

YOUR GUIDE

NEW LOOK

HELLO

New Look began in 1969 as a single fashion store in the UK. From there, we've grown to become a leading fast-fashion brand, with over 600 stores throughout the UK/Republic of Ireland and over 200 across Europe, China, North Africa, The Middle East and Asia. Whether our customers are after the latest trends, celebrity looks, fashion-forward pieces, or simply wardrobe essentials, we've got a range of products to suit their personal style. We put our customers at the heart of everything we do.

OUR LEADERSHIP MESSAGE

PURPOSE

Why we exist:

**HELP PEOPLE EXPRESS
THEMSELVES, LOOK GOOD
AND FEEL GREAT.**

MISSION

Headline target:

**BECOME AN INTERNATIONAL,
MULTI-CHANNEL BRAND WITH
LONG TERM SUSTAINABLE GROWTH.**

VISION

What we want to achieve:

**BE THE CHOSEN BRAND FOR
AN INSPIRING, ACCESSIBLE
FASHION EXPERIENCE.**

PILLARS

The core activities:

**BRAND
PEOPLE
PRODUCT
INTERNATIONAL
MULTI-CHANNEL**

VALUES

How we do things:

**KEEP IT SIMPLE
BE BRAVE
THINK CUSTOMER
ACT WITH PACE
TAKE RESPONSIBILITY**

TOP TIPS

WHEN YOU FIRST START WITH US YOU'LL COMPLETE AN INDUCTION TELLING YOU WHAT WE'RE ALL ABOUT, FROM OUR KEY CUSTOMERS AND STRATEGY TO OUR VALUES AND WHAT MAKES NEW LOOK A GREAT PLACE TO WORK.

Your first 12 weeks are considered an introduction to New Look - this is your probationary period. During this time you'll learn about the different areas of the business, your role and how all our departments work together to achieve our goal to be the number one fashion retailer.

During your probationary period you'll have the opportunity to talk to your manager about how you're getting on. If your manager feels you need more time to reach the standard we expect, your probationary period may be extended to help you get there.

If during this time we decide that you're not suitable for the position, we may decide to end your employment. Our Disciplinary Procedure does not apply during probationary periods.

WHAT SHOULD I WEAR?

We're pretty laidback, but please see the 'What should I wear?' section for details.

WHAT WILL I DO ON MY FIRST DAY?

You'll meet the team and have a departmental induction, including what you need to do in an emergency.

WHAT SHALL I DO FOR LUNCH?

You can bring your own or we have canteens in our Support Centres and Lymedale where you can buy food.

WHEN WILL I GET MY STAFF DISCOUNT CARD?

Your staff discount card, will be sent to your home address within 10-14 days of starting with us.

ANYTHING ELSE THAT YOU WANT TO KNOW?

Ask your manager on your first day.



**WHAT
SHALL I
WEAR?**

SUPPORT CENTRE

There's a casual dress code for our Weymouth, London and Lymedale offices, just make sure you dress appropriately at external functions or appointments to promote our brand and image.

RETAIL ONLY


Employees working within our stores should be well presented and look professional at all times. You're not expected to wear New Look clothes, but please don't wear anything with visible logos from other brands.

LYMEDALE DISTRIBUTION CENTRE

If you work in the DC and are eligible, you'll be given a uniform. Please see the uniform policy for more information or speak to your manager.



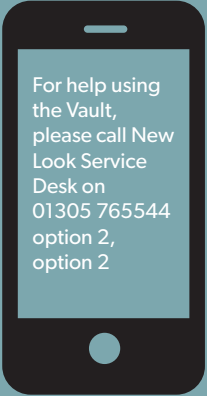
24/7



**THE VAULT IS NEW LOOK'S
ONLINE HR AND PAYROLL SYSTEM,
AVAILABLE 24/7 FROM WORK OR
HOME. REMEMBER TO REGISTER
AS SOON AS POSSIBLE AND KEEP
A NOTE OF YOUR USERNAME
AND PASSWORD.**

**TAKE A LOOK AT OUR TIPS ON WHAT
TO USE THE VAULT FOR:**

- Viewing and printing payslips and P60s
- Making sure your details are up to date
- Managing absences and holiday requests



For help using
the Vault,
please call New
Look Service
Desk on
01305 765544
option 2,
option 2

#NLGREATPLACETOWORK

TIME OFF IN LIEU

Time off in lieu (TOIL) means taking time off in return for hours worked beyond the normal working day, including mornings, evenings and weekends.

SEASON TICKET LOANS

Buying an annual season ticket is often the most cost effective fare, but it's expensive to buy one outright. We might be able to help you with an interest free loan to spend on a 12 month season ticket.

HOLIDAY

Regular holiday does us all good and we want to keep our employees fresh and enthusiastic. We manage all holiday requests using the same procedure to make sure everyone's treated fairly and we're still meeting the needs of the business. Find out where to read the full policy at the end of this booklet.

PAY

We review pay from time to time, looking at both the external market and your performance. A review doesn't always mean an increase in pay and is at the discretion of our executive directors. You need to have been in the business at least 12 months to have your pay reviewed, and a pay rise one year does not guarantee one the next.

PENSION SCHEME

Staff and junior management employees can join our Mini Pension Scheme straight away. After one year's continuous employment with us you'll be eligible to join our Maxi Pension Scheme, benefiting from higher employer contributions. Employees at management level and above can join the Maxi scheme straight away.

CHILDCARE VOUCHERS

Childcare vouchers are a great solution for working parents. They can help you save money through a salary sacrifice scheme which allows you to make tax and National Insurance savings of up to £1,000. They can be used to pay for any registered childcare (including nurseries, child minders, after school clubs, holiday clubs and private tutors) for children up to 15 years old.

Note: Contributions to this scheme are made via salary sacrifice, which may not be suitable for everyone. Please read the full details of how it works before joining the scheme.

TAKE

LIFE ASSURANCE

If you're a permanent employee, you'll be included in our Life Assurance Scheme from the day you join us. This means that in the event of your death a payment of twice your basic salary will be paid to your nominated beneficiary. You don't need a medical to qualify and it comes at no additional cost to you.

ASPIRE TO RETIRE

ASPIRE is a service delivered by retirement specialists who can guide you through the retirement process, making sure you're fully aware of your options and helping you get the best income solutions for your circumstances. As part of this service you'll also have access to the interactive online retirement portal iASPIRE, with sections covering health, lifestyle and finance.

DENTAL PLAN

This benefit helps pay for the ever-increasing costs of dental treatment through an insurance policy. There are five plans to choose from, including NHS only and an NHS and private dental option.

You can join the plan if you're a permanent employee or an employee on a fixed term contract of one year or longer, who works in the UK, ROI or Channel Islands.

- If you're a current employee there are opportunities to join the scheme in April and October every year.
- If you're a new employee you can join the scheme within one month of your start date or at the times listed above.

CARE

SAVING THE PENNIES

BEING PART OF THE NEW LOOK TEAM MEANS YOU CAN ENJOY EXCLUSIVE ACCESS TO NEW LOOK REWARDS, HELPING YOU SAVE MONEY ON SHOPPING, ENTERTAINMENT, TRAVEL AND MORE.

UPFRONT DISCOUNTS

Enjoy discounts on over 3,500 great brands including Apple, Currys and Sky.

SHOPPING CARDS

Choose from over 75 reloadable, instant and multi-store cards giving the choice of discount or cashback at stores like Asda, Sainsburys and Waitrose.

LOCAL DEALS

Search by postcode to find local offers, including cinemas, restaurants and in-store discounts.

EARN WOW POINTS

Earn WOW Points as you shop, then spend them back through New Look Rewards or withdraw them into your bank as cash. 100 WOW Points = £1

It's free for you to join and use New Look Rewards and you can share these savings with friends and family by inviting them to open their own accounts.

So, what are you waiting for?
Register your details and start saving.



LUCKY YOU

STAFF DISCOUNT

We want you to enjoy our products as much as our customers do, so we give you 50% off all our ranges and 25% off concessions.

This great discount is for you and one nominated person.

Please don't let anyone other than your nominated person use your discount. Find out more in the T&Cs.

We provide a limit of £1,600 per year on your discount

This is split into two parts of the year. If you love to shop as much as we do, we'll send you a letter to let you know you're near or over your limit. If you're over, your card will be stopped until the start of the next six month period. Remember, you can only buy two leather or suede items per quarter.

Keep your receipts

You'll need these as a record of your purchases and in case you need to return anything. You can't claim a full price refund for anything bought with your discount card.

Donate to charity

When you need more space in your wardrobe please donate your New Look clothes to charity. They mustn't be re-sold or gifted to anyone else.

Remember – we're watching!

Our team in Weymouth monitor usage, resale and spend. We want you to enjoy this great perk, but we need to be sure you respect the terms and conditions of your discount. Any abuse is treated extremely seriously and may result in dismissal.

PRIVILEGE VOUCHERS

Treat your friends and family to 25% off our products. We give everyone six privilege vouchers every month to share out among friends and family.

Find out where to read the full policy at the end of this booklet to make sure you're fully aware of the T&Cs.

LET US KNOW IF YOU
HAVE A TALENTED
FRIEND OR FORMER
COLLEAGUE WHO
YOU THINK WOULD
BE A GOOD FIT HERE.
WE GIVE TAX FREE
REWARDS FOR
RECOMMENDATIONS
AT THE FOLLOWING
STAFF LEVELS:

GOLD: £500/€600
MANAGERS AND ABOVE

SILVER: £250/€300
JUNIOR AND
DEPUTY MANAGER

BRONZE: £100/€120
SALES MANAGER,
SUPERVISOR AND
STAFF LEVEL

CONGRATS

5 YEARS

£50 Compliment vouchers
€60 Love2Shop vouchers

10 YEARS

£100 Compliment vouchers
Plus 1 week additional holiday*
€120 Love2Shop vouchers
Plus 1 week additional holiday*

15 YEARS

£200 Compliment vouchers
Plus 1 week additional holiday*
€240 Love2Shop vouchers
Plus 1 week additional holiday*

20 YEARS

£500 Compliment vouchers
Plus 1 week additional holiday*
€600 Love2Shop vouchers
Plus 1 week additional holiday*

30 YEARS

£1000 Compliment vouchers
Plus 1 week additional holiday*
€1200 Love2Shop vouchers
Plus 1 week additional holiday*

25 YEARS

£750 Compliment vouchers
Plus 1 week additional holiday*
€900 Love2Shop vouchers
Plus 1 week additional holiday*

WHEN YOU REACH A LONG SERVICE
ANNIVERSARY OF 5, 10, 15, 20, 25 OR 30 YEARS
WE CELEBRATE WITH AN ANNIVERSARY CARD,
A GIFT AND – ONCE YOU REACH 10 YEARS -
AN EXTRA WEEK'S HOLIDAY.

* Find out where to read the full policy at the end of this booklet.

WE CARE

NEW LOOK FOUNDATION

We set up the New Look Foundation in 2009 to raise money for national and local charities, and our staff have been giving their time, money and energy to support it ever since. You can get involved by:

Playing the monthly Payday Lottery

Enter in the 'Benefits & Subscriptions' area on the Vault for the chance to win up to £1,500

Donating pennies

Donate the pennies from your salary by filling in the 'Charitable Fundraising' section on the Vault

Giving as you earn

Donate tax free to your chosen charity at www.givingonline.org.uk/NewLook_32/index.html

We're proud to be working with Macmillan Cancer Support and the Teenage Cancer Trust and supporting two community projects in India.

DIVERSITY AND INCLUSION

Diversity means having an appreciation for our differences regardless of age, disability, marriage/civil partnership, pregnancy/maternity, race, religion, sexual orientation or gender. Inclusion is about making sure that everyone feels supported, respected and able to be themselves and reach their potential.

Our vision is to achieve long-term growth through our people by creating a culture of learning, and valuing a diverse workforce that inspires everyone to realise their potential.

The opportunities we create are accessible to everyone. We'll challenge any instances of inequality and will always respond positively to the changing needs of our people to make sure we meet these aims.

OUR PRINCIPLES:

- We make sure opportunities at New Look are available to everyone.
- We allow everyone to be themselves in an environment that supports them and inspires them to reach their potential.
- We encourage inclusive leadership and value everyone's uniqueness, creating a sense of belonging and engagement.
- We educate our employees by making sure our learning initiatives on equality,

diversity and inclusion are part of everyone's development.

- We believe in equality, inclusion and diversity from the top down, so our leaders role model our vision to all our people.



GET KEEP GROW

WE WANT TO HELP OUR STAFF EXPRESS THEMSELVES AND FEEL GREAT ABOUT WORKING FOR NEW LOOK. THIS IS WHAT THAT LOOKS LIKE AT EVERY STAGE OF THE TALENT CYCLE.

- Spotting and sourcing our talent
- Secondments
- Work experience (support centre only)
- Graduates
- Internships
- Charity partnerships
- The Academy Online
- Induction
- Clear role clarity
- Development and career pathways
- Performance indicators
- Reviews
- Talent programmes and opportunities
- Talent profile
- Goal setting framework

Find out where to read the full policy at the end of this booklet.

How's it going?

YOUR VOICE

We support you in driving your performance at New Look by giving you feedback and checking in with you.

WE WANT TO GIVE EVERYONE AN EMPLOYEE EXPERIENCE THAT MAKES PEOPLE WANT TO COME TO WORK AND DO THEIR BEST.

To make this happen we hold regular listening groups in support centres and stores to give our staff the opportunity to voice their opinions about life at New Look. To find out more or get involved, speak to your line manager.

'HOW'S IT GOING' CHATS

This is your opportunity to chat to your manager about how you're getting on and what could help you develop. If you work in our support centres you might not have heard of these, but they're a great way to ask your team how they're getting on. Find out more about them on The Academy Online.

PERFORMANCE REVIEWS

You'll have a performance review with your manager twice a year, looking at the results you deliver and how well you demonstrate the New Look Values. Together you'll set some objectives and discuss your future progression.

EXPRESS YOURSELF SURVEY

This anonymous survey is run annually to find out how we can make New Look an even greater place to work. We also run shorter 'Pulse' surveys among different groups of employees throughout the year.

GLOBAL BUSINESS

We want to encourage talent to move around our global business and we've already had some amazing opportunities for UK staff to work in China and Poland. We're becoming an ever more flexible workforce and

are always looking for the right people to support our global plans. As part of your development, we recommend you spend at least one year in any role (five years maximum). This is to help create stability, while recognising everyone's need to stay fresh in their role and grow.

THE ACADEMY ONLINE

We want to make our development portfolio available to everyone, whether you work in one of our UK support centres or a store in China.

The Academy Online gives you access to over 2,000 learning resources (from workshops to downloadable learning guides) to help you grow your career at New Look. It can be accessed at work, at home or on the move using your personal device, so you can drive your own learning at your own pace and at a time that suits you.

WHAT WE EXPECT FROM YOU

New Look's values (Keep it Simple/Be Brave/Take Responsibility/Act with Pace/Think Customer) demonstrate what we expect from you as an employee.

How well you meet these values and expectations will be measured in your performance reviews. Any behaviour that goes against them is seen as misconduct and will be dealt with through the Disciplinary Procedure.

The Disciplinary Procedure applies to all employees who have satisfactorily completed their probationary period.

WHAT YOU CAN EXPECT FROM US

We believe all employees should be treated fairly and with respect. If you face any problems or concerns at work (including bullying and harassment), we'll aim to resolve these in a fair, consistent and timely manner through our Grievance Procedure.

We look for informal resolutions wherever possible and when there's a minor breakdown in a working relationship, we always encourage mediation to help rebuild it.

Find out where to read the full procedures at the end of this booklet.

POLICIES & PROCEDURES

REFERENCES

We appreciate that, from time to time, you'll need evidence of your employment/salary for things like mortgage or renting purposes.

We're happy to respond to written requests from mortgage/loan companies, landlords etc. as long as they provide us with written permission from you to give out the information.

These requests should be sent to the HR Team in Weymouth.

EXPENSES

All expenses need to be authorised by your manager before they can be refunded. You'll also need to provide proof by filling in the necessary paperwork. Find out where to read the full policy at the end of this booklet.

THEFT

As well as criminal proceedings taken against anyone who steals from the company (customers or employees), we also participate in a Civil Recovery scheme. This means that we may ask for compensation from anyone who steals from the company. This is undertaken via a third party.

HEALTH AND SAFETY

In order to look after the health, safety and well-being of everyone at New Look, responsibilities are given to people within the company and policies and procedures are in place throughout the business.

ALCOHOL, DRUG AND SOLVENT ABUSE

Our number one priority is the Health and Safety of our employees and our customers. Employees who attempt to work under the influence of alcohol or drugs pose a risk to themselves, their colleagues and our customers. Any instances of alcohol, illegal drugs or any other intoxicants in the workplace will be investigated, reported to the Police if necessary and may result in dismissal.

INTERNET ACCESS

It's available for business purposes, however we don't mind a little personal use as long as it's not excessive or inappropriate. If it is, this could result in disciplinary action.

Company assets and equipment, including computers and phones, are not meant for personal use. We ask everyone to use their common sense here. We know the occasional personal phone call at work is inevitable, but if this happens all the time we see it as misuse.

For more information on this, please see the Company Assets section of the Code of Business Ethics. Find out where to read it at the end of this booklet.



USING SOCIAL MEDIA

What you do on social media can reflect on New Look and damage the brand we've built. Please be careful when blogging, tweeting, posting, sharing and commenting online. We take action against any breaches of our policy, whether they're deliberate or not, so make sure you read our top tips.

HAVE YOU PUT NEW LOOK AS YOUR PLACE OF WORK ON YOUR SOCIAL MEDIA SITES?

If yes, then please be aware that you're representing the brand and anything you post, share, like or tweet can reflect on the company. To find out who can see what on your profile, please check your privacy settings on each social site.

If you want to let people know that you work at New Look, that's great. Just be careful to make it obvious that the things you post are your thoughts – not New Look's. Always use your personal email address, make it clear who you are and what your role is, and use a disclaimer like "All views on this page are mine".

SHARE WHAT'S GREAT ABOUT NEW LOOK

Follow our social channels to stay up to date with all the latest news and please feel free to like, share, tag and retweet anything to your friends. We're always creating content to inspire our followers and build our brand, and the more people who see it the better.

LET US KNOW IF YOU SEE SOMETHING WE SHOULD BE AWARE OF

If you're offended by something a colleague posts on social media, or if you ever feel harassed or bullied, please tell someone.

IF YOU NEED TO LET OFF SOME STEAM, SOCIAL MEDIA IS NOT THE RIGHT PLACE FOR THIS.

We take this very seriously because what you say and how you say it can impact our brand (which we're all really proud of) and how our customers think about us. Never upload, post or share anything rude, abusive or derogatory. Not only will you lose friends, we'll investigate anyone posting this sort of thing and it could result in dismissal.



During your time with us, we'll let you in on the secrets of our success.

Everyone here is in a position of trust and has access to confidential information, so please be aware that people outside of New Look will be interested in what we're doing. You have a key role to play in making sure the way we do things and what makes us such a great place to work doesn't get into the wrong hands. This could seriously affect our competitive advantage.

**REMEMBER:
THINK SECURITY**

Help us make sure our data and systems are secure at all times.

**DON'T TALK
TO THE PRESS**

Think about when and where you may have conversations about work. We're all proud of what we achieve at New Look, but we need to make sure information doesn't leak to people outside the company. That's why we leave it to our PR teams to handle our press.

**THINK ABOUT
WHAT YOU PUT ON
SOCIAL MEDIA**

See previous page.

**STUDYING OR
SPEAKING AT
AN EVENT?**

Check with your director before agreeing to speak on behalf of New Look at an event or publishing any results or articles about New Look. Not sure if the data you have is confidential? Speak to your manager.

YOUR WELL-BEING

LEAVE

We know that absence is sometimes unavoidable. Please always let us know if you're going to be absent and when we can expect you back. Find out where to read the full policy at the end of this booklet.

FAMILY FRIENDLY

We provide parental leave in line with legal requirements.

ANY OTHER LEAVE

Find details on other leave, like compassionate leave or unpaid leave, in your induction pack or speak to your line manager.

WHISTLEBLOWING

If you think you've witnessed wrongdoing by the company or a colleague, please let us know so we can look into it. We'll always keep your name confidential, or you can raise your concern anonymously if you prefer. If you genuinely believe something's wrong, coming forward with a concern won't affect your career at New Look – even if it turns out you were mistaken. We promise to support our staff and protect you from victimisation.

RETAIL TRUST

If you have a problem that you don't feel you can speak to someone within the company about, please get in contact with someone external at the Retail Trust Helpline.

Freephone:
0808 801 0808
Outside UK:
+44 845 766 0113

Text: HELPLINE to 88010*
helpline@retailtrust.org.uk
www.retailtrust.org.uk

*Only for UK. Standard network rates apply.

NEED MORE HELP?

STORE

HOLIDAY POLICY

BUZZ/PEOPLE/HR/PEOPLE POLICIES/HOLIDAY

STAFF DISCOUNT POLICY

BUZZ/PEOPLE/GREAT PLACE TO WORK/PERKS/STAFF DISCOUNT

DISCIPLINARY PROCEDURE

BUZZ/PEOPLE/HR/PEOPLE POLICIES/DISCIPLINARY

GRIEVANCE PROCEDURE

BUZZ/PEOPLE/HR/PEOPLE POLICIES/GRIEVANCE

TRAVEL AND EXPENSES POLICY

BUZZ/OPERATIONS/TRAVEL & EXPENSES

HEALTH AND SAFETY POLICIES

BUZZ/OPERATIONS/HEALTH & SAFETY/POLICIES

CODE OF BUSINESS ETHICS

BUZZ/BRAND/CSR(ETHICS)

ATTENDANCE POLICY

BUZZ/PEOPLE/HR/PEOPLE POLICIES/ABSENCE MANAGEMENT

WHISTLEBLOWING POLICY

BUZZ/PEOPLE/HR/PEOPLE POLICIES

SUPPORT CENTRES

HOLIDAY POLICY

ILOOK/MYHR/WORKLIFE BALANCE/TIME OFF

STAFF DISCOUNT POLICY

ILOOK/MYHR/#GREAT PLACE TO WORK/PERKS/STAFF DISCOUNT

DISCIPLINARY PROCEDURE

ILOOK/MYHR/PERFORMANCE AT WORK/DISCIPLINARY

GRIEVANCE PROCEDURE

ILOOK/MY/HR/RIGHTS AT WORK/PROBLEMS AT WORK (GRIEVANCE)

TRAVEL AND EXPENSES POLICY

ILOOK/MYHR/SMALL PRINT/TRAVEL & EXPENSES

HEALTH AND SAFETY POLICIES

ILOOK/MYSERVICES/HEALTH & SAFETY/POLICIES

CODE OF BUSINESS ETHICS

ILOOK/MYHR/SMALL PRINT/ETHICS & SOCIAL RESPONSIBILITY

ATTENDANCE POLICY

ILOOK/MYHR/WORK LIFE BALANCE/ABSENCE

WHISTLEBLOWING POLICY

ILOOK/MY/HR/RIGHTS AT WORK/PROBLEMS AT WORK (GRIEVANCE)

WELCOME

**YOU'RE
PART
OF THE
TEAM**

NEW LOOK