CENTRO SUSTAINABILITY REPORT 2023

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Statement From The Chairman & Managing Director

Centro Tex started its humble journey about 18 years ago in the year 2006. With dedication, focus and mentality to give the best services to our customers we've grown into one of the leading clothing sourcing companies in Bangladesh. Today we proudly partner with global brands serving customers in UK, Australia, New Zealand, Europe, North and South America.

The well-being of around 30,000 workers working in our supplier factories is a high priority. Through close collaboration with the factories, we make sure that the worker's legal needs are met as a top priority. Centro has initiated projects in the factories on worker welfare, awareness and empowerment which clearly indicates that we take responsibility beyond legal requirements.

With a combined focus on People, Product and Planet we strive to ensure compliant workplaces, which not only takes care of the welfare being of the workforce but also puts high priority on the ecosystem around us.

It's my pleasure to share our second sustainability report- 2023 with all our stakeholders.

Tahsin Khan





About the Report

Reporting Period: We at Centro Tex Ltd are presenting our second sustainability report, which covers our performance and progress from January 1, 2023, to December 31, 2023.

Reporting Standards followed: This report is prepared with reference to the Global Reporting Initiative (GRI) Standards.

Reporting Scope: Under the reporting scope, we are disclosing information exclusively on our Bangladesh operations, encompassing data from 17 suppliers.

Target Audience: This report is intended primarily for our stakeholders, including customers, suppliers, partners, civil society organisation, regulatory bodies etc. Our aim is to inform them about our sustainability practices and the steps we are taking to enhance our impact on people, the planet, and our products.

Previous report date: This is our second sustainability report, following the publishing of the Sustainability Report 2022.

Contact Person: For any inquiries or further information regarding this report or our sustainability practices, please contact-Email Address: coe@centro.com.bd

External Assurance: This report is not externally assured through any third party. The Sustainability Nexus Ltd has rendered technical guidance in the compilation of this report.

Restatement:

The technical assistance for this sustainability report was provided by The Sustainability Nexus Limited, in collaboration and guidance with Centro Tex Ltd, where the views, opinions, and information are that of Centro Tex Ltd



Chapter 1:

About Us

Centro Tex, established in 2006 in Bangladesh, has emerged as one of the key players in the textile industry, collaborating with a network of 50 suppliers to support our operations. Today, Centro Tex boasts a dedicated workforce and maintains strong partnerships with clients across Australia, New Zealand, Europe, the UK, and South America.

Our vision is to inspire growth, creativity and joy. By delivering compelling & memorable designs with sustainability through sustainable services. We aim to establish ourselves as one of the most reliable sourcing brands, excelling in a personalised and innovative fashion. Our goal is to ensure quality output and exceed customer expectations.

Our core values are the guiding principles of our operations, shaping every interaction and product we develop. We value commitment, respect, ownership, trust, collaboration, which together drive us to deliver outstanding quality and customer satisfaction.

Our dynamic team at Centro Tex is dedicated to sourcing responsibly from factories that uphold buyer requirements and global regulations, while also supporting these factories to operate sustainably. We prioritise creating partnerships that ensure our offerings meet the highest standards of quality and ethical production. By fostering a supportive environment, we empower our team to drive positive change and make a lasting impact in the global textile industry.

Our commitment to sustainability is centred around three key pillars: People, Planet, and Product. We prioritise the well-being of our employees by fostering a diverse, inclusive, and supportive culture that promotes their welfare and growth. Recognising the significant impact our business practices can have on our workforce, we always act in their best interests. Environmental stewardship is a fundamental aspect of our operations, with a strong focus on reducing carbon emissions, lowering water usage, and minimising waste production. We are dedicated to energy conservation, effective waste management, and environmental restoration wherever possible. Additionally, we strive to enhance the quality of our products and processes to minimise adverse effects on both the environment and our consumers. Our dedication to sustainability drives our efforts to reduce our ecological footprint through improved energy efficiency, water conservation, and lowered carbon emissions.



Our Vision

To Inspire people through creativity and joy. By delivering compelling and memorable designs with sustainability.

Our Mission

To be the most reliable sourcing brand for precise delivery of personalised - creative designs of fashion and commodity merchandise.

Our Core Values

Commitment Respect Ownership Trust Collaboration



Our Pillars

People

At our organisation, we care about our employees, and we are committed to their well-being. Our workforce is our greatest asset, and we are committed to fostering a culture that is diverse, inclusive, and supportive, with a focus on promoting their welfare and growth. We recognise that our business practices can affect our workforce, and we will always act in their best interests.

Planet

The environment is a fundamental aspect of our operations. We focus on reducing our carbon emissions, lowering water usage, and minimizing waste production in our manufacturing activities. We are committed to energy conservation, effective waste management, and environmental restoration wherever possible.

Product

We are dedicated to enhancing the quality of our products and the processes involved in creating the final outputs. We endeavour to minimize any adverse effects on the environment and our consumers. Our dedication to sustainability drives our efforts to reduce our ecological impact through enhanced energy efficiency, water conservation, and lowering our carbon emissions.



Our Progress



Focused SDG & Target	Goal	Progress	Status
12 RESPONSE CORQUINTERON AND RECORDING TO THE SECOND	By 2025, we will source 100% of all cellulose-based fibers from Green Button ranked suppliers	34% of cellulose based manmade fibre are sourced from Green Button ranked suppliers	In progress
12 Resources Breakers Auto Breakers Decomposition 12.6	By 2025, 2 out of every 3 products made by Centro with two or more sustainability attributes.	30% of products have at least 2 sustainable attributes	In progress
12 Recreating the same production recourtion 12.5	By 2025, we will make 100% of all Cotton used by Centro sustainable (BCI, Organic, Recycled).	71% Cotton used by Centro is coming from sustainable sources	In progress
12 Medical and the second seco	Convert a minimum of 50% of all polyester to recycled and/or bio-based alternatives.	62% recycled polyester	On Track
12 Reconstruction Reconstruction Reconstruction 12.6	Disclose the list of all strategic Tier 1 suppliers by 2023 and all Tier 2 and Tier 3 by the end of 2025.	We have disclosed already all the Tier 1 suppliers name, and we are mapping suppliers Tier 2 & 3	Tier-2 and Tier-3 in progress
CLIMATE ACTION 13.2	Measure, reduce, and report emissions with a vision to become carbon neutral by 2040.	We are tracking supplier emissions into Centro's total GHG emissions to measure the current situation.	In progress
08 DECENT WORK AND ECONOMIC CROVTH B.5 8.5	Implement employee voice and participation for sustainability. Conduct quarterly workshops.	In 2023, we organised several workshops aimed at creating awareness on sustainability	On Track
03 COOD HEALTH & WELLBEINC 3.4	Empower employees with knowledge of healthcare, mental health, financial planning, and navigating uncertain times.	Arranged sessions and initiatives related to health care (e.g. Eye Camp, Blood Donation Drive) & financial well-being (Personal finance management workshop)	On Track

Our Progress



Focused SDG & Target	Goal	Progress	Status
13 CLIMATE ACTION 13.1	We will Plant 10,000+ trees by 2025 to restore the environment	In 2024, 1351 trees were planted through Evertreen to offset 393 Carbon emissions of 2023.	In progress
12 RECONSIGNER RECOLUTION CODUCTION 12.5	Ensure all product initiatives are driven by the principles of Reuse, Recycle, and Regenerate	We are selling our waste to third party vendor for recycling. In 2023 we sold Basket paper 1237 kg, Plastic 983 kg, Carton 5827 kg, Board paper 2070 kg, Old fabric 10257 kg, Leftover sample 10478 pcs, Used paper 252 kg. 68% of the products contain some form of Reused, Recycled, and Regenerated materials.	In progress
12 BEGROVERIE CONCOMPOSITION 12.5	Monitor tier 1 vendors on performance against compliance requirements. Aim for 100% use of FEM by 2025	54% of the suppliers use FEM.⊠We are tracking/mapping Tier 2 and Tier 3 suppliers.	In progress
06 CLEAN WATER AND SANITATION 6.3	Adopt ZDHC standard across all dyeing and washing partners by December 2030	76% of the suppliers adopted ZDHC standard.	In progress
13 CLIMATE ACTION 13.3	Become a paperless organisation by 2027. Gradually replace paper with digital systems across all operations	Our conveyance bills, stationery, and other equipment requisition are done through online. We avoid unnecessary printing and share documents in digital formats within our company and with our partners	In progress



Export Locations

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We export our high-quality textile products to a diverse range of geographical locations. Our reach extends across multiple continents, ensuring our sustainable and ethically produced goods are available globally. In the United Kingdom and Europe, our products are well-received for their superior quality and adherence to environmental standards. We are also present in Australia and New Zealand, where our dedication to sustainability and ethical practices is appreciated by consumers. We also cater to the expanding demand in South America, offering products that reflect the region's growing emphasis on sustainable and ethical manufacturing



Our Buyers



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Chapter 2 : Materiality Topics and Stakeholder Engagement

Stakeholder Engagement

At Centro Tex Ltd, we engage with a diverse range of stakeholders to maintain efficiency and foster innovation. We hold regular meetings with buyers and designers on a quarterly basis to discuss product innovation, quality control, and market trends. Monthly visits and meetings with manufacturers and logistics providers ensure ethical practices, quality assurance, and efficient shipping processes. We also engage with regulatory authorities, environmental organisations, and local communities as needed to ensure compliance, promote sustainable practices, and support community interests. Additionally, we prioritise employee welfare through ongoing surveys, town hall meetings, and training programs.

Stakeholder Engagement Method

Stakeholder Group	Method of Engagement	Frequency of Engagement	Key Topics of Interest
Buyers / (Retailers)	Regular meetings, Customer feedbacks, Joint planning sessions	Weekly	Product innovation, Quality control, Delivery timelines
Manufacturers / Suppliers	Supplier audits, Training programs, Regular performance reviews, visits	Monthly, and as needed	Ethical practices, Quality improvement, Capacity building, Compliance
Designers	Design workshops, Feedback	Quarterly	Innovation in design, Market trends, Collaborative creation
Logistics and Shipping Providers	Performance reviews, Coordination meetings	Monthly	Shipping efficiency, Cost management, Tracking accuracy
Regulatory Authorities	Compliance reporting, Regulatory updates, Consultative sessions	As needed	Compliance adherence, Legal requirements, Risk management
Local Communities	Community meetings, CSR initiatives	As needed	Economic development, Social welfare, Community engagement
Civil Society Organisations (CSOs)	Joint initiatives, Meetings	Quarterly	Environmental impact, Sustainable practices, Resource management
Employees	Employee surveys, Town hall meetings, Training and development programs	Ongoing	Employee welfare, Career development, Workplace satisfaction

Our Material Topics



To conduct our materiality assessment, we followed the GRI Materiality Assessment Process, precisely evaluating each topic's significance based on our business impact and its influence on stakeholders, ensuring alignment with UN SDG goals and targets. By thoroughly assessing actual and potential positive and negative impacts, we prioritized these material topics, including key areas such as Environment, Social, Governance, and Human Rights. A scale of 0 to 5 was used to evaluate significance, considering factors such as severity and likelihood.

These priorities have shaped our sustainability reporting, enabling us to present focused information on our performance, objectives, and initiatives in these essential areas to our stakeholders. Furthermore, we are keen to regularly review and update our materiality assessment, staying adjusted to growing stakeholder concerns and adapting to changing business dynamics, ensuring our sustainability strategy remains relevant and effective.



Process to Determine Material Topics

Integrating Material Topic with SDGs



Material Topic	Why is it Material	Relevant SDGs
Product Quality	We have identified the importance of high product quality, ensuring customer satisfaction and market competitiveness, which is vital for building long-term client relationships.	12 mmin anter CO
Diversity and Inclusion	Diversity and inclusion enhance workforce creativity and problem-solving capabilities, directly contributing to our ability to offer innovative and personalised fashion solutions.	5 title: 5 title: 10
Employment	Our workforce directly influence our operational effectiveness and capacity to drive growth and creativity.	8 Externation
Stakeholder Engagement	Active communication and collaboration with our suppliers, clients, and employees ensure that we meet their expectations and adopt strong, sustainable relationships.	
Energy Use	Energy use is considered material due to its significant impact on operational costs and our environmental footprint, reflecting our commitment to sustainability and efficiency.	7 constant (13 cm (14)
Supplier Compliance	Supplier compliance is selected as it ensures our production processes adhere to both local and international standards.	
GHG Emissions	Greenhouse gas emissions are significant as they address our environmental responsibilities and align with global efforts to support our sustainability objectives.	13 am
Supply Chain Transparency	Supply chain transparency is vital for building trust with our clients and the public, ensuring that our business practices are ethical and sustainable.	12 Example an analysis
Occupational Health & Safety	To show our commitment to the well-being of our employees and align with our core values of respect and integrity, occupational health and safety is a key focus.	3 data statili one successive —///
Ethical Sourcing	Ethical sourcing is important as it supports our ethical commitments and core values and ensure our business practices uphold high ethical standards and human rights across our operations.	12 transmi at marries CO

Chapter 3 : Environmental Responsibility

Our environmental impact is mainly influenced by our extended supply chain. While our office operations, encompassing business travel and utilities, contribute minimally to our overall impact, it is the manufacturing processes at our suppliers' facilities that account for the majority of our environmental footprint from the production of a diverse range of apparel and textile products, including but not limited to womenswear, menswear, and kidswear, as well as specialised items like denim, knitwear, and activewear. Manufacturing our products involves processes such as cutting, sewing, finishing, packing, knitting, trimming, dyeing, washing, printing, and embroidery, all of which require substantial energy input.

The energy sector in Bangladesh faces significant challenges due to its heavy reliance on fossil fuels. This dependence poses economic and climatic risks.

Initiatives and Progress

We have implemented an energy management system that monitors and actively reduces energy consumption and emissions across all scopes. Employee training programs enhance awareness and empower our staff to make energy-efficient choices daily.

Supplier engagement is another critical area. We work closely with our suppliers to maintain records and develop effective emission reduction plans. The "Grow Sustainably" pillar, led by a dedicated team of 12 members, including two sponsors, one Pillar Lead, and nine other members, plays a crucial role. The team is tasked with shaping and executing the strategic plan, breaking down our broad sustainability priorities into quantifiable and actionable goals. Regular communication, stringent adherence to deadlines, and a collaborative approach ensure that each member contributes effectively towards reducing our carbon footprint.



Energy Management



In 2022, our total energy consumption was 3.03 Million MJ. This increased to 5.16 Million MJ in 2023. The rise in energy consumption can be attributed to several factors, including an increase in the number of employees, and the expansion of our business operations. These changes have necessitated higher energy usage to support our growing business.



Energy Consumption in 2023 (MJ)

Our Suppliers' Energy Performance



At Centro Tex Ltd, we partner with a diverse network of 17 suppliers within this report scope, each with expertise in specific areas of garment production. Our supplier base includes factories specialised in Cut to Pack, Knit Composite, and various knitting-focused operations. This variety allows us to efficiently handle a broad spectrum of production requirements, ensuring flexibility and responsiveness in meeting market demands. Our suppliers use natural gas as the primary fuel for power generation. Natural gas consumption has significantly increased over the three-year period, from 2021 to 2023, because of the significant scaling up of production activities. In transportation, diesel is the primary fuel type used, with significantly higher consumption compared to natural gas.



Note: The amount of all the energy sources was converted to the same unit (MJ) for uniformity. 1 litre = 36.6 MJ, 1m3 = 38.14 MJ, 1kWh = <math>3.6 MJ

Energy Conservation

Energy conservation is critical to our business, so we implemented a comprehensive energy management plan focused on optimisation, efficiency, and sustainability. The initiatives taken by our suppliers, such as upgrading to energy-efficient lighting and motors, integrating solar energy, improving heat and steam management, and implementing advanced technologies, directly contribute to our goal of reducing emissions and becoming carbon neutral by 2040. These measures, alongside regular energy audits and awareness programs, ensure continuous improvement in energy efficiency and reduction in fossil fuel reliance of our suppliers.



Our Suppliers' Energy Performance

Total energy consumption by our suppliers has seen an increase from 2021 to 2023, rising from 65 million MJ in 2021 to 219 million MJ in 2023, as shown in the graph. This significant rise in energy usage is primarily due to the overall increase in production volume necessary to meet the escalating order demands.

Despite the growth in total energy consumption, it is noteworthy that the energy intensity per piece produced has slightly increased over the past three years, from approximately 1.96 MJ/piece in 2021 to about 2.85 MJ/piece in 2023. Given the rise in energy intensity, Centro Tex Ltd has now categorised factory energy and emissions data as Scope 3 emissions. Recognising the challenges posed by the increasing energy intensity over the past three years, there is substantial work ahead. We are committed to collaborating closely with our suppliers to explore and implement strategies to reduce our energy intensity, even as we expand production in the coming years. This proactive approach is crucial for enhancing our energy efficiency and aligning with our sustainability objectives.











Lighting Upgrade

- Replacement of traditional lighting with energy-saving LED lights
- Installation of light control systems to minimise unnecessary usage



Motor and Fan Upgrades

- Adoption of direct-drive servo motors in place of clutch motors.
- Upgrading ceiling fans to more energy-efficient models.



- Proper insulation of steam lines
- Condensate recovery
- Utilisation of waste heat



Continuous Improvement

- Regular energy audits to identify inefficiencies.
- Awareness programs to promote energy-efficiency practices.
- Focused improvements in technology, processes, and work



Solar Energy Integration

 Installation of solar panels to supplement energy needs with renewable sources.



Advanced Technologies

- Implementation of advanced air conditioning technologies.
- Use of VFD-installed compressors to optimise energy savings.

Case Study: Renewable Energy

As a commitment to cleaner energy, our suppliers are making gradual progress by increasingly adopting solar energy systems in their factories and using captive energy for various purposes, such as operating lighting systems and ceiling fans. Over the past few years, there has been an increase in the installation and capacity of solar panels across our supply chain. In 2021, solar energy adoption was minimal, with only a few factories beginning installations. By 2022, several suppliers had integrated solar power into their operations, and by 2023, there was a significant rise in capacity. For instance, energy generation from solar panels increased by 43% in 2023 compared to 2021. Six of our factories have implemented solar power systems:

APS Knit Composite Ltd: This facility operates an on-grid solar system with a 67 kW capacity, contributing approximately 7% of the factory's total energy needs.

Cotton Clothing Ltd: The rooftop solar panels have a capacity of producing 6.5 kW daily, totalling approximately 2,340 kW annually. This contributes to the factory's energy needs.

Everbright Sweater Ltd: The factory integrates a solar power system with a capacity of 15 kW per hour into its energy grid.

Needle Drop Ltd: The facility's solar power system has a capacity to produce 5 kW of electricity every hour.

Comfit Composite Knit Ltd: Initially equipped with a 268 kW rooftop solar plant in 2021, this facility expanded its capacity to 592 kW in 2023.

Manami Fashions Ltd: The factory is equipped with a 12 kW capacity solar power system.





Our Greenhouse Gas Emission

Our sustainability vision is embedded in every layer of our operations. This is particularly emphasised through our "Grow Sustainably" pillar—one of the five core pillars that shape our strategic direction.

In 2023, our total greenhouse gas (GHG) emissions were segmented into Scope 1, Scope 2, and Scope 3 emissions, totalling 23,902.41 tCO2e. Scope 1 GHG emissions include those from CNG used for transportation, natural gas for utilities, diesel for transportation and generators, and octane for transportation. Scope 2 emissions arise from electricity purchased from the national grid. Scope 3 emissions cover domestic and international flights, and scope 1 emissions of our suppliers. Scope 1 emissions accounted for 242.04 tCO2e, reflecting direct emissions from our operations, such as office utilities and transportation. Scope 2 emissions, derived from purchased electricity, were 150.78 tCO2e. The significant portion of our emissions, Scope 3, which includes emissions from activities such as business travel, product transportation, and total emissions from our suppliers for our production, amounted to 23,509.59 tCO2e.

Future Outlook

Looking forward, we remain committed to our goal of achieving carbon neutrality by 2040. This will involve continuous improvements in operational efficiency and increased investment in renewable energy sources. Our ongoing projects and initiatives, aligned with the Centro's vision, support our trajectory towards more sustainable growth and reduced environmental impact. Centro Tex Scope 1,2 & 3 Emissions in 2023 (tCO₂e)





Our Suppliers' GHG Emission

Our suppliers primarily utilise natural gas and diesel for power generation and transportation in our manufacturing operations. GHG emissions from these sources have increased over the past three years due to output growth. Total GHG emissions rose 72% from 2021 to 2022 and 19% from 2022 to 2023. The 2021 pandemic reduced production, which explains the initial huge increase. Due to our GHG emission reduction efforts, 2023 saw a small increase despite greater production levels.

It is important to note that GHG emission intensity trends indicate emissions relative to manufacturing output. Emission intensity increased 23% from 2021 to 2022 due to production growth. Even though 2023 production quantities were higher than 2022, emission intensity dropped 42%. Our suppliers' 2023 reduction reflects our efforts to increase operating efficiency and implement emission control.

Our suppliers are proactively addressing rising emissions. Technological enhancements including Exhaust Gas Boilers (EGBs) at APS Knit Composite Ltd, Tex Town Ltd, Tropical Knitex Ltd, and Comfit Composite Knit Ltd have reduced pollutants. Expanding solar panel capacity shows our renewable energy commitment. Regular maintenance, leak testing, and ventilation improvements optimise energy use and reduce emissions. The suppliers' environmental effect has decreased due to air filter upgrades and generator and boiler air-fuel mix management. Maintaining an air emission inventory and installing low NOx burners have also helped us reduce our environmental impact.





Total Emissions by Centro's

Scope 1 and 2 Emissions in tCO₂e (2021-2023)



Note: GHG Protocol Tool has been used to source, calculate and consolidate all emissions into equivalent CO2 units



Water Conservation

Water conservation is important for manufacturing due to Bangladesh's water-stressed conditions. Our primary source is groundwater, and we aim for its responsible use. Water is mainly used in supplier factories for dyeing, printing, washing, utilities, and domestic needs. Recycled water is utilised for screen washing and toilet flushing. We have recently partnered with suppliers to adopt sustainable water management practices.

We have observed trends in water usage that guide our conservation efforts. Although water withdrawal and usage have fluctuated, we focus on reducing overall consumption and improving water discharge quality.

Water usage remained stable over the three years. Water discharge increased from 3.2 million m³ in 2021 to 3.5 million m³ in 2023. Similarly, water withdrawal rose from 4.0 to 4.4 million m³, and water use grew from 3.9 to 4.3 million m³ during the same period.

Several supplier factories now have rainwater harvesting systems, reducing groundwater use. Additionally, some of our suppliers utilize treated grey water for toilet flushing and conserve fresh water for critical needs.

We focus on reducing water consumption through optimisation and staff training. Our suppliers trained the staff on water conservation practices, fostering a sustainability culture. Process improvements include reusing cooling water, reducing rinse times, minimising re-dyeing, implementing greywater reuse, and reducing overall consumption.

Reducing Water Consumption

Our suppliers are enhancing water conservation by replacing conventional taps with low-flow or press taps, reducing water wastage. Regular maintenance of water lines also ensures leaks are promptly fixed, preventing further water loss.

Total Water Usage of Suppliers (million m³)



Water Withdrawn Water Discharge Water Use



Chemical Management

To solidify our commitment to sustainable chemical usage, we conduct quarterly internal audits to ensure sustainable chemical use in textile processes like dyeing, washing, bleaching, and printing.

Our suppliers follow the Zero Discharge of Hazardous Chemicals (ZDHC) protocols and use only chemicals listed in ZDHC's Positive List; We aim for a 25% reduction in screened chemical use by 2027. Compliance with the Manufacturing Restricted Substances List (MRSL) and the Restricted Substances List (RSL) ensures adherence to top industry standards. Currently, 76% of our suppliers (13 out of 17 factories) are ZDHC certified and undergo regular audits reviewed annually. We also comply with ZDHC Chemical Management System guidelines, ECR 2023, and the Acid Control Act, ensuring best practices in chemical management and waste disposal.

Policies

- Chemical Management Policy
- Chemical Purchasing Policy
- Chemical Handling Policy
- Chemical Safety Programme Policy
- Environment Policy
- Identification of Hazardous & Non
- Hazardous Chemicals Purchase and
- Storage Policy
- Environment Management Policy
- Emergency Response Policy Plan

Guidelines and Standards

- ZDHC (Zero Discharge of Hazardous Chemicals)
- MRSL (Manufacturing Restricted Substances List)
- RSL (Restricted Substances List)
- MSDS (Material Safety Data Sheet)
- ECR-2023
- National and International Guidelines



Incorporating sustainable fibers reduces environmental impact, conserves resources, and meets growing consumer demand for eco-friendly products. Sustainable fibers require less water, chemicals, and energy, and promote recycling, contributing to a circular economy.

We verify the sources of our sustainable fibers to ensure they adhere to recognised environmental and social standards. This includes certifications such as BCI GRS,FSC and, GOTS for fibers like organic cotton, recycled polyester, and sustainable modal. We are exploring and incorporating alternative sustainable fibers to reduce our environmental footprint.

In 2023, at least one sustainable element was present in 68% of our products. Specifically, 71% of our sourced cotton was sustainable which marked 46% increase from the previous year. Moreover, 34% of our cellulosic fiber sourced was sustainable, a 31% increase from 2022.Additionally, 62% of our polyester came from recycled sources.





Sustainable Materials by source in 2023

Sustainable Packaging



We are focused on minimizing our environmental impact by integrating recycled materials into our garment accessories and packaging.

Our initiatives include using sew-in labels and polybags made from recycled plastics. Additionally, we offer eco-friendly and biodegradable packaging alternatives, such as FSC-certified hangtags and packaging.

In 2023, our sustainable accessories comprised 32% recycled polybags, 7% biodegradable polybags, 31% sustainable 28% sustainable hangers, 25% recycled tagins These components collectively reduce landfill waste, conserve natural resources, and promote recycling. By incorporating these eco-friendly materials, we are significantly advancing our sustainability agenda, aiming for reduced environmental impact and increased resource efficiency.





Our approach focuses on minimising waste and promoting recycling to reduce our environmental footprint. Our suppliers generate waste from cutting, sewing, finishing, plastic, canteen, paper, sanitation, wood, PP filter, PPE, medical waste, broken tube lights, electrical materials, cables, metallic items, cartons, poly, washing, and office activities.

Over the past three years, our suppliers' waste generation has fluctuated, with a sharp rise from 2021 to 2022 and a slight decline in 2023. In 2021, we generated 5,551 tons of non-hazardous and 125 tons of hazardous waste, which by 2023 changed to 12,135 tons and 144 tons, respectively. Our focus remains on reducing both waste categories.

We manage waste effectively by partnering with suppliers who recycle poly and fabric waste through authorised recyclers. We ensure compliance and effectiveness by conducting annual audits of these third-party recyclers.



Waste Generated (Tons)

Year	Non-Hazardous	Hazardous
2021	5,551,035	124,645.8
2022	8,030,487	179,067.5
2023	12,134,809	144,221.3



Suppliers Environmental Performance





We pick providers that meet environmental and chemical management certifications and standards. 27 of 50 (54%) factories report Higg FEM performance. 13 of 17 (76%) factories participate in the ZDHC Wastewater Testing program to guarantee wastewater management procedures meet worldwide standards, reducing the impact of textile manufacturing on water resources. We also require suppliers to generate ZDHC InCheck for Chemical Management, with 15 out of 20 (75%) factories complying to ensure that hazardous chemicals are managed responsibly, safeguarding both environmental and human health.



As a responsible sourcing hub, our suppliers follow several key certifications to ensure material sustainability throughout our supply chain. To mention a few, GRS certifies recycled content and sustainable practices, OCS traces organic content, and OEKO-TEX ensures textiles are free from harmful substances and ethically produced.

Our suppliers' certification performance is noteworthy. 76% of our suppliers are GRS-certified, demonstrating their commitment to recycled materials and sustainable production. Our suppliers are 58% OCS-certified, demonstrating their commitment to organic content verification and sustainability. remarkably, 90% of our suppliers are OEKO-TEX certified.

Scheme/Certification	Y2023 (%)
GRS	76%
GOTS	74%
OCS	58%
RCS	46%
OEKO TEX	90%





We have implemented a range of sustainability projects aimed at improving energy efficiency, water conservation, and reducing environmental impact within our supply chain. Our aim of taking up such projects is to enhance sustainable practices and their proactive approach to reducing resource consumption and enhancing operational efficiency. Some of the key sustainability projects, the measures taken, the improvements observed is given in the below list.

Factory	Sustainability Projects/Measures	Improvement after Implementing	Savings
	EGB	EGB Steam Output 6877 ton	444942 m ³
	Chiller	950040 kWh Electricity Savings	930408 m ³
Tropical Knitex Ltd	Condensate Recovery	Water Savings 69308 m ³	415821 m ³
	Water Pre-Heating By Economizer	Economizer Water Input 83025 m³	110118 m ³ water was saved yearly
	RO for Water Recycling	Water savings	Approximate energy savings 1468455 MJ
	Rooftop Solar Panel	Energy savings	Approximate energy savings 468050.98 MJ
	Back Side Insulation of Boilers	Energy savings	Approximate energy savings 352612.54 MJ
	Separated Compressed Air Line	Energy savings	Approximate energy savings 21857296.20 MJ
	Replaced Conventional Dyeing Machine	Energy savings	Approximate energy savings 76323 MJ
Comfit Composite Knit Ltd.	Replaced Ceiling Fans	Energy savings	Approximate energy savings 76323 MJ
	Rainwater Harvesting System	Reduced groundwater consumption	Reduced groundwater consumption around 12000 m ³ yearly
	Organic Waste Composting	Generated fertilizer and reduced waste	Yearly generate around 21460 kg fertilizer

Case Study:

Suppliers' Advancements in Water Recycling and Rainwater Harvesting

Water is a critical resource in the textile industry, used extensively in processes like dyeing, washing, and cooling. Recognising the importance of sustainable water management, Centro Tex Ltd has prioritised initiatives that promote water recycling and rainwater harvesting among its suppliers.

Comfit Composite Knit Ltd: Scaling Up Recycled Water Use & Rainwater Harvesting

Comfit Composite Knit Ltd, a key supplier for Centro Tex, has significantly increased its use of recycled water. In 2023, the volume of recycled water usage saw a 44% increase compared to 2022, demonstrating a strong commitment to reducing freshwater dependency. This achievement aligns with ongoing efforts to enhance environmental sustainability across its operations. Additionally, the facility has implemented a rainwater harvesting system, although the total volume captured decreased in 2023, highlighting challenges and the need for further optimisation in rainwater utilisation.

Tex Town Limited & Ornate Knit Garments Industries Ltd.: Water Conservation Strategies

Tex Town Limited and Ornate Knit Garments Industries Ltd. have also made remarkable strides in water management. In 2023, these facilities increased their use of recycled water by an impressive 74% compared to the previous year. Key initiatives have included training all staff and workers on water conservation techniques, optimising processes to reuse cooling water, reducing rinse times, and minimising the need for re-dyeing. These measures not only conserve water but also reduce the energy and chemical use associated with heating and treating fresh water.







Case Study: Leveraging Solar Energy for Sustainable Operations

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Renewable energy integration is crucial for Centro Tex Ltd's environmental strategy. Our focus on solar energy helps reduce carbon emissions and promotes sustainable energy use throughout our supply chain.

Everbright Sweater Ltd: Expanding Solar Power Usage

In 2023, Everbright Sweater Ltd increased its solar energy generation by 17%, achieving 591.34 kWh. This increment is part of their broader strategy to cut energy consumption by 3% through installing LED lighting, steam line insulation, participation in an energy efficiency program, and optimising air conditioning systems.

Comfit Composite Knit Ltd: Enhancing Energy Efficiency

Comfit Composite Knit Ltd also improved its solar energy output significantly, from 40,878.80 kWh in 2022 to 80,481.21 kWh in 2023. This increase was supported by infrastructural upgrades, including backside insulation on two natural gas boilers and one Exhaust Gas Boiler (EGB), which reduces heat loss and enhances boiler efficiency.



Comfit Composite Knit Ltd. Total Energy Used from Solar Panels for Centro (kWh)





Efficient waste management is crucial for minimising environmental impact. At Centro Tex Ltd, our suppliers have established robust waste recycling collaborations with third parties to manage and recycle waste generated by our operations.

Tropical Knitex Ltd: Strategic Waste Recycling

Tropical Knitex Ltd has made significant strides in waste recycling by partnering with third-party organisations. In 2023, they managed to recycle 48,851.54 kg of waste, a substantial increase from 5,284.27 kg in 2022. This impressive improvement results from a structured approach where all waste is sold to third parties monthly. Tropical Knitex also ensures accountability and performance by monitoring these third parties and maintaining high standards in waste management and recycling processes.

Tex Town Limited & Ornate Knit Garments Industries Ltd.: Waste Recycling Initiatives

Tex Town Limited and Ornate Knit Garments Industries Ltd. enhanced their waste-reusing efforts, increasing their reused waste to 39,333.24 kg in 2023 from 14,505.81 kg in 2022. The types of waste reused include packing materials, plastic, and paper. The partnership is strengthened by annual audits, ensuring that all waste-reusing practices meet environmental standards and contribute positively to our sustainability goals.





Tex Town Limited & Ornate Knit Garments Industries Ltd. Total Waste Recycled (3rd Party) for Centro (kg)



Centro Tex Ltd is committed to reducing greenhouse gas (GHG) emissions across its operations. This case study focuses on the efforts and outcomes at Everbright Sweater Ltd, reflecting our broader strategy to minimise environmental impact while scaling production.

Everbright Sweater Ltd: Effective GHG Reduction

Everbright Sweater Ltd has demonstrated a commendable reduction in GHG emissions over the past three years. Starting with 46.36 tCO2e in 2021, emissions were reduced to 17.31 tCO2e by 2022, and slightly increased to 21.71 tCO2e in 2023. This trend correlates with an increase in production levels, indicating that despite higher output, Everbright has implemented effective measures to keep emissions in check.











Centro Sustainability Day 2023

Centro Sustainability Day: 2023

Centro Sustainability Day: We proudly celebrated Centro Sustainability Day 2023, marking the launch of our Sustainability Report 2022, which highlighted our achievements and inspired collective action towards a positive impact on the planet and the communities we serve.

World Environment Day:

We celebrated World Environment Day with activities focused on raising awareness and promoting sustainability, demonstrating our commitment to reducing waste and conserving energy for a more sustainable future.



World Environment Day

industry.

We, at Centro Tex Ltd., promote social sustainability within our operation and encourage positive changes among our suppliers. We create a supportive and inclusive work environment, prioritising safety of our workforce. Our transparent grievance mechanism ensures that employee concerns are communicated and addressed while maintaining full confidentiality. We offer various benefits to all full-time employees, respecting cultural values. We also encourage our suppliers to uphold similar standards for employee well-being. We are committed to high social compliance among our suppliers, fostering respect and safety in the textile

Our commitment to ethical sourcing is integral to our operations and supply chain management. We rigorously assess and monitor our suppliers to ensure compliance with labor standards and ethical practices. This includes strict measures to prevent child labor and forced labor. We conduct regular audits and inspections, both announced and unannounced, to verify that our suppliers adhere to these standards. Furthermore, we provide training and support to help our suppliers implement best practices in labor management. By fostering a culture of transparency and accountability, we aim to eradicate any forms of exploitation within our supply chain, ensuring that all workers are treated with dignity and respect.


We consider our people our most valuable asset. We provide an excellent employee experience for our 215 team members by building a work atmosphere that prioritises safety, diversity, and inclusion while fostering growth via continuous learning and development. Our organization's recruiting and personnel management strategy places people in positions that best suit their abilities to encourage growth.

Our mission is to put together a group of experts from operations, marketing, design, industrial engineering, business intelligence, organisational development, sustainability, human resources, finance, and information technology, among other fields. In the previous year, 2022, we recruited 46 women; this year, in 2023, we employed 4 new women in our team. In 2023 the majority of newly hired employees were aged between 30-50.





Our basic goal regarding all our employees is to support each individual by providing them with benefits, support, and growth opportunities to improve their lives and careers. The benefits provided are according to each employee's employment type and performance. Centro Tex has a fair mechanism to ensure compliance and adherence to the company's laws and regulations. 100% of our employees are covered by health and life insurance, and allowances and benefits also include paid leave provided to employees, which is in line with our parental leave policy. As per our company policy, all employees are supported to ensure a smooth transition back to work, with 19 employees returning after parental leave in 2023.



Training and Development

Our training programs cover a wide range of topics such as strategic leadership, quality management, operational excellence, skills development, technical problem-solving, compliance, ERP systems, and professional development, are tailored to enhance the skills and knowledge of our workforce. With a commitment to continuous personal and professional development, we ensure that our workforce are well-equipped with the necessary training, adopting a motivated and committed workforce. Each employee of our workforce receives 27 hours of training per year.



- Calculating Woven Garments Consumption & Costing in Apparel Industry
- CBS Project/ Kaizen
- Internal Control Boot Camp
- Product Technical Problem Solving
- Certificate Course on Leadership and Managerial Competencies (CCLMC)
- Kandareebh- Merchandising.

Training Provided to the Employee

- Labor Law 2006 with amendment 2018 and Labor Rules 2015
- BANGLADESH LABOR ACT-2006
- Pattern Training The Laws of Success
- UAT on New ERP Implementation (Finance & Accounts)
- Learning Session on Labour Law
- UAT on New ERP Implementation
- Strategic Leadership Agenda
- Quality Management System in Garments Production
- How to Maintain Quality Control & Management in Garments Sector
- Personal Leadership Agenda



As a supplier, we are committed to ensuring a safe and healthy workplace for all workers through our comprehensive Occupational Health and Safety (OHS) Management System. Our system is fully compliant with the Bangladesh Labor Act (BLA) 2006 and ISO 45001:2018 standards. We actively maintain and assess the presence and effectiveness of a dedicated OHS committee through regular visits and ongoing communication. Our OHS management system encompasses regular health and safety training, provision of Personal Protective Equipment (PPE), onsite medical centers, and continuous monitoring and improvement initiatives. Additionally, we conduct regular assessments, provide comprehensive training, and engage a dedicated compliance team to uphold and exceed safety standards across our supply chain.





44%

Reduction of injuries by APS Knit Composite Ltd.

42%

Reduction of injuries by Matrix Styles Ltd.Ltd.

Our supplier's health and safety initiatives include comprehensive benefits and rigorous training programs to adopt a safe and healthy working environment. We ensure that our suppliers provide health and safety benefits, such as onsite medical centers and agreements with local hospitals and clinics for immediate and accessible healthcare services

APS Knit Composite Ltd. and Matrix Styles Ltd. reported reductions in injuries by 44% and 42%, respectively in 2023 compared to 2022. To support these benefits, we promote organising OHS training for our suppliers, covering a wide range of topics such as health and safety awareness, health and safety audits, waste handling, contamination and non-contamination diseases, Material Safety Data Sheets (MSDS) training, HIV (AIDS) awareness training, and PPE training and distribution. These training programs equip workers with the necessary knowledge and skills to perform their tasks safely and efficiently, thereby reducing the likelihood of workplace injuries and fostering a culture of safety.

Onsite medical centers and agreements with local hospitals/clinics.

- OHS Benefit s
- Regular health and safety training.
- Provision of adequate PPE for all employees.
- Availability of medical professionals

Supplier OHS Training

- Health & Safety Awareness
- Health & Safety Audits
- Waste Handling
- Contamination & Non-contamination
 Diseases
- MSDS(Material Safety Data Sheets) Training
- HIV (AIDS) Awareness Training
- PPE Training
- PPE Distribution

- Safe Machine Operation
- Machine Handling Training
- Chemical Management/Handling
 Training
- Chemical Risk Assessment Training
- Chemical Spilling Training
- Risk Assessment Training
- Injury Prevention
- Ergonomics Training

Case Study: ToT Session on Industrial Relations

As a part of our coaching and development, we arranged Training of the trainer session at 9 of our supplier factories in 2023. The sessions focused on enhancing knowledge on topics like resolving disputes, function of trade unions, handling layoffs and retirements and grievance procedures. We sought feedback and received responses that the knowledge made handling the unwanted situation arising out of industrial disputes easier than before. Furthermore, the Participation Committee (PC) members were happy to be a part of formulating and implementing the policies & procedures including major issues.

The capacity building session supported Participation committee, safety committee, and grievance committee to comply and apply the knowledge in the workplace and try to solve the grievance in a positive manner. The trainees were excited to disseminate the knowledge gained from the session to their coworkers so that the tasks are smoothly carried out as per the requirements of Labor laws, regulations & Buyers' code of conduct.

			TOT se	ession on	Industrial	Relation	s
S/N I	Easton Nama		Female participants	Total Participants	Training Duration (in days)	Total Time (in hours)	Topics of TOT session
	Cotton Clothing BD Ltd.	3	1	4	4	20	1. Principles of Sound Industrial Relations.
2	Tropical Knitex Ltd.	2	1	3	4	20	(To include principles of resolving disputes).2. Principles of Sound Industrial Relations.
2	New Asia Fashions Limited	3	2	5	4	20	(the difference between conciliation and arbitration; and the role and
Λ	Color & Stitches Ltd.	3	1	4	4	20	functions for trade unions).
5 (Textown Ltd and Ornate Knit Garment Industries Ltd.	5	3	8	4	20	 How to handle Lay offs and Retrenchments. Discipline and Grievance Procedures
	APS Apparels Limited	4	1	5	4	20	
7	Needle Drop Ltd.	7	2	9	4	20	-
8 (Comfit Composite Knit Ltd.	6	6	12	4	20	
У.	Surma Garments Ltd.	5	1	6	4	20	
	Grand Total	38	18	56	36	180	



Suppliers' Social Performance

We collaborate with our suppliers to align our values and demonstrate a commitment to responsible sourcing. All our suppliers hold RMG Sustainability Council (RSC) showing to their compliance with stringent ethical standards. This certification signifies their dedication to fair labour practices, environmental stewardship, and ethical business conduct.

Central to our ethical sourcing strategy is ensuring that all our suppliers strictly adhere to both local regulations and international labour laws governing wages and benefits. This commitment ensure equitable compensation and suitable benefits for every worker within our supply chain, adopting a supportive and dignified work environment.

We place significant emphasis on safeguarding the fundamental rights of workers, including the right to freedom of association. We actively seek out suppliers who maintain these rights, promoting an inclusive workplace culture where workers can freely express their opinions and engage in collective bargaining without apprehension of reprisal.

In the selection of our suppliers, Centro Tex employs criteria that incorporate not only legal compliance but also alignment with our broader ethical principles. We prioritise suppliers who show transparency, accountability, and proactive involvement in sustainability and social responsibility initiatives.



100%

of our suppliers meet Bangladesh Labour Law wage and benefit requirements

100%

of our suppliers have Participation Committee

97%

RSC remediation status for all our suppliers









Our Projects



Skill Development

Buyer Project Name

Primark SUDOKKHO

TWG RISE Foundation

Grievance Management

Buyer Project Name

Primark Amader Kotha

Health, Mental Health And Finance

Buyer Project Name

Primark Moner Kotha

Primark Simon

KMART HERessentials

Skill Development Program Overview

Supported by Primark and TWG through the SUDOKKHO Project and Rise Foundation initiatives

Helpers to Operators Total Participants: 246 Male: 9 | Female: 237

Training of Trainers (TOT) Total Participants: 24 Male: 10 | Female: 14

Training of Assessors(TOA) Total Participants: 10 Male: 9 | Female: 1

Existing Supervisor Training Total Participants: 30 Male: 29 | Female: 1

Specialized Supervisor Training Total Participants: 20 (All females)

Peer Educators Total Participants: 68 Male: 18 | Female: 50





CENTRO TEX, SUPPORTED BY PRIMARK, HAS LAUNCHED THE AMADER KOTHA PROJECT IN TWO FACTORIES. THIS INITIATIVE IS IMPLEMENTED IN COLOR & STITCHES LTD. AND SURMA GARMENTS LTD. THE PROJECT ENSURES THAT WORKERS HAVE MULTIPLE EFFECTIVE CHANNELS TO VOICE CONCERNS, ADOPTING TRANSPARENCY AND A SUPPORTIVE WORK ENVIRONMENT.

Case Study: HERessentials: Transforming Lives through Financial and Personal Development

Ms. Sonali Rani, a 22-year-old factory operator in Gazipur, and Ms. Selina Hossain Bithi, Assistant Manager for Welfare & Sustainability at Habitus Fashion Ltd., both experienced remarkable transformations through the HERessentials training program. Sonali, who initially faced challenges with financial mismanagement and workplace stress, gained essential budgeting skills and a deeper understanding of basic banking operations. This newfound knowledge enabled her to collaborate effectively with her husband in managing their finances, leading her to open a DPS account and secure their financial future. The training also equipped her with stress management techniques that improved her interpersonal relationships at work, fostering a healthier work environment. Additionally, Sonali's understanding of maternal health was significantly enhanced, allowing her to share valuable information with her colleagues.

Meanwhile, Selina, who played a pivotal role in integrating HERessentials into the operations at Habitus Fashion Ltd., saw the program as a vital tool for enhancing both employee well-being and organizational efficiency. Her leadership facilitated the adoption of personalized training modules that addressed everyday workplace challenges, leading to improved decision-making and financial management among the employees. The program also empowered Selina to transcend traditional gender roles, securing financial stability for her family and contributing to a more cohesive and efficient workplace. The experiences of both Sonali and Selina highlight the transformative impact of HERessentials, which not only enhances personal and financial well-being but also drives significant improvements in organizational culture and productivity.



Moner Kotha has profoundly impacted the lives of workers at APS Apparels Ltd., providing vital mental health support through its comprehensive counseling program. Ms. Monira Khatun, a 26-year-old lay counselor from Gazipur/Gaibanda, transformed her personal and professional life through Moner Kotha's training. Initially struggling with stress, family issues, and workplace tensions, Monira learned essential mental health insights, self-care techniques, and peer communication strategies. Her journey from emotional breakdowns to becoming a resilient and trusted support figure for her colleagues showcases the project's success in fostering a supportive work environment.

Mr. M A Wazed Hossain, General Manager of Admin, HR, and Compliance at APS Apparels Ltd., led the implementation of the Moner Kotha project, aimed at enhancing mental health support for garment workers under the Primark Buyer initiative. The project, involving 500 workers, included training on stress management, counseling skills, and self-care practices. Through a multifaceted approach—counseling sessions, awareness messages, and dedicated support spaces—the initiative significantly improved employee well-being and productivity, setting a benchmark for industry best practices in promoting mental health and organizational success.

Moner Kotha's transformative impact is evident in the positive shifts in workplace culture, enhanced productivity, reduced absenteeism, and enriched personal lives, demonstrating the value of prioritizing mental health in the workplace.







Ms. Sammi Akther, a 22-year-old sewing operator from Gazipur district, boarded on a transformative journey within the garment sector after facing initial economic and family challenges. With a background of completing her SSC and managing household responsibilities alongside her husband, both employed at Cotton Clothing, Ms. Sammi initially struggled with financial constraints despite working as a helper on a modest salary of BDT 8,400. Her primary challenge included supporting her three years old daughter and managing family expenses on a limited income.

Ms. Sammi's life changed significantly upon her participation in the SUDOKKHO training program, designed to enhance the skills of garment workers. This training proved crucial, equipped her with advanced sewing techniques and strengthened her confidence. Subsequently, Ms. Sammi's dedication and new skills led to her promotion from a helper to an operator, accompanied by a salary increase to BDT 13,500 per month. Her proficiency in various sewing processes and machine handling not only earned her respect among colleagues on the production floor but also within her family. The impact of SUDOKKHO extended beyond professional growth; it empowered Ms. Sammi to save BDT 5,000 monthly in a DPS account, improving financial burdens and enabling her to contribute more effectively to her family's well-being. This stability and respect at work and home highlighted the transformative power of skill development initiatives in enhancing livelihoods and adopting personal growth.



Chapter 5 : Our Leadership

Our leadership team, led by our Chairman and Managing Director, is dedicated to driving sustainability across all operations. Our diverse team, including the Chief Financial Officer, Chief Operating Officer, and various directors and managers, brings extensive experience and expertise to the table. With our strategic vision and commitment to ethical practices, we ensure that we not only meet but exceed industry standards. By fostering a culture of continuous improvement and innovation, we promote sustainable growth and maintain our commitment to social responsibility and environmental stewardship. Our efforts help create a positive impact on our communities and the environment, reinforcing Centro Tex Ltd.'s position as a leader in the global textile industry.





The governance of Centro Tex is managed by a skilled leadership team focused on strategic growth, operational excellence, and compliance. The team ensures seamless execution of daily operations, maintains quality and regulatory standards, and drives market expansion and customer engagement initiatives, all while upholding the company's commitment to sustainable business practices.



Sustainability Team



The "Grow Sustainably" pillar at Centro Tex Ltd. is managed by a dedicated team of 12 members, including three sponsors, one Pillar Lead, and nine additional team members. This team is crucial in managing the sustainability initiatives of Centro Tex Ltd. and its suppliers. As the sustainability team of the buying house/sourcing hub, our activities include overseeing compliance with environmental and social standards, developing and implementing sustainability strategies, conducting regular audits and assessments of supplier practices, fostering relationships with sustainable suppliers, and promoting eco-friendly materials and processes. We also ensure that the company adheres to industry best practices and regulatory requirements, while driving continuous improvement in sustainability performance across the supply





We have implemented a robust grievance mechanism to ensure employee concerns are addressed promptly and equitably. We maintain an open-door policy, enabling employees to anonymously report grievances by contacting our HR department, submitting an email detailing their issues, or directly approaching the Chairman if they feel the need to do so. Upon receiving a grievance, we establish a dedicated committee to conduct a comprehensive investigation, ensuring that all relevant information is considered, and confidentiality is upheld throughout the process. Our commitment extends beyond addressing individual grievances; we proactively conduct awareness sessions and training programs to prevent similar issues in the future. This initiative promotes a harmonious and supportive work environment, ensuring that every employee's opinion is heard and acknowledged, and is consistent with our overall commitment to supporting human rights and creating a fair and inclusive workplace.



Our CSR Activities

We engage with community to contribute in sustainable development through social and environmental impact assessments, transparency in public disclosure of results, and tailored local community development programs. We prioritize inclusive stakeholder engagement, involving vulnerable groups and maintaining broad-based consultation committees. Our commitment extends to worker representation through works councils and occupational health and safety committees, and formal local community grievance processes ensure prompt and effective redressal. In 2023, we donated 27461 USD and provided clothing donations for various needs, including disaster relief. Our CSR activities include impactful initiatives like our partnership with SOS Children's Villages International, Bangladesh, where we support underprivileged children through educational and developmental activities. Through these efforts, Centro Tex demonstrates its commitment to social responsibility, contributing positively to the communities we operate in while promoting sustainable and ethical practices.





Donated Items: We have provided clothing donations on several occasions, including winter clothing and disaster relief efforts. Monetary Donations: In 2023, Centro Tex Ltd donated 27,461 USD as part of our CSR initiatives.

Our Wellbeing Initiatives



We recognise our colleagues and employees as one of the most important stakeholders and we engage with them regularly in different ways. As part of our engagements, we hold dynamic company-wide meetings where each department share key updates and achievements as a part of internal stakeholder engagement including twice-yearly Townhall Engagements, where each department presents significant updates and accomplishments, as part of our internal stakeholder engagement strategy. Fostering a culture of transparency and collaboration. We see these events as great opportunity to welcome new ideas, onboard new joiners, making them feel part of the Centro family and ensuring they are well-integrated into our team through our Leaders. One of the highlights from these sessions is special messages from our Managing Director & Chairman, who always inspires everyone with his vision, commitment and our collective success.







Centro Fruit Festival:

Recently we conducted the Centro Fruit Festival, an annual event that brought together employees from various departments to enjoy an array of fresh, locally sourced fruits.

Pitha Utshob 2023:

We recently celebrated the Centro Pitha Utshob 2023, a delightful event showing Bangladeshi cuisine with a variety of delectable Pithas to welcome the winter

Our Wellbeing Initiatives





Eye Camp: To create a supportive and healthy working environment and employee wellbeing, recently, we conducted comprehensive eye check-ups for our employees.

Football Tournament 2023: We hosted the Centro Football Tournament 2023, an event designed to adopt employee engagement and promote wellness through recreational activities.

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Pohela Boishakh Celebration : In our Pohela Boishakh celebration, we gathered for a joyful reunion with treats and meaningful conversations, where our Chairman honored longstanding colleagues with letters of appreciation, extending gratitude to their families.

Women's Day Celebration: We started our celebration by welcoming all the women employees in the celebration with a nice gift where our Leadership Team talk about the importance of embracing equity.





Empowering Session : Our internal workshop at Centro, led by in-house experts, focused on cultivating a growth mindset and personal development, featuring mindset transformation, professional development tips, team building, and networking opportunities.





Our Wellbeing Activities





SOS Children's Villages Bangladesh:

Supporting community well-being through our CSR activities. Recently, we partnered with SOS Children's Villages Bangladesh.

Centro Financial Wellbeing Workshop 2023

Centro Financial Wellbeing Workshop: Featured engaging sessions on personal finance strategies, meaningful networking opportunities with industry experts, and empowering discussions on crucial life skills.

Our Wellbeing Activities



Blood Donation Camp 2023

Blood Donation Camp: To mark our anniversary, we launched a Blood Donation Drive led by our leaders, embodying our commitment to corporate social responsibility and celebrating compassion, unity, and the spirit of giving back.



Management Acceleration Program 2023

Management Acceleration Program: Management Acceleration Program most of our managers joined this session that equips our leaders with essential skills for today's dynamic business world.

SL No.	Supplier Name	Location	SL No.	Supplier Name	Location
1	Active Composite Mills Ltd.	Ashulia, Savar, Dhaka.	14	Confidence Knitwear Ltd.	Sreepur. Gazipur
2	Ahmed Fashions Ltd.	Mirpur, Dhaka.	15	Confidence Texwear Ltd.	Gazipur Sadar, Gazipur.
3	Brands Apparel Ltd.	Gazipur Sadar, Dhaka	16	Cotton Clothing Bd Ltd	Tongi, Gazipur.
4	Apparel Today Limited	Ashulia, Savar, Dhaka.	17	Essential Clothing Limited	Kaliakoir, Gazipur
5	APS Apparels Ltd	Uttara, Dhaka.	18	Everbright Sweater Ltd.	Ashulia, Savar, Dhaka
6	APS Holding Ltd	Joydebpur, Gazipur.	19	Comptex Textiles Ltd	Rupganj, Narayanganj
7	APS Knit Composite Ltd	Gazipur Sadar, Gazipur.	20	Farseeing Knit Composite Ltd.	Sreepur. Gazipur
8	Arrival Fashion Ltd	Gazipur Sadar, Gazipur.	21	Habitus Fashion Ltd.	Gazipur Sadar, Gazipur.
9	Atashi Fashion Ltd.	Dhamrai, Dhaka.	22	Harry Fashion Limited	Valuka. Maymensingh.
10	Boonon Knitting Ltd.	Ashulia, Savar, Dhaka.	23	Ixora Apparels Ltd	Kashimpur, Gazipur
11	Caesar Apparels Ltd.	Karnofully. Chattogram.	24	J.L Fashions Ltd	Gazipur Sadar, Gazipur.
12	Colors And Stitches Ltd	Gazipur Sadar, Gazipur.	25	KM Nobely Garments Ltd.	Konabari, Gazipur
13	Comfit Composite Knit Ltd.	Mirzapur, Tangail	26	M.I.M. Dresses Ltd.	Gazipur Sadar, Gazipur.

SL No.	Supplier Name	Location	SL No.	Supplier Name	Location
27	M.I.M. Fashion Wear Ltd.	Tongi, Gazipur.	39	Rahmat Sweaters (Bd) Ltd.	Kaliakoir, Gazipur
28	M/S. Abir Fashions	Fatullah, Narayanganj	40	Ratul Fabrics Ltd.	Ashulia, Savar, Dhaka.
29	Mahmuda Attires Ltd	Dhamrai, Dhaka.	41	Ratul Knitwears Ltd.	Ashulia, Savar, Dhaka.
30	Manami Fashions Ltd.	Ashulia, Savar, Dhaka.	42	Sparkle Knit Composite Ltd.	TSavar, Dhaka.
31	Matrix Styles Limited	Gazipur Sadar, Gazipur.	43	Surma Garments Ltd	Gazipur Sadar, Gazipur.
32	Poshmi Sweater	Gazipur Sadar, Gazipur	44	Tex Tech Company Ltd	Gazipur, Dhaka
33	Mosharaf Apparels Studio Ltd	Gazipur Sadar, Gazipur.	45	Tex Town Limited	Ashulia, Savar, Dhaka.
34	Motex Fashion Ltd.	Gazipur Sadar, Gazipur.	46	Tivoli Apparels Limited	Tongi, Gazipur.
35	Atashi Fashion Ltd.	Gazipur Sadar, Gazipur.	47	Tm Fashions Ltd.	Gazipur Sadar, Gazipur.
36	New Asia Fashion Limited	Ashulia, Savar, Dhaka.	48	Tropical Knitex Ltd	Kaliakoir, Gazipur
37	Nine 2 Nine Intimates Ltd.	Kalurghat, Chattagram.	49	Voyager Apparels Ltd.	Malibag, Dhaka.
38	T- Design Sweaters Ltd	Konabari, Gazipur	50	Wave Tex Apparel/ United Apparels Ltd.	Modonpur, Narayanganj

GRI Content Index



Statement of Use: Centro Tex Ltd. has reported the information cited in this GRI content index for the period 1 January 2023 to 31 December 2023 with reference to the GRI Standards

GRI 1 Used: Foundation 2021

GRI Standard		Disclosure	Location	Page Number
GRI 2	2-1	Organizational Details	About Us	
	2-2	Entities included in the organizations sustainability reporting	About the Report	
	2-3	Reporting period, frequency and contact point	About the Report	
	2-7	Employees	Employee	
	2-9	Governance structure and composition	Our Leadership	
	2-16	Communication of critical concerns	Grievance Mechanism	
	2-29	Approach to stakeholder engagement	Stakeholder Engagement	
GRI 3	3-1	The process of determining material topics	Our Material Topics	
	3-2	List of Material Topics	Our Material Topic	
GRI 300 Series	301-1	Materials used by weight or volume	Product Sustainability	
	301-2	Recycled input materials used	Product Sustainability	
	301-3	Reclaimed products and their packaging materials	Sustainable Packaging	
	302-1	Energy consumption within the organization	Energy Management	
	302-2	Energy consumption outside of the organization	Our Suppliers Energy	

GRI Standard		Disclosure	Location	Page Number
GRI 300 Series	302-5	Reductions in energy requirements of products and services	Energy Savings	
	303-3	Water Withdrawal	Water Conservation	
	303-4	Water Discharge	Water Conservation	
	303-5	Water Consumption	Water Conservation	
	305-1	Direct (Scope 1) GHG emissions	Greenhouse Gas Emission	
	305-2	Energy indirect (Scope 2) GHG emission	Greenhouse Gas Emission	
	305-3	Other indirect (Scope 3) GHG emissions	Greenhouse Gas Emission	
	306-3	Waste generated	Waste Management	
	308	Supplier Environmental Assessment	Supplier Environmental Assessment	
GRI 400 Series	401-1	New Employee Hire and employee turnover	Employee	
	401-2	Benefits provided to full-time employees that are not provided to part-time employees	Employee Benefits	
	401-3	Parental Leave	Employee Benefits	
	403-1	Occupational health and safety management system	Promoting Health & Safety in Supply Chain	
	403-5	Worker training on occupational health and safety	Supplier's Health and Safety Performance	
	403-8	Workers covered by an occupational health and safety management system		
	404-1	Average hours of training per year per employee	Training and Development	
	404-2	Programs for upgrading employee skills and transition assistance programs	Training and Development	
	405-1	Diversity of governance bodies and employees	Gender Diversity and Inclusion	
	413-1	Operations with local community engagement impact assessments and development programs	Our CSR Activities	
	414	Supplier Social Assessment	Supplier Social Assessment	

Glossary

AGM- Assistant General Manager **BCI**- Better Cotton Initiative BGMEA - Bangladesh Garment Manufacturers and Exporters Association **BLA**- Bangladesh Labor Act BSC - Business Social Compliance Initiative **CBS**- Core banking Solution CCLMC - Certificate Course on Leadership and Managerial Competencies **CNG** Compressed Natural Gas **COC**- Code of Conduct **CSO**– Civil Society Orgnaisations **CSR**- Corporate Social Responsibility **DPS** - Deposit Pension Scheme ECR- Environment Conservation Rule **EGBs**- Exhaust Gas Boilers **EHS**- Environment Health and Safety ERP - Enterprise Resource Planning FEM - Facility Environmental Module FSLM - Facility Social and Labour Module **GHG** Greenhouse Gas GOTS Global Organic Textile Standard **GRI**- Global Reporting Initiative **GRS**- Global Recycled Standard Higg FEM Higg Facility Environmental Module HIPO- How to Identify High Potential Resources **ICS**- International Chamber of Shipping ILO- International Labour Organization

kWh - Kilowatt-hour **MJ** - Megajoules **MRSL**- Manufacturing Restricted Substances List **MSDS**- Material Safety Data Sheet NOx- Nitrogen Oxides **OCS**- Organic Content Standard **OEKO TEX**- International Association for Research and Testing in the Field of Textile and Leather Ecology (commonly referred to as Oeko-Tex) **OHS**- Occupational Health and Safety PPE - Personal Protective Equipment **RCS**- Recycled Claim Standard RSC- Ready-Made Garments Sustainability Council **RSL** - Restricted Substances List **SEDEX**- Supplier Ethical Data Exchange **SO2**- Sulfur Dioxide **SOP**- Standard Operating Procedure SPM - Suspended Particulate Matter SSC- Secondary School Certificate tCO2e Tons of Carbon Dioxide Equivalent **TOA**-Training of Assessors **TOT**-Training of Trainers **UAT** - User Acceptance Testing **UN SDG** United Nations Sustainable Development Goals **VFD**- Variable Frequency Drive **ZDHC**- Zero Discharge of Hazardous Chemicals





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