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CORPORATE SOCIAL RESPONSIBILITY

APCO 2024 Annual Report & Action Plan

Australian Packaging Covenant Organisation (APCO) is a co-regulatory not-for-profit organisation leading the development of a circular economy for packaging in Australia. APCO's vision is a packaging value chain that collaborates to keep packaging materials out of landfill and retains the maximum value of the materials, energy and labour within the local economy.

Each year, APCO Brand Owner Members including Best&Less are required to submit an APCO Annual Report and an APCO Action Plan. This 2024 APCO Annual Report provides the overall performance level of Best&Less, as well as the commitments we have made to work towards on packaging sustainability.

View the 2024 report [here](#).

Modern Slavery Statement

Family is at the heart of the Best & Less Group and this translates to every aspect of our business and the relationships we create with our customers, employees, suppliers, and partners. We believe in the importance of investing in quality and safety while undertaking a genuine effort to lift social, environmental and community outcomes. It is a global responsibility we can all take on together.

Modern slavery is an egregious violation of fundamental human rights, affecting 40.3 million people with 24.9 million people held in forced labour.¹ We have zero tolerance for slavery and vigorously support an individual's right to live and work freely. We are committed to continuously improve our systems, processes, and interventions to mitigate risks of and prevent modern slavery in our operations and our supply chain. Where actual or potential situations of modern slavery are identified we will always act in the best interests of the potentially affected worker.

View our Modern Slavery Statement in detail [here](#).

SUSTAINABLE PRODUCTS

Mainetti Plastic Hangers

Best & Less is dedicated to increasing the use of sustainable materials throughout our operations. In 2020, we partnered with Mainetti to implement a closed-loop recycling program for our plastic garment hangers, successfully removing 200 tonnes of plastic from the supply chain by transitioning to an eco-friendly plastic range.

Our hangers are made of recycled materials and are collected at our stores for recycling, accounting for 600 tonnes of materials annually. Some hangers are sent overseas to create new hangers. Other materials are processed locally and repurposed into plastic supports for concreting applications, flooring products for shearing sheds and walkways, and decorative garden lattice and accessories. This initiative not only gives a second life to plastic but also underscores Best & Less's commitment to circularity and waste reduction.

QUALITY

The only brand that stands by its quality, with a 100-day guarantee

As a brand adored by Aussie families, we know you want to invest in products that last – and that's a promise from our family to yours. We live up to this promise with our exclusive 100-day quality guarantee, where you can return products easily and without questions if they don't meet your expectations.

To continually meet our high standards, we have a Quality Assurance team of highly trained experts and work closely with both our buyers and suppliers to ensure all safety, design, fit, make and use of each product to ensure that the expectations of our customers are met long after purchase.

We know how many loads of laundry you go through, so to make it a little easier we also test all fabrics to ensure they meet requirements for durability, shrinkage, colour fasten, with washing and care – including printed fabrics. All products are tested in accredited laboratories to the relevant Australian and international standards.

We work around the clock to ensure quality remains consistent, with ongoing staff feedback, long-term supplier relationships and monthly store visits. Best&Less is committed to, with twice the quality at half the price.

SAFETY

Our strict policies have assured our reputable safety record

Just as with our own family, our customer's safety is of the utmost importance to us and we always work with the customer's expectations in mind.

We employ a number of strict safety protocols at our factories including metal detection machines, flammability tests (tested and labelled per Australian standards) and other relevant risk assessments including restricting hazardous chemicals and dyes.

At Best&Less we want our customers to rest assured safety has not been compromised for our affordable products. Through these stringent practices, Best&Less has not had a mandatory ACCC recall for over 7 years.

COMMUNITY

Good360

Good360 is an organisation that connects new, unused items to Australians who need them, all for free. Non-for-profit organisations, schools, indigenous communities and more groups can access essential goods, like clothing, straight from Good360. Our partnership involves us sending out our unused, brand new sample styles. What this means is that untouched clothing is being redistributed to communities around Australia, instead of heading straight to landfill. This extended life cycle is something we're extremely passionate about, and always looking for ways to improve on. With the help of Good360, our donations have supported 35 cause areas and 368 Not for Profits & Schools.

Starlight Children's Foundation

The mission of Starlight Children's Foundation's to brighten the lives of seriously ill children and their families who are going through the toughest of times. Dealing with life-changing diagnosis and serious illness can take a huge toll on the mental health of sick kids and their families. Amongst its' many initiatives, Starlight Children's Foundation grants life-changing wishes which are a once-in-a-lifetime experience that help to bring sick kids' dreams come true! Our partnership involves in-store donations during the Christmas period, where 100% of the proceeds contribute to granting Starlight Wishes, and with the help of our generous customers, Best&Less has managed to raise over \$450,000 for Starlight Children's Foundation to date.

ETHICAL SOURCING

Within the last 12 months we have conducted 195 factory audits which provide us with the most up to date position of our supplier base across all regions.

Ethical sourcing is a complex matter, that reaches the global retail environment and requires a commitment from world organisations and factory owners themselves to achieve systemic change. At Best&Less, the movement of ethical sourcing is not new, and something we continuously work towards. Our Ethical Sourcing Code (ESC) outlines our code of conduct and policies in relation to social, environmental and standards of compliance that we require from our business partners. The ESC covers thirteen points and each one represents the values of our business. Our code is translated into Chinese and Bangla and is displayed in our factories for all workers to read. Our Ethical Sourcing Code can be viewed [here](#).

Best&Less employs responsible sourcing policies and maintains stringent supplier selection and onboarding practices. This requires all suppliers to sign and agree to abide by our ESC prior to working with us. Best&Less conducts a global auditing program carried out by independent third party certified entities recognized worldwide – this specifically covers ethical, social and environmental factory conditions and mandates alliance to our Ethical Sourcing Code. Within the last 12 months, 123 direct suppliers were audited across ethical, social and environmental parameters by one of the specialists independent third party.

We conduct final inspection by a third party on all baby and toddler orders. Our teams regularly visit and audit factories to ensure these standards are maintained, and we seek to retain long-term supplier partnerships.

We hold a zero-tolerance policy for the use of child labour, forced labour or prison labour in the manufacturing of our garments. We strive for full transparency and do not allow outsourcing or subcontracting unless sub-contractors are audited and approved also. We manage our purchase orders at a factory level to ensure visibility of where our products are produced and to ensure all factories are audited.

We initiated a **Workers Grievance Hotline** in all factories through a third-party organisation in December 2020.

All workers have access to a VOIP toll-free hotline with multiple methods of contacting the hotline in their own language, the worker remains anonymous but reports to B&L on any conditions in the factories that are not acceptable as part of our Ethical Sourcing Policy. Posters are setup in all factories and individual cards handed out so that they can easily access the hotline and anonymously report any wrongdoing ensuring worker's rights and safety is respected at all factories. Listening to workers voices and experiences and going beyond a regular ethical audit. Allowing us to re-act to any practices in the factories that go against our Ethical Sourcing Code.

The majority of our products are produced in China, followed by Bangladesh and India. Please note: We ban the use of cotton from Uzbekistan and working with factories in the province of Xinjiang as they don't comply with our code in human rights.

View our merchandise supplier list which is updated regularly [here](#).

ANIMAL WELFARE

No fur is used in our garments

Our fur friends are just as important to us as our customers here at Best&Less. We proudly do not use any animal fur on our garments (all of the fur trim used is man-made/synthetic fibres).

We strive to ensure no animal cruelty in our manufacturing process and our general merchandise products, like cosmetics, are not tested on animals.

We use minimal wool in our business, however, ensure our supplier of merino has a certified non-mulesing policy arrangement with their yarn supplier.



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