribution centres; Head Office Extension and Manufacturing premises	Kg	0.00	0.00	0.00
R-410/410A gas consumed at Head Office; Stores; Distribution centres; Head Office Extension and Manufacturing premises	Kg	391.38	0.00	512.08
R-407C gas consumed at Head Office; Stores; Distribution centres; Head Office Extension and Manufacturing premises	Kg	153.65	446.80	183.70
R-404A gas consumed at Head Office; Stores; Distribution centres; Head Office Extension and Manufacturing premises	Kg	0.00	148.86	26.30
R-134A gas consumed at Head Office; Stores; Distribution centres; Head Office Extension and Manufacturing premises	Kg	0.00	3.60	0.00
<b>Total Scope 2</b>	<b>mWh</b>	<b>67 958.45</b>	<b>65 497.10</b>	<b>64 585.20</b>
<b>Non-renewable electricity purchased</b>	<b>kWh</b>	<b>67 958 445.83</b>	<b>65 497 096.44</b>	<b>64 585 203.77</b>
Head Office (Truworths-occupied space)	kWh	3 050 089.67	2 688 582.47	1 925 932.72
Stores	kWh	62 307 112.96	59 978 207.34	59 965 677.80
Distribution centres	kWh	640 484.92	679 068.63	697 019.32
Head Office Extension (Truworths-occupied space)	kWh	1 751 558.28	1 837 840.00	1 618 107.20
Manufacturing premises	kWh	209 200.00	313 398.00	378 466.73
Non-renewable steam/heating/cooling and other energy purchased	kWh	0.00	0.00	0.00
Renewable energy (wind, solar, biomass, hydroelectric, geothermal, etc.) purchased	kWh	0.00	0.00	0.00
Non-renewable steam/heating/cooling and other energy self generated	kWh	0.00	0.00	0.00
Non-renewable steam/heating/cooling and other energy sold	kWh	0.00	0.00	0.00
Renewable energy (wind, solar, biomass, hydroelectric, geothermal, etc.) self generated	kWh	0.00	0.00	0.00
Renewable energy (wind, solar, biomass, hydroelectric, geothermal, etc.) sold	kWh	0.00	0.00	0.00
Volume of carbon emissions offset via the purchase of carbon credits	Tonnes	0.00	0.00	0.00
Volume of carbon emissions offset via company owned carbon offset projects	Tonnes	0.00	0.00	0.00
Carbon taxes paid	Rands	0.00	0.00	0.00

<sup>^</sup> As verified by Verify CO2.



# Data table continued

<b>MINIMISE ENVIRONMENTAL FOOTPRINT</b> <small>continued</small>	Unit of measurement	Full year 2022	Full year 2023 <sup>^</sup>	Full year 2024
<b>Total Scope 3</b>				
<b>Category 4: Upstream transportation and distribution: Sea and air freight</b>				
Service provider 1: Sea freight		refer tonnes CO <sub>2</sub>	refer tonnes CO <sub>2</sub>	refer tonnes CO <sub>2</sub>
Service provider 1: Air freight		refer tonnes CO <sub>2</sub>	refer tonnes CO <sub>2</sub>	refer tonnes CO <sub>2</sub>
Service provider 1: Other modes of transport (road, rail, barge)		refer tonnes CO <sub>2</sub>	refer tonnes CO <sub>2</sub>	refer tonnes CO <sub>2</sub>
Service provider 2: Sea freight		refer tonnes CO <sub>2</sub>	refer tonnes CO <sub>2</sub>	refer tonnes CO <sub>2</sub>
Service provider 2: Air freight		refer tonnes CO <sub>2</sub>	refer tonnes CO <sub>2</sub>	refer tonnes CO <sub>2</sub>
<b>Category 4: Upstream transportation and distribution: Road freight within South Africa</b>				
Transporter 2: Deliveries to stores - Diesel	<b>Litres</b>	<b>668 920.60</b>	<b>483 295.45</b>	<b>604 589.09</b>
	Litres	668 920.60	447 209.14	407 527.89
Transporter 2: E-commerce deliveries - Diesel	Litres	N/D	36 086.31	197 061.20
<b>Category 4: Upstream transportation and distribution: Road freight beyond South Africa</b>				
Transporter 2: Deliveries to stores - Diesel	<b>Litres</b>	<b>13 768.61</b>	<b>27 455.13</b>	<b>26 437.56</b>
	Litres	13 768.61	27 455.13	26 437.56
<b>Business travel</b>				
Air travel	<b>Km</b>	<b>refer tonnes CO<sub>2</sub></b>	<b>refer tonnes CO<sub>2</sub></b>	<b>refer tonnes CO<sub>2</sub></b>
	Km	refer tonnes CO <sub>2</sub>	refer tonnes CO <sub>2</sub>	refer tonnes CO <sub>2</sub>
Car rental	Km	refer tonnes CO <sub>2</sub>	refer tonnes CO <sub>2</sub>	refer tonnes CO <sub>2</sub>
<b>Cat. 1: Purchased goods and services: Municipal water consumption</b>				
Head Office (Truworths-occupied space)	<b>Kl</b>	<b>183 414.94</b>	<b>165 940.85</b>	<b>154 459.00</b>
	Kl	7 351.44	8 346.72	7 124.23
Stores	Kl	160 897.20	145 861.11	138 384.71
Distribution centres	Kl	5 401.92	5 574.40	5 509.01
Head Office Extension (Truworths-occupied space)	Kl	8 674.03	4 691.10	1 875.95
Manufacturing premises	Kl	1 090.35	1 467.52	1 565.10
<b>Ground water consumption</b>				
Head Office: Ground water (Note: excl. from carbon reporting)	<b>Kl</b>	<b>846.00</b>	<b>1 931.00</b>	<b>2 067.00</b>
	Kl	846.00	1 931.00	2 037.00
Head Office Extension: Ground water (Note: excl. from carbon reporting)	Kl	N/D	N/D	30.00
<b>Purchased goods and services: Paper and stationery</b>				
A3 paper consumption	<b>Tonnes</b>	<b>297.65</b>	<b>324.31</b>	<b>208.21</b>
	Tonnes	0.65	0.23	0.30
A4 paper consumption	Tonnes	20.20	19.20	18.03
Marketing department paper consumption	Tonnes	150.68	164.07	48.27
Stationery supplied to stores	Tonnes	126.12	140.81	141.61
Stationery consumption	Tonnes	N/D	N/D	N/D
<b>Purchased goods and services: Plastic bags</b>				
Low-density polyethylene (LDPE) plastic bags	<b>Tonnes</b>	<b>527.98</b>	<b>551.00</b>	<b>494.83</b>
	Tonnes	400.10	424.84	400.11
High-density polyethylene (HDPE) plastic bags	Tonnes	100.47	95.82	65.38
Manufacturing premises	Tonnes	27.41	30.34	29.34
<b>Purchased goods and services: Plastics at distribution centres</b>				
Assorted plastics purchased by distribution centres	<b>Tonnes</b>	<b>2.24</b>	<b>8.16</b>	<b>6.87</b>
	Tonnes	2.24	8.16	6.87
<b>Purchased goods and services: New cardboard cartons bought</b>				
Distribution centre 1	<b>Tonnes</b>	<b>389.92</b>	<b>292.85</b>	<b>216.94</b>
	Tonnes	269.44	217.29	157.37
Distribution centre 2	Tonnes	94.71	44.98	45.60
Distribution centre 3 (used recycled cartons only)	Tonnes	reuse cartons	reuse cartons	reuse cartons
Distribution centre 4	Tonnes	not operational	not operational	not operational
Manufacturing premises	Tonnes	25.77	30.58	13.97

<sup>^</sup> As verified by Verify CO2.

# Data table continued

<b>MINIMISE ENVIRONMENTAL FOOTPRINT</b> <small>continued</small>	Unit of measurement	Full year 2022	Full year 2023 <sup>^</sup>	Full year 2024
<b>Purchased goods and services: New cardboard lids and storage items bought</b>	<b>Tonnes</b>	<b>52.71</b>	<b>22.19</b>	<b>42.24</b>
Distribution centre 1	Tonnes	no purchases	no purchases	no purchases
Distribution centre 2	Tonnes	52.71	22.19	42.24
Distribution centre 3 (used recycled cartons only)	Tonnes	reuse cartons	reuse cartons	reuse cartons
Distribution centre 4	Tonnes	not operational	not operational	not operational
Manufacturing premises	Tonnes	0.00	0.00	0.00
<b>Purchased goods and services: New cardboard carton inners bought</b>	<b>Tonnes</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
Distribution centre 1	Tonnes	N/D	0.00	0.00
<b>Category 13: Downstream leased assets (Head Office Extension) (tenanted area only)</b>				
Head Office: Tenanted area: Generator - Diesel	Litres	88.19	14.56	0.00
Head Office Extension: Tenanted area: Generator - Diesel	Litres	71.40	20.00	56.00
Head Office: Tenanted area: Electricity purchased	kWh	91 094.33	80 297.53	57 520.13
Head Office Extension: Tenanted area: Electricity purchased	kWh	131 837.72	96 728.00	263 412.80
Head Office: Tenanted area: Water consumed	Kl	219.56	249.28	212.78
Head Office Extension: Tenanted area: Water consumed	Kl	857.87	246.90	331.05
<b>Non-hazardous waste recycled</b>	<b>Tonnes</b>	<b>819.10</b>	<b>891.22</b>	<b>739.76</b>
Head Office: General waste recycle	Tonnes	58.98	41.65	35.63
Head Office Extension: General waste recycle	Tonnes	N/D	3.79	4.67
Distribution centres and Manufacturing premises: Cardboard boxes scrapped and recycled	Tonnes	634.13	716.28	584.78
Distribution centres: Plastic hangers and other plastics recycled	Tonnes	79.45	84.60	74.12
Distribution centres: Plastic hanger metal components recycled	Tonnes	14.10	15.80	15.20
Distribution centres and stores: Plastic recycled	Tonnes	32.44	29.10	25.36
<b>Non-hazardous waste to landfills</b>	<b>Tonnes</b>	<b>31.76</b>	<b>51.25</b>	<b>49.88</b>
Head Office: General waste to landfills	Tonnes	15.44	27.65	25.64
Head Office Extension: General waste to landfills	Tonnes	N/D	7.28	7.92
Distribution centres: General waste to landfills	Tonnes	16.32	16.32	16.32
Manufacturing premises: General waste to landfills	Tonnes	N/D	N/D	N/D
<b>Reused packaging</b>	<b>Millions</b>	<b>6.06</b>	<b>4.95</b>	<b>4.42</b>
Plastic hangers reused	Millions	6.06	4.95	4.42
Distribution centres' cardboard box inners reused (from inbound legs)	Tonnes	6.18	5.63	5.20
<b>Distribution centres' cardboard boxes reused (from inbound legs)</b>	<b>Tonnes</b>	<b>405.93</b>	<b>474.76</b>	<b>489.39</b>
Distribution centre 1: Cardboard boxes reused (from inbound legs)	Tonnes	405.93	474.76	489.39
Distribution centre 2: Cardboard boxes reused (from inbound legs)	Tonnes	with above	with above	with above
Distribution centre 3: Cardboard boxes reused (from inbound legs)	Tonnes	with above	with above	with above
Distribution centre 4: Cardboard boxes reused (from inbound legs)	Tonnes	not operational	not operational	not operational
<b>OTHER EMISSIONS</b>				
<b>Total non-Kyoto gases (R-22 &amp; R-141)</b>	<b>Kg</b>	<b>999.50</b>	<b>469.80</b>	<b>444.95</b>
R-22 gas consumed at Head Office; Stores; Distribution centres; Head Office Extension and Manufacturing premises	Kg	999.50	469.80	444.95
R-141 gas consumed at Head Office; Stores; Distribution centres; Head Office Extension and Manufacturing premises	Kg	0.00	0.00	0.00

<sup>^</sup> As verified by Verify CO2.





# Data table continued

SCOPE 1, 2 & 3 EMISSIONS	Unit of measurement	Full year 2022	Full year 2023 <sup>^</sup>	Full year 2024
<b>Total Scope 1</b>		<b>1 488.55</b>	<b>1 731.30</b>	<b>1 917.78</b>
<b>Mobile fuel combustion: Non-renewable fuels purchased and consumed</b>		<b>365.58</b>	<b>392.62</b>	<b>397.47</b>
Company cars' fuel - Petrol	Metric tonnes CO <sub>2</sub> e	103.89	111.26	95.92
Company cars' fuel - Diesel	Metric tonnes CO <sub>2</sub> e	261.69	281.36	301.55
<b>Mobile fuel combustion: Renewable energy purchased and consumed</b>	<b>Metric tonnes CO<sub>2</sub>e</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
Renewable fuels (wind, solar, biomass, hydroelectric, geothermal, etc.)	Metric tonnes CO <sub>2</sub> e	N/D	N/D	N/D
<b>Mobile fuel combustion: Self-generated</b>	<b>Metric tonnes CO<sub>2</sub>e</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
Self-generated electricity	Metric tonnes CO <sub>2</sub> e	N/D	N/D	N/D
<b>Stationary fuel combustion: Generator</b>	<b>Metric tonnes CO<sub>2</sub>e</b>	<b>33.19</b>	<b>223.09</b>	<b>132.99</b>
Head Office (Truworths-occupied space) - Diesel	Metric tonnes CO <sub>2</sub> e	7.99	1.30	0.00
SA stores - Diesel	Metric tonnes CO <sub>2</sub> e	12.04	78.28	59.04
Distribution centres - Diesel	Metric tonnes CO <sub>2</sub> e	6.29	100.36	48.71
Head Office Extension (Truworths-occupied space) - Diesel	Metric tonnes CO <sub>2</sub> e	2.57	1.01	0.91
Manufacturing premises - Diesel	Metric tonnes CO <sub>2</sub> e	4.30	42.14	24.33
<b>Total Kyoto gases consumption for Truworths-occupied space</b>	<b>Metric tonnes CO<sub>2</sub>e</b>	<b>1 089.78</b>	<b>1 115.59</b>	<b>1 387.32</b>
R-32 gas consumed at Head Office; Stores; Distribution centres; Head Office Extension and Manufacturing premises	Metric tonnes CO <sub>2</sub> e	0.00	0.00	0.00
R-410/410A gas consumed at Head Office; Stores; Distribution centres; Head Office Extension and Manufacturing premises	Metric tonnes CO <sub>2</sub> e	817.20	859.64	985.24
R-407C gas consumed at Head Office; Stores; Distribution centres; Head Office Extension and Manufacturing premises	Metric tonnes CO <sub>2</sub> e	272.58	241.75	298.33
R-404A gas consumed at Head Office; Stores; Distribution centres; Head Office Extension and Manufacturing premises	Metric tonnes CO <sub>2</sub> e	0.00	14.20	103.75
R-134A gas consumed at Head Office; Stores; Distribution centres; Head Office Extension and Manufacturing premises	Metric tonnes CO <sub>2</sub> e	0.00	0.00	0.00
<b>Total Scope 2 (= Energy indirect GHG emissions)</b>		<b>70 676.78</b>	<b>64 514.64</b>	<b>68 460.32</b>
<b>Non-renewable electricity purchased</b>		<b>70 676.78</b>	<b>64 514.64</b>	<b>68 460.32</b>
Head Office (Truworths-occupied space)	Metric tonnes CO <sub>2</sub> e	3 172.09	2 648.26	2 041.49
Stores	Metric tonnes CO <sub>2</sub> e	64 799.40	59 078.53	63 563.63
Distribution centres	Metric tonnes CO <sub>2</sub> e	666.10	668.88	738.84
Head Office Extension (Truworths-occupied space)	Metric tonnes CO <sub>2</sub> e	1 821.62	1 810.27	1 715.19
Manufacturing premises	Metric tonnes CO <sub>2</sub> e	217.57	308.70	401.17
Non-renewable steam/heating/cooling and other energy purchased	Metric tonnes CO <sub>2</sub> e	0.00	0.00	0.00
Renewable energy (wind, solar, biomass, hydroelectric, geothermal, etc.) purchased	Metric tonnes CO <sub>2</sub> e	0.00	0.00	0.00
Non-renewable steam/heating/cooling and other energy sold	Metric tonnes CO <sub>2</sub> e	0.00	0.00	0.00
Renewable energy (wind, solar, biomass, hydroelectric, geothermal, etc.) sold	Metric tonnes CO <sub>2</sub> e	0.00	0.00	0.00

<sup>^</sup> As verified by Verify CO2.

# Data table continued

SCOPE 1, 2 & 3 EMISSIONS <small>continued</small>	Unit of measurement	Full year 2022	Full year 2023 <sup>^</sup>	Full year 2024
<b>Total Scope 3</b>		<b>5 420.87</b>	<b>6 021.79</b>	<b>5 602.26</b>
<b>Category 4: Upstream transportation and distribution: Sea and air freight</b>	<b>Metric tonnes CO<sub>2</sub>e</b>	<b>764.14</b>	<b>944.30</b>	<b>787.04</b>
Service provider 1: Sea freight	Metric tonnes CO <sub>2</sub> e	557.29	603.83	433.12
Service provider 1: Air freight	Metric tonnes CO <sub>2</sub> e	69.03	127.47	349.51
Service provider 1: Other modes of transport (road, rail, barge)	Metric tonnes CO <sub>2</sub> e	2.82	0.00	4.41
Service provider 2: Sea freight	Metric tonnes CO <sub>2</sub> e	0.00	0.00	0.00
Service provider 2: Air freight	Metric tonnes CO <sub>2</sub> e	135.00	213.00	0.00
<b>Category 4: Upstream transportation and distribution: Road freight within South Africa</b>	<b>Metric tonnes CO<sub>2</sub>e</b>	<b>1 797.92</b>	<b>1 285.08</b>	<b>1 607.61</b>
Transporter 2: Deliveries to stores - Diesel	Metric tonnes CO <sub>2</sub> e	1 797.92	1 189.13	1 083.62
Transporter 2: E-commerce deliveries - Diesel	Metric tonnes CO <sub>2</sub> e	N/D	95.95	523.99
<b>Category 4: Upstream transportation and distribution: Road freight beyond South Africa</b>	<b>Metric tonnes CO<sub>2</sub>e</b>	<b>0.00</b>	<b>75.31</b>	<b>70.30</b>
Transporter 2: Deliveries to stores - Diesel	Metric tonnes CO <sub>2</sub> e	N/D	75.31	70.30
<b>Business travel</b>	<b>Metric tonnes CO<sub>2</sub>e</b>	<b>392.34</b>	<b>1 287.39</b>	<b>929.18</b>
Air travel	Metric tonnes CO <sub>2</sub> e	390.58	1 285.80	927.10
Car rental	Metric tonnes CO <sub>2</sub> e	1.76	1.59	2.08
<b>Category 1: Purchased goods and services: Municipal water consumption</b>	<b>Metric tonnes CO<sub>2</sub>e</b>	<b>169.66</b>	<b>153.50</b>	<b>142.87</b>
Head Office (Truworths-occupied space)	Metric tonnes CO <sub>2</sub> e	6.80	7.72	6.58
Stores	Metric tonnes CO <sub>2</sub> e	148.83	134.92	128.00
Distribution centres	Metric tonnes CO <sub>2</sub> e	5.00	5.16	5.10
Head Office Extension (Truworths-occupied space)	Metric tonnes CO <sub>2</sub> e	8.02	4.34	1.74
Manufacturing premises	Metric tonnes CO <sub>2</sub> e	1.01	1.36	1.45
Head Office: Ground water (Note: excl. from carbon reporting)	Metric tonnes CO <sub>2</sub> e	Stats. Excluded	Stats. Excluded	Stats. Excluded
Head Office Extension: Ground water (Note: excl. from carbon reporting)	Metric tonnes CO <sub>2</sub> e	Stats. Excluded	Stats. Excluded	Stats. Excluded
<b>Purchased goods and services: Paper and stationery</b>	<b>Metric tonnes CO<sub>2</sub>e</b>	<b>188.02</b>	<b>192.92</b>	<b>85.03</b>
A3 paper consumption	Metric tonnes CO <sub>2</sub> e	1.54	0.52	0.67
A4 paper consumption	Metric tonnes CO <sub>2</sub> e	47.94	43.02	40.41
Marketing department paper consumption	Metric tonnes CO <sub>2</sub> e	138.54	149.38	43.95
Stationery supplied to stores	Metric tonnes CO <sub>2</sub> e	Stats. Excluded	Stats. Excluded	Stats. Excluded
Stationery consumption	Metric tonnes CO <sub>2</sub> e	0.00	0.00	0.00
<b>Purchased goods and services: Plastic bags</b>	<b>Metric tonnes CO<sub>2</sub>e</b>	<b>1 440.31</b>	<b>1 505.22</b>	<b>1 338.86</b>
Low-density polyethylene (LDPE) plastic bags	Metric tonnes CO <sub>2</sub> e	1 040.52	1 098.95	1 034.98
High-density polyethylene (HDPE) plastic bags	Metric tonnes CO <sub>2</sub> e	328.52	311.98	212.87
Manufacturing premises	Metric tonnes CO <sub>2</sub> e	71.27	94.29	91.01
<b>Purchased goods and services: Plastics at distribution centres</b>	<b>Metric tonnes CO<sub>2</sub>e</b>	<b>0.01</b>	<b>25.32</b>	<b>21.31</b>
Assorted plastics purchased by distribution centres	Metric tonnes CO <sub>2</sub> e	0.01	25.32	21.31
<b>Purchased goods and services: New cardboard cartons bought</b>	<b>Metric tonnes CO<sub>2</sub>e</b>	<b>323.19</b>	<b>234.72</b>	<b>173.88</b>
Distribution centre 1	Metric tonnes CO <sub>2</sub> e	223.33	174.15	126.13
Distribution centre 2	Metric tonnes CO <sub>2</sub> e	78.50	36.05	36.55
Distribution centre 3 (used recycled cartons only)	Metric tonnes CO <sub>2</sub> e	uses recycled	uses recycled	uses recycled
Distribution centre 4	Metric tonnes CO <sub>2</sub> e	not operational	not operational	not operational
Manufacturing premises	Metric tonnes CO <sub>2</sub> e	21.36	24.51	11.20

<sup>^</sup> As verified by Verify CO2.



# Data table continued

SCOPE 1, 2 & 3 EMISSIONS <small>continued</small>	Unit of measurement	Full year 2022	Full year 2023 <sup>^</sup>	Full year 2024
<b>Purchased goods and services: New cardboard lids and storage items bought</b>	<b>Metric tonnes CO<sub>2</sub>e</b>	<b>43.69</b>	<b>42.14</b>	<b>33.86</b>
Distribution centre 1	Metric tonnes CO <sub>2</sub> e	no purchases	no purchases	no purchases
Distribution centre 2	Metric tonnes CO <sub>2</sub> e	43.69	17.79	33.86
Distribution centre 3 (used recycled cartons only)	Metric tonnes CO <sub>2</sub> e	uses recycled	uses recycled	uses recycled
Distribution centre 4	Metric tonnes CO <sub>2</sub> e	not operational	not operational	not operational
Manufacturing premises	Metric tonnes CO <sub>2</sub> e	0.00	24.35	0.00
<b>Purchased goods and services: New cardboard carton inners bought</b>	<b>Metric tonnes CO<sub>2</sub>e</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
Distribution centre 1	Metric tonnes CO <sub>2</sub> e	N/D	0.00	uses recycled
<b>Category 13: Downstream leased assets (Head Office Extension) (Tenanted area only)</b>	<b>Metric tonnes CO<sub>2</sub>e</b>	<b>233.28</b>	<b>174.92</b>	<b>316.77</b>
Head Office: Tenanted area: Generator - Diesel	Metric tonnes CO <sub>2</sub> e	0.25	0.04	0.00
Head Office Extension: Tenanted area: Generator - Diesel	Metric tonnes CO <sub>2</sub> e	0.19	0.05	0.15
Head Office: Tenanted area: Electricity purchased	Metric tonnes CO <sub>2</sub> e	94.74	79.09	56.66
Head Office Extension: Tenanted area: Electricity purchased	Metric tonnes CO <sub>2</sub> e	137.11	95.28	259.45
Head Office: Tenanted area: Water consumed	Metric tonnes CO <sub>2</sub> e	0.20	0.23	0.20
Head Office Extension: Tenanted area: Water consumed	Metric tonnes CO <sub>2</sub> e	0.79	0.23	0.31
<b>Non-hazardous waste recycled</b>	<b>Metric tonnes CO<sub>2</sub>e</b>	<b>17.49</b>	<b>18.97</b>	<b>15.74</b>
Head Office: General waste recycle	Metric tonnes CO <sub>2</sub> e	1.26	0.89	0.76
Head Office Extension: General waste recycle	Metric tonnes CO <sub>2</sub> e	N/D	0.08	0.10
Distribution centres and manufacturing premises: Cardboard boxes scrapped and recycled	Metric tonnes CO <sub>2</sub> e	13.54	15.24	12.44
Distribution centres: Plastic hangers and other plastics recycled	Metric tonnes CO <sub>2</sub> e	1.70	1.80	1.58
Distribution centres: Plastic hanger metal components recycled	Metric tonnes CO <sub>2</sub> e	0.30	0.34	0.32
Distribution centres and stores plastic recycled	Metric tonnes CO <sub>2</sub> e	0.69	0.62	0.54
<b>Non-hazardous waste to landfills</b>	<b>Metric tonnes CO<sub>2</sub>e</b>	<b>50.82</b>	<b>82.00</b>	<b>79.81</b>
Head Office: General waste to landfills	Metric tonnes CO <sub>2</sub> e	24.71	44.24	41.03
Head Office Extension: General waste to landfills	Metric tonnes CO <sub>2</sub> e	N/D	11.65	12.67
Distribution centres: General waste to landfills	Metric tonnes CO <sub>2</sub> e	26.11	26.11	26.11
Manufacturing premises: General waste to landfills	Metric tonnes CO <sub>2</sub> e	N/D	N/D	N/D
<b>Total measured emissions (Scope 1, 2 and 3)</b>	<b>Metric tonnes CO<sub>2</sub>e</b>	<b>77 586.20</b>	<b>72 267.73</b>	<b>75 980.36</b>
<b>Other emissions</b>		<b>1 809.10</b>	<b>826.85</b>	<b>783.11</b>
<b>Total non-Kyoto gases (R-22 &amp; R-141)</b>	<b>Metric tonnes CO<sub>2</sub>e</b>	<b>1 809.10</b>	<b>826.85</b>	<b>783.11</b>
R-22 gas consumed at Head Office; Stores; Distribution centres; Head Office Extension and Manufacturing premises	Metric tonnes CO <sub>2</sub> e	1 809.10	826.85	783.11
R-141 gas consumed at Head Office; Stores; Distribution centres; Head Office Extension and Manufacturing premises	Metric tonnes CO <sub>2</sub> e	0.00	0.00	0.00

<sup>^</sup> As verified by Verify CO2.

# Forward-looking statements

The Environmental, Social, Sustainability and Governance report contains forward-looking statements which relate to the Group's future financial position, results, strategy and operations. These statements by their nature involve risk and uncertainty as they relate to events and depend on factors and macro events that may occur or may change in the future.

Forward-looking statements are not statements of fact, but statements by the Group's management based on its current estimates, expectations and assumptions regarding the future.

Several factors could cause actual results to differ materially from those in the forward-looking statements. These include but are not limited to global and national economic conditions; geopolitical events; natural disasters; changes to IFRS and tax rates with the associated impact on past, present and future periods; changes to legislation, exchange rate and interest rate movements; account management and the associated risks of lending; growth in trading space; merchandise clearance rates, inventory levels and stock turn; gross and operating margins and competitive and regulatory events.

The Group does not undertake to update or revise any of these forward-looking statements, whether to reflect new information or future events, other than to comply with the JSE Listings Requirements. The forward-looking statements have not been reviewed or reported on by the Group's independent auditor.

Forward-looking statements made by the Group at the time of releasing its 2024 financial results were informed by the Group's Business Philosophy, business plans, financial projections and economic forecasts as at end August 2024.

# Administration

## Truworths International Ltd

Registration number: 1944/017491/06  
Tax reference number: 9875/145/71/7  
JSE and A2X code: TRU  
NSX code: TRW  
ISIN: ZAE000028296  
LEI: 37890099AFD770037522

## Company Secretary

Chris Durham, FCIS, PG Dip. Adv. Co Law (UCT)

## Registered office

No. 1 Mostert Street, Cape Town, 8001, South Africa

## Postal address

PO Box 600, Cape Town, 8000, South Africa

## Contact details

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[www.truworths.co.za](http://www.truworths.co.za)  
[www.office.co.uk](http://www.office.co.uk)

## Principal bankers

The Standard Bank of South Africa Ltd  
Lloyds Bank plc

## Auditor

Deloitte & Touche

## Principal attorneys

Bowman Gilfillan  
Cliffe Dekker Hofmeyr  
Edward Nathan Sonnenbergs  
Shoosmiths  
Spoor & Fisher

## Sponsor in South Africa

One Capital

## Sponsor in Namibia

Merchantec Capital

## Transfer secretaries

### In South Africa:

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## Transfer Secretaries (Pty) Ltd

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## Directors

H Saven (Chairman)<sup>§†</sup>, MS Mark (CEO)<sup>\*</sup>, EFPM Cristaudo (Joint Deputy CEO/CFO)<sup>\*</sup>, SJ Proudfoot (Joint Deputy CEO)<sup>\*</sup>, RG Dow<sup>§†</sup>, D Earp<sup>§†</sup>, JHW Hawinkels (Lead Independent Director)<sup>§†</sup>, AMSS Mokgabudi<sup>§†</sup>, TF Mosoloi<sup>§†</sup>, DR Motsepe<sup>§†</sup>, WG Muller<sup>§†</sup>, BM Deegan<sup>§†</sup>, RJA Sparks<sup>§†</sup> and AJ Taylor<sup>§†</sup>

\* Executive § Non-executive † Independent



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[office.co.uk](https://www.truworths.co.uk)