



# ENVIRONMENTAL & SOCIAL IMPACT

Our sustainability strategy is built on two pillars: **Environment and People**



Product shown contains  
100% recycled polyester

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Product shown contains  
100% responsible down  
standard certified (RDS)  
down and feather

# PAST MILESTONES, FUTURE VISION

The timeline below illustrates our progress to date and our future material targets. Keep reading to find out more on our Environmental & Social Impact.

## 2013

Partnered with **Sreepur village** to support women and children in Bangladesh\*

## 2019

Launched partnership with takeback scheme **LOOP**, formerly known as reGAIN\*

Launched partnership with **New Life** charity\*

Joined **Sedex**, a leading responsible sourcing platform\*

## 2020

Introduced first **organic & recycled polyester products** into the range\*

## 2021

Introduced our first **LENZING™ ECOVERO™** viscose product\*

## 2030

**100% of the cotton** we source to be **organic**\*

## 2027

**100% of the cellulosic materials** we source to be from **Canopy Green Shirt** suppliers\*

## 2023

Newly sourced **adult's products PFC free**\*

## 2022

Achieved **'Responsible Down Standard'** certification

Newly sourced **children's products PFC free**\*

Resourced **polybags** to be made of **100% recycled materials**\*

\*Full range criteria can be found in the environment and people sections.

# MATERIAL USE

## ORGANIC COTTON

Our organic product contains a minimum 60% organic cotton by weight of the fabric/s in the total garment excluding trims.

We first introduced organic cotton in 2020, and we are proud to say that in 2023, 31% of our Cotton products contained organic cotton.

Our goal is for 100% of the cotton we source to be organic by 2030. We have established our organic cotton sourcing routes, and we plan to incrementally increase our use.

Our suppliers source the organic cotton on our behalf and provide us with factory scope and transaction certificates for the finished product as proof of claim.



**SOIL NURTURED FOR LONG TERM GROWTH**



**NO GENETICALLY MODIFIED SEEDS**



**NO HARMFUL PESTICIDES USED BY FARMERS**

\* Textile-Exchange\_OCMR\_2022.pdf ([textileexchange.org](https://textileexchange.org))



Products shown  
contain 100%  
organic cotton

# MATERIAL USE

## RECYCLED MATERIALS

Our recycled product contains a minimum 20% recycled fibres by weight of the fabric/s in the total garment excluding trims.

We introduced recycled materials in 2020, and in 2023, 4% of our products containing polyester/nylon used recycled fibres.

We do not currently have a goal for recycled material use. However, we have established our recycled materials sourcing routes and plan to incrementally increase our use.

Our suppliers source the recycled fabric on our behalf and provide us with factory scope and transaction certificates for the finished product as proof of claim.



Product shown contain 100% recycled polyester

## How waste is recycled into garments:

**WASTE** is sent to processing plant



Washed and chopped into **FLAKES**



Melted into **CHIPS**



Melted and spun into **YARN**



Knitted/woven into **FABRIC**

# MATERIAL USE

## CELLULOSICS

Our goal is for 100% of the cellulosic materials we source to be derived from Canopy Green Shirt rated suppliers by the end of 2026, see following link for more details: <https://hotbutton.canopyplanet.org>.

In 2023, 39% of our cellulosic products were sourced from Canopy Hot Button Report 'green shirt' suppliers. These suppliers are Lenzing™ and Birla™, see below for further details of these branded materials.



## LENZING™ ECOVERO™ VISCOSE

Our products only carry a LENZING™ ECOVERO™ Viscose mark if they contain at least 30% LENZING™ ECOVERO™ Viscose fibres and the fabric is verified to contain LENZING™ ECOVERO™ Viscose fibres by the trademark holder, Lenzing AG.

LENZING™ ECOVERO™ Viscose is made with 50% less carbon emissions and water consumption compared to generic (unbranded) viscose\*. Lenzing AG is a Green Shirt rated facility listed on the Canopy Hot Button Report.

For further information please see link - [www.ecovero.com](http://www.ecovero.com)

\*Results based on LCA standards (ISO 14040/44) and available via Higg MSI (Version 3.7) - <https://lenz-assets.sgp1.digitaloceanspaces.com/ecovero/claim-proof/document/claim-proof-lenzing-ecovero-fiber-snapshot-202401.pdf>



## TENCEL™ LYOCELL

Our products only carry a LENZING™ TENCEL™ Lyocell mark if they contain at

least 30% TENCEL™ Lyocell fibres and the fabric is verified to contain TENCEL™ Lyocell fibres by the trademark holder, Lenzing AG.

TENCEL™ Lyocell is made with 50% less carbon emissions and water consumption compared to generic (unbranded) lyocell\*. Lenzing AG is a Green Shirt rated facility listed on the Canopy Hot Button Report.

For further information please see link - [www.tencel.com](http://www.tencel.com)

\*Results based on LCA standards (ISO 14040/44) and available via Higg MSI (Version 3.7) - <https://www.tencel.com/images/assets/claims/document/claim-proof-tencel-lyocell-fiber-snapshot-202410.pdf>



Birla Excel™

## BIRLA EXCEL™

Our products only carry a Birla Excel™ mark if they contain at least 30% Birla Excel™ fibres and the product is verified to contain Birla Excel™ by the trademark holder, Aditya Birla Group.

The production of Birla Excel™ fibre uses a closed-loop system, which recycles chemicals during the manufacturing process. This process has achieved a solvent recovery rate of 99.7%. Birla Excel™ fibres are certified with globally accepted responsible Forestry.

For further information please see link: <https://www.livabybirlacellulose.com/business/birla-excel>

## 2/3 YEAR GUARANTEE

We design and manufacture our products with longevity in mind, to ensure they are high-quality and built to last. Therefore, we offer a 2-3-year guarantee against manufactures faults on clothing. Click the link to find out more about our guarantee - [www.mountainwarehouse.com/guarantee/](http://www.mountainwarehouse.com/guarantee/)

# ANIMAL WELFARE

## FEATHER & DOWN

100% of our down and feather is (independently) certified to the Responsible Down Standard (RDS) certified by Control Union, CUC890403.

Mountain Warehouse is certified to the Responsible Down Standard (RDS). The Responsible Down Standard (RDS) certifies down and feathers against animal welfare requirements and tracks it from farm to final product.



The products shown contain 100% responsible down standard certified (RDS) down and feather

Our down and feathers supply chain is certified to the Responsible Down Standard (RDS).

We first introduced RDS products into the range in 2022 and we are proud to say that all feather/down product is now sourced with RDS.

Click the link to read more about the Responsible Down Standard: <https://textileexchange.org/responsible-down-standard/>

## FUR

We do not use real fur. We conduct stringent checks on our faux fur fabrics to ensure they are indeed faux. We work closely with our suppliers to ensure that they understand our requirements and how to identify faux fur.

## WOOL & LEATHER

We source wool & leather ethically to ensure that the animals are humanely treated to the 5 freedoms:

- **Freedom from hunger and thirst**
- **Freedom from discomfort**
- **Freedom from pain, injury or disease**
- **Freedom to express normal behaviour**
- **Freedom from fear and distress**

We do not use wool from farms that practice mulesing.

We only use leather that is a by-product from the food industry. The tanneries that supply the leather in our footwear are accredited to a 3rd party standard that assesses the tannery for water/ energy usage and chemical management. To achieve this, we only allow leather to be used if suppliers can provide us with a valid audit certification for the tanneries.

We are proud to say that in 2024, 100% of our leather is produced at tanneries which have achieved the highest audit rating from an accredited 3rd party standard.

# RESPONSIBLE CHEMICAL USE

## PFC FREE

PFCs\* (Perfluorinated chemicals) have historically been widely used in Durable Water-repellent (DWR) finishes to make fabric waterproof. PFCs break down very slowly so can build up in our environment and enter our water and food sources. Since 2021 Mountain Warehouse has been working towards a PFC-free future, intending to source all DWR treated products free of intentionally added PFCs by 2025 whilst maintaining the same high level of waterproof performance.

We are proud to report our progress in this area:

- **100% of our waterproof re-proofers have been PFC-free since 2021.**
- **100% children's products sourced without intentionally added PFCs since August 2022 (our Spring/Summer23 range and beyond).**
- **100% adult clothing, accessories, and outdoor gear sourced without intentionally added PFCs since December 2023 (our Autumn/Winter24 range and beyond).**

We are on track to meet our target having worked tirelessly with our footwear supply chain to solve the remaining challenge of waterproof effectiveness when using PFC-free treatments on footwear. We have now solved this, so all footwear sourced from Winter 2024 will have PFC-free DWR.

Our PFC-free products can be identified by a PFC-free icon on the packaging.

\*PFCs are also referred to as PFAS.

## UV TREATMENTS

Where possible, our UV protection clothing is designed with fabric to offer natural UV protection. It is tested to EN 13758 standard for sun protection clothing before and after wash to ensure the product meets an acceptable standard and the UV protection is durable.

Where it is not possible for the fabric to be naturally UV, we use treatments to deliver the UV properties, we nominate the chemical supplier and treatment restricting the options to treatments that are approved for use with organic/ recycled material certification schemes.



Product shown uses a DWR (durable water-repellent) treatment that doesn't contain PFCs (Perfluorinated chemicals)



# CIRCULAR INITIATIVES



## LOOP WARDROBE

We encourage our customers to recycle and repurpose their pre-loved clothing. To support this effort, we've partnered with LOOP (formerly known as reGAIN) to help minimise the amount of our consumer products that end up in landfills at the end of their lifecycle.

LOOP allows customers to add their Mountain Warehouse purchases to their LOOP digital wardrobe, giving them access to all the tools they need to make their wardrobe circular.

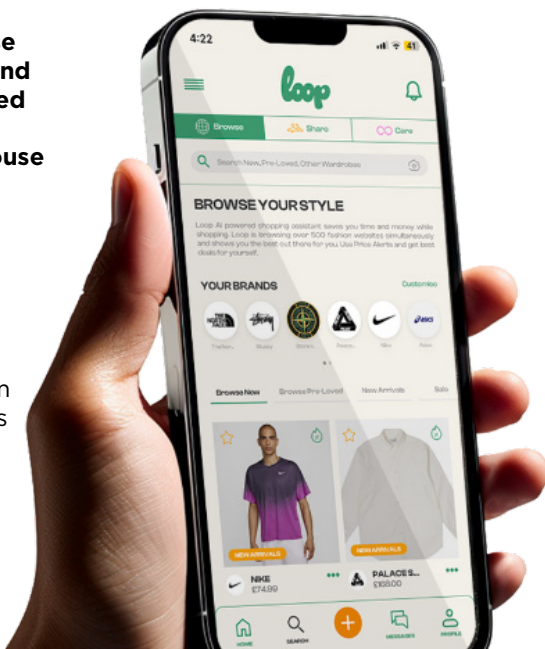
Download LOOP Wardrobe to:

- **Care for your clothes, with ease.**
- **On LOOP, you can find multiple repair and alteration options to extend the life of your clothes.**
- **Give your clothes a second life.**
- **Resell or swap your items with other users, use LOOP's take back and charity shop maps to find local clothing donation points, or get unwanted clothes picked up from your house (for free!). Making it easy to keep your Mountain Warehouse products in the loop.**
- **Turn your old clothes into home décor.**

If your clothes are worn out and ready for the bin, send them to LOOP Wardrobe and they will turn them into home décor items instead. Yes, you read that right. LOOP lets you send your old clothes to their factory in Nottingham, and they will turn them into home décor such as candle holders, book ends or jewellery dishes. Sold exclusively by LOOP.

Link to download on [App Store](#)

Link to download on [Google Play](#)



## NEW LIFE

We have a longstanding partnership with Newlife: The Charity for Disabled Children; a charity where profits help disabled children and their families.

We donate our unsellable products to Newlife who refresh and sell in their charity stores or sell the material to recyclers for its material value. Newlife are a member of WRAP's Textiles 2030 initiative, reflecting their commitment to circular fashion and recycling.

In 2023 we donated 4,253 cartons of stock to Newlife.

## OTHER PARTNERSHIPS

Mountain Warehouse is an international company, so we ensure that we are giving back internationally too.

In Canada we donate to Habitat for Humanity. They work with families, local communities, volunteers, and partners from around the world so that more people can live in affordable and safe homes - <https://www.habitat.org/>

We also work with Soles 4 Souls a charity which turns shoes and clothing into opportunities for education and employment for people in need - [Soles4Souls | Turning shoes and clothing into opportunity.](#)

In America we donate to Casa Oasis (Allentown PA), support for seniors and veterans in need. Casa Oasis partner with LV hospital and several care homes to reach seniors in need.

In New Zealand we donate to Christchurch City Mission, a foodbank, shelter, and counselling service for people in need - <https://www.citymission.org.nz/>

# PACKAGING & WASTE

## PACKAGING REDUCTION

We aim to make conscious packaging decisions and are constantly re-designing our packaging and looking for ways to eliminate packaging. Where we can't, we work to reduce the size and weight of the packaging.

Some of our key achievements are:

- **Replaced plastic footwear hangers with reusable wooden hangers.**
- **Designed out 90% of plastic casings only retaining them on products that require enclosure at point of sale for safety reasons, eg) pen knives.**
- **Remove product boxes where possible, only retaining boxes where product could be damaged or where multiple parts require packaging together.**
- **Minimising the size of the card packaging used to display product information and hang product in store.**

These initiatives reduced 27.5 tonnes of packaging compared to use for these products before the re-design.

We do not have targets for packaging reduction however, we have a dedicated team who conduct packaging use tonnage reports, identify usage drivers and continually work on reduction projects.

We are members of international waste schemes and pay taxes on the electrical, battery and packaging waste generated by our product sales. This supports recycling infrastructures in the UK and internationally.

Country/Entity	Waste Stream	Compliance Scheme/ Authority	Registration number
France	Packaging	CITEO	FR268178_01UEHU
France	WEEE	Ecologic	FR268178_05TIEJ
France	Batteries	Screlec	FR032266_067GGU
France	Textiles	Refashion	FR275263_I1WNPL
France	Furniture and bedding	Ecomaison	FR275263_I0XYBK
France	Games and toys	Ecomaison	FR275263_I4QOFZ
France	DIY and gardening products	Ecomaison	FR275263_I2WTJJ
Germany	Packaging	DSD/Lucid	DE1851246899411
Germany	WEEE	Take-e-way	WEEE-Reg.-Number: DE 63814947
Germany	Batteries	Take-e-way	Battery-Reg.-Number: DE 23830430
Poland - Mountain Warehouse Polska	All	BDO	000527938
Poland - Mountain Warehouse Limited	All	BDO	000527134



# PACKAGING & WASTE

## BATTERY RECYCLING

Two out of three batteries are thrown away and end up in landfill. Batteries are classified as hazardous waste as they breakdown releasing chemicals that damage the environment and pose a fire risk. Our Mountain Warehouse stores offer battery recycling boxes to help facilitate safe recycling of old batteries. Alternatively, see <https://www.recycle-more.co.uk/> or your local municipal guidelines for other battery recycling facilities.

## ELECTRICAL TAKE BACK SCHEME (UK ONLY)

Unwanted electrical equipment is the UK's fastest growing type of waste. Many electrical items can be repaired or recycled. Where electrical equipment ends up in landfill, hazardous substances will leak out and cause soil and water contamination.



If you purchase a new electrical/ electronic item, we will recycle your old one for free. The item must be similar in type and/or function to the new item being purchased from us and have the same intended usage. It doesn't need to have originally been purchased from us or be the same brand as the new item being purchased.

Bring back your old electrical item to a Mountain Warehouse store within 28 days of purchase. The staff will ask for proof of purchase of a new Mountain Warehouse electrical item of the same type. We will then recycle the old item on your behalf. When recycling an item via one of our stores, please ensure that any personal data is removed, and that the product is clean, dry, and free from food waste and contamination. Stores may refuse to take back electrical items that do not meet these criteria.

If it is not convenient for you to visit a Mountain Warehouse store, many other locations offer electrical take back services please see <https://www.recycle-more.co.uk/>.

To remind you if old electrical equipment can be recycled, it is marked with the above symbol. Please do not throw any electrical equipment in your bin.



# PACKAGING & WASTE

## RECYCLING

**Delivery Polybags:** These bags are required to keep the product clean and free of damage/ damp during transit. We first introduced polybags made from 100% recycled content in 2022 and we are excited to share that since 2024, all our delivery polybags are made from 100% recycled materials. Our suppliers source the recycled materials on our behalf and provide us with factory scope and transaction certificates for the finished bags as proof of claim.

**Carrier bags:** We have introduced bag for life in our UK stores. We also have paper bags that can be easily recycled at home. We are phasing out the 90% recycled content carrier bags once we sell through current stock, in the meantime they can be recycled after use at local soft plastic collection points.

**Ecommerce bags:** Our Ecommerce bags are made from at least 90% recycled content; we are working towards 100% when durability allows. These bags can be recycled after use at local soft plastic collection points.

Most of our packaging materials can be recycled either at home or local collection facilities. The following guide provides guidance for recycling.

To find your local drop off points visit:

UK: <https://www.recycle-more.co.uk/>

France: <https://agirpoulatransition.ademe.fr/particuliers/maison/faire-dechets>

Italy: <https://www.cdcaee.it/centri-di-raccolta-comunali/>

Germany: <https://www.gruener-punkt.de/en/systalenr-recyclate/our-plants>

Poland: <https://www.gov.pl/web/gov/uslugi-dla-obywatela>

Austria: [https://www.bmk.gv.at/themen/klima\\_umwelt/abfall/aws.html](https://www.bmk.gv.at/themen/klima_umwelt/abfall/aws.html)

USA: <https://www.epa.gov/recycle/how-do-i-recycle-common-recyclables>

Canada: <https://www.canada.ca/en/environment-climate-change/services/managing-reducing-waste/overview-extended-producer-responsibility/inventory-recycling-programs.html>

New Zealand: <https://help.nz.terracycle.com/hc/en-nz/articles/4409687955725-How-can-I-find-my-nearest-public-drop-off-point>

Australia: <https://recyclingnearyou.com.au>

MOUNTAIN WAREHOUSE RECYCLING GUIDELINES			
PACKAGING TYPE	UK/NA/NZ/AUS	FRANÇAIS	ITALIANO
3 or more different packaging components within the same product	Separate components as below guide	 Séparer les éléments avant de trier	Separare i componenti come sotto la guida
Swing Tag	Home Recycling	 FIBRETTA	 IT: Etichetta PAP 22 raccolta carta.
Trouser Overrider	Home Recycling	 FIBRETTA	 IT: Etichetta PAP 22 raccolta carta.
Box	Home Recycling	 BOITE	 IT: Scatola PAP 21 raccolta carta.
Header Card	Home Recycling	 CARTE PER-TEC	 IT: Carta di intestazione PAP 21 raccolta carta.
Hook	Home Recycling	 CROCHET	 IT: Gancio PAP 21 raccolta carta.
Footwear Hanger	Home Recycling	 CROCHET POUR CHAUSSURES	 IT: Gruccia per calzature PAP 21 raccolta carta.
Tissue Paper	Home Recycling	 PAPIER PER-FOOT	 IT: Carta velina PAP 22 raccolta carta.
Slicker	Home Recycling	 AUTOCOLLANTE	 IT: Etichetta PAP 22 raccolta carta.
Micropak Sheet	Take to your local soft plastic recycling drop off	 FEUILLE DE MICROPAK	 IT: Fogli di Micro-Pak LDPE 4 raccolta plastica.
Micropak Sticker	Home Recycling	 AUTOCOLLANTE MICROPAK	 IT: Fogli di Micro-Pak LDPE 4 raccolta plastica.
Hook	Home Recycling	 CROCHET	 IT: Gancio PP 5 raccolta plastica.
Polybag	Take to your local soft plastic recycling drop off	 SAC EN POLYETHYLENE	 IT: Polietilene LDPE 4 raccolta plastica.
Ecommerce Bag	Take to your local soft plastic recycling drop off	 SAC DE COMMERCE ELECTRONIQUE	 IT: Borsa da ecommerce LDPE 4 raccolta plastica.
Carrier Bag	Take to your local soft plastic recycling drop off	 SAC DE TRANSPORT	 IT: Sacchetto LDPE 4 raccolta plastica.
Kimbal	Home Recycling	 KIMBAL	 IT: Imballaggio kimbal PP 5 Raccolta plastica.
Footwear Hanger	Home Recycling	 CROCHET POUR CHAUSSURES	 IT: Appendiscarpe PP 5 raccolta plastica.
B blister Pack	Home Recycling	 BLISTER EN PLASTIQUE	 IT: Confezione in blister PET 1 raccolta plastica.
Net	Do not recycle - waste	 FILET	 IT: Rete LDPE 4 raccolta plastica.
Soft Plastic Film	Take to your local soft plastic recycling drop off	 FILM	 IT: Pellicola LDPE 4 raccolta plastica.
Shrink Wrap	Take to your local soft plastic recycling drop off	 FILM RETRACTIBILE	 IT: Pellicola termoretraibile PP 5 Raccolta plastica.
Bubble Wrap	Do not recycle - waste	 FILM A BULLE	 IT: Borsa da ecommerce LDPE 4 raccolta plastica.
Pouch	Take to your local soft plastic recycling drop off	 POCHETTE	 IT: Borsa a marsupio PVC 3 raccolta plastica.
Tube	Home Recycling	 TUBE	 IT: Tubo PET 1 raccolta plastica.
Lid	Do not recycle - waste	 POWERLID	 IT: Borsa da ecommerce LDPE 4 raccolta plastica.
Window Film	Take to your local soft plastic recycling drop off	 FILM VITRINE	 IT: Borsa da ecommerce LDPE 4 raccolta plastica.
Foam Tray	Take to your local soft plastic recycling drop off	 MOUSSE	 IT: Borsa a marsupio PVC 3 raccolta plastica.
String	Do not recycle - waste	 PICELLE	 IT: Corda TEX 62 raccolta tessile.
Textile Products	Take to your local textile recycling bank	 QUELQUES RECOMMANDATIONS	Portare presso il centro di riciclaggio tessile locale
Footwear	Take to your local footwear recycling bank	 QUELQUES RECOMMANDATIONS	Portare presso il centro di riciclaggio di calzature locale
WEEE	Take to your local recycling centre, drop-off point or return to one of our stores	 QUELQUES RECOMMANDATIONS	Portare presso il centro di riciclaggi locale
Batteries	Take to your local recycling centre, drop-off point or return to one of our stores	 QUELQUES RECOMMANDATIONS	Portare presso il centro di riciclaggi locale

# PEOPLE

## ETHICAL SOURCING

Through our supply chain, to how we hire and treat our people in our offices and stores across the globe, our goal is to build a global community centred on respect, inclusion and kindness.

We believe collaboration is the key to driving meaningful change in our supply chain. Our CSR and buying teams work collaboratively to foster strong long-term relationships with suppliers to engage and educate our supply chain to uphold our policies and processes and to drive continuous improvement.

Our supplier code of conduct outlines the ethical standards we require, and we monitor and audit our suppliers against this code to ensure they are treating their workers ethically.

Our code of conduct aligns with the International Labour Organisations expectations on human rights. We are committed to respecting human rights. We strictly prohibit any form of forced labour, child labour, or discrimination within our supply chain.

For more details on how we manage our supply chain see <https://www.mountainwarehouse.com/help/modern-slavery-statement/>



We have partnered with Sedex®, an industry leading platform for responsible sourcing data.

More than 85,000 business from across the world have made Sedex® their trusted partner in creating a more socially transparent supply chain.

Sedex® data insights and tools enable us to gain visibility of our supplier's ethical performance, we use the data to conduct due diligence and drive supply chain improvements.

To learn more about Sedex® see - <https://www.sedex.com>



We partner with AAB People - a secure and confidential service for all workers in our business and our supply chain to report instances of suspected wrongdoing. Workers can make reports through phone and online reporting channels in local language 24 hours a day, 365 days a year.

To learn more about AAB People click the link <https://aabpeople.com/services/whistleblowing/>

# PEOPLE

## CHARITABLE GIVING



The Charity for Disabled Children

Newlife is one of the UK's leading charities providing life-changing specialist disability equipment such as wheelchairs, buggies, car seats and beds to disabled and terminally ill children across the UK. As well as traditional fundraising, funds are raised through the selling and recycling of surplus and returned high street items in their stores, which enables Newlife to support thousands of disabled and terminally ill children and their families across the UK each year.

In 2023 we donated **4253 cartons of stock** to Newlife. Each item donated enabled Newlife to continue making a difference to children's lives.

To learn more about Newlife click the link - <https://newlifecharity.co.uk/>



Sreepur Village is a residential charity in Bangladesh who provide distressed and displaced mother-led families with a path to a secure and healthy future.

A lifeline in Bangladesh, the charity offers love, hope and shelter to single mothers and their children and through education, healthcare, and income-generating training, it transforms lives with dignity, independence and empowerment.

Since 2015 we have donated more than **£240,000**.

To learn more about Sreepur Village click the link - <https://sreepurvillage.org/>



Small Woods are a UK association for woodland stewardship and care.

Small woodlands support biodiversity and wellbeing of local communities. Small Woods funds projects to protect woodlands for the future by developing a culture for future generations that respects nature, heritage skills and community.

All revenue from our carrier bags sold in Wales is donated to Small Woods.

Our contribution has helped:

- **Train 457 people on woodland skills and traditional crafts**
- **Fund 2 woodland skills apprenticeships**
- **Fund 8 woodland management projects across the UK.**

To learn more about Small Woods click the link: <https://www.smallwoods.org.uk/>