



OUR CORPORATE RESPONSIBILITY PROGRAMME

Fashion with Integrity: epitomises our approach to business.

[DISCOVER MORE](#)

“ I’m committed to ASOS transforming how fashion impacts on people and our planet. We can do this if we’re determined enough, work together, make brave decisions and continue to be open and honest about what needs to be done. ”

Nick Beighton
CEO, ASOS

15%

Our target for reducing carbon, water and waste footprint of ASOS clothing by 2020.

352 tonnes

The amount of cardboard recycled at our returns reprocessing site between September 2016 and August 2017.

£89,229

Donated in products to disability charity Scope to raise money for employment accessibility programmes.

3,253

Number of hours ASOS employees volunteered between September 2016 and August 2017.

OUR APPROACH

[OUR PRODUCTS](#)

[OUR BUSINESS](#)

[OUR CUSTOMERS](#)

[OUR COMMUNITY](#)

When it comes to sourcing the perfect pieces, we don’t just focus on commercial criteria – our never-ending quest is to make ethical trading, sustainable sourcing and animal welfare central to every ASOS experience.

[ETHICAL TRADE PROGRAMME >](#)

[WORKING WITH SUPPLIERS >](#)

[ETHICAL TRADE PARTNERSHIPS >](#)



CASE STUDIES

Just some of the varied projects we undertake to ensure that Corporate Responsibility means more than just words at ASOS.



UK SUPPLY CHAINS



DENIM & THE ENVIRONMENT



ASOS VOLUNTEERS KIT OUT PARALYMPIANS FOR RIO



CUTTING CARBON AT OUR BARNSELY WAREHOUSE



ASOS FOUNDATION FUNDS UDAYAN CARE HOMES IN INDIA




#MYSENSEOFSELF – PROMOTING POSITIVE BODY IMAGE

CORPORATE RESPONSIBILITY


FASHION WITH INTEGRITY

THE FOUR PILLARS OF OUR CORPORATE RESPONSIBILITY FRAMEWORK




OUR PRODUCTS

Respecting people and the planet with great products that our customers can trust




OUR BUSINESS

Achieving growth in a way that adds social value and minimises environmental impacts



OUR CUSTOMERS

Helping young people to look, feel and be their best



OUR COMMUNITY

Investing time and resource to make a real difference

We're always working to reduce our environmental footprint. Our aim is to have a positive impact on the people and communities we work with.

We're expanding every year. This means we're creating more jobs, helping local communities to prosper and using our increasing influence to source more sustainable materials for our products. What's more, it puts us in the great position of being able to donate both expertise and funding to more and more charitable projects in both the UK and elsewhere.

That said, we're fully aware that these successes mean we also create more carbon emissions and have a greater demand for natural resources. It also means we're responsible for ensuring decent working conditions for an increasing number of supply chain workers, as well as the welfare of animals raised to produce the materials we use in our collections.

We embrace these challenges head on, working to proactively balance our global growth with goals of reducing our environmental footprint and making an increasingly positive difference to the lives of the people we work with. That is what Fashion With Integrity is all about, and is an approach that is helping us to achieve our goal of being the number one online fashion destination for twenty-somethings.

OUR FASHION WITH INTEGRITY TEAMS

Our Corporate Responsibility team consists of seven people and is overseen by the Director of Corporate Responsibility. Together, they run company-wide projects to boost awareness of all our 'Fashion With Integrity' efforts. It's also their job to ensure that we actually meet the commitments we set ourselves with regards to the programme.

Our Sourcing Department also includes a Sustainable Sourcing team and Ethical Trade Management team (comprising six and 20 people respectively – plus regional Ethical Trade teams around the world). Their job is to ensure that suppliers are selected only if they meet our ethical and sustainable standards as well as our commercial requirements. The teams work closely with the Design, Buying, Merchandising and Technical departments, as well as suppliers and expert organisations.

Together, they ensure that Fashion With Integrity is integrated into both the core retail business and our supply chain.



2008

Corporate Responsibility programme established at ASOS.

2010

Fashion With Integrity programme launches.

2012

ASOS join the UN Global Compact.

333,710

Page views on the Corporate Responsibility website during the last financial year.

FAQs

CAN ASOS SPONSOR OR DONATE ITEMS TO OUR EVENT?

We don't sponsor events. However we may be able to help with a small donation – just [fill in our contact form](#) with details of your event, what you are fundraising for and (if relevant) a letter of authority from any associated charities.

DOES ASOS PROVIDE INFORMATION TO BRAND COMPARISON WEBSITES, SUCH AS RANK A BRAND?



FASHION WITH INTEGRITY & THE ASOS BUSINESS MODEL

[Find out more](#)

STAKEHOLDER ENGAGEMENT

[Find out more](#)

UN GLOBAL COMPACT

[Find out more](#)



CORPORATE RESPONSIBILITY

FWI & ASOS BUSINESS MODEL

CREATING SHARED VALUE

Our Fashion With Integrity programme is designed to support and complement the ASOS business model.

We're constantly looking to balance financial performance with our long-term concern for the environment and the communities where we operate.

Here's how the four pillars of our Corporate Responsibility programme actively help us to deliver our business vision.

ASOS VISION:

The world's number one fashion destination for twenty-somethings

ASOS BUSINESS STRATEGY

Engaging content and experiences:

ASOS is far more than a shop: through publishing relevant daily fashion and lifestyle content, a constant social media dialogue, and our curated edits, we've developed an emotional connection with a global community of 20-something fashion lovers.

Great fashion, great price:

We provide the widest choice of relevant products for our 20-something customers. Offering great value for money is a critical aspect of our proposition and our significant investment in international pricing using our new zonal pricing technology allows us to price brands in line with local markets.

Best-in-class service:

We aim to offer an effortless online and mobile shopping experience. Improving and expanding our delivery and returns solutions remain central to our business.

ASOS CR STRATEGY

Our products

- Building ethically and environmentally sound supply chains so our customers can shop with confidence, knowing we adopt and promote responsible business practices.
- Promoting sustainable brands, products and materials to our customers and guiding their choices.

- Aiming to raise global manufacturing standards within our supply chains through the promotion of international human and labour rights.
- Giving start-up fashion businesses and artisan producers access to a global market while providing our customers with the opportunity to buy a unique range of sustainable products from around the world.

- Working with our suppliers to co-create transparent, sustainable efficient and productive supply chains.
- Developing more sustainable materials, manufacturing processes and products so that we can continue to supply the right fashion, more sustainably, at the right price for our customers.

Our business

- Engaging with our customers on issues we know they care about and giving them opportunities to do something about them.
- Giving our customers a way to recycle clothing or encouraging customers to recycle packaging and wash their clothes at lower temperatures.

- Committing to international business standards such as UN Global Compact.
- Monitoring and managing our global environmental footprint.
- Complying with international environmental legislation.

- Keeping waste and use of natural resources down to a minimum, increasing operational efficiency and driving down costs and negative impacts.
- Attracting and developing talented employees is central to managing our business efficiently.

Our customers

- Playing a positive role in reflecting and shaping the values of our 20 something customers, many of whom feel strongly about animal rights and fair labour standards and who are also receptive to positive body image messages.

- Recognising the diversity of our global customers and ensuring our products and messages reflect and celebrate this diversity.

- Ensuring our products reflect the values of our diverse socially aware 20 something customers.

Our community

- Engaging with our colleagues, customers and communities to enable the young people we work with and for to look, feel and be their best.

- Supporting young people worldwide through the ASOS Foundation and employee volunteering.

- Developing community partnerships to help us learn more about the people and environments where we operate knowing our markets is a part of the process of engaging with customers.



CORPORATE RESPONSIBILITY

STAKEHOLDER ENGAGEMENT

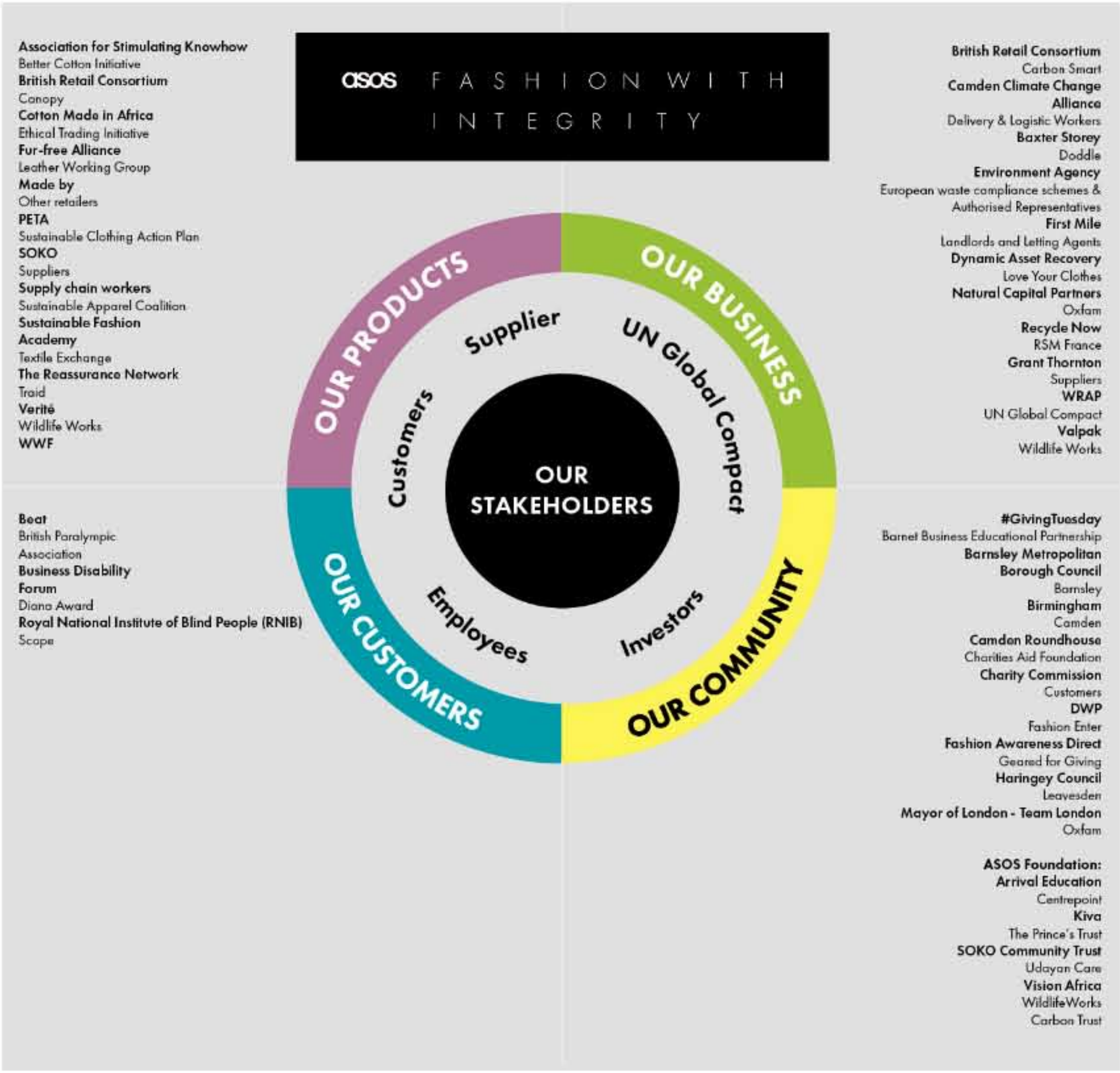
OUR STAKEHOLDERS

Our stakeholders play a valuable role in shaping our Corporate Responsibility programme.

They help us to identify and prioritise the issues that are most important to our business and also provide expertise to help us tackle our big sustainability challenges.

The way we engage with our stakeholders differs depending on who we’re talking to. Some of our partners have whole teams dedicated to managing our relationships with them, and communicate with them frequently. For example, our Sourcing Department is in constant contact with our suppliers. Elsewhere, our engagement is more informal and ad hoc, dealing with issues as and when they arise but with no less commitment shown.

The diagram below shows each pillar of our Fashion With Integrity programme, complete with the relevant stakeholders for each.



We’d really like to hear what you think of our Corporate Responsibility programme. Please use the [Contact Us form](#) to send us your comments.

If you would like to contact us regarding an order, please contact our [Customer Care team](#).

FASHION WITH INTEGRITY

Find out more

FASHION WITH INTEGRITY & THE ASOS BUSINESS MODEL

Find out more

CORPORATE RESPONSIBILITY

THE UNITED NATIONS GLOBAL COMPACT

The UN Global Compact is the world's largest corporate sustainability initiative.

ASOS became a signatory to the Global Compact in 2012, meaning that we have committed to supporting its 10 principles. These principles cover human rights, labour standards, steps to safeguard the environment and anti-corruption measures.

“ Our corporate responsibility programme, ‘Fashion With Integrity’ was relaunched in 2015 and further builds on our commitment to the aims and principles of the UN Global Compact. Fashion With Integrity sets out how ASOS will make a positive contribution to raising standards within the fashion industry in the fields of human and labour rights, environmental protection and business integrity. ”

Nick Beighton
CEO, ASOS

UN GLOBAL COMPACT COMMUNICATIONS ON PROGRESS

Read our annual Communications On Progress for the UN Global Compact.

[ASOS UNGC COP 2016-17](#)
[ASOS UNGC COP 2015-16](#)
[ASOS UNGC COP 2014-15](#)
[ASOS UNGC COP 2013-14](#)
[ASOS UNGC COP 2012-13](#)

The table below shows how each of the UN's principles are addressed within ASOS' Fashion With Integrity programme.

The UN Global Compact Principles		ASOS Policy/Programme
Category: HUMAN RIGHTS		
Principle 1	Support and respect the protection of internationally proclaimed human rights.	Human rights statement ; Supplier Ethical Code
Principle 2	Make sure they are not complicit in human rights abuses.	Human rights statement ; The ASOS way; Supplier Ethical Code
Category: LABOUR		
Principle 3	Uphold the freedom of association and the effective recognition of the right to collective bargaining.	Supplier Ethical Code ; Migrant and Contract Worker Policy
Principle 4	Uphold the elimination of all forms of forced and compulsory labour.	Supplier Ethical Code ; Migrant and Contract Worker Policy
Principle 5	Uphold the effective abolition of child labour.	Supplier Ethical Code ; ASOS Child Labour Remediation and Young Worker Policy
Principle 6	Uphold the elimination of discrimination in respect of employment and occupation.	Supplier Ethical Code ; Migrant and Contract Worker Policy
Category: ENVIRONMENT		
Principle 7	Support a precautionary approach to environmental challenges.	Environmental Policy ; Supplier Ethical Code
Principle 8	Undertake initiatives to promote greater environmental responsibility.	Environmental Policy ; Supplier Ethical Code ; Animal Welfare Policy and Guidelines ; WEEE (waste electrical and electronics equipment) regulation compliance; Eco Edit ; Marketplace ; Carbon 2020 Strategy
Principle 9	Encourage the development and diffusion of environmentally friendly technologies.	Supplier Ethical Code ; Environmental Policy ; Carbon 2020 Strategy ; Eco Edit
ANTI CORRUPTION		
Principle 10	Work against corruption in all its forms, including extortion and bribery.	Supplier Ethical Code ; Do the Right Thing

CORPORATE RESPONSIBILITY

BUSINESS INTEGRITY

“DO THE RIGHT THING”: THE ASOS CODE OF INTEGRITY

At ASOS, our core values define who we are, what we do and how we do it. We call those collective values The ASOS Way. To make sure we’re always supporting these values, the PLC board has created Do The Right Thing – the ASOS Code of Integrity.

The [Do The Right Thing](#) code promotes integrity, best practice and appropriate corporate behaviours across our business, supporting the continued development of ASOS.

“ ASOS customers genuinely care about integrity. They want the businesses they buy from to stand for something. They expect ASOS to be better than the norm, to lead the way, to stand out and have goals we believe in and act on, both now and in the future. We only make people feel great through fashion if we’re meeting those expectations. Do The Right Thing is therefore fundamental to ASOS being the kind of company our employees are proud to work for and that our customers are proud to engage with and buy from. ”

Andrew Magowan
Counsel & Company Secretary

FASHION WITH INTEGRITY AND TAX

For ASOS, Fashion with Integrity means managing all aspects of our business transparently, so our customers can enjoy their fashion in the knowledge that, when buying our products, they are buying from a responsible company that is actively working to minimise the negative effects of the fashion industry on people, animals and the environment. Increasingly tax is being thought as part of the wider concept of Corporate Responsibility. [Tax management and tax policy](#) therefore play a role in running a sustainable and responsible business. Whilst we take advantage of the reliefs and incentives that exist, in situations where our business goals are aligned with the purpose of the incentive scheme, we show respect for the intention, as well as the letter of the law at all times. ASOS recognises that tax is a vital investment in the local infrastructure, employee base and communities in which we operate and do not use legal entities in countries without the existence of operational substance.

OUR BELIEFS AND EXPECTATIONS

We believe that integrity should be at the heart of everything we do. It’s essential for the continued sustainable growth of ASOS globally, as well as the protection of our brand and reputation worldwide.

Our Code Of Integrity, therefore, sets out our beliefs and expectations in the following areas:

- Complying with laws.
- Prohibiting and combating corruption and bribery.
- Dealing fairly in business.
- Contracting openly with connected parties.
- Ensuring gifts and hospitality are appropriate.
- Protecting company assets and information.

We expect all employees and anyone acting on behalf of ASOS to exercise good judgement and comply in full with both the letter and spirit of our Code Of Integrity – to ‘Do The Right Thing’, in other words. If there is ever any doubt about what that means in practice, we expect everyone connected to err on the side of caution and ‘do the most right thing’. Since 2014, we’ve been rolling out the ASOS code to all of our product suppliers and our main non-stock suppliers.

WE’RE LISTENING

We take a multi-faceted approach to encouraging and enabling anyone connected with ASOS to raise concerns, questions and ideas (alongside an open-desk approach from executives and many email routes). We’re Listening is our confidential, independently operated 24/7 helpline, through which employees can raise any concerns, including those relating to business integrity. Concerns are then passed to our general counsel for investigation and remain strictly confidential at all times. The helpline is promoted on posters displayed in all of our offices.

REPORTING PROCESS

At the end of each financial year, senior managers are required to confirm any incidences of non-compliance with our Do The Right Thing code. We report quarterly to ASOS’ Audit Committee on the overall level of corporate hospitality and gifts accepted, declined and given by each department. This enables any relevant trends and learnings to be more readily identified while assessing how appropriately the code is being applied.



THE ASOS CODE OF INTEGRITY



CORPORATE RESPONSIBILITY

OUR PRODUCTS

We care about so much more than just commercial criteria...

Our sourcing strategy also focuses on three key areas: ethical trading, sustainable sourcing and animal welfare.

743

Factories manufacturing our products across tiers 1 and 2 of our supply chain.

167

Suppliers supplying our products.

26

Number of countries our products are sourced from.

487

Factory visits by our regional ethical trade teams.

“ This year has been a hotbed of engagement and innovation across our teams – individuals wanting to do the right thing and teams making meaningful commitments. Our customers remain at the heart of everything we do, fuelling us to continuously improve our buying habits so that our customers don't have to change theirs. ”

Simon Platts
Sourcing Director, ASOS

124

Supplier companies attended our ethical trade and sustainable sourcing workshops around the world.

44%

More sustainable cotton contained in our 2016 autumn/winter collections, as defined by the Better Cotton Initiative.

15%

Target to reduce the carbon, water and waste footprint of our clothing by 2020.

2010

Year that ASOS established its Animal Welfare programme.

OUR APPROACH

Discover more about our approach to sourcing, creating and developing our product range.

ETHICAL TRADE



Find out more about our commitments to ethical trade and sustainable sourcing, discover where we in the world we're currently sourcing from and learn about how we work with suppliers and create sustainable partnerships.

- [Sourcing Map.](#)
- [Ethical Trade Programme.](#)
- [Working with Suppliers.](#)
- [Partnerships.](#)

SUSTAINABLE SOURCING

+

ANIMAL WELFARE

+

OUR PERFORMANCE

+

DEFINITIONS

ETHICAL TRADE DEFINITIONS

+

SUSTAINABLE SOURCING DEFINITIONS

+

ETHICAL TRADE FAQs

WHAT IS ETHICAL TRADE?

+

HOW MANY FACTORIES AND SUPPLIERS DO YOU WORK WITH?

+

WHICH COUNTRIES DO YOU SOURCE FROM?

+

HOW MANY WORKERS DO YOU HAVE IN YOUR SUPPLY CHAIN?

+

HOW DO YOU ENSURE THAT THE WORKERS IN YOUR SUPPLY CHAIN ARE TREATED FAIRLY?

+

DO YOU WORK WITH FACTORIES THAT HAVE TROUBLE MEETING ASOS' ETHICAL STANDARDS?

+

WHICH ORGANISATIONS DO YOU PARTNER WITH ON YOUR PROJECTS?

+

SUSTAINABLE SOURCING FAQs

HOW DO YOU KNOW WHERE YOUR RAW MATERIALS ARE COMING FROM?

+

HOW DO YOU DEFINE 'MORE SUSTAINABLE' COTTON?

+

HOW DO YOU MEASURE/VERIFY YOUR SUSTAINABLE ACHIEVEMENTS/VERIFICATIONS?

+

WHAT ELSE ARE YOU DOING WITH RAW MATERIALS?

+

WHAT ARE YOU DOING TO REDUCE CHEMICALS IN YOUR SUPPLY CHAIN?

+

WHAT'S YOUR POLICY ON GM COTTON?

+

HOW DO YOU ENSURE ANIMAL WELFARE IN YOUR SUPPLY CHAIN?

+

WHAT ARE YOU DOING WITH REGARDS TO TRACEABILITY?

+

WHAT MAKES A PRODUCT ELIGIBLE TO BE PROMOTED ON THE ECO EDIT PLATFORM?

+

WHAT'S YOUR STANCE ON UZBEKISTAN COTTON?

+



FAST FORWARD

[Find out more](#)



DENIM & THE ENVIRONMENT

[Find out more](#)

CORPORATE RESPONSIBILITY

ETHICAL TRADE PROGRAMME

OUR ETHICAL TRADE VISION

ASOS views ethical trade as our responsibility to ensure that every worker in our supply chain is respected and protected.

Everyone in our supply chain should be safe at work, financially secure and respected by their fellow workers. To achieve this, we set high ethical standards and assess and support our suppliers to help meet them. We also work with others to bring about long-lasting improvements in supply chain working conditions.

PROGRAMME OBJECTIVES

To help us achieve our vision, ASOS' [Ethical Trade programme](#) is focused around three strategic objectives:

- Our sourcing practices are reviewed against our Ethical Standards and are continuously improved.
- Our [suppliers](#) share our ethical trade vision and work with us to achieve it.
- Workers in our supply chain have good worker-management relations, are employed in safe environments and have improved financial security.

OUR ETHICAL CODE AND POLICIES

Our ethical trade standards are set out in these policies:

- [ASOS Supplier Ethical Code](#): Based on the Ethical Trading Initiative (ETI) Base Code and ILO Fundamental Conventions, it defines the minimum standards that we require from all of our suppliers.
- [ASOS Child Labour Remediation and Young Worker Policy](#): Sets out the steps suppliers and factories need to take to protect young workers and to ensure children are not involved in the manufacture of any of our products.
- [Migrant and Contract Worker Policy](#): Sets out supplier and factory requirements for the recruitment and management of [migrant](#) and [contract](#) workers – two groups vulnerable to exploitation.

ETHICAL TRADE STRATEGY

Our Board approved a new Ethical Trade Strategy in January 2017, setting out our long-term vision for increasing respect for workers' rights across our supply chain. Our strategy is two-pronged – it focuses on improving our business practices to protect human rights in our supply chain from the top down, while empowering workers to realise their fundamental rights from the bottom up. Our key priorities centre on:

- **Supply chain transparency**: we recognise the importance of supply chain mapping and due diligence to uphold human rights and prevent undeclared subcontracting. We're developing ways to ensure the transparency of our supply chain and traceability of our products (see the case study below).
- **Purchasing practices**: we're committed to improving our purchasing practices so that we limit any negative human rights impacts resulting from how we buy our products. We're undertaking an independent review of our purchasing practices within the framework of the Action, Collaboration, Transformation (ACT) initiative on living wage as well as our own focussed research through surveys and interviews with buying and merchandising teams. This will help to highlight gaps in our practices so we can agree actions for improving our purchasing mechanisms.
- **Freedom of association**: workers' right to organise and bargain collectively is an essential step towards their enjoyment of other labour rights. We recognise the barriers to freedom of association that exist in our sourcing regions, and we are working to overcome them by building relationships with trade unions both at the global and local level. A fundamental step towards this is the Global Framework Agreement ASOS recently entered into with IndustriALL Global Union.
- **Living wage**: all workers in our supply chain are entitled to a wage that meets their basic needs. Through our participation in the ACT initiative on living wage, we're working to improve wages in key garment sourcing countries through sectoral collective bargaining.
- **Gender equality**: women represent the highest proportion of the workforce in the garment supply chain but they are still vulnerable to exploitation. We're piloting an in-factory gender programme to better understand and address some of the obstacles for women in gaining equal opportunity in employment. We're also working with NGOs and academics to deliver and evaluate the impact of this programme before rolling it out to our wider supply chain.
- **Health & safety**: worker safety is a priority for ASOS at all times. We're raising awareness of the steps needed to protect workers from harmful chemicals and other workplace hazards by setting clear standards and guiding suppliers on their effective application.
- **Modern slavery**: we're working with our suppliers, industry colleagues and other key stakeholders on programmes to address and reduce modern slavery risks in our supply chains. We have partnered with Anti-Slavery International, who act as our 'critical friend', ensuring we are continuously reviewing and improving our practices. See our [Modern Slavery Statement](#) for details about our efforts in this area.
- **Child labour**: we're working to better identify and stop child labour in our supply chains by conducting unannounced factory audits and preventing unauthorised subcontracting. We are also developing relationships with local NGOs to deliver effective remediation programmes where needed.
- **Third-party brands**: ASOS stocks over 850 third-party brands, and we have a new programme to work with these brands to promote best practice on ethical trade and sustainability. There are three main aims to this programme:
 1. To learn from and collaborate with established brand partners with strong ethical trade and sustainability programmes
 2. To influence those brands that are in the early stages of their journey on ethical trade and sustainability
 3. To support smaller, new brands in building their capacity for ethical trade and sustainability as they grow.

ETHICAL TRADE TEAM

To achieve these goals, we've expanded our Ethical Trade team both at head office and in our key sourcing regions. In the last year, our head office team has tripled in size and we now have 15 people in our Sourcing department. We're also expanding team capacity in our key product sourcing regions to make sure the people responsible for driving ethical standards understand country-specific risks and engage regularly with local stakeholders. Our regional ethical trade teams located in our key sourcing regions - China, Eastern Europe, India, Turkey and the UK - are also responsible for monitoring and supporting suppliers and factories to help them reach the standards required to grow commercially with ASOS and the implementation of our strategy tailored to that sourcing region.

“ Our new ethical trade strategy sets out our vision for empowering workers to protect their rights and improve their working conditions. Our ambition is to find long-term solutions to address the key human rights challenges in garment supply chain through meaningful collaboration. ”

Alice Strevens
Head of Ethical Trade, ASOS

PURCHASING PRACTICES

We understand that our commercial actions have a direct impact on our suppliers' and factories' ability to meet our standards, so a key remit of the team is to review ASOS' purchasing practices each year in an effort to identify ways to strengthen our supplier relationships.

We work closely with our Buying and Merchandising teams to implement recommendations to further embed ethical trading in our sourcing decisions.

32

Members of the Ethical Trade team.

5

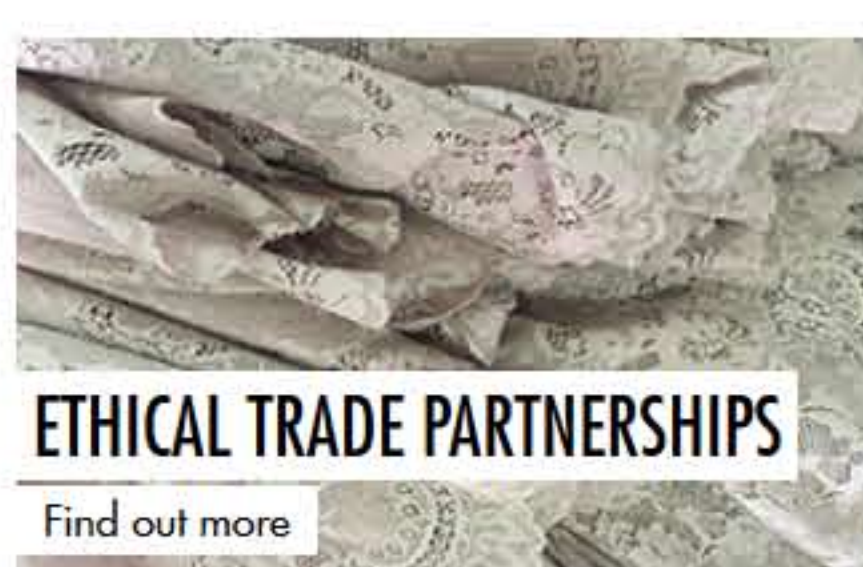
Regional Ethical Trade teams.

9

The number of years ASOS' ethical trade programme has been in place.

26

The number of countries that we source our finished products from.





CORPORATE RESPONSIBILITY

WORKING WITH SUPPLIERS

ABOUT OUR SUPPLY CHAIN

We currently have 167 suppliers, who between them use 743 Tier 1 and 2 factories. In total we source from 26 countries. Our regional Ethical Trade teams are located in our main sourcing regions – China, Eastern Europe, India, Turkey and the UK – where over 80% of the factories making our products are located. More information on tier levels can be found in our Modern Slavery Statement.

[View our sourcing map.](#)

MONITORING AND SUPPORTING SUPPLIERS

Here are some examples of the way we engage with our suppliers on ethical trade:

- Supply chain mapping: we work with the Sustainable Sourcing team to map our supply chain beyond tier one factories.
- Factory assessments: we carried out 487 audits between September 2016 and 2017 to check how factories are performing against our standards and to give support where needed. All audits are now unannounced, giving us a more realistic picture of actual working conditions.
- Supplier support: we continue to help our suppliers to make necessary improvements at the factory level by giving guidance on difficult issues. We held five regional supplier and factory conferences in the past financial year to raise awareness of key issues and offer advice to suppliers on how to address them. A total of 138 factories and 124 suppliers were represented across these conferences.

"I believe ASOS would work with us to resolve issues. The answer is not just to walk away, but to help factories to improve worker conditions."

UK supplier

743

Tier-one, two and three factories manufacturing our products.

167

Suppliers supplying our products.

124

Supplier companies that attended our ethical trade conferences in China, Eastern Europe and the UK.

487

Factory visits made by our regional Ethical Trade teams during the last year.



ETHICAL TRADE PROGRAMME

[Find out more](#)



COLLABORATING WITH OTHERS

[Find out more](#)



DEFINITIONS

[Find out more](#)



CORPORATE RESPONSIBILITY

ETHICAL TRADE PARTNERSHIPS

We're always looking to better understand the reasons behind poor labour practices and to ultimately create long-term improvements in workers' lives.

That's why we partner with a range of expert organisations, industry groups and other retailers/brands on projects that are designed to help us do just that.



INDUSTRIALL

[Find out more](#)



ANTI-SLAVERY INTERNATIONAL

[Find out more](#)



ACT

[Living wages](#)





CORPORATE RESPONSIBILITY

SOURCING MAP

[World](#)

[Asia and South East Asia](#) ▾

[Middle East and Africa](#) ▾

[Europe](#) ▾

[View Our Factory List](#)



Data is correct as of January 2018



CORPORATE RESPONSIBILITY

SUSTAINABLE SOURCING PROGRAMME

We're using our growing global reach to promote products that are socially and environmentally responsible.

We're also passionate about engaging our customers on sustainability.

SUSTAINABLE SOURCING PILLARS

Our sustainable sourcing programme comprises four pillars:

- Traceability** of raw materials: Mapping our commodities to better understand and influence how they are sourced.
- Lowering environmental impact:** Increasing the conversion from traditional materials and processes to lower-impact alternatives.
- Craftsmanship:** Investing in suppliers and projects that support local skills and community development.
- Engaging customers on sustainability:** Providing customers with opportunities to buy sustainable fashion and to reduce their environmental footprints.

“ It's our mission to keep fashion moving forward in the most sustainable way, ensuring that customers never have to compromise on choice. ”

Tara Luckman
Sustainable Fashion and Fabric Manager, ASOS

RELATED CODES AND POLICIES

The following documents also guide our sustainable sourcing approach:

- Environmental Policy:** Sets out ASOS' environmental commitments and how we will achieve them.
- ASOS Supplier Ethical Code:** Defines the minimum ethical and environmental standards that we require from all of our suppliers and factories.
- ASOS Animal Welfare Policy and Guidelines:** The policy defines the good practice animal welfare standards we require our suppliers to meet; the guidelines provide buyers and suppliers with further information on how they can achieve our standards.
- ASOS Cotton Sourcing Policy**
- Wood and Wood Pulp Policy**

DEDICATED SUSTAINABLE SOURCING TEAM

Our Sustainable Sourcing team sits within ASOS' Sourcing Department to better embed sustainability considerations into our retail operations.

The team has experienced rapid growth to meet sustainable objectives of the business; now consisting of eleven sustainability experts. They advise our internal teams and suppliers on how to design, source and innovate to create more sustainable products. They also help our customers to reduce their own environmental footprint whilst participating in working groups and initiatives so that we can better understand, measure and reduce our own environmental impacts.

Read more about the organisations we collaborate with [here](#).

2020 COMMITMENT

The Sustainable Clothing Action Plan (SCAP) aims to assess clothing production across its lifecycle to find ways to make it less wasteful, and to reduce its carbon and water footprints.

As a signatory to SCAP's 2020 Commitment we are aiming to reduce the carbon, water and waste footprint of our own-label clothing by 15% by 2020 and are using SCAP's assessment tool to measure and report on our progress.

ASOS' 2020 CIRCULAR FASHION SYSTEM COMMITMENT

At the Copenhagen Fashion Summit in May 2017, ASOS signed [Global Fashion Agenda's](#) call to accelerate the transition to a circular fashion system

As a signatory, we have committed to the following:

- By 2020, we will train all of our design teams on circular design techniques and best-practice
- By 2020, we will train all of our relevant product teams on circular principles and best-practice for packaging.
- By 2020, we will launch a garment collection scheme and recycling programme for apparel for customers located in the UK and Germany, our two biggest markets. We will support this programme by engaging customers, through social media, on garment care, repair and recycle.
- Each year from 2018 - 2020 we will publish external targets for increasing post-consumer recycled textile materials in our products whilst eradicating those that cannot be cycled. We will report on our progress and continue this initiative past 2020.

Look for yearly commitment updates through [ASOS](#) and [Global Fashion Agenda](#).

PILLAR 1: TRACEABILITY OF RAW MATERIALS

We're committed to building full transparency of our supply chain down to raw-material level. To achieve this we are:

- In the process of mapping our supply chain with particular focus on cotton, viscose and leather.
- Meeting regularly with our own-label suppliers to build trust and encourage supply chain transparency. Alongside this, we are establishing internal working groups to champion our sustainable fibre goals throughout the business. Alongside this, we have nominated fibre champions across our retail teams dedicated to helping achieve full transparency, amongst other goals.
- Collaborating with organisations such as the Better Cotton Initiative, Leather Working Group, the Roundtable on Sustainable Palm Oil and CanopyStyle to help us better understand the complex nature of our supply chains whilst giving us assurance on sourcing responsibly.

Read more about our partnerships [here](#).

PILLAR 2: LOWERING THE ENVIRONMENTAL IMPACTS OF RAW MATERIALS

By working closely with suppliers and expert organisations to source more sustainable raw materials, we're able to reduce our carbon, water and waste footprint, limit chemical and pesticide usage, prevent deforestation and protect fresh water and biodiversity.

Cotton: Our primary focus has been on cotton as it is the most resource-intensive natural material we use -it makes up the largest proportion of all fibres we source. We have increased our target from reaching 80% more sustainable cotton by 2020 to sourcing 95% by 2020. In May 2017, ASOS and 12 other companies came together to sign a pledge to source 100% more sustainable cotton by 2025. In 2016, we procured 5230 metric tonnes of cotton of which 1967 or 38% was more sustainable cotton. Read our [cotton case studies](#) to find out more.

ASOS is technology neutral. We believe farmers should have the freedom to choose to use genetically modified seeds.

Our Ethical Trade Programme aims to ensure the rights of workers in our supply chain are respected and protected. We are a member of the Better Cotton Initiative which does not allow Uzbek or Turkmenistan cotton to be sold by international traders or merchants as part of its Better Cotton standard. This is because forced labour is prevalent in Uzbekistan's cotton fields and also high risk in Turkmenistan. Please refer to our cotton policy for more information.

As we work towards our target of including 95% more sustainable cotton in our ranges by 2020 we are becoming increasingly confident our cotton is being sourced more ethically and more sustainably. Sourcing BCI, CmiA and organic cotton helps protect biodiversity, reduce water, pesticide and fertilizer use and prevents soil erosion, while preventing unsafe and oppressive working conditions. We are encouraged by the ILO engagement with the Uzbek government on this issue and look forward to the day when Uzbek cotton farmers will benefit from the methodologies of Better Cotton.

ASOS is also greatly concerned about the environmental impact of the Uzbekistan cotton industry, particularly on the Aral Sea.

Cellulosic fibre: Wood based cellulosic fibres, such as viscose, modal, rayon and lyocell, make up 15% of all the fibres we source at ASOS. These fibres are produced from wood pulp; producing fibres from wood is achieved through several stages. First, the wood has to be harvested or logged but it is part of ASOS policy that the wood must not come from ancient or endangered forests. Once trees have been logged they are broken down into wood chips. These wood chips are made up of water, cellulose and lignin however, the only part needed to make the fibre is the cellulose. The lignin and water is separated using steam and chemicals and the by-product is a brown liquid. The remaining material is known as 'pulp' and is bleached. We are working with producers to explore the use of chlorine-free bleaching methods.

Adding chemicals such as carbon disulphide and sodium hydroxide to the pulp causes it to dissolve into an orange-brown solution known as viscose-a by-product of this process is hydrogen sulphide. Lyocell is dissolved using organic solvents rather than carbon disulphide or sodium hydroxide, which reduced the number of stages needed to produce the fibre. Therefore, its environmental impact is reduced but it is important to remember that lyocell does have different properties to viscose and cannot always be used as an alternative fibre. The orange brown solution is forced through spinnerets (similar to a shower head), into an acid bath that solidifies the filaments and creates the long continuous viscose filament fibre, commonly used directly as a filament yarn. The fibre may also be cut into staple fibres (shorter fibres). Again, these fibres require bleaching and we are working with fibre producers to explore alternatives to chlorine bleaching. We are also working with cellulosic producers to understand how they are managing chemicals before, during and after the production processes to ensure chemicals are treated and do not pollute the environment.

90% of the fibres produced for ASOS products, come from Lenzing and Aditya Birla with a very small amount sourced from Shangdong Yemi and Nanjing Chemicals. All of these suppliers are members of the CanopyStyle Initiative (an NGO committed to zero deforestation of ancient and endangered forests). Lenzing and Aditya Birla have completed a Rainforest Alliance audit to verify where the wood they purchase comes from. We are in contact with Shangdong Yemi, Aoyang Technology, and Nanjing Chemicals to ensure they complete the same audit.

As members of the Sustainable Apparel Coalition (SAC) we require that Birla and Lenzing complete the Facility Environmental Module (FEM 3.0) by June 2018 and that this is verified by an independent third party. This will give us visibility of their water and energy usage, chemical, wastewater and waste management systems, and air emission, to identify any environmental risks associated with their production processes. The module must be completed annually and any risks identified will be discussed with Birla and Lenzing on a more frequent basis with a clear and agreed corrective action plan.

Recycled fibre: We want to increase the amount of recycled materials in our ranges to help us reduce our environmental impacts further. Working with the buying teams we are developing a recycled fibre strategy for departments that use large volumes of synthetic fibres, cotton, denim or wool.

LOWERING THE ENVIRONMENTAL IMPACT OF OUR PROCESSES

Our suppliers and organisations are also helping us to reduce the impact of manufacturing processes on the environment and on the health of those working and living in and around the sites where our products are made.

Wet processes: Wet processes such as dyeing and finishing a product can use substantial amounts of water, involve large quantities of dyes and chemicals whilst leaving behind polluting residues. We are using SAC data to gain visibility for the impact of this area of our supply chain. Denim is a priority area for us and we are working with our denim suppliers to encourage them to use methods that use less water and chemicals, such as ozone and enzyme finishing. Read our denim case study [here](#).

Sandblasting: Apparel sandblasting involves projecting fine sand with compressed air to create a worn look on denim and other products. Sandblasting can be extremely damaging to the health of workers and can lead to a potentially fatal lung disease called silicosis. ASOS has banned the use of sandblasting - however, exceptions may be made on a case-by-case basis whereby a supplier is able to demonstrate thorough health and safety protocols, including ensuring the process takes place in a separate, well-ventilated and enclosed room away from where other people are working.

Leather production: The cocktail of chemicals often used to tan leather, combined with solid waste from processing, are sometimes discharged into water courses in developing countries without being treated. This can cause soil, water and air pollution. Read more about the work we are doing to reduce the environmental and health impacts of leather [here](#) and [here](#).

Chrome VI is a heavy metal which is often formed from Chromium III chemicals used in leather tanning. We are working with our suppliers to ensure that all of the leather used in our products is compliant with REACH Chrome VI regulations, and we regularly test all of our own-label leather items to check suppliers are meeting these requirements. We are also educating our suppliers on how to reduce the formation of this chemical at the source of production

Chemical management: In addition to meeting global regulatory compliance for the business, we also have a thorough product surveillance programme in place which includes mandatory testing requirements for high risk products, such as PU or PVC, as well as testing a proportion of all of our other own-label products before they go on sale. We use the results from the product surveillance programme to increase awareness and develop continuous improvement training programmes for both suppliers and commercial teams.

PILLAR 3: CRAFTSMANSHIP

Now in its 17th season, ASOS Made in Kenya is our Eco Edit flagship brand. The collection is designed in-house, then cut and manufactured by SOKO, the Kenyan clothing workshop that provides fair and safe employment and training for some of the country's poorest communities. We recently sponsored leadership and communications training programmes attended by all SOKO Kenya employees, as well as launching a [Stitching Academy](#) - a training programme for tailors in the community around SOKO Kenya.

PILLAR 4: ENGAGING CUSTOMERS ON SUSTAINABILITY

We want to make it easy for our customers to buy more sustainable fashion and beauty products, so they can reduce their own environmental footprints.

- Eco Edit (previously The Green Room)** launched for Womenswear in 2010. It's the section of our website where our customers can find out about and buy pioneering sustainable fashion and beauty and just one of the ways ASOS promotes products that are made by manufacturers and brands using sustainable business practices. We have a target to reach £30m in value by 2020, up from £8m in 2015.
- We tag all products with a social or environmental benefit with a 'Signpost' image. We want to make it as easy as possible for customers to buy into this side of what we do.
- ASOS Marketplace is a platform that allows customers to shop vintage and boutique fashion. 66% of all products sold through the platform are vintage and pre-worn items.
- We are reviewing opportunities to increase the emotional and physical durability of our clothing, such as reversible clothing for multi-styling.
- We encourage customers to wash clothes at a lower temperature on ASOS care labels.
- We are helping customers recycle their clothing through our new partnership with Doodle. Read more about this [here](#).
- As a member of SCAP we support the [Love Your Clothes](#) campaign - helping the general public reduce their carbon and water footprint, while encouraging recycling.

PROMOTING SUSTAINABLE FASHION INSIDE ASOS

We want to empower our Buying, Design and Merchandising teams to take ownership of our sustainable sourcing commitments and programmes. We've developed a number of resources to help them do this:

- Supplier scorecards:** We produce supplier scorecards to provide buyers with a summary of a supplier's sustainability data to help inform their sourcing decisions.
- Sustainable sourcing training:** As part of our Retail Brilliance programme for retail employees, the Sustainable Sourcing Team runs classes and events throughout the year on our sustainable sourcing programme. The aim of this programme is to inspire our teams with the latest sustainable fashion innovations relevant to our own-label clothing as well as to keep them updated on industry developments.
- Sustainability training:** We are also working with the Sustainable Fashion Academy on how to design and source products more sustainably, having trained over 100 colleagues so far.
- Sustainable materials library:** We started creating a library in 2010 to help our Buying and Design Teams find the most sustainable materials for their upcoming ranges. The library makes these materials more visible and accessible to our creative staff, inspiring them to use more of them in their collections.

11

Members in the Sustainable Sourcing team.

15%

Target to reduce the carbon, waste and water footprint of our own-label products by 2020.

700

Products sold on Eco Edit, our sustainable fashion and beauty platform.

100

Colleagues enrolled on a sustainability course at the Sustainable Fashion Academy.



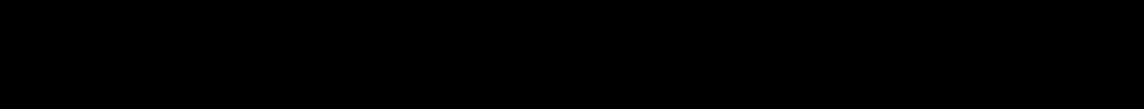
ANIMAL WELFARE
Find out more



ECO EDIT
Find out more



FAQs
Find out more





CORPORATE RESPONSIBILITY

SUSTAINABLE SOURCING PARTNERSHIPS

We've partnered with a number of working groups and organisations to help us measure, reduce and report on the environmental impacts of our products throughout their life cycle.

// ASOS is committed to sharing what we learn in our own business, and to supporting cross-industry initiatives that will catalyse progress and minimise the burden on suppliers. //

Tara Luckman
Fashion and Fabric Manager, ASOS

BETTER COTTON INITIATIVE

Take a closer look

CANOPY: CELLULOSIC FIBRE

Take a closer look

canopyplanet.org

COTTON MADE IN AFRICA

Take a closer look



CORPORATE RESPONSIBILITY

ECO EDIT

Eco Edit is a curated destination within the [asos.com](#) website where customers can buy pioneering sustainable fashion, beauty and jewellery goods.

It's one of the ways ASOS promotes products that are made by manufacturers and brands who use sustainable business practices. The Eco Edit has grown rapidly since its launch in 2010 as the Green Room, and we have a target to reach £30 million by 2020.

“ We are continuously reviewing our buying habits so that customers don't have to change theirs. ”

Simon Platts
ASOS Sourcing Director

2010

The year that Eco Edit (previously the Green Room) was launched.

36

Brands sold on Eco Edit.

50%

The percentage of sustainable fibre each product must contain to appear on Eco Edit.

30m

Annual sales target to reach by 2020.

HOW ECO EDIT WORKS

All the items sold in the Eco Edit support at least one of the following areas of sustainable fashion:

People

- Building communities.
- Developing fair trade and alleviating poverty.
- Preserving craftsmanship and artisanal skills.

The environment

- Addressing climate change challenges.
- Preserving natural resources.
- Removing waste.
- Advancing animal welfare.

If a product meets any of the criteria below, it is eligible to be shown on the Eco Edit platform. Please click on each of the criteria for more information.

- [Lower environmental impact materials and processes.](#)
- [Recycled/up-cycled materials.](#)
- [Sustainable cotton.](#)
- [Small-scale manufacturing in Africa.](#)
- [Handmade/handwoven.](#)
- [Made by artisans/craftspeople.](#)
- [Made under fair-trade principles.](#)
- [Vintage.](#)
- [Natural ingredients.](#)
- [Parabens free.](#)
- [Organic ingredients.](#)

We work with our suppliers and brands on verifications and certifications to ensure that products meet our sustainable criteria.

All of the products sold in our Eco Edit section are also available under their product categories on the [asos.com](#) website. We believe that by promoting these products and brands we'll encourage others to explore.

OUR ECO EDIT SYMBOL



We have created an Eco Edit symbol to help customers identify and learn more about the sustainable product ranges we sell.

Launched in 2015, the symbol appears within the information of every sustainable item we feature. It provides details on products' environmental or ethical credentials (or both), helping customers to make informed choices about what clothes they buy.

Gold standard sustainable products are often featured on our ASOS Instagram account, so watch out for more exciting posts and stories about sustainable products!

Most of our ASOS swimwear is made from sustainable fabric made with recycled yarn, and below is the post on the ASOS Instagram account.

[CmiA partnership](#)

[Reducing denim's environmental impact](#)

MADE IN KENYA AND SOKO



Now in its 17th season, Made In Kenya, previously ASOS Africa, is our Eco Edit flagship brand. The collection is designed in-house, then cut and manufactured by SOKO, the Kenyan clothing workshop which provides fair and safe employment and training for some of the country's poorest communities.

SOKO has grown from four to 50 employees over the last eight years. As part of their contract working for SOKO, employees receive hot meals and refreshments each day, as well as healthcare cover. They also benefit from the facilities at Wildlife Works, where SOKO's eco-factory is based, including a crèche, kitchen and washing facilities. This is particularly beneficial for the working mothers at SOKO

who have few opportunities within their society to earn an income and gain financial stability.

We provide ongoing support to help develop the SOKO brand and the team. We recently sponsored leadership and communications training programmes attended by all SOKO Kenya employees and launched a [Stitching Academy](#), a training programme for tailors in the community around SOKO Kenya.



SUSTAINABLE SOURCING PROGRAMME

[Find out more](#)



SUSTAINABLE SOURCING PARTNERSHIPS

[Find out more](#)



ANIMAL WELFARE

[Find out more](#)

CORPORATE RESPONSIBILITY

ANIMAL WELFARE

OUR POLICY

The ASOS Animal Welfare Policy applies to all products sold through any of ASOS' websites, including own-label, branded and Marketplace traders.

Suppliers must not use the following animal derived materials in our products:

- Not use fur, including rabbit hair (angora) or Mongolian lambs' fur.
- Not use any part of vulnerable, endangered, exotic or wild-caught species in their products.
- Not use feather/down, bone, horn, shell and teeth in ASOS' own-label products.

In addition, they must:

- Only source certain types of leather, wool, cashmere, mohair and other animal hair from suppliers with good animal husbandry.

Cosmetics:

- ASOS Make-Up is not tested on animals.
- In accordance with the EU animal testing ban that came into effect on 11th March 2013, brands selling cosmetic products in the EU through any of ASOS' websites must comply with the requirements of EU law.
- Some beauty brands sold through ASOS.com, who also sell their products through other channels, may still be testing on animals if required by local market regulations. ASOS is committed to working with the industry to achieve a worldwide ban on animal testing.

[READ OUR FULL ANIMAL WELFARE POLICY](#)



GUIDE TO IDENTIFYING FAUX FUR FROM REAL FUR

Action	Faux	Real
Examine backing	Uniform knitted or mesh backing, one layer of lining	Soft suede-like leather base, often two layers of lining
Pierce base with a pin	Easy to push a pin through base	Difficult to push a pin through base
Examine hair	Uniform in colour and length, synthetic feeling fibres	Varying length soft tapered hair which rolls easily between fingers

SUPPORTING OUR BUYERS AND SUPPLIERS

We have put measures in place to educate our buyers and suppliers on the Animal Welfare Policy, including:

- Distributing guidelines and factsheets explaining animal welfare in the fashion and beauty industry, and a step-by-step guide to sourcing higher animal welfare materials.
- A guide to help buyers, suppliers and customers identify faux (fake) fur from real fur. We also distribute this information sheet to our vintage clothing boutique sellers on ASOS Marketplace.
- Training workshops on the new policy and guidelines; induction training for all new staff covers the Animal Welfare Policy.

“ Global fashion giant ASOS [is] proving that no matter how large an organisation, animal welfare can be at the heart of successful business. ”

RSPCA press release

RECOGNITION FROM ANIMAL WELFARE ORGANISATIONS

ASOS was recognised for the third year running in PETA's vegan fashion awards, celebrating the most desirable cruelty-free clothing and accessories on the market.

Here's what PETA had to say about ASOS being the first company to ban angora following the 2013 angora exposé:

“ By pulling all angora products from its international websites and shelves, ASOS has done the right thing for animals and consumers. ”

Mimi Bekhechi
PETA UK

ASOS was given the RSPCA's Good Business Award for Innovation in 2012. The respected animal rights organisation praised our “impressive animal welfare policy, robust employee training programme and our in-house guide to help buyers and suppliers understand animal welfare issues and how to meet our standards.”

The RSPCA Good Business Awards rewards food and fashion companies who are working to make ongoing improvements to their animal welfare programmes.

7

The number of years that ASOS' Animal Welfare programme has been in place.

70bn

Animals reared annually for food and fashion.

2/3

Of farm animals are now factory farmed.

50m

Animals are farmed and killed each year for their fur.



CORPORATE RESPONSIBILITY

OUR BUSINESS

We believe in growing our company in a sustainable way, while ensuring our long-term commercial viability.

We do this by focusing on two things: the environment and people.

47%

reduction of energy consumption at our premises (year ending 2017)

5.2kg

CO₂e per customer order (year ending 2017)

458 tonnes

of plastic recycled at our UK returns reprocessing site (year ending 2016)

43,660

sample garments donated to Oxfam by ASOS

THE ENVIRONMENT



As an online business, we deliver products directly to customers without the need for physical stores. We ship to customers in 241 countries and territories from our fulfilment centres in Germany, the UK and the US. We also have customer returns reprocessing sites in Poland and the UK and offices in Berlin, New York, Paris, Sydney and the UK. As such the biggest environmental impacts from our business activities are carbon emissions from transportation of goods (customer deliveries/returns, inbound and inter-warehouse stock movements) and the running of our buildings, and waste from our packaging. This is therefore where we focus our efforts to continually improve operational and resource efficiency.

ASOS' [Environmental Policy](#) sets out our approach to managing our environmental impacts and can be found [here](#).

FAQs

DOES ASOS HAVE A PLAN IN PLACE TO TRY AND REDUCE ITS CARBON EMISSIONS?

Yes – ASOS has a Carbon 2020 strategy which aims to reduce our carbon intensity every year until 2020. We are focusing on four key action areas: customer deliveries, buildings, packaging and business travel. Find out more [here](#).

CAN I REDUCE MY CLOTHING CARBON FOOTPRINT BY CHANGING MY BEHAVIOUR?

+

DOES ASOS PACKAGING CONTAIN RECYCLED CONTENT?

+

CAN I RECYCLE MY ASOS PACKAGING?

+

ENVIRONMENTAL DEFINITIONS

CARBON CREDITS

+

CARBON FOOTPRINT

+

CARBON INTENSITY

+

CARBON OFFSETTING

+

CLOSED-LOOP SYSTEM

+

ENERGY AUDIT

+

ENVIRONMENTAL SCORECARD

+

EUROHUB

+

FSC CERTIFIED

+

FULFILMENT CENTRE

+

GREENHOUSE GAS (GHG)

+

GREENHOUSE GAS PROTOCOL (GHG PROTOCOL)

+

ISO 14001

+

LED LIGHTING

+

REFORESTATION

+

RENEWABLE ENERGY SOURCE

+

RENEWABLES APPRAISAL

+

VOLTAGE POWER OPTIMISATION

+

WASTE COMPLIANCE

+

CARBON & ENERGY

Find out more

PACKAGING & WASTE

Find out more

OUR PEOPLE

Find out more

CORPORATE RESPONSIBILITY

CARBON & ENERGY

CARBON 2020 STRATEGY

In 2015, we developed a new carbon strategy, Carbon 2020, to reduce our [carbon intensity](#) every year until 2020. Carbon 2020 defines key ambitions for the business that focus on reducing our energy consumption, and delivery and packaging emissions, while increasing our [renewable energy](#) usage. Please see our [performance and commitments](#) page for more detailed information.

264,895 tonnes CO₂

ASOS' carbon footprint (financial year ending 31 August 2017).

17.5 Volt

Reduction use at Barnsley warehouse.

A-rated

Energy Performance Certificate achieved by our Barnsley fulfilment centre.

85%

Of European orders (excluding the UK) are fulfilled from Eurohub.

“ We recognise that climate change is one of our planet's greatest challenges, with negative impacts on the environment, people and business. Over the medium and long term our 20-something customers and the many people working in our global supply chains will experience significant damaging effects of climate change, unless rapid action is taken to limit carbon emissions. ”

Louise McCabe

Director of Corporate Responsibility, ASOS

CARBON FOOTPRINT

Year ending August 2017, total carbon footprint rose to 264,895 tonnes CO₂ (2016: 207,650 tonnes).

Overall, emissions have increased by 28% compared to the previous year, primarily due to business growth, improvements in data quality and an expansion of our reporting scope to include emissions emanating from the inbound and inter-site transportation of goods as well as the transportation of customer returns. [Please see the full carbon report for more information about how we are working to reduce carbon emissions.](#)

Separately, we are working with the [Sustainable Clothing Action Plan \(SCAP\)](#) to measure and reduce the carbon, water and waste footprint of our own-label products.

Our carbon footprint assessment includes all applicable Scope 1 and 2 sources and some Scope 3* – as stipulated by the [Greenhouse Gas Protocol](#).

- Scope 1 emissions come from sources that are owned or controlled by the company, such as natural gas consumption.
- Scope 2 emissions account for greenhouse gas emissions from electricity and heat that is purchased from and generated by a third party.
- Scope 3 includes all other indirect emissions such as those from customer deliveries, business travel and commuting.

ENERGY EFFICIENCY IN OUR BUILDINGS

Emissions from our buildings make up the second-largest proportion of our carbon footprint, which is 2.7%. The measures we have taken to improve building energy efficiency over the last year include:

- Replacing all of the lighting at our Barnsley fulfilment centre, including external lighting with low-emission LED alternatives.
- Carrying out a [renewables appraisal](#) of our fulfilment centres so that renewable energy generation can be factored into the building design.
- Strengthening of the roof has taken place at Eurohub 2 so that it can facilitate a solar installation.
- Introducing [Voltage Power Optimisation](#) at our Barnsley fulfilment centre so that 17.5 volts of unrequired voltage supplied by the grid is not used. Based on forecasted usage, this will result in 226,402 kWh per annum energy reduction with a carbon saving of approximately 100 tonnes.
- Achieved internationally recognised environmental management standard [ISO 14001](#) at our UK fulfilment centre in Barnsley.



TRANSPORTATION OF GOODS

Emissions from our transportation of goods (inbound stock movements from supplier; inter-site stock movements; outbound deliveries/returns to and from customers) make up the largest proportion of our footprint, accounting for 93.1% of emissions.

Reducing delivery emissions is an ongoing business priority for ASOS. The measures we have taken to improve building energy efficiency over the last year include:

- Reviewing our methodology for calculating the emissions related to the transportation of goods. This allows us to identify hotspots for emissions so that we can tackle them
- Increase the volume of stock held at Eurohub so that now 85% of European orders (excluding the UK) are now fulfilled resulting in a reduction of vehicle movements across Europe
- Engaging our third-party carriers about environmental and social issues so that we can work together to drive positive change



“ We have worked to increase our understanding of our delivery emissions. A low emissions network allows ASOS to protect the environment, save money and grow the business sustainably. ”

Adam Scholes

Delivery Solutions Manager, ASOS



OUR BUSINESS

[Find out more](#)



PACKAGING & WASTE

[Find out more](#)

CORPORATE RESPONSIBILITY

PACKAGING & WASTE

In our [environmental policy](#), we commit to managing waste generated from our business operations according to the principles of reduce, reuse and recycle.

We do this by focusing on four key areas:

- Packaging.
- Customers.
- Premises.
- Supply chain.

WASTE COMPLIANCE PROGRAMME

As part of our responsibility as an online retailer, we are obligated to meet waste packaging (customer and transit), electrical, battery, textiles and glass recycling and recovery responsibilities globally. We are currently covering over 30 territories. To meet the [compliance](#) obligations we follow rules which help to:

- reduce the amount of packaging produced in the first place.
- reduce how much packaging waste goes to landfill.
- increase the amount of packaging waste that's recycled and recovered.

25%

recycled material contained in our delivery bags.

43,660

sample garments donated to Oxfam by ASOS.

352 tonnes

of cardboard recycled at our customer returns reprocessing site in the UK.

100%

recycled material contained in our delivery boxes.

PACKAGING WASTE



We source over 40 million plastic mailing bags and 5 million cardboard mailing boxes a year, making it a priority area for us to tackle. Some of our packaging initiatives include:

- Increasing the range of packaging sizes so that we reduce the volume of air in each order, which allows us to fit more parcels onto vehicles and cut CO2 emissions. For example, we now have 17 sizes of garment bag so that we have a suitable size bag for our wide range of products. We also encourage our carriers to loose load lorry trailers so that the number of parcels transported in a single journey is greater and we can reduce the volume of pallet packaging used, read our [case study](#) to find out more.
- Increasing the recycled content – our delivery boxes are made out of 100% recycled materials, and our bags out of 25% recycled content.
- Recycling packaging from customer returns with the exception of any returns forms which are currently not recyclable. We have a closed-loop recycling process in place at our returns processing site in Selby – we recycled 352 tonnes of cardboard and sent 458 tonnes of plastic to be transformed into manufacturing pellets between September 2016 and August 2017.
- Introducing a [Wood and Wood Pulp Sourcing Policy](#), which focusses on increasing the use of recycled material for paper and packaging products, as well as minimising paper waste and encouraging recycling within our operations.
- Becoming a member of RECYcling of Used Plastics Limited (RECOUP) a not-for-profit charitable organisation that works in collaboration with stakeholders (plastics manufacturers, brands, plastics recyclers) to increase the levels of plastics recycling within the UK. By supporting [RECOUP](#) we are facilitating plastics packaging research, engaging stakeholders from all plastics recycling sectors, consulting with government bodies, advising on closed loop projects and sharing best practice.

CUSTOMER WASTE



ASOS HAS AN AMBITION ON THE CIRCULAR FASHION ECONOMY, CREATING A FUTURE WHERE ALL ASOS CUSTOMERS RECYCLE THEIR USED CLOTHING, AND THAT POST- CONSUMER WASTE IS RE-USED IN THE ASOS SUPPLY CHAIN TO MAKE NEW CLOTHING FOR OUR CUSTOMERS.

To date, we've helped our customers cut waste by setting up a customer clothes recycling scheme in partnership with Doddle in London, a package delivery company, and TRAIID, a UK charity that's reducing the social and environmental cost of the textile industry. TRAIID will receive funds from clothes donated by ASOS customers that are sold in its shops. So far, customers have contributed over half a tonnes of garments. Find out how to donate unwanted items [here](#).

As a member of the Sustainable Clothing Action Plan (SCAP), we support the [Love Your Clothes](#) campaign, helping the general public to reduce their carbon and water footprint, while encouraging recycling.

We are committed to scaling up our clothing recycling and take back programme for customers, and setting new circular targets for 2020!

“ Great initiative with Doddle and ASOS for TRAIID – will definitely get involved! ASOS customer ”

PREMISES WASTE



We're working towards meeting our target of sending zero waste to landfill. Some of the actions we have undertaken in the last year include:

- Donating end-of-life fashion items to Oxfam, a global charity that tackles poverty and Scope, a UK charity the works to ensure disabled people have the same opportunities as everyone else. To date we have donated surplus stock worth over £80k to Scope and 43,660 surplus garments donated to Oxfam.
- Using organisations such as The Recycled Assets Company to collect our unwanted office furniture so it can be reused instead of sent to landfill.
- Recycling old tech equipment and used ink cartridges.
- Donating used cooking oil from the kitchens to Olleco. The used oil is recycled into renewable energy.
- Introducing KeepCups at Head Office to reduce the consumption of disposable cups. Due to this change, we can reduce use of disposable cups by over 1000 per month.

“ ASOS' ongoing support has helped ensure that we can make a difference to people's lives, resulting in a world that is fairer and a better place to live. ”

Michael Taylor
Head of Corporate Engagement, Oxfam Trading



TRANSPORTING GOODS

[Find out more](#)



ENVIRONMENTAL POLICY

[Find out more](#)



OUR BUSINESS

[Find out more](#)



CORPORATE RESPONSIBILITY

OUR CUSTOMERS

We may have 12.4million active customers across 240 different countries and territories, but we always try to think of them as individuals and give them the care they each deserve.

We aim to do that not only by handling order queries properly, but by ensuring that our products and communications are wholly inclusive – recognising cultural and physical differences while also engaging customers in our Fashion With Integrity efforts.

1,900

People work in our Customer Care teams around the world.

£12.1m

Fraudulent orders prevented in the last financial year.

600

British Paralympic athletes and support staff wore ASOS-designed formalwear at the 2016 Paralympic Games.

10,000

People have been supported by ASOS-funded eating disorder services.



CORPORATE RESPONSIBILITY

CUSTOMER CARE & DATA SECURITY

1,900

People in our Customer Care teams around the world.

24/7

Customer Care service provided 365 days a year.

£12.1m

Fraudulent orders prevented in the last financial year.

0.87%

Of orders manually checked for fraudulent activity by our Profit Protection team.

OUR CUSTOMER CARE TEAMS



The people working at our Customer Care centres around the world help us deliver an exceptional level of service to our customers. Over 1,900 people handle customer queries and complaints in nine different languages, across different channels – mainly email, live chat and social media – 24 hours a day, every day of the year.

As with every business, we know that customers always have questions and sometimes things go wrong. Our advisors are fully trained on all aspects of the customer journey and other key topics that customers ask us about. We also have clear escalation paths for complaints.

We aim to respond to social posts within 15 minutes and emails within an hour. We will proactively contact our customers when we know they have a problem. We also provide self-help information across mobile, desktop and app for all our customers.

If you have a query about an order please [click here](#).

OUR PRICE PROMISE

We promise to match the price of any non-ASOS item being sold at a lower price elsewhere (not that it happens often). If a customer sees a branded item cheaper on another website, we'll match the price. Please click for more information on [Terms & Conditions](#).

PROFIT PROTECTION AND ANTI-FRAUD MEASURES

A big part of looking after our customers is the work we do around protecting their personal information and stopping fraudulent transactions. The Profit Protection team in Customer Care works 24 hours a day, seven days a week, to ensure threats are mitigated as efficiently and effectively as possible.

We want to make sure that our customers aren't interrupted by fraud checking, while at the same time monitoring transactions so that fraudulent orders are intercepted. We use an automatic anti-fraud system that reviews every order from around the world and then selects a maximum of 0.87% for manual review by the Profit Protection team.

In the financial year running from September 2016 to August 2017, the team identified £12.1m of fraud that could otherwise have resulted in a 'chargeback' and loss of stock. A chargeback is a refund made by a credit card company to their card holder. Chargebacks occur when a card holder disputes an item debited from their card, usually because they claim they did not authorise the transaction. The refund is then 'charged back' to ASOS, resulting in a financial loss.

DATA SECURITY

As an online business, we are very conscious of the security around our site and take protecting our customers' data extremely seriously. Our Chief Information Security Officer is dedicated to combating any IT security violations and we are continuously improving our systems, assessing how we compare to the world's best.

We have put in place technical and physical security controls to prevent unauthorised access to customer data. We guarantee to use:

- access restrictions.
- encryption of certain customer data.
- alert systems.



HAVE AN ORDER OR ACCOUNT QUERY?

Please contact our Customer Care team



POSITIVE BODY IMAGE

[Find out more](#)



FOCUSING ON DISABILITY

[Find out more](#)



CORPORATE RESPONSIBILITY

FOCUSING ON DISABILITY

CELEBRATING DIVERSITY

Our 'Celebrating Diversity' disability programme aims to improve access to our products and services and create opportunities for young people living with disabilities.

600

British Paralympic athletes and support staff wore ASOS-designed formal and ceremony wear at the 2016 Paralympic Games.

8,700

Items made for the ParalympicsGB athletes and staff to wear at Rio 2016.

£82,000

Value of products donated by ASOS to Scope since January 2017.

21

Blind and visually impaired participants took part in user testing of the [ASOS.com](#) website.

“ As a business, we were immensely proud to see ParalympicsGB wearing the formal and ceremony kit we designed for them at the Rio 2016 Paralympic Games. This is an ongoing partnership which as, part of our Celebrating Diversity programme, seeks to raise the profile of young adults with disabilities. We are extremely pleased to have recently renewed our partnership with the British Paralympic Association to cover the PyeongChang 2018 and Tokyo 2020 Games. ”

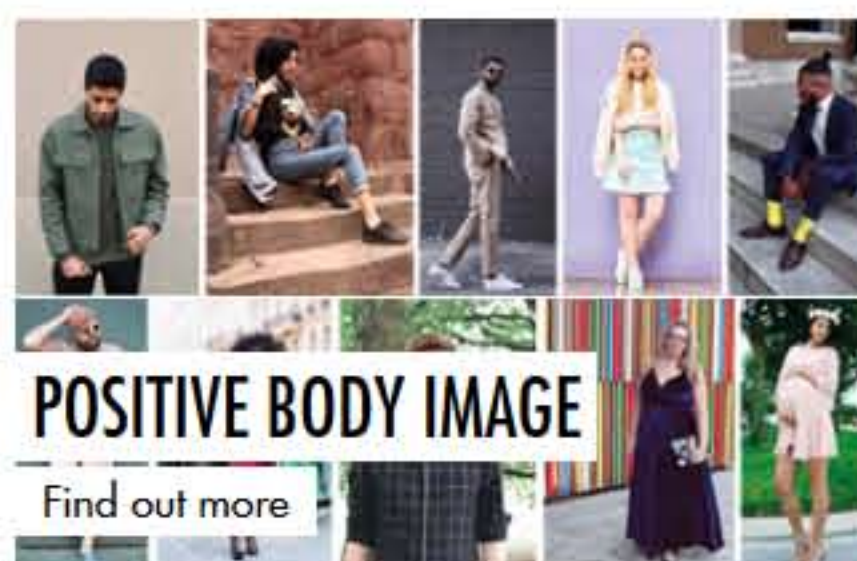
Louise McCabe
Director of Corporate Responsibility, ASOS

CELEBRATING DIVERSITY PROGRAMME



Some of the activities we have undertaken this year under our Celebrating Diversity programme include:

- Working with the British Paralympics Association and Paralympian athletes to design ceremony and formal wear for the PyeongChang 2018 Winter Paralympics GB team. This builds on our work with Paralympics GB for the Rio 2016 summer Paralympic Games – [see our case study](#) for more information.
- Working with the Royal National Institute of Blind People (RNIB) to audit our websites and mobile sites, identifying ways that we can improve accessibility for customers with visual impairments. There are well-agreed technical implementation guidelines (The Web Accessibility Initiatives 'WCAGs') and ASOS is focusing on these more than ever before, specifically at 'AA' standard, which would be excellent for a fashion ecommerce site.
- Donating products to disability charity Scope to raise funds for employment accessibility programmes.
- Providing Business Disability Forum (BDF) training to employees on disability awareness – we have been a member of the BDF since 2012 and have used its Disability Standard to review and improve our business practices.
- Reviewing the equality of opportunities for potential and current employees with disabilities.





CORPORATE RESPONSIBILITY

POSITIVE BODY IMAGE

We want to use our influence among young fashion-lovers for good, inspiring our customers to feel confident, express themselves and achieve amazing things.

150

Models on our books.

30

Different sizes of clothing, footwear and jewellery sold on ASOS.com.

10,000

Adults affected by eating disorders helped through online support groups provided by Beat and ASOS.

2,525

Downloads of our #MySenseOfSelf body image resource.

OUR MODEL WELFARE POLICY

We have 150 models on our books, sourced from agencies worldwide and through street casting. The welfare of our models is really important and our policy states that we will:

- Only work with models who are 16 or older.
- Provide free lunch and snacks to models.
- Employ models who are a healthy weight and shape.
- Closely monitor our models and raise any concerns about their health with their agency.

DIGITAL MANIPULATION

We do not artificially adjust photographs of models to change their appearance. When we retouch images, we do so to ensure the product in the image looks more like the real product, which usually involves aligning the colour more closely.

FASHION FOR A WIDE RANGE OF BODY SHAPES

To serve our diverse customer base, we offer fashion, including clothing, footwear and jewellery, in over 30 different sizes:	
MENSWEAR	WOMENSWEAR
FOOTWEAR sizes 3 - 13	PETITE RANGE 5'3" or less
CLOTHING sizes XXXS to XXXL	CURVE RANGE size 18 - 30
	TALL RANGE 5'9" or over
	MATERNITY RANGES size 6 - 20 plus Petite & Tall
	WIDE FIT FOOTWEAR sizes 2 to 9

All sizes referred to above are UK sizes. Our international size guide can be found [here](#), for [women](#) and [men](#).



WE'RE COMMITTED TO OFFERING ALL SIZES AT THE SAME PRICE

We are committed to stocking the same items in our own-label ranges at the same price, regardless of size – all of our plus-size garments cost the same as our core size items. If discrepancies are ever brought to our attention, we will amend the pricing to make sure items of different sizes are offered at the same price. We also encourage other brands we stock to follow the same approach.

“ ASOS is one of the few retailers that has finally figured out that size 18 girls just want to buy what all the other girls are buying.” ”

Naomi Shimada
Model - The Observer

It is important for us to promote a healthy, positive body image and to fully represent our increasingly diverse and international customer base so that they feel their best.

COLLABORATING WITH OTHERS



Beating eating disorders

Since 2013, ASOS has been working with Beat, the UK's eating disorder charity, to provide online support services for young people and their families and friends. In the last year, ASOS helped Beat to extend their services so that they can offer one-to-one, tailored practical help and emotional support 365 days a year. Together, Beat and ASOS have helped over 10,000 sufferers and their families and with continued support from ASOS, Beat aim to support a further 25,000 in the coming 12 months.

“ I just wanted to say thank you for giving me my first experience talking to other people with eating disorders. It has genuinely made me feel positive and enthusiastic for recovery. ”

Beat online group user

“ I could probably say they saved my life the other day. ”

Beat online group user

THE DIANA AWARD



TACKLING ONLINE BULLYING

ASOS has been working with anti-bullying charity, [The Diana Award](#), for four years. Together, we have launched [#MySenseOfSelf](#) – an interactive programme for young people that tackles issues around body image, self-esteem and the impact of social media. To date, the resource has been downloaded over 2,500 times and has the potential to benefit over 75,000 young people.

COMMUNICATING WITH OUR CUSTOMERS

We celebrate and promote the diversity of our customers through our social media presence, our editorial content and our website by:

- Publishing articles on diverse and inspirational young women and men in our ASOS Magazine and on-site Fashion & Beauty Feed and Style Feed, focusing on their achievements not just their looks.
- Enabling our customers to post images of themselves wearing the clothes they have bought through our [#AsSeenOnMe](#) feature.



CORPORATE RESPONSIBILITY

OUR COMMUNITY

Our community programmes focus on creating opportunities that help young adults truly achieve their potential.

Most of our community work takes place in the UK, particularly around the four areas where we employ the most people (London, Leavesden, Barnsley and Birmingham). We also support projects overseas in Kenya (where the ASOS Made in Kenya range is manufactured) and India (where some product and IT suppliers are based).

The ASOS Foundation provides infrastructure, training and support to enable disadvantaged young adults reach their potential, through focused projects in the UK, India and Kenya. The ASOS Foundation works with long-term charity partners including the Prince's Trust, Centrepont and Arrival Education in the UK, SOKO Community Trust and Wildlife Works Carbon Trust in rural Kenya, and Udayan Care in New Delhi, India.

4,176

Miles walked across the UK to raise money for Project Pipeline in Kenya in the 2017 Walk for Water Challenge.

£1,000,000

Donated since 2010 to the Prince's Trust.

£108,000

Raised through employee sample sales.

318

Young people have completed one of our Prince's Trust programmes since 2010.

FAQS

CAN I FUNDRAISE OR DONATE TO THE ASOS FOUNDATION? ▾

We would welcome any donations or fundraising on behalf of the ASOS Foundation. If you are taking part in a challenge event and want to fundraise or simply want to donate to the ASOS Foundation, you can do so [here](#).

DOES THE ASOS FOUNDATION OFFER GRANTS OR BURSARIES? +

DOES THE ASOS FOUNDATION EVER CONSIDER A 'CHARITY OF THE YEAR' SCHEME? +

“ The ASOS Foundation is set up to make a positive difference to young people's lives. We want to help young people overcome barriers they face in fulfilling their dreams and their potential. ”

Louise McCabe

Director of Corporate Responsibility, ASOS



CORPORATE RESPONSIBILITY

EMPLOYEES IN THE COMMUNITY

Our colleagues are highly engaged in the wider community.

We make sure to give them support, encouragement and opportunities to contribute in practical and effective ways. We have a number of workplace schemes to support those employees who want to donate their time or money.

15%

Of employees regularly donated from their pay to charity between September 2016 and August 2017.

3,253

Employee volunteer hours donated between September 2016 and August 2017.

£117,000

Fundraised by our employees between September 2016 and August 2017.

£108,000

Raised through employee sample sales for the ASOS Foundation.

EMPLOYEE GIVING

MAKING A DIFFERENCE TOGETHER



Over the last financial year, 15% of ASOS employees donated a total of £112,033 as part of their salary to 149 different charities through our payroll giving scheme, launched in 2009.

In recognition of our employees' generosity, we received a Gold Quality Mark Award from the UK government in 2017.

GEARED FOR GIVING



ASOS is a founding partner of Geared for Giving, a community-interest company campaigning to increase the number of employers offering payroll giving to their staff.

SAMPLE SALES



We organise regular staff sample sales at our London, Leavesden, Birmingham and Barnsley offices. During the last financial year, sample sales raised over £108,000 for the ASOS Foundation.

ASOS ACTIVE



ASOS Active is a group of colleagues who do sporting or challenge events for charity. ASOS employees raised over £65,000 for the ASOS Foundation during the last year.

To raise money for the ASOS Foundation through a fundraising activity, register your event at uk.virginmoneygiving.com/giving/ (just type 'ASOS Foundation' into the search box).

GIVE A DAY AWAY



This scheme encourages everyone at ASOS to take one day each year out of the office, fully paid, to give time to a charity or voluntary project of their choice or to one of the organised charity events championed by ASOS. Over the year our employees volunteered 3,258 hours and supported over 40 different charities.

GIVE A WEEK AWAY



Every year we give 10 employees the opportunity to volunteer at one of Udayan Care's Indian children's homes. Volunteers are chosen by the strength of their written applications, which must demonstrate an understanding of and commitment to the aims of [Udayan Care](http://www.udayan-care.org/) and the ASOS Foundation.

“ It's so rewarding to be part of a company like ASOS that gives back, that recognises the power it has to contribute to humanitarian and environmental initiatives. Volunteering is great for your development, both professional and personal. It gives you invaluable skills to bring to the day job to be the best you can be, but it also shapes you as a person and teaches you a lot about perspective and doing the right thing. ”

Rachel Hartley
IT Coordinator, Service Delivery



ASOS FOUNDATION WEBSITE

Find out more



OUR COMMUNITY

Find out more



COMMUNITY PROGRAMMES

Find out more

CORPORATE RESPONSIBILITY

COMMUNITY PROGRAMMES

The aim of our community programmes is to provide opportunities to inspire, support and train local young people, while removing the barriers that stop them from reaching their potential.

Our UK community programmes are based around ASOS' London, Leavesden and Birmingham offices, and our global fulfilment centre in Barnsley. We contribute to community sport, arts and charities, and regularly involve employees in fundraising activities.

“ ASOS continues to be committed to supporting British manufacturing in our industry by providing skills and job opportunities to help young, talented people to reach their potential. ”

Nick Beighton
CEO, ASOS



CORPORATE RESPONSIBILITY

PERFORMANCE & COMMITMENTS

This, our fifth corporate responsibility report, summarises our achievements in the 2016 to 17 financial year, in each of the four pillars in our responsibility framework, and sets out how we plan to bolster our programme for the future.

[ASOS 2016-2017 Performance and Commitments Factsheet](#)

“ I’m fully committed to ensuring Fashion with Integrity continues to provide the framework for how we do business at ASOS as our global operations continue to expand rapidly. The successes highlighted in this report are testament to the dedication and ambition of our colleagues, suppliers, customers and all of the expert organisations we work with to create a more sustainable and ethical industry. ”

Nick Beighton
Chief Executive Officer, ASOS

2016/17 ACHIEVEMENTS

FASHION WITH INTEGRITY	-
<ul style="list-style-type: none">Established a robust governance structure with 85 ASOS leaders and subject matter experts engaged in driving our Fashion with Integrity strategy.Improved employee and supplier understanding, engagement and compliance with Do The Right Thing so that as we continue our rapid international growth business integrity remains part of ASOS’ DNA.Developed new communications tools to raise the profile of We’re Listening, our confidential, independent helpline for employees.Launched an employee forum across all ASOS sites.	
OUR PRODUCTS	+
OUR BUSINESS	+
OUR CUSTOMERS	+
OUR COMMUNITY	+

2016/17 COMMITMENTS

FASHION WITH INTEGRITY	+
OUR PRODUCTS	+
OUR BUSINESS	+
OUR CUSTOMERS	+
OUR COMMUNITY	+

We’d like to know what you think of our performance so far in corporate responsibility – please [contact us here](#).

REPORTING AND POLICIES

Find out more

CORPORATE RESPONSIBILITY

REPORTING & POLICIES

THE REPORTING PERIOD

This is our fifth online Corporate Responsibility report. The data and progress against commitments in this report covers the period between 1 September 2016 and 31 August 2017, with the exception of the carbon footprint data, which has been independently verified for the period between 1 September 2015 and 31 August 2016.

Our next performance update will be in October 2018, following the end of our financial year on 31 August 2018.

USING THIS REPORT

PDFs of the Corporate Responsibility section of the ASOS Annual Report & Accounts, our Performance and Commitments Summary Factsheets, along with PDFs of our Corporate Responsibility section of the ASOS plc website from the last four years, can be downloaded below.

	Corporate Responsibility Performance and commitments factsheet	Corporate Responsibility section of annual report	Corporate Responsibility section of ASOS plc website	Carbon report
2016/2017				
2015/2016				
2014/2015				
2013/2014				

CODES, POLICIES AND STATEMENTS

The following Fashion with Integrity related documents are available to download:

- [Animal Welfare Policy](#)
- [ASOS' 2020 Circular Fashion System Commitment](#)
- [ASOS Child Labour Remediation and Young Worker Policy](#)
- [Environmental Policy](#)
- [Global Framework Agreement with IndustriALL](#)
- [Human Rights Statement](#)
- [Migrant and Contract Worker Policy](#)
- [Modern Slavery Statement](#)
- [Supplier Ethical Code](#)
- [Wood and Wood Pulp Policy](#)

Please [contact us](#) if you would like to leave feedback or ask questions about ASOS' Fashion With Integrity strategy.

If your enquiry is regarding an order, then please [contact us here](#) instead.

PERFORMANCE AND COMMITMENTS

Find out more

FASHION WITH INTEGRITY

Find out more