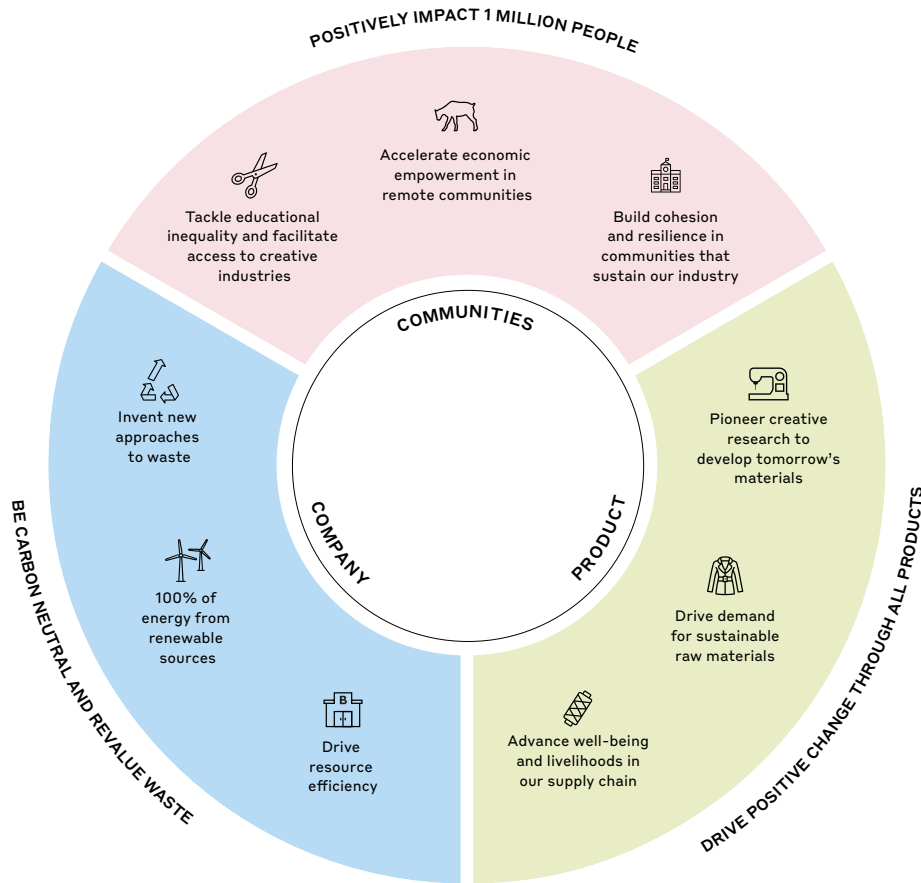


CREATING TOMORROW'S HERITAGE

Our Responsibility Agenda is designed to drive positive change and build a more sustainable future. We have set ourselves ambitious goals for 2022, split into three focus areas.



Overall responsibility for the delivery of our social and environmental programmes lies with our Chief Supply Chain Officer, who reports on progress against targets to the Ethics Committee, the Risk Committee and the Board.

Objectives and progress are regularly reviewed by the Burberry Responsibility Advisory Committee, comprising external expert stakeholders from Non-Governmental Organisations (NGOs), social enterprise and an ethical trade, human rights and labour standards consultancy, to ensure we stay focused on the most material issues and drive real positive impact for the long-term.

CREATING TOMORROW'S HERITAGE
Our goals for 2022:



PRODUCT



Progress: 36%[^] of product with more than one positive attribute
Goal: to have 100% of product with more than one positive attribute by 2022, where positive attributes relate to social and/or environmental improvements achieved at either raw material sourcing or product manufacturing stage.

Progress: 68%[^] of cotton procured through the Better Cotton Initiative (BCI)
Goal: to source 100% of cotton through the BCI, a not-for-profit organisation focused on making global cotton production better for the people who produce it, better for the environment it grows in and better for the sector's future.

Progress: 49% of leather sourced from tanneries with environmental, traceability and social certifications
Goal: to source 100% of leather from certified tanneries by 2022. The significant increase from 1% in FY 2017/18 was achieved by working closely with key tanneries in Italy to improve particularly the traceability of leather.



COMPANY



Progress: 43%[^] reduction in market-based emissions since base year FY 2016/17
Goal: to achieve a zero-carbon footprint in our own operational energy use by reducing absolute emissions, improving energy efficiency and switching to renewable energy sources, before offsetting any remaining emissions.

Progress: 68% of electricity procured from renewable sources
Goal: as part of our RE100 membership, we have committed to 100% renewable electricity by 2022 and are driving this through close collaboration with our procurement and retail teams and engagement with landlords.

Progress: Ended the practice of destroying unsaleable finished products
Goal: reduce and revalue waste. We already reuse, repair, donate or recycle unsaleable products and we will continue to expand these efforts.



COMMUNITIES



Progress: 125,000[^] people positively impacted in our communities since base year FY 2016/17
Goal: we aim to positively impact 1 million people by 2022. Progress during FY 2018/19 includes:

- 65,000 students and teachers engaged in Yorkshire, UK, through school workshops, teacher training, guest speaker sessions and work experience at Burberry.
- 18,000 people in Tuscany, Italy, benefitting from enhanced multi-cultural spaces and events, new youth mentoring programmes and better access to community support services.
- 7,000 people in Afghanistan benefitting from training on more sustainable livestock management and participation in community-owned collective action organisations.

PRODUCT

DRIVING POSITIVE CHANGE THROUGH 100% OF OUR PRODUCTS

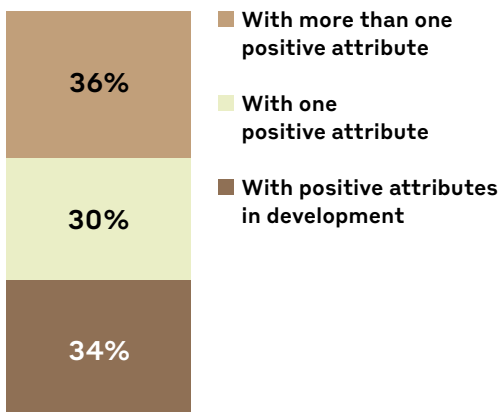
We create products using the highest quality materials involving many manufacturing communities around the world. We are committed to using our position and influence to drive social and environmental improvements and foster innovation in our supply chain, from the sourcing of raw materials to the manufacturing of finished products.

Our goal is to ensure that all our products have more than one positive attribute by 2022. A product may, for example, have a positive attribute if it is made from leather sourced from tanneries with environmental, traceability and social certifications, or if it was manufactured in a facility with employee health and well-being programmes. In the second year of our strategy, we have reached 30%^ of product with one positive attribute and a further 36%^ of product with more than one positive attribute.

With our 2022 goals, we are taking our supply chain programmes to the next level, focusing on:

Stimulating demand for more sustainable raw materials
Cotton, cashmere and leather are three of our key raw materials, representing approximately 30% of our overall greenhouse gas (GHG) emissions. We are focused on improving the traceability and sourcing of these materials and have set two goals for 2022: to procure 100% of our cotton through the Better Cotton Initiative (currently at 68%^, up from 21% in FY 2017/18) and to source 100% of our leather from tanneries with environmental, traceability and social compliance certifications (currently at 49%, up from 1% in FY 2017/18). During FY 2018/19 we made significant progress particularly on leather traceability, by working closely with our Italian tanneries.

% OF PRODUCTS WITH POSITIVE ATTRIBUTES^



^ Please see page 54 for details on external assurance.

We continue to support the Sustainable Fibre Alliance (SFA) to help promote sustainable cashmere production in Mongolia. During 2018, over 3,800 herding families producing approximately 170 tonnes of cashmere committed to the SFA's Codes of Practice on Rangeland Stewardship and Animal Welfare. These programmes aim to stimulate positive change beyond our footprint and make sustainable materials more mainstream across the industry.

Promoting worker well-being

To ensure compliance with our Responsible Business Principles, our Ethical Trading Programme covers all finished goods vendors, subcontractors and key raw material suppliers. Our Ethical Trading teams visit supply chain partners on a regular basis, engaging with both management and workers to review performance and drive improvements.

We conduct scheduled and unscheduled audits at intervals of three to 18 months, depending on findings, and work closely with supply chain partners to help them achieve more than regulatory compliance. During FY 2018/19 we conducted 481 audits and assessments (446 in FY 2017/18) and completed 221 training and engagement visits (263 in FY 2017/18), to support our partners in building stronger human resource management systems and introducing innovative worker engagement and well-being programmes. We continued to roll out a new Worker Well-being Survey, developed in collaboration with Oxfam. Since launching the survey in 2018, we have engaged with approximately 1,400 workers across eight key facilities worldwide.

Our global supply chain comprises of first-, second- and third-tier facilities, including vendors, subcontractors and raw material suppliers. While driving and supporting improvements at facilities we directly engage with, through our Vendor Ownership Programme, we also help our partners build their own capacity and set up their own ethical trading programme to monitor and improve working conditions in their upstream supply chain. We currently have 16 key supply chain partners involved in the programme.

We are accredited as a UK Living Wage employer and a Principal Partner of the Living Wage Foundation. We are supporting the global Living Wage initiative, which aims to harness the increasing interest in a global Living Wage approach to address in-work poverty across all sectors and multiple geographies. We believe that all workers have the right to a living wage and continue to promote this standard throughout our supply chain. Further details of our supply chain activities, including our ethical trading programme and Human Rights Statement, are available at www.burberryplc.com.

CREATING NEW SUSTAINABLE PACKAGING



To coincide with the launch of our Spring/Summer 2019 collection in February, we rolled out new sustainable packaging.

Using an innovative manufacturing technique, 40% of the new packaging material is made from recycled coffee cups. The resulting product, which has a beautiful, luxurious feel, is fully recyclable and is certified by the Forest Stewardship Council (FSC).

Further to our commitment to the Ellen MacArthur Foundation New Plastics Economy initiative in November 2018, we are also making changes that will reduce the plastic footprint of our transit packaging. We will introduce new transit hangers made from a bio-based compostable alternative. In addition, we are switching our garment bags to a compostable PHA-blended material.



Leading chemical management and elimination

We work closely with our supply chain partners to improve chemical management in the manufacturing of our products. Our program goes significantly beyond the required international environmental and safety standards. We have set all our chemical requirements at levels that are more stringent than legal limits and have committed to eliminating the use of chemicals that may have a negative environmental impact. To achieve this, we are working closely with our supply chain partners, setting clear standards and guidelines and providing focused training and support. During the year, we hosted a chemical management event with other luxury brands at the Politecnico in Milan, Italy. More than 250 representatives of finished goods vendors, mills and tanneries attended the event.

To achieve our goals, we have trained over 1,000 people in chemical management. During FY 2018/19, 41% of product achieved a positive attribute in this area, based on both a product's finished goods vendor and main raw material supplier achieving a rating of "green" for their chemical management practices, as assessed through Burberry's Partner Progress Tool. More information on our assessment tool can be found on www.burberryplc.com.

We are also Board members of the Zero Discharge of Hazardous Chemical (ZDHC) Foundation, the most prominent multi-stakeholder initiative in this field, and are collaborating with 26 other leading brands to drive positive change more widely across our industry and global supply chains.

Managing energy use in manufacturing

We continue to evolve our energy reduction programme, which, for wet processing facilities, has been modelled on the Natural Resource Defence Council's "Clean by Design" principles. Through this programme, we work directly with both finished goods and raw material facilities to identify and implement energy saving opportunities. During FY 2018/19, 19 facilities were involved in the programme, with the aim of achieving at least a 5% reduction in carbon emissions. Examples of energy-saving measures include lighting replacements and process improvements. We also work with our supply chain partners to promote the use of renewable energy across our supply chain. As a result, in FY 2018/19, 7% of our products were manufactured in facilities that procure a significant proportion of their energy from renewable sources.

Minimising our water footprint

Water resources are vital to sustaining both our communities and our industry. We are committed to carefully managing water use and quality across our supply chain and apply the World Wildlife Fund for Nature's water risk assessment tool each year to identify potential areas of risk. We require regular effluent testing and work with over 40 wet processing facilities, who represent approximately 50% of Burberry's raw material procurement volume, to monitor and improve their effluent management practices. We work with suppliers to identify water-saving opportunities, such as water recycling and leak repairs.

Driving innovation in sustainable materials

Ever since our founder, Thomas Burberry, invented gabardine in 1879, materials innovation has formed part of our DNA and continues to be a key focus today. During FY 2018/19, we held a two-day internal event showcasing new materials and technologies. A group of industry experts discussed innovation in the areas of Fashion, Sustainability, Science and Technology.

In our continuous pursuit of more sustainable garments, we worked with company 37.5 to incorporate thermoregulation technology in our men's quilted jackets. Using volcanic sand and waste coconut shells, this new heat management technology enables customers to feel more comfortable in a range of climates. A further example is a high-quality nylon fabric we have developed from ECONYL yarn. ECONYL yarn is produced from nylon waste collected from landfill and oceans around the world. We will be using this fabric in some of our outerwear garments for Autumn/Winter 2019. We also continue to integrate recycled fibres, such as recycled cashmere and wool, into our collections, and have started making our dust bags from REFIBRA yarn, a new yarn produced by upcycling cotton leftovers at our internal manufacturing site in Yorkshire.

Inspiring the next generation of designers and engineers

During FY 2018/19, we continued to support The Burberry Foundation's five-year partnership with the Royal College of Art. This involved advancing the work of the Burberry Material Futures Research Group, the first of its kind in the world, and expanding the Burberry Design Scholarship Fund, benefiting 15 students in FY 2018/19. The Research Group is the first explicit "Science, Technology, Engineering, Art and Mathematics" (STEAM) research centre at a traditional art-and-design university. It applies radical thinking to invent more sustainable materials, advance manufacturing processes and transform user experiences. All research will be made publicly available for the benefit of our industry and the wider community.

COMPANY

BECOMING CARBON NEUTRAL AND REVALUING WASTE

While our biggest environmental impacts occur in the supply chain, we are just as committed to addressing climate change impacts from our own operations, including offices, stores, manufacturing and distribution sites. We have set two goals for 2022: to become carbon neutral in our own operational energy use, with a focus on driving energy efficiencies and renewable energy procurement; and to revalue waste, by leading a makers' movement and creating innovative solutions.

Becoming carbon neutral in our own operational energy use

We aim to achieve a zero-carbon footprint by improving energy efficiency, reducing absolute consumption and switching to renewable energy sources, before offsetting any remaining emissions. Our retail network is responsible for 76% of our direct carbon emissions. We have set energy targets for all our stores globally, spearheaded by regional leadership and reinforced by a training programme and technical support. Over the last year, we established a

network of Responsibility champions in key stores, whose objective is to inspire and support retail teams to improve energy efficiency and engage with the Responsibility Agenda more broadly. We are now carbon neutral across the Americas region, EMEA retail stores and our UK operations.

We reduced our global, absolute energy consumption by 7%, primarily through behavioural changes and LED lighting. We then used the cost savings from energy reductions to finance additional renewable energy procurement. On track to achieve our RE100 commitments, we now obtain 58%^ of our total energy (including 68%^ of our electricity) from renewable sources, an increase of 13% from last year. We assess our progress towards carbon neutrality by looking at the reduction in our total market-based carbon dioxide equivalent (CO₂e) emissions year on year and since the launch of our strategy in 2017, we have reduced our emissions by 43%^.

ENERGY AND GLOBAL GREENHOUSE GAS EMISSIONS

The disclosures required by the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 are included below.

(Year to 30 March 2019)

| | Reporting year 18/19 | Reporting year 17/18 | Reporting year 16/17 |
|---|-------------------------|----------------------|----------------------|
| Total energy (KWH) - including energy from fuel used in vehicles | 76,575,371 [^] | 82,309,197 | 85,150,844 |
| Combustion of fuel and operation of facilities (Scope 1) (Kg CO ₂ e) | 2,096,267 [^] | 2,144,091 | 2,128,334 |
| Electricity, heat, steam and cooling purchased for own use (Scope 2) (Kg CO ₂ e) | 29,111,338 [^] | 32,072,001 | 33,839,522 |
| Total emissions location based (Scope 1 & 2) (Kg CO ₂ e) | 31,207,605 [^] | 34,216,092 | 35,967,856 |
| Electricity, heat, steam and cooling purchased for own use (Scope 2) (Kg CO ₂ e) | 12,729,675 [^] | 18,060,686 | 23,027,948 |
| MARKET BASED APPROACH | | | |
| Total emissions market based (Scope 1 & 2) (Kg CO ₂ e) | 14,825,942 [^] | 20,204,777 | 25,156,282 |
| Total emissions offset by Verified Emissions Reduction Certificates (Kg CO ₂ e) | 352,729 [^] | 170,411 | 0 |
| Intensity measurement (Location based Kg CO ₂ e per £1000 sales revenue) | 11.5 [^] | 12.5 | 13.0 |
| % of Energy (kWh) from Renewable Sources | 58% [^] | 48% | 37% |

Note: Burberry applies an operational control approach to defining its organisational boundaries. Data is reported for sites where it is considered that Burberry has the ability to influence energy management. Data is not reported for sites where Burberry has a physical presence, but does not influence the energy management for those sites, such as a concession within a department store. Overall, the emissions inventory reported equates to 94% of our sq. ft. (net selling space). Emissions resulting from activities in the UK amount to 22% of total global emissions (29% of total energy consumption). The Company uses the Greenhouse Gas Protocol (using a location and market-based approach to reporting Scope 2 emissions) to estimate emissions and applies conversion factors from Defra and IEA guidance. All material sources of emissions are reported. Refrigerant gases were deemed not material and are not reported. Burberry has updated GHG data for FY 2016/17 and FY 2017/18 to account for updated emission factors and improvements in data availability and estimation methods. Further detail is available within Burberry's basis of reporting at www.burberryplc.com.

[^] Please see page 54 for details on external assurance.



“We are now carbon neutral across the Americas region, EMEA retail stores and our UK operations.”

EXPANDING OUR AMBITIONS

We started looking beyond 2022, setting ambitious carbon goals for 2030. Our targets have been approved by the Science Based Target Initiative (SBTi) and include a commitment to reduce our Scope 1 and 2 emissions by 95% by 2022 and our Scope 3 emissions by 30% by 2030, both from a 2016 base year. Targets are classed as science based if they are in line with the level of carbon reduction required to keep the global temperature increase to 1.5 degrees Celsius, compared to pre-industrial levels, as described in the Fifth Assessment Report of the Intergovernmental Panel on Climate Change. In December 2018, we joined the UN Fashion Industry Charter for Climate Action. One of its aims is to reduce aggregate GHG emissions across the fashion industry by 30% by 2030. Representatives of the Responsibility team actively participate in the working groups and chair one of them.

As members of the Prince of Wales Accounting for Sustainability (A4S) initiative, we are working towards implementing the recommendations of the Financial Stability Board's Task Force for Climate-related Financial Disclosures. In line with their recommendations and to future-proof our business, climate change is included as a principal risk in our Risk and Viability Report. During FY 2018/19, we conducted three scenario-planning workshops, involving senior leadership from key functions across the business, including Risk, Strategy, Investor Relations, Customer Insight, Responsibility, Supply Chain, IT and External Communications. Facilitated by Forum for the Future, the workshops helped us identify and assess long-term environmental, social and technological trends that could significantly impact Burberry's business model and operations over the next 20 years. These trends will inform our long-term supply chain strategy and our strategic response to climate change risks, a process that has already started with the presentation of key insights to the Board in March 2019.

Reducing and revaluing waste

Our five-year Responsibility Agenda also includes a goal to help tackle the waste challenge facing our industry. In September 2018, we strengthened our commitment by becoming the first luxury company to announce that we were stopping, with immediate effect, the practice of destroying unsaleable finished products.

During the year, we expanded existing reuse, repair, donation and recycling routes, while developing new partnerships and revaluation solutions. We also focused on limiting the causes of waste, enabled by an increasingly global view of inventory management and our new model of tighter more frequent collections, which allows us to be much more targeted and precise in the way we design, buy and sell.

In FY2018/19, we handled around 20,000 repair and replacement part enquiries for products ranging from well-loved leather goods to vintage items. We also donated more than 20,000 items of business clothing as part of our long-term partnerships with charities such as Smart Works. The UK-based charity supports unemployed women with interview training, smart clothing and styling advice as they prepare for potentially life-changing interviews. To celebrate International Women's Day 2018, we hosted a special event at Horseferry House for some Smart Works clients who have gained employment through the service. The clients received

a special Burberry styling session from members of our retail teams and were gifted their Burberry wardrobes to keep and wear to their new job.

Prior to our announcement in September, we had destroyed £1.4 million of unsaleable finished products, following the waste hierarchy. This represented a significant reduction on the prior years. In addition, to respect regulatory constraints, £0.8 million of damaged, defective or expired beauty products were destroyed where recycling was not an option.

Raw materials are a significant waste stream for the luxury fashion industry. For leather, even when product patterns are carefully planned to maximise the use of a hide, the process inevitably creates small offcuts. Through The Burberry Foundation, we are working with sustainable luxury company Elvis & Kresse to transform leather offcuts from the production of Burberry products into a range of accessories and homeware by 2022. Half of the profits from this range are donated to charitable organisations promoting renewable energy, while the remaining half is reinvested by Elvis & Kresse to expand their work and generate apprenticeship and work experience opportunities. Since the launch of this partnership in 2017, 3.7 tonnes of leather offcuts have been transformed into products and over 5,000 potential "makers" have been inspired about waste revaluation.

During the year, we supported the London College of Fashion with raw materials to launch their “1000 Coats” project, which aims to provide women in East London with technical sewing skills and knowledge by making 1000 coats for children in need, while creating potential new employment opportunities for the women involved.

Similarly, we have initiated a partnership and started donating excess fabric to Progetto Quid in Italy, a women-led not-for-profit cooperative, providing women and men from disadvantaged backgrounds with employment opportunities through sustainable fashion.

When waste is inevitable, we work with innovative organisations to recycle it. For example, in Italy last year, we recycled 70 tonnes of pre-consumer textiles into regenerated yarns, fabrics and automotive insulation materials. We are also conducting trials to explore ways of repurposing raw materials and some unsaleable finished products.

To further strengthen our existing commitments, in May 2018 we were proud to become a core partner of the Ellen MacArthur Foundation’s Make Fashion Circular Initiative, joining other leading organisations to explore how our industry can work towards the vision of a circular fashion economy. In December 2018, we joined the New Plastics Economy Global Commitment, which aims to eradicate plastic waste and pollution by 2025. The commitment is also led by the Ellen MacArthur Foundation in collaboration with UN Environment and aims to create a new normal for plastic packaging globally. As part of this, we are working to eliminate problematic or unnecessary plastic packaging; ensure plastic in our packaging can be easily reused, recycled or composted; and circulate any plastic packaging so that it can be made into new packaging or products. We have also completed a Plastic Footprint Mapping exercise, identifying the use of plastic across our activities worldwide.

COMMUNITIES

POSITIVELY IMPACTING ONE MILLION PEOPLE BY 2022

We have a long history of investing in the communities in which we operate, enabling employees to dedicate up to three working days a year to support their local communities and donating each year 1% of adjusted Group profit before tax to charitable causes. These range from supporting disaster relief efforts, to nurturing emerging talent through scholarships at the Royal College of Art, with a significant proportion going to The Burberry Foundation (UK registered charity number 1154468).

The Burberry Foundation takes a strategic and long-term approach and partners with leading organisations to support key communities sustaining the luxury industry. We aim to impact one million people mainly by supporting community programmes through financial contribution and employee volunteering. We helped to positively impact nearly 103,000^A people in FY 2018/19.

The Foundation's efforts are specifically tailored to address social and/or environmental priorities in selected communities, with a view to tackling the causes as well as treating the symptoms.

Tackling educational inequality and enhancing career advice for young people in the UK

In the second year of The Burberry Foundation's partnership with Teach First, The Careers & Enterprise Company and MyKindaFuture, the three organisations have continued to support young people in disadvantaged communities across Yorkshire and London. Our objective is to inspire and prepare young people for the world of work and improve access to the creative industries. During FY 2018/19 over 60,000 students and teachers were engaged in a range of activities, including school workshops, teacher training, guest speaker sessions and work experience weeks at Burberry. Three new Enterprise Advisers were appointed, connecting 29 schools with local employers and supporting the development of robust, school-wide career programmes. These benefitted more than 15,000 students this year.

In October 2018, The Burberry Foundation launched Burberry Inspire, partnering with the Ideas Foundation to deliver a four-year programme in and around Leeds to help young people transcend their circumstances and reach their potential through in-depth exposure to arts and culture. The programme is delivered in collaboration with the Northern Ballet, the Hepworth Wakefield, Leeds Young Film and Leeds Playhouse, and has already provided exciting new opportunities for 3,130 students across eight participating schools. We plan to roll out Burberry Inspire globally in FY 2019/20.

Fostering community cohesion and supporting youth employability in Italy

The Florentine area of Italy has a long tradition of creativity and craftsmanship and is renowned for its production of garments and luxury leather goods. In recent years, the region has faced challenges due to poverty, youth unemployment and economic migration. In 2017, we supported The Burberry Foundation in launching a five-year partnership with Oxfam, aimed at fostering cohesion between local and migrant communities. During FY 2018/19, the partnership helped four local community centres expand their day-to-day services and deliver large-scale multicultural events. It launched a new community information desk and appointed 8 facilitators to improve access to vital support services. It also engaged 10 schools in a peer-to-peer mentoring scheme and an innovative teacher-training programme on inclusive education. Overall, more than 18,000 community members benefitted from these activities in FY 2018/19.

Supporting social and economic empowerment of rural communities in Afghanistan

Despite persistent armed conflict and extreme poverty, Afghanistan remains the world's third-largest producer of cashmere fibre, behind Mongolia and China, and a key sourcing region for the luxury fashion industry. In partnership with Oxfam and PUR Projet, The Burberry Foundation is implementing a long-term programme focused on developing a more inclusive and sustainable cashmere industry and helping herders enhance their livelihoods. During FY 2018/19, a new goat breeding facility designed to help herders improve the quality and yield of their cashmere production was opened. It currently hosts over 150 "elite" cashmere goats. In addition, more than 2,500 herders have been trained on sustainable cashmere harvesting and livestock management practices. Key local stakeholders have been engaged to facilitate the development of community-owned collective action organisations, pro-actively involving women in their design and management. Overall, more than 7,000 community members benefitted from these activities during the year.



HUMAN RIGHTS STATEMENT

While we respect and uphold human rights wherever we operate, we are aware that risks can arise in relation to our own workforce, our supply chain, our communities and customers. Burberry's Human Rights Policy sets out our procedures to uphold human rights across our own operations and extended supply chain, and the mechanisms we use to identify and address any instances of potential infringement. The policy was developed with reference to the International Bill of Human Rights and follows the UN Guiding Principles on Business and Human Rights for the implementation of the UN's "Protect, Respect and Remedy" framework.

Responsibility for the policy lies with Burberry's Chief Executive Officer. To ensure compliance with the policy, we assess human rights impacts and monitor labour conditions across our own operations and extended supply chain on a regular basis through our Ethical Trading programme, delivered by an established global team of Ethical Trading experts. Details of the programme and a full copy of our Human Rights Policy can be found at www.burberryplc.com.

We conduct a Human Rights Impact Assessment every two years to confirm potential areas of risk, capture any emerging risks in relation to new operations and projects, and review or develop mitigation plans as required. We have completed three impact assessments since 2014, each process involving mapping our own operations and those of our extended supply chain, and assessing them in terms of their potential impact on human rights as set out in the Universal Declaration of Human Rights. For both our FY 2016/17 and FY 2018/19 assessments, we reviewed key findings and mitigation plans with Ergon, a specialist human rights consultancy.

To strengthen our efforts in this field even further, we have developed "theories of change" for key themes arising from our FY 2018/19 Human Rights Impact Assessment, including migrant workers, income-vulnerable workers, diversity and inclusion. We conduct interviews with relevant stakeholder groups to better understand their needs and perceptions, get insight into the direct and indirect impacts of our business and develop focused mitigation plans. For example, we provide grievance mechanisms for our global employees, as well as confidential hotlines run by Non-Governmental Organisations for workers in our supply chain. Currently, more than 11,000 workers across 21 factories are provided with improved access to remedy and confidential support, including advice and information on workers' rights and well-being. The effectiveness of the hotlines is regularly reviewed. During FY 2018/19, Burberry-sponsored hotlines received 572 calls and their resolutions have been monitored closely by our local Responsibility teams.

Supporting our human rights commitment is our Modern Slavery Statement. This is published in line with the UK Modern Slavery Act and can be found at www.burberryplc.com.

EXTERNAL ASSURANCE OF CORPORATE RESPONSIBILITY DISCLOSURES

Burberry has appointed PricewaterhouseCoopers LLP (PwC) to provide limited assurance over selected Company, Product and Community information for FY 2018/19. Information forming part of the assurance scope is denoted with a ^ on pages 43 to 52. The assurance statement and Burberry's basis of reporting are available at www.burberryplc.com.

TRANSFORMING OUR APPROACH TO WASTE THROUGH PARTNERSHIP



“We have partnered with The Burberry Foundation to solve our most ambitious material challenge to date: the vast amounts of waste created through the production of leather goods. Through this partnership, we demonstrate how the traditional leather goods supply chain can be disrupted and changed for the better. We also transform at least 120 tonnes of leather offcuts from the production of Burberry products into accessories and homeware.”

KRESSE WESLING MBE
Co-Founder of Elvis & Kresse