



Outsideln's Mission

We are a business on a mission to help people experiencing homelessness. With every customer's purchase, brand-new, essential clothing is donated to someone in need.

ONE PRODUCT PURCHASED = ONE PERSON HELPED



A Letter From The Founder:

David Johnston, Founder of OutsideIn

As a purpose-driven business we ended 2023 so proud of the impact that our customers, Giving Partners and team have made possible.

This year saw the donation of 30,093 Giving Items given to those in need across more than 41 cities thanks to our supportive customers and each of their purchases. It was also a year of innovation, trying new things and pushing new boundaries. We introduced our very first Kids Beanies, expanding not just our Kids Range, but adding our first-ever Kids Giving Item too and making it possible for kids to help kids. We also created our very own Underwear, taking time and countless trials to perfect the fit of both a Boxer and Brief style, in order to meet one of the most highly requested items among our Giving Partners.

In 2023 we also took time to focus on nurturing existing and establishing new giving partnerships. We worked with 10 new Giving Partners, expanding our network, and supported over 35 Giving Partners with the Giving Items donated by our customers each time they purchased something from Outsideln.

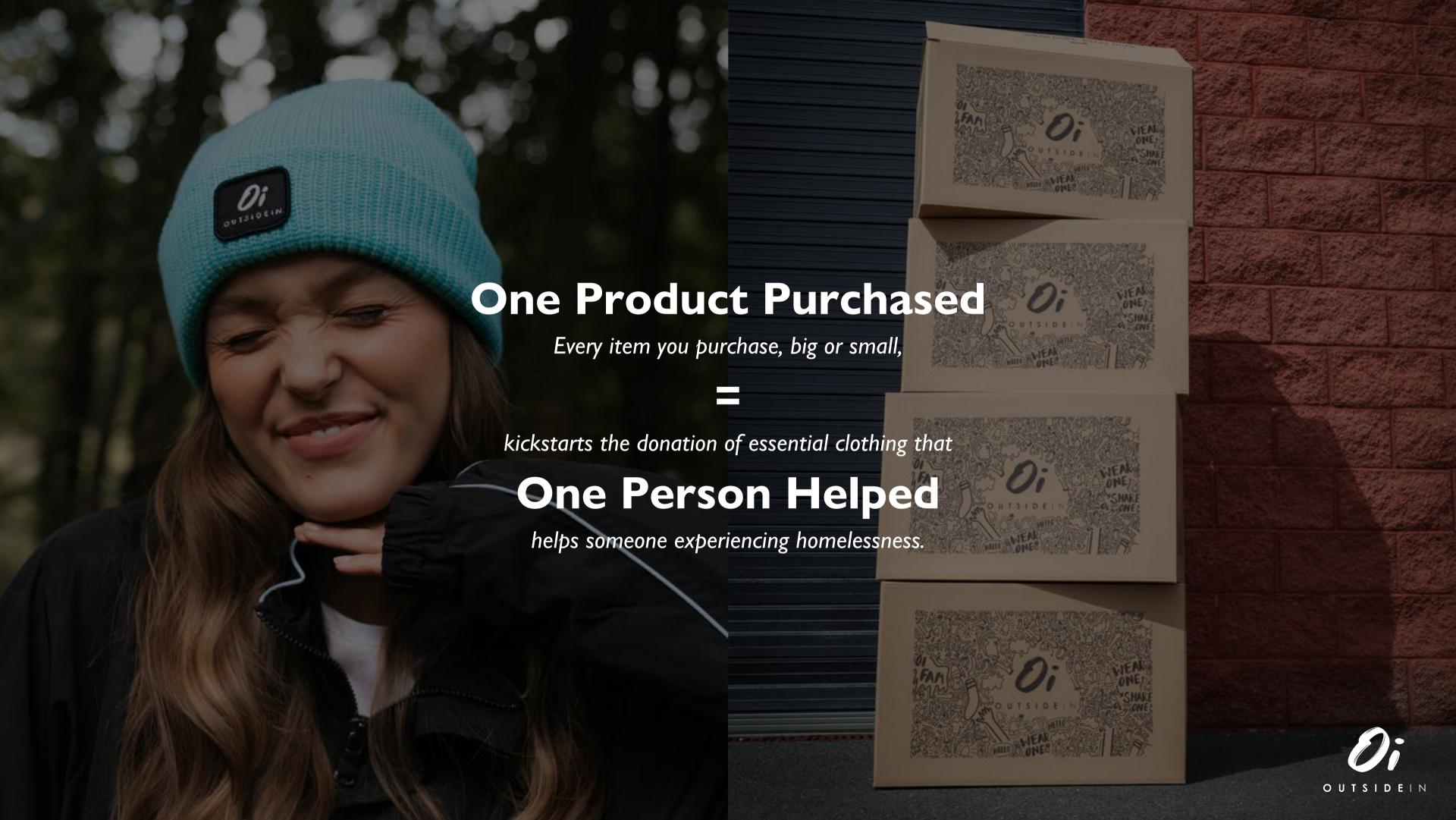
It was also a year of refinement, specifically for our Wear One, Share One giving model and reworking it to be more effective than ever. With the help of our Giving Partners and their crucial feedback, we took time to learn and research the needs of people experiencing homelessness, channelling our findings to ensure our Giving Items, their packaging and even the process of donating them, all meet the most urgent needs.

We also introduced a Purpose Pledge (more on that later) that anchors our commitment to helping people experiencing homelessness, and we've taken steps forward to improve our sustainability as a business, making us more conscious about our environment and our impact on it.

Thank you for your continued support over the last year and for bringing to life the impact you'll read about in the pages that follow. As you journey through our 2023 Impact Report, we hope you feel proud knowing that you made all to this possible.







Impact Highlights:

212,000+

ESSENTIAL ITEMS DONATED IN TOTAL TO-DATE

35+

GIVING PARTNERS SUPPORTED IN 2023

3

NEW GIVING ITEMS CREATED IN 2023

10

NEW PARTNERSHIPS MADE 2023



an improved Wear One, Share One process

8

a refined Giving Item selection.





1. Wear One, Share One Updated:

We've adapted our Wear One, Share One giving model so that the greatest, most urgent needs are met through your donations. We've also formalised the Wear One, Share One giving process, creating an effective four-step method to get your donations to where they're needed most.

2. Brand-New Giving Items:

We've introduced our first-ever Underwear items to our range of Giving Items. Available in two styles, Boxers and Briefs, the design for each has been created with the help and feedback from our Giving Partners and the individuals who rely on their services.

3. Dignity-Friendly Packaging:

Alongside the creation of our brand-new Boxers and Briefs, we also designed a discreet and dignity-friendly packaging for them to help eliminate any embarrassment around receiving this essential item, making it a more dignifying experience for those who need them.

4. First-Ever Kids Giving Items:

We've also introduced our first Kids Giving Item. This means that with the purchase of every Outsideln Kids Headwear product, you also donate our brand-new, specially designed Kids Giving Beanie to our designated Kids Giving Partner.

5. Our Purpose Pledge:

We've committed ourselves to our Purpose Pledge, pledging to donate 2 million products to those in need over the next five years



1. Wear One, Share One - Refreshed & Refined:

As our main source of impact, we wanted to ensure that our Wear One, Share One giving process was as effective as possible, ensuring that your purchases and donations make the most amount of impact possible. To do this, we decided to designate certain Giving Items to certain OutsideIn products. While previously our giving allocations were seasonal, changing it to a year-round pairing has allowed us to cater for the greatest, most urgent needs among our Giving Partners, in turn, making your donations more effective and more helpful. The Giving Items donated with your purchase are showcased on each product page, showing you exactly what you're giving each time you shop with us.

As we continue to grow as a business, we also wanted to put in place certain processes to keep us as effective as possible. One of these was the formalisation of our Wear One, Share One giving process - making it streamlined, efficient and easily understood in four simple steps:

Purchase - Allocate - Distribute - Impact.



You can learn more about these on our website.

2. Introducing - Underwear by Outsideln:

One of the most exciting things we have worked on in 2023 is the creation of our first-ever Outsideln Underwear items - designed to provide people experiencing homelessness with dignity, comfort and support. Our Fashion Team took care to listen to feedback from our Giving Partners, leading to the creation of not one but two unisex styles: Briefs and Boxers.

This offers the individuals they were designed for the opportunity to choose what they'd prefer and each pair is designed to be durable, breathable, comfortable and practical.

In the same way we choose our preferred styles, we believe that people experiencing homelessness should get to too.



3. Dignity-Friendly Packaging:

Our Giving Partners provide us with crucial feedback that helps inform the designs of our Giving Items, allowing us to tailor their fit, fabric, colours and more. However, they also share insight into how each item is received, what items are needed most, and which provide the best support.

In 2023, they helped us understand how Underwear, an essential item that often goes amis in donations, is usually awkwardly received because it can be embarrassing even though it is highly requested.

So, we decided to design a special packaging cube. This cube allows us to neatly and discreetly box each pair of Underwear, taking away the embarrassment that accompanies needing Underwear and helping those who receive this Giving Item to feel dignified in doing so.

We've even added some encouraging messages to the inside of the box so that we can remind every person who opens one that they are valued, seen and we care about them.





4. Kids Helping Kids:

2023 brought with it a lot of innovation, and one of the most exciting things we've introduced is our first-ever Kids Giving Item!

Inspired by the idea of kids helping kids, we wanted to create a Giving Item that could be donated with every single Kids Hat purchased. So, while we began designing new Kids Hats to add to our Kids Headwear range, we also started working on adding a special Kids Giving Item.

To ensure that the Kids Giving Items donated reach the right hands, we have also partnered with trusted organisations that focus on helping children in need.

With your purchases and the donations they lead to, as well as our Kids Giving Partners and their help, we are so excited to watch the future of Oi Kids grow, encouraging your kids to help other kids as it does.





5. Our Purpose Pledge - 2 in 5:

In 2023 we spent a lot of time looking at where we want to be in the next one, three, even five years. As we took time to be introspective as a business, looking at our goals and how to achieve them, we pledged to achieve a very exciting goal by the end of 2028.

We have called this our 'Purpose Pledge' and with it, we are committing ourselves to donating 2 million products over the next five years.

While this may seem like a big goal, and in many ways it is, we believe that together with our customers and the support of our Giving Partners this goal is achievable and we cannot wait to see what the next five years hold.





A Note On 2023's Impact:

Miranda Johnston, Head of Social Impact

At OutsideIn, we believe that business can be used as a force for good and through our Wear One, Share One model we have found that collaboration is key. This starts with our amazing customers believing in our business mission and choosing to purchase with purpose. From here, our incredible Giving Partners connect the impact our customers make with their purchase to the needs of those experiencing homelessness. Our Giving Partners facilitate all donations ensuring that they reach those who need them most. Together with our Giving Partners, we work hard to ensure that every item given satisfies not only the physical needs of those experiencing homelessness, but that they provide dignity, comfort and confidence too.

2023's impact reflects the importance of both our customers and our Giving Partners in the success of Wear One, Share One. It also showcases the amazing work of our team who have utilised feedback from our Giving Partners and their clients to create new and improve existing Giving Items.

We have also added to our Giving Partner network, making it possible for your impact to reach even more people in even more places.

Thank you for supporting us each step of the way and for bringing 2023's impact to life every time you chose to purchase.

Thanks to you and our Giving Partners, thousands of people were helped and many lives were positively impacted.



Impact In Numbers:

212,000+

TOTAL ITEMS DONATED TO-DATE

30,033

TOTAL ITEMS DONATED IN 2023





Impact In Action:

One of the most exciting parts of the end of a year is looking back on it to reflect on our impact in action.

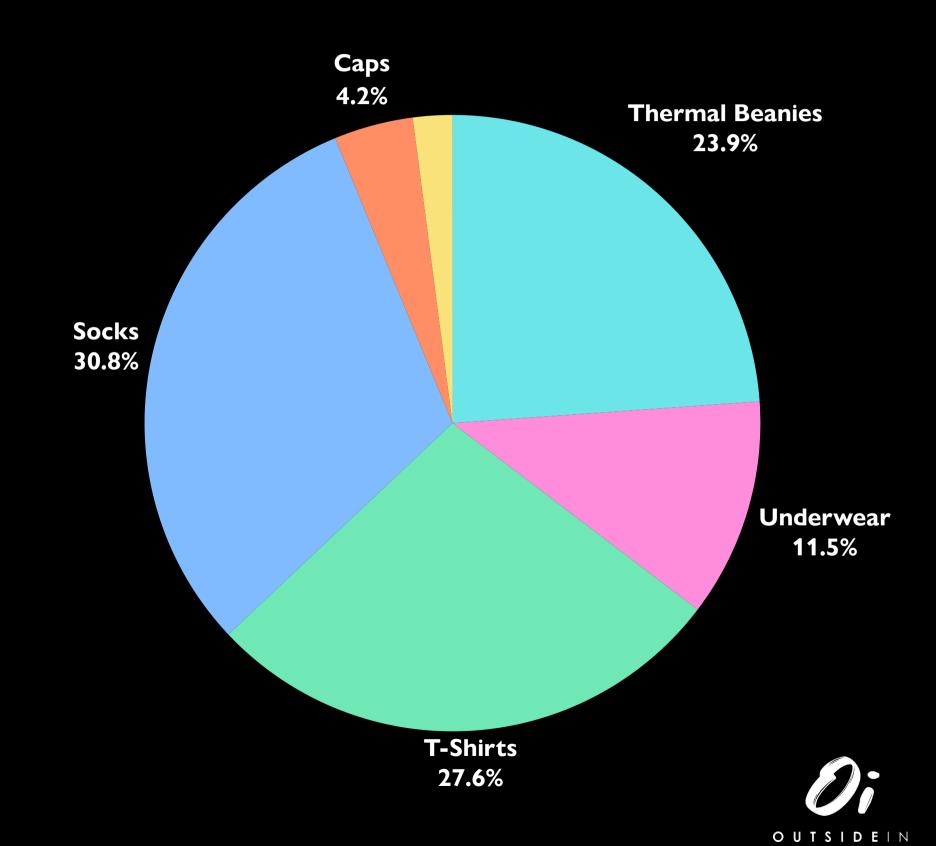
Your purchases, every single one, have made this impact possible and felt by people experiencing homelessness both near and far.

With your help and the support we receive from our Giving Partners, each day people in need are helped through the essential items you donate.

Thank you for continuing to believe in and further our business mission to help people in need.

Without you, none of this would be possible!

Giving Items Donated In 2023



In total, the items you donated travelled 35,130km, reaching 7 different countries, 41+ cities and over 35 Giving Partners.





80%

OF SERVICE-USERS FELT ENCOURAGED AFTER RECEIVING
THEIR GIVING ITEMS

65%

OF SERVICE-USERS SAID THE DISCREET PACKAGING OF OUR UNDERWEAR MADE THEM FEEL MORE DIGNIFIED

95%

OF SERVICE-USERS NOTED THE IMPORTANCE OF CHOICE AND HOW IT POSITIVELY IMPACTED THEM

68%

OF GIVING PARTNERS WE SURVEYED RATED OUR GIVING ITEMS

10/10 FOR HELPING THEM TO CONNECT WITH PEOPLE

EXPERIENCING HOMELESSNESS

98%

OF SERVICES-USERS COMMENTED ON THE HIGH-QUALITY OF OUR GIVING ITEMS

88%

OF GIVING PARTNERS WE SURVEYED SAID THESE GIVING ITEMS

HELP FREE UP BUDGET FOR OTHER ITEMS AND INITIATIVES

96.5%

OF THE GIVING PARTNERS WE SURVEYED SAID THAT THE THERMAL GIVING ITEMS PROVIDED TANGIBLE WARMTH FOR THEIR CLIENTS

39%

OF THE GIVING PARTNERS WE SURVEYED SAID THAT THE GIVING ITEMS HELPED IN PREVENTING HEALTH & HYGEINE ISSUES AMONG THOSE WHO RECIEVED THEM



Feedback Highlights:



The Giving Items are special. The tags on them are a reminder of love, welcome and friendship. They are both dignifying and encouraging.

We are so grateful for the donated Giving Items as they are very helpful for teenagers who we often struggle for donations for.

The Giving Items have certainly had an impact on the health of our service-users. The hats, gloves and socks have ensured they keep warm in poor weather. The socks help to maintain good foot hygiene too!



^{*}Data collected through feedback from our Giving Partners and their clients.

Feedback Highlights:



It's sometimes hard to quantify the benefits of the donations we receive and are able to pass to our friends. It's safe to say; however, that having warm and clean clothing does so much more than provide insulation from inclement weather. It provides a feeling that somebody actually cares for the person who receives it and helps foster an unbelievable relationship, which in turns opens up the potential for more in-depth help about what our guests need.



^{*}Data collected through feedback from our Giving Partners and their clients.

Feedback Highlights:



The donations have been unbelievably well received by our clients. This is due to the product being of high quality, as well as having lot's of varieties in various colours. This gives our clients a choice, which can often be something that isn't always given to them.







Giving Partners:

Our Giving Partners played a vital role in ensuring that every Giving Item donated following your purchases made it into the hands of people in need in 2023.

Our network of Giving Partners are dedicated to helping people experiencing homelessness - be it hidden homelessness, statutory homelessness, rough sleeping or other, by providing critical aid and services to help those in need. Their wide range of services cover a diversity of needs including shelter, food, clothing, mental wellbeing support, medical support, social guidance and more.

They are the heroes who not only spend each day dedicated to alleviating the harsh impacts of homelessness, but they ensure that every item you donate with your purchase is placed into the hands of the people who need them most.

As the ones who work directly with the people our products are designed for, their insight and support is invaluable.

We are delighted to end another year having worked with such incredible organisations.



In 2023 We Partnered With:

- Evolve Housing England
- Simon Community NI Northern Ireland
- Depaul Dublin, Republic of Ireland
- Cash For Kids Northern Ireland
- The Soup Kitchen London, England
- Glasgow City Mission Glasgow, Scotland
- Mangrove House Gloucestershire, England
- Oasis Community Housing Gateshead, England
- The Lighthouse London, England
- Safe Haven Outreach Brighton, England
- Children's Storehouse Southill, England
- WIH? London, England
- Clock Tower Sanctuary Brighton, England
- ETHOS Hereford, England
- My Harbour Redcar, England
- Dublin Christian Mission Dublin, Republic of Ireland
- White Chapel Mission London, England
- Wycombe Homeless Connection Wycombe, England

- St Mungos London & Bristol, England
- Vineyard Compassion Coleraine, Northern Ireland
- InHope Bristol, England
- The Big Issue Glasgow & Edinburgh, Scotland
- The Passage London, England
- Liverpool Helping Homeless Liverpool, England
- Storehouse Belfast, Northern Ireland
- Crisis Edinburgh, Scotland
- Street Soccer Belfast, Northern Ireland
- Winchester Beacon Winchester, England
- Samaritan's Purse Worldwide
- MACS Supporting Young People Belfast, Northern Ireland
- Wood Street Mission Manchester, England
- HTB Prison Leavers London, England
- A Longer Table Fostering Belfast, Northern Ireland
- Centrepoint London, England



Giving Partner Spotlight:

St Mungo's

In 2023 we worked with the amazing team at St Mungo's on two occasions and your donations meant that we could not only supply them with a range of high-quality Giving Items, but we could also be a part of their Festive Present initiative too.

St Mungo's is located in Bristol and London and they provide support to those who face the challenges of rough sleeping, those who are seeking asylum, women in homelessness, and those who fall into the cracks of hidden homelessness.

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The Passage

The Passage is a phenomenal organisation that seeks to provide crucial support services to those who are rough sleeping, seeking asylum, and those facing various types of homelessness.

Last year your purchases resulted in the donation of a variety of Giving Items to The Passage, providing their clients with brand-new, high-quality essential clothing items.

St Mungo's





Giving Partner Spotlight:

Evolve Housing

We have been in partnership with Evolve Housing for several years and we are constantly amazed at the incredible work they do to help people in need.

Last year, your purchases made it possible to work with them on five different occasions, each time providing brand-new essential clothing to meet the most urgent needs of the people they support.

From refugees to those sleeping rough, homelessness across women and youth, as well as those who face the battle of hidden homelessness, we are so glad that your purchases could be used to support Evolve Housing this year.

MACS

In 2023 we worked with the amazing team at MACS who focus primarily on helping children and young individuals faced with the challenges of homelessness.

Your donations were well-received by their young clients, reminding them that there are people who care about them—even without knowing them.

As a business born and raised in Northern Ireland, it is always very special to support organisations who operate close to home such as MACS.







What Our Giving Partners Said:

The Big Issue

I can't thank Outsideln enough for their support over the last year or so with our vendors. They have supported in keeping them warm during the day and at night while supporting those who were rough sleeping with fresh, clean, spare clothing which has been essential in making many of them feel better about themselves. On behalf of those I work with, I would like to thank Outsideln and their customers for the great work that they continue to do.



Our young people really love the Outsideln items that we have received. They are practical and young people appreciate that the items are new as it gives them dignity. Outsideln have been so generous and their donations allowed us to make sure every young person received a gift at Christmas.







What Our Giving Partners Said:

Evolve Housing + Support

We regularly see people in our services wearing the items that Outsideln donates. Any items we put out to be taken by people are snapped up quickly, and we know that it means a lot to have new products rather than just donated items that have been used before. Outsideln's donations make a valuable difference to our work, and to the people we support. Their items are high-quality and very popular! It makes a huge difference to have high-quality, new clothes when you have been experiencing homelessness.



St Mungo's

St Mungo's is always grateful to receive donations from Outsideln. They allow us to reach a wide range of people, from rough sleeping clients to clients living in temporary accommodation, across both Bristol and London. We also used Outsideln's donations as part of our Festive Present initiative which allows us to reach over 200 clients in Bristol alone and even more in London!

Thank you Outsideln!

St Mungo's





This winter (December 2023 - March 2024) we are partnering with:

Learn more: Soup Kitchen London, England

Learn more: Evolve Housing, England

Learn more: Simon Community NI, Northern Ireland

Learn more: Depaul, Republic of Ireland

Learn more: Action for Children, Belfast, Northern Ireland

The Giving Items donated following every purchase made from December 2023 until the end of March 2024 will be allocated and distributed among these five Giving Partners depending on their individual needs, requirements and preferences.

With a 6-12 month donation period, we will ensure that each Giving Item is allocated according to the unique and respective needs of our Giving Partners.











A Note On Our Progress:

Lauren Doogan, Head of Fashion

It's really important to think of sustainability as a journey, one that makes room for continual improvement and steps forward. We are proud to be on this journey; however, we also acknowledge that we have a long way to go. As we step into the new year, we are more motivated than ever to continually find small and significant ways to make more sustainable choices wherever and however we can.

At Outsideln, we prioritise ethicality first, as we believe it is impossible to be sustainable without first ensuring safe and fair working conditions for the people who make our clothing. As a purpose-driven brand, empathy is one of our core values and this extends all the way to our supply chain. For this reason, all our factory partners are ethically certified by trusted bodies such as Sedex and BSCI.

In 2023, our focus has been on reducing waste and I am proud of the action we've taken to become more circular with our products and processes. Two of the ways we have achieved this is through our Thrift Store pop-up events and the introduction of recycled materials in our accessory range and packaging. It has been amazing to see each of these things move us a step further on our sustainability journey.

As we look to the new year, I would love to maintain this momentum by improving product life cycles and longevity, as well as increasing the use of recycled materials. I am also particularly excited about expanding our Giving Item range with new products that continue to meet the greatest needs of the people experiencing homelessness which we are dedicated to helping.



In 2023 our efforts towards becoming a more sustainable business have included:

Increasing our circularity:

In 2023 we held two Thrift Store pop-ups where we sold any damaged items, sample products and deadstock. All proceeds from these pop-ups went towards funding the work our Social Impact team does alongside our Giving Partners.

Additionally, we took time to ensure that 100% of all returned items were processed and either allocated to our Thrift Store, repaired by our Production Team, or resold if they met the high-quality standard of mint condition.

Prioritising longevity & quality:

Whilst designing the products we manufacture abroad, as well as the artwork we finish in-house, last year we spent time researching our customers and gleaning inspiration from their interests and varying lifestyles. Designing our products with a customer-led approach has helped us to avoid producing products that follow mainstream trends which often lead to short-term use of products and fashion waste. Instead, we focused on long-term interests as well as improving the longevity of the products themselves. This included reviewing the trims on our Fleeces and integrating YKK and Opti Zips into their designs.



In 2023 our efforts towards becoming a more sustainable business included:

Reducing our waste:

Having an amazing in-house Production Team allowed us to produce certain collections in small runs, thus preventing wasteful over-production. They finished 100% of all T-Shirts released in 2023 using our in-house embroidery and screen-printing machines. Additionally, the tags in our S/S23 Collection were made from FSC certified recycled cardboard labels and the polybags in which we package our fleeces are now 100% recycled and recyclable. We also tested our first 'Mystery Bags' as an online extension of our Thrift Store. Each Mystery Bag included a selection of items that could not be sold as part of our main collections, items such as old stock, sample products or test designs. This allowed us to further reduce our fashion waste and productively clear our shelves whilst giving customers something exciting to enjoy.

Designing according to needs:

We recognised the great need for Underwear among our Giving Item range as one of the most highly requested items across our Giving Partners. To respond to this need, we designed two styles of Underwear, Boxers and Briefs, using feedback from our Giving Partners, the people they help and thorough testing to ensure the perfect fit, feel and fabric. For us, design intentionality is an important factor in reducing waste and avoiding over-production.



Sustainable Goals For 2024:

Increase the use of recycled materials across our products:

To continue the progress we made in 2023, in which we used recycled polyester and cotton in our Thermal Beanies and Socks, we are eager to increase the percentage of recycled materials across our full product range.

Implement the use of recycled hangtags and packaging:

In 2023 we tested the use of recycled packaging and labels and in 2024, we'd like to implement the use of recycled materials across all our labels and packing.

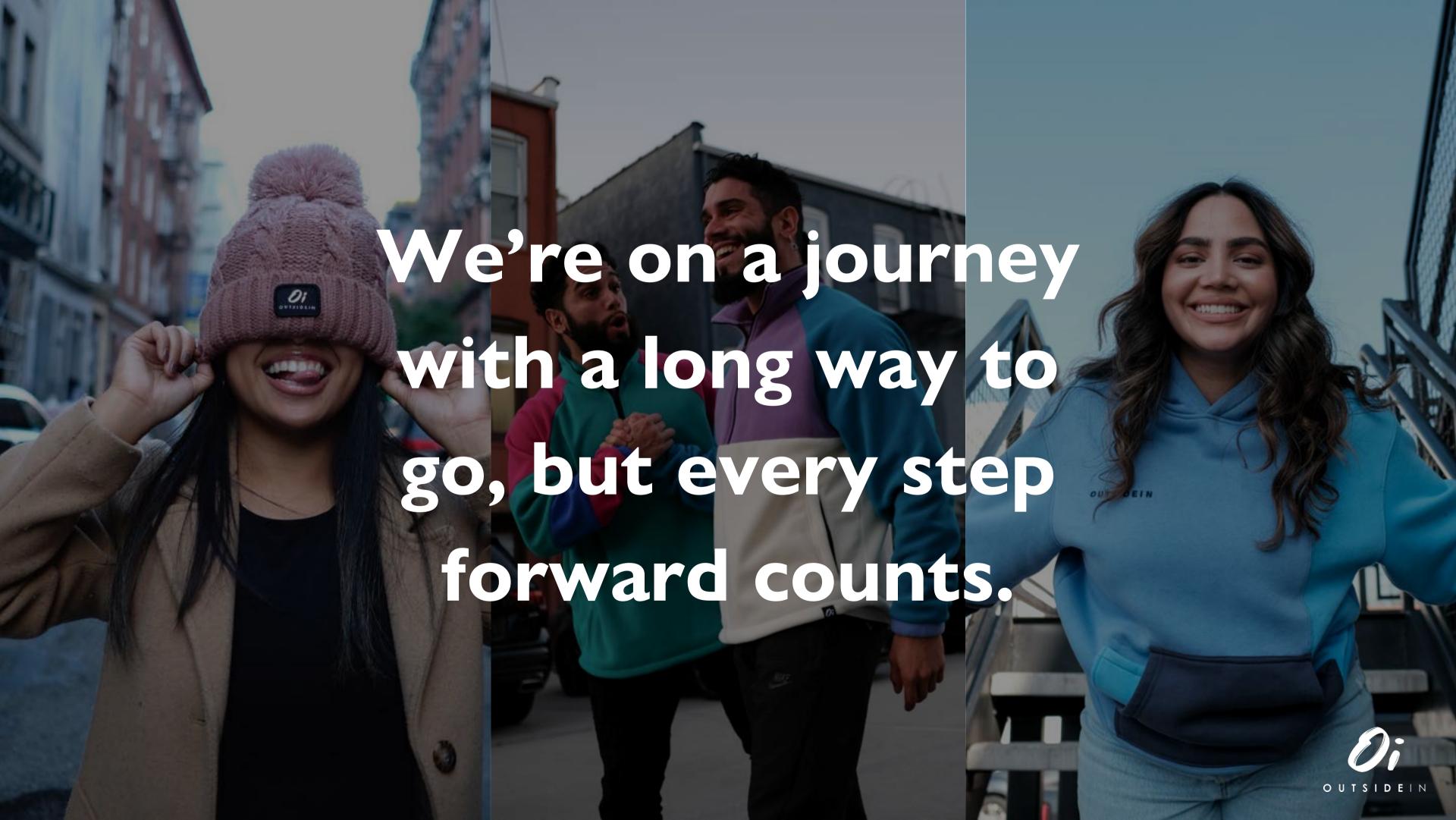
Maintain circular practices as the brand grows:

We are proud of our efforts to promote fashion circularity with our products and, as the brand continues to grow in 2024, we would like to maintain and increase these efforts with initiatives such as our Thrift Store pop-ups.

Further develop and implement a second-hand model:

Following the success of our Thrift Store for excess, old season or sample items, we would like to introduce second-hand items that meet high quality standards to our Thrift Store too, thereby furthering the product life cycle and continuing to reduce fashion waste.







One Step Further - Other Impact Intiatives:

Our Wear One, Share One is our main form of impact; however, across the year we were also proud to partake in a series of impact initiatives above and beyond this.

From street outreach to volunteering at our Giving Partners, dedicated impact days and more, it is important to us to extend our impact as far as it can go and to as many people as we can help.

As we say in our mission statement, we are a purposedriven business and we are proud to have that purpose bleed into everything we do.



OutsideIn Presents - Trademarket Christmas Party

Each year we host an event called Oi Fam & Friends Day. This event is all about giving back to those in need across our city and those whom we are committed to helping as a purpose-driven business.

For 2023, we renamed the event to 'OutsideIn Presents - Trademarket Christmas Party' as we joined forces with Trademarket in Belfast, as well as with other local businesses to create a new memorable experience for those experiencing homelessness in Belfast. It was an incredible day and an amazing opportunity to show those in need across our city that we care about them and we see them, especially this Christmas season.

From warm food and drink to festive treats and a shopping experience with our Giving Items, this was a huge highlight of 2023!

Volunteering

In 2023 our team took time to volunteer at a number of our Giving Partners, taking time to see the incredible work they do each day in action and getting to learn more about how our Giving Items support their clients.

Earlier in the year, our team also took part in a number of street outreach opportunities where they handed out our Giving Items among other essential items such as food and water to those in need on Belfast's streets.

Volunteering is an important way in which communities can get involved to help those in need and, as we kick off 2024, we are excited to participate in more volunteering opportunities that support our Giving Partners and the people they help.





Looking To The Future:

As we take time to reflect on the last year, we also look to the future with excitement, anticipation and readiness for what's next.

We cannot wait to further our mission to help people in need with your support in 2024.

We have a lot to be excited about, from furthering our Purpose Pledge to innovating our Giving Items, partnering with new Giving Partners and bringing you along on the journey each step of the way!

There is so much more ahead, so much more to do, and so many more people to help and we are looking forward to it all!



Thank you!

And finally, thank YOU!

Your continued support throughout 2023 has enabled us to further our mission to help people experiencing homelessness and to make a difference in the lived of those in need. Not only are we so grateful for your support, but our wide network of Giving Partners explicitly thanked our customers for their support and the positive impact it has on their clients.

Homelessness is a complex issue that and we are so proud to be working with you and Giving Partners to help those whose lives are affected by it.

Your purchases go much further than you realise and we simply could not do what we do without you.

We hope that as you wear your OutsideIn pieces into the new year, you remember the impact each one of your purchases has made and how you've helped people in need through each one.

We cannot wait to show you what we've got in store for 2024. Until then, thank you so much for making last year's impact possible - near, far and beyond.





OUTSIDEIN