

Miller Harris

Sustainability Manifesto 2024

M.H



Conscious *Luxury*

24 years ago Miller Harris launched with a simple principle; when creating fragrances we start with nature, framing precious botanicals in complex ways. Finding richness in simplicity and striving to use ethically and sustainably sourced ingredients. Pioneers of sustainability.

This original philosophy remains, and we are evolving this principle in a world that needs us to be conscious of our impact on it. We must be fiercely protective of our environment.

Every small step leads us on a journey to preserving our planet's future. We are very aware that what we are doing is not good enough, but rather than wait and do nothing, we are making regular changes to prioritise our impact on our environment.

We will keep challenging ourselves and the brand to be better. Our ultimate goal is for our brand to operate as close to a zero environmental impact as possible.

We are members of CTPA, Walpole & Butterfly Mark accredited.

We are members of the CTPA (Cosmetic, Toiletry and Perfumery Association) and Walpole (official sector body for UK luxury, with a purpose of promoting, protecting and developing British luxury and championing sustainability). Positive Luxury has awarded us the Butterfly Mark, a certification recognising brands who uphold the highest standards of sustainability.



MEMBERS OF CTPA



BUTTERFLY ACCREDITED



MEMBERS OF WALPOLE

“Each of us is part of the larger organism of human society, and just as in our bodies, each small organ must live in harmony with the others.”

BRUNO MUNARI, 1966

Our *Key Pillars*

Miller Harris is committed to not only delivering exceptional products but also by setting an example of responsible and sustainable business practices. We understand that in creating unique and luxury products comes a responsibility to the world we live in, and we are dedicated to fulfilling that responsibility.



Our Sustainable Development Goals

“80% done is better than waiting for 100% perfect”

The next steps and our central future focus.

The Sustainable Development Goals (SDGs) represent a universal call to action by the United Nations, urging concerted efforts to eradicate poverty, reduce inequality, and safeguard the planet. Comprising 17 distinct goals, they implore nations and businesses to collaborate in addressing the world’s most critical social and environmental challenges.



We have identified six SDGs which align most closely to our company values and objectives, so our efforts remain focused. We ensure every goal we set, both short and long term, is aligned to one or more of our chosen SDGs.

3 Good Health & Well-Being

Conducting annual 'pulse checks' with our employees to ensure we understand what matters.

4 Quality Education

We prioritize the continual development of our workforce by investing in their professional skills through external training courses. In addition to formal training, our team actively engages in mentorship initiatives such as Brands of Tomorrow and Luxury Leaders of Tomorrow.

5 Gender Equality

Miller Harris was founded by ground-breaking perfumer Lyn Harris, one of the first female master perfumers to break into the industry. We will continue to guarantee professional equality and aim to empower women within our company, local community and supply chains.

10 Reduced Inequalities

Looking ahead we will be supporting local youth programs. We will be launching the Miller Harris ESV (Employee Supported Volunteering) programme in 2024 where 100% of employees will commit 2 days annually to local volunteering projects.

13 Climate Action

We are identifying and tracking our Scope 1, 2, and 3 emissions, establishing ambitious reduction targets to be achieved by 2024, with an ultimate goal of achieving net-zero emissions by 2030.

Our dedication to waste reduction is unwavering and we actively seeking recycled and upcycled options, endorsing initiatives proven to positively impact the environment.

Preserving water resources is paramount in our mission, and we are devoted to protecting biodiversity through increased utilization of upcycled, Fair for Life, COSMOS, and Soil Association materials.

Our commitment extends to the sourcing of sustainable packaging and raw materials, ensuring that our entire supply chain aligns with our dedication to sustainability.

17 Partnership for the Goals

We consistently challenge our suppliers to uphold high standards of traceability, transparency, and provenance. Our expectations extend beyond the norm, encompassing ethical, environmental, and safety criteria. Currently, 39% of our suppliers hold ISO 14001 certification. However, our ambition is to increase this figure to 45% by the end of 2024.

Our *social responsibility promises*

We are dedicated to ensuring that our business practices reflect our commitment to sustainability and social responsibility.



Ethical and fair

We pledge to uphold the highest ethical standards in all our business activities. We will be transparent, honest, and fair in our dealings with customers, employees, partners, and all stakeholders.



Sustainability

We are committed to reducing our environmental footprint and promoting sustainability in the luxury industry. We will strive to minimise waste, conserve resources, and support eco-friendly practices throughout our supply chain.



Social Inclusivity

We believe in equality, diversity and inclusion. We will foster a work environment and culture that is free from discrimination and bias where employees can flourish and thrive. We will work to ensure all voices are heard.



Quality

We will maintain our dedication to delivering the highest quality products and services to our customers.

Our *commitments*



Fair Employment Practices and high employee engagement

We will ensure fair pay, safe working conditions, and equal opportunities for all employees. We will conduct regular ‘pulse checks’ with our employees and provide safe spaces to ensure we understand what matters and that we follow through on our promises. In 2022 we also introduced a wellness workshop with a third-party specialist to ensure our employees feel supported and heard.



Equality, diversity and Inclusion

We will promote and provide training in equality, diversity and inclusion in our workplace, striving to create an environment where all individuals are respected and valued.



Community Engagement

We will engage with and support the communities in which we operate, through activities such as charitable activities and volunteering.

Community *Outreach*

At Miller Harris, we recognise that luxury is not just about exclusive products and exceptional experiences; it is also about a commitment to social responsibility.

We are dedicated to ensuring that our business practices reflect our commitment to Social Responsibility and support the communities in which we operate.

The following pages look at our objectives for 2024.

Supplier due diligence



We will ensure positive impacts are being made throughout our supply chains in respect to the raw materials and components that we source. We will collaborate with suppliers who can clearly demonstrate their commitments to the local communities in which they operate (i.e., through annual CSR reporting mechanisms).

Transparency and engagement with internal and external stakeholders



We will provide annual updates on our community involvement initiatives, and make them publicly available (e.g., on the Miller Harris website).



Charitable giving



We will continue to support organisations that are striving for reduced inequalities or driving positive social or environmental change.

In celebration of International Women’s Day, in 2022 and 2023 we partnered with Dress for Success Greater London, a global not-for-profit organization that empowers women to achieve economic independence by providing a network of support, professional attire, and the development tools to help women thrive in work and in life. Since starting operations in 1997, Dress for Success has expanded to almost 150 cities in 25 countries and has helped more than 1.2 million women work towards self-sufficiency. Miller Harris believes that every woman should have the opportunity and the tools to be self-sufficient and successful. We will continue to support them or like-minded organisations in delivering their missions of helping women to achieve their goals, both in work and in life.

Other partnerships since 2020 have included the Crisis Christmas appeal, Age UK and One Tree Planted.

Employee volunteer days



From 2024, Miller Harris will launch its ESV (Employee Supported Volunteering) programme.

All Miller Harris employees will commit 2 days annually to local volunteering projects.

Mentoring



As one of the original Brands of Tomorrow we will continue mentoring through Walpole’s Brands of Tomorrow programme. Founded in 2007, Brands of Tomorrow has helped develop and nurture almost 150 emerging British luxury brands through a 12-month programme of networking and mentorship and seen them become leaders in their respective fields.

Climate *Action*

Climate action is vital in combating global climate change, and emissions are categorized into three scopes....

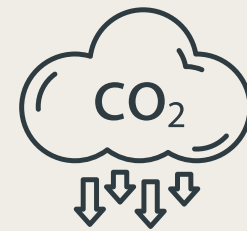
Scope 1 (direct emissions)

Scope 2 (indirect emissions from purchased electricity)

Scope 3 (broader indirect emissions across the value chain).

To effectively address this challenge, efforts must target all scopes, focusing on reducing both direct and indirect emissions for a more sustainable future.

Emissions



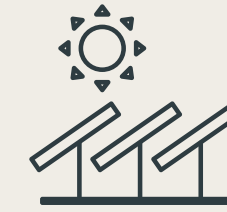
Currently we do not have any direct Scope 1 emissions. We have identified and are tracking our Scope 2 emissions (which includes indirect emissions related to electricity consumption) and aim to set reduction targets by early 2024.

We are in the process of mapping our Scope 3 emission sources (upstream emissions related to the activities of suppliers and downstream emissions related to the use of our products). These account for the largest share of our emissions sources. Our priority throughout 2024 is to quantify these emissions to enable us to set reduction targets.

We are collaborating with suppliers to report their GHG data.

We are working on a decarbonisation plan and aim to be carbon neutral by 2030.

Heating



In March 2023, we installed infrared heaters in our retail stores, which are more energy efficient.

Our third-party warehousing facility installed solar panels.

Transport & delivery



As of August 2023, all parcels sent by head office staff via courier (accounting for approximately 500 parcels annually) have been switched to carbon neutral deliveries.

In 2022, orders placed via our UK website and delivered by electric vehicles saved approximately 225 kg of CO₂.

Staff travel



Most Miller Harris employees work from home, so naturally, travel is limited. However, some local and global trips are necessary for business operations and partner collaboration. We have implemented a formal Sustainable Travel Policy to ensure trips are taken in the most environmentally friendly way. Each journey is being tracked so we can measure the carbon footprint.

Packaging



Over 90% of our product packaging is sourced from the UK and Europe. Where it necessary to still source from further afield, we ensure transportation is via sea or train freight to limit our environmental impact.

Sustainable
*product design
and production*

Our Principles for sustainable
product design and production.

Exploring the progress toward our product and packaging goals, looking at our ingredients, materials and at how we are engaging customers on our circular journey.

Biodiversity

We source the very best natural ingredients in respect for people and biodiversity. We have conducted a Biodiversity Assessment on the natural raw materials used across our product ranges and have full traceability on provenance and CSR actions and improvement plans.



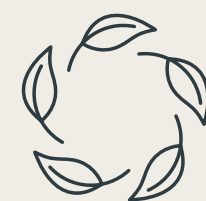
Our fragrance partner works closely with local cooperatives and farmers, providing advice and training in Good Agricultural Practices, collection methods, and are taking steps to reduce the use of chemical fertilisers and pesticides. They have an aim to become the leader in organic farming within their sector. The objective, by 2030, is to reach 15% of natural products purchased, in volume, to be certified as “organically grown”.



In Madagascar, they plant between 10,000 and 20,000 Ylang-Ylang seedlings every year to ensure its sustainability. The Group has also left 52 hectares of protected biodiversity. Half of this area (of which 17 hectares have been designated as protected areas) will never be exploited.

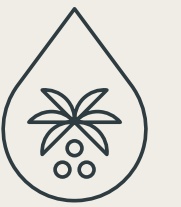


Our preservatives are Eco-cert compliant, and our soaps contain Shea Butter from organic farming.



Palm Oil

Our Bath and Body products incorporate responsibly sourced (RSPO) Palm Oil derivatives.



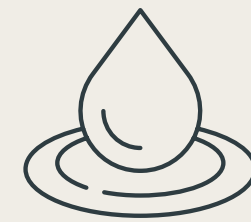
Upon investigation we understand that, currently, this is a better option for the environment than some the alternative vegetable oils which can require up to nine times the land to produce the same amount of oil.

We are however, committed to continually reviewing the landscape, engaging with the industry and with our suppliers to find even better sustainable alternatives.

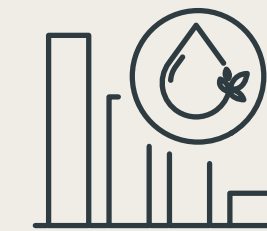


Water Management

The process of extracting essential oils in perfumery has long used water in large volumes. The reduction of water waste in manufacturing is a key cornerstone of our CSR actions.



Our fragrance partner already re-uses water for the watering of local crops (Rose, Tuberose, Ylang Ylang) in Grasse, France but water is still needed in the final product of perfumery (the Eau de Parfum).



Our Contract Manufacturers monitor their total consumption of water per month and the consumption of water in the production processes (% water used on equipment cleaning and % water used on the production), and we are engaging with them on supplying water data relating specifically to the production of Miller Harris products.



Our main Contract Manufacturer has also recently switched from an internal filtration unit to purchasing water from a third-party supplier. The previous internal unit had a continual flow that flushed out regularly (resulting in uncontrolled waste). The change to purchased water has improved efficiencies, wastage, and traceability and resulted in a 45% reduction in usage versus the previous year.



Our Products

All Miller Harris products are vegan, free from phthalates, artificial colorants, parabens and formaldehydes. They are also SLS and SLES free. We use natural surfactants.

Our Natural Raw materials are all from a sustainable supply chain and we are increasing our use of Up-cycled, Fair for Life, COSMOS and Soil Association materials.

Our Packaging

Product packaging - “the bare minimum” and a circular economy. We challenge ourselves to produce items that can have an after-life. When designing our packaging, we incorporate the 3 R’s:

Reduce

Design using minimum amount of material for each component

Recycle

Design for better recycling, avoiding shrink sleeving and multi-material designs.

Re-use

Design for re-usability, by improving the longevity.

Since 2018, our third-party warehouse and logistics facility have made changes that resulted in the proportion of plastic to paper packaging used reduced from 19% to 8% in 2022.

All waste generated from our retail stores is sorted and collected for recycling.



Fragrance

We are working with our suppliers on the development of a screw neck bottle for our core range, which will enable our bottles to be refilled.

Our EDP collection bottles are not currently recyclable due to the crimped neck and pump. Historically the main reason for the use of crimped pumps within the industry was to better protect against leakage.

For our 2023 gift collection, we have included our first travel size bottle incorporating a screw neck pump.



Bath and Body

Bottles

Our recyclable bottles are made from 100% PCR (Post-Consumer Recycled) plastic which is lighter in weight than glass and therefore less impactful on the environment to transport. Using PCR also means we don't need to manufacture new plastics.

We have reduced the size, weight and production processes of packaging and tried to use only primary packaging, eliminating cardboard cartons unless absolutely necessary. We have also avoided any tertiary packaging such as shrink wraps, coverings and wraps whenever possible.

Tubes

Our Tubes are made from infinitely recyclable aluminium.

Caps

All of our caps are made of recyclable Poly Propylene

Pumps

Our Bath & Body pumps are recyclable even though they contain a stainless steel spring.



Home

Our candle and diffuser range has been re-designed to significantly lessen the impact on the environment with fully re-usable or re-cyclable vessels. The bases are made from soy and rapeseed wax sourced from the UK or organic alcohol, from sustainable sources.



Gifts

Our 2023 Gift Range packaging was 100% recyclable. We have also reduced the amount of packaging used by 10% versus 2022, with an aim to increase this by a minimum of 20% by the end of 2024. For our 2023 gift collection, we have included our first travel size bottle incorporating a screw neck pump.

M.H Upcycled

Over the past two years we have worked closely with our fragrance partner to look further down the supply chain for second use opportunities, resulting in our M.H Upcycled initiative.

For our newest fragrance creations in 2022 and 2023, we are extremely proud to have included the following up-cycled materials.



Hydrolat Sage

2023 marked a significant milestone for us, launching our first EDP (Hydra Figue) that included Hydrolat sage within a finished product formulation. Hydrolat is the aromatic water by-product from the hydro-distillation process (in this case of sage leaves). The essential oil is the primary product and the hydrolat is the bi-product. We replaced the 'virgin' water (usually included at approx. 7% in the final product) with the Hydrolat Sage. This is small step in the right direction, and we are committed to extending this concept to our wider fragrance portfolio.

Rose & Patchouli

Extracted from the by-product of an initial extraction of freshly harvested plants, providing a sustainable form of natural material. The process also provides a year-round commitment to the farmers who otherwise might only be supported during harvest.

Oakwood

A bi-product of the scrap wood that is used in the creation of wine barrels in the home of wine, France. This wood is PEFC certified, a standard that ensures the development of the forest heritage through a sustainable forest management approach.

Cedarwood

Extracted from the dusts and wood chips from the global wood value chain, mainly the carpentry industry.

Supplier *Due Diligence*

We will continue to work with a select number of like-minded 3rd-parties to challenge our perceptions and our business to be better across all aspects of how we trade and to lessen our impact on our planet. We seek to build long-term and meaningful relationships; many suppliers we work with have been with us since the beginning. We ensure 100% transparency within our supply chain.

Before commencing any new supplier relationship, we carry out an on-site audit to ensure robust equal/human rights programmes (including commitments to inclusion and diversity) and environmental practices. Working with an independent consultant, we are also in the process of setting up and annual 'check-ins' with our suppliers, with a key focus on sustainability efforts and improvement.

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33%

33% of our suppliers have obtained Silver, Gold or Platinum medals in the coveted "Ecovadis" sustainability rating system (assessment of how well a company has integrated the principles of Sustainability/CSR into their business and management system). Those holding Gold or Platinum medals make them in the top 5% or top 1% of the total companies evaluated.

39%

39% our suppliers are now ISO 14001 certified, a global benchmarking system focussed on the continual improvement of an organization's systems and approach to environmental concerns. The rest of our suppliers work to this standard.

Our fragrance partners are members of "Sedex" the largest collaborative platform dedicated to ethical supply chain practice.

Other memberships, certifications and assessment framework used across our supplier base includes:

UEBT (Union of Ethical Biotrader). This membership is a guarantee that a company is committed to a world that respects people and biodiversity.

For life - A guarantee that a company can be considered responsible, in terms of human rights, working conditions, respect for ecosystems, promotion of biodiversity, implementation of sustainable agricultural practices and improvement of local impact.

CDP - Questions and ranks companies on their understanding of the issues and their performance in terms of climate change, sustainable water management and forest preservation.

ISCC+ (The International Sustainability and Carbon Certification) – A globally recognised independent multi-stakeholder initiative and leading certification system supporting sustainable, fully traceable, deforestation-free and climate-friendly supply chains.

M.H

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