

Olivia Garden JEDI Action Plan - June 2026

Context

In 2026, Olivia Garden held a voluntary employee discussion around Justice, Equity, Diversity and Inclusion. The goal was to hear different perspectives and experiences from across the company and to better understand what these topics mean in the daily reality of OG.

The session also supports Olivia Garden's ongoing work around the TEAM direction, leadership and collaboration, as well as the company's B Corp recertification.

Participants shared examples of what is already working well at OG and where they see potential for improvement. The discussion was structured around four areas: Justice, Equity, Diversity and Inclusion.

The outcome showed that many positive practices are already part of everyday life at OG. At the same time, several opportunities were identified, especially around learning, integration, professional expertise, empathy and creating more mixed settings across teams and groups.

Summary of employee feedback

Justice

Employees highlighted flexibility, equal access to opportunities, equal bonus conditions, company-paid phones and a culture where honest mistakes are generally accepted.

A potential improvement was to open more company and brand-related activities to colleagues beyond the teams directly responsible for them. The London fair was mentioned as a positive example because it allows people from different parts of the company to experience the brand and connect with colleagues outside their usual work context.

Equity

Employees highlighted peer support, good equipment, work-life balance, autonomy and access to training.

A potential improvement was clearer guidance around learning and development. Employees mentioned the need for better visibility of available training options, guidance on which training fits different needs and more accessible formats, including language support and new topics such as artificial intelligence.

Diversity

Employees see diversity as clearly present within OG through different backgrounds, cultures, profiles, generations, countries and ways of thinking.

A potential improvement was to add more professional and market perspectives to the company, such as more hairdresser experience, retail expertise, specialist knowledge and international market input.

Inclusion

Employees described OG as a generally welcoming and inclusive workplace. Positive examples included onboarding, All Hands meetings, surveys, feedback rounds, the trusted person, open leaders and the inclusive character of the hairdressing industry.

Potential improvements included more structured retrospectives, more intentional learning around empathy, more opportunities to mix groups and inviting colleagues into settings they would not normally join.

How actions were selected

The actions in this plan were selected based on employee feedback collected during the voluntary JEDI discussion session held in 2026.

Participants shared examples of what already works well at Olivia Garden and where they see opportunities for improvement across Justice, Equity, Diversity and Inclusion. The main themes from the discussion included fairness, equal access to opportunities, learning and development, inclusive hiring, professional and market perspectives, empathy, feedback, and creating more mixed settings across teams.

These themes were reviewed by People & Culture, CSR and company leadership and the stakeholder feedback was used to define the selected actions below.

Accountability and availability

Overall accountability for the JEDI commitment and action plan sits with Olivia Garden's General Management.

The follow-up and coordination of the action plan are supported by People & Culture and CSR.

The plan will be made available to employees and relevant stakeholders. Employees are able to review the plan and provide additional input through an internal feedback channel.

Progress will be reviewed regularly and updated based on employee feedback, business needs and the development of Olivia Garden's People & Culture work.

Selected JEDI Actions

Action 1 - Public JEDI Commitment

Olivia Garden will publish a public JEDI commitment statement.

The statement will:

- be publicly available
- be approved by company leadership
- apply to internal work, partnerships, customer relationships and the broader community

Reason for selection:

The employee discussion showed that fairness, respect and inclusion already matter in the daily experience of OG. Publishing a clear commitment helps make this visible and gives the company a shared reference point for future actions.

Responsibility:

General Management

Supporting roles:

People & Culture Owners, CSR Owners, Website / Digital Owners

Timeline:

July 2026

Status:

done

Action 2 - Inclusive Hiring Practices

Olivia Garden will continue to integrate inclusive hiring practices into recruitment.

This includes:

- adding the JEDI commitment to job postings where relevant
- reviewing job description language to avoid unnecessary barriers
- using inclusive and respectful wording
- continuing to assess candidates based on relevant skills and role requirements
- documenting the recruitment approach more clearly

Reason for selection:

The employee discussion highlighted that opportunities should remain open and accessible, regardless of background or origin. Recruitment is one of the clearest places where this principle becomes practical.

Responsibility:

HR Business Partner

Supporting roles:

People & Culture Owners, CSR Owners

Resources:

Job posting templates LinkedIn and other platforms

Timeline:

2026

Status:

done

Action 3 - JEDI Employee Engagement Follow Up

Olivia Garden will continue to collect input on JEDI topics and review the action plan regularly.

This includes:

- sharing the session summary with employees
- opening an additional and anonymous feedback channel for colleagues who could not participate
- documenting employee input
- reviewing the action plan regularly
- communicating relevant progress internally and, where appropriate, publicly

Reason for selection:

The employee discussion showed that people value having time to reflect on these topics. Several participants also noted that the discussion could have continued longer. Keeping a feedback loop open helps ensure that the action plan remains connected to the real experience of employees.

Responsibility:

People & Culture Owners, CSR Owners

Supporting roles:

General Management

Resources:

Teams communication, anonymous feedback form, session notes, employee input,

Timeline:

Initial follow-up in Teams after first session of June 2026, then regular review

Status:

In Progress

Availability and review

The JEDI Action Plan will be made available to employees and relevant stakeholders. Progress will be reviewed at least once per year and updated based on employee feedback, business needs and the development of Olivia Garden's People & Culture work.