



THG
EARLY CAREERS
Opportunities.

GO FURTHER, *faster.*

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We are **THG**

About **THG**

THG is a fast-moving, global technology business that specialises in taking brands direct to consumers. We are home to a portfolio of world leading brands including Myprotein and LOOKFANTASTIC, all of which are powered by our propriety ecommerce solution, THG Ingenuity.

THG Ingenuity also enables the digital growth of third-party clients such as Homebase, Elemis, and Nestle, who benefit from the technology, infrastructure, and brand building capabilities of our unique end-to-end platform.

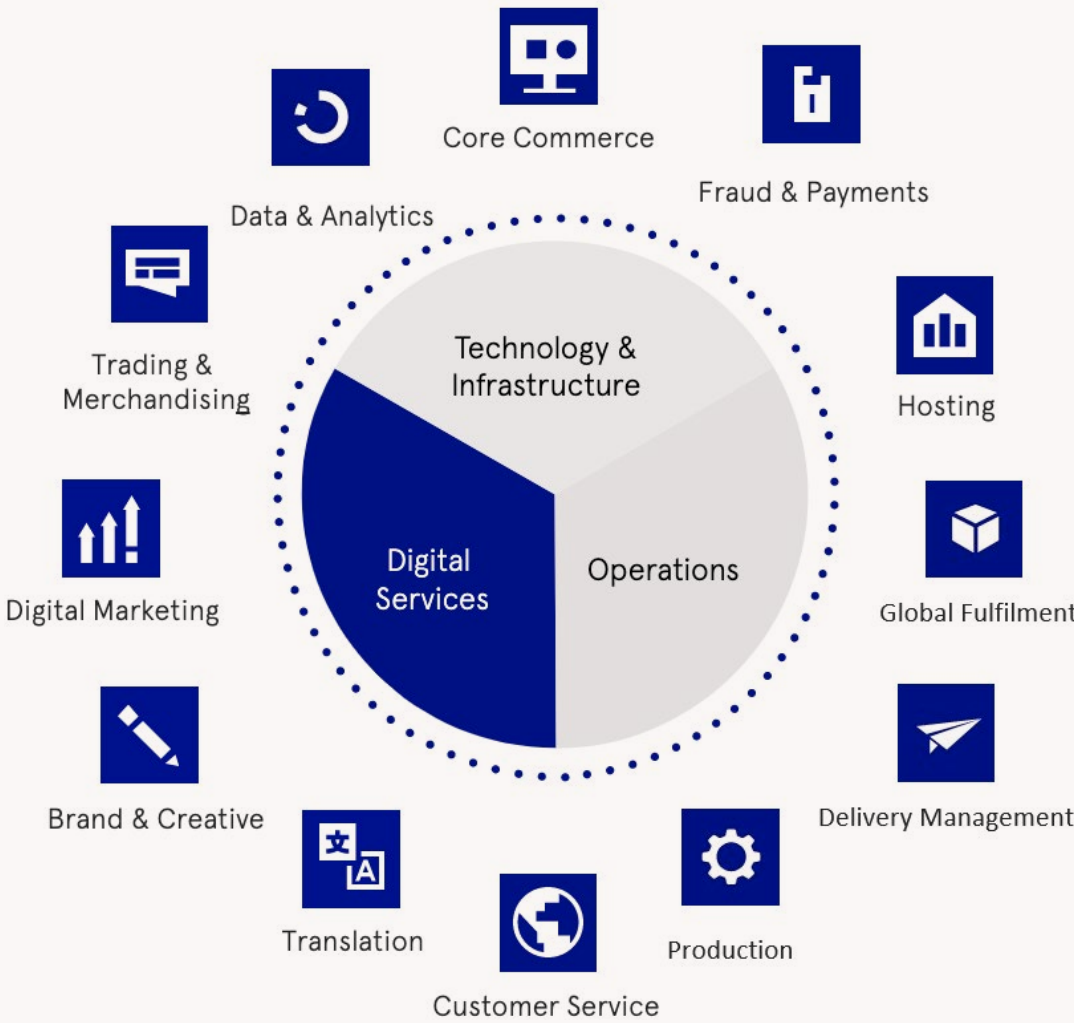
Headquartered in Manchester, THG listed on the London Stock Exchange in a record-breaking IPO in 2020, cementing our position as one of the UK's most exciting and fastest-growing organisations.



THG Ingenuity

THG Ingenuity has powered the growth of our own brands and now spans the entire scope of ecommerce services from product development, manufacturing, content creation, marketing, digital commerce to integrated global payment, hosting, courier and logistics networks and customer services.

The platform provides a tailored, end-to end technology solution to our rapidly growing portfolio of third-party partners. These include household names like Homebase, Elemis, Nestle and Hotel Chocolat.



THG *Nutrition*

THG Nutrition is home to the world's largest online sports nutrition brand Myprotein as well as its family of brands Myvegan, Myvitamins, Exante, Benu, Command, MYP Clothing, and Mypro. Our brands are breaking boundaries and growing at relentless pace.



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THG *Beauty*

With prestige owned beauty brands, including LOOKFANTASTIC, Cult Beauty and ESPA, a leading beauty subscription box with over 500,000 subscribers per month, and a retailer of over 1,000 third-party brands, THG Beauty is quickly becoming one of the world's leading online beauty players.



THG *Experience*

THG Experience is built around our portfolio of prestige event locations and luxury properties including Hale Country Club & Spa, King Street Town house Hotel, Great John Street Hotel and 100King Street. Through these venues, we create exceptional experiences, services and content - all of which ensure that our portfolio of brands and partners make real-world connections with their customers that create a lasting impact, in collaboration with our influencer marketing platform THG Society.



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THG *On Demand*

THG OnDemand was developed in response to the increased requirement for exclusive products and to service the growing merchandise and collectable markets, enabling brands and influencers to offer unique products to a vast range of consumers worldwide.

The division is home to some of THG's first brand sites and Europe's largest online retailers for licensed movie merchandise, gifts and novel collectables, including Zavvi, IWOOT and Pop In A Box.

THG *Luxury*

THG Luxury is home to our portfolio of fashion brands, including Coggles, AllSole, Mybag and The Hut.

Through our diverse collection of websites, customers have direct access to some of the world's most sought-after labels such as Ganni, Coach, Alexander McQueen, Tom Ford, CK by Calvin Klein, Gucci and many more.





OUR PLAN FOR A BETTER, *sustainable* FUTURE TOGETHER.

We are pledging to use our global scale, our world-class talent, and our dedication to innovation, to act as a force for good.

Guided by the United Nations' Sustainable Development Goals, our plan focuses on three key priorities.

1. Protecting Climate and Nature
2. Strengthening Our Supply Chain and Circularity
3. Empowering People and Communities

We have set ambitious goals under these key priorities that we aim to achieve by 2030. For each of these goals, we have set specific targets focused on driving positive change in our business, supply chains, communities and for the planet.

THG Eco is the powering force driving our progress towards our targets, bringing innovative solutions to some of the planet's most significant environmental issues. At the heart of the strategy, and of everything we do at THG is our vision: to leave the world a better place than we found it. To find out more about THG x Planet Earth,

To find out more about THG x Planet Earth, visit:

www.sustainability.thg.com

OUR *global* PRESENCE

We are a global Group and our people reflect that. We recently opened our state-of-the-art content creation studio at our ICON campus in Manchester, UK, along with office spaces and fulfilment hubs. We are currently building our headquarters, THQ, at Manchester Airport.

MAP KEY:

- Production Site
- Fulfilment Site
- Content Production
- Office
- Luxury Hotel / Spa
- Hosting Locations

North America:

- Vancouver, Canada
- Toronto, Canada
- Montreal, Canada
- Washington, DC, USA
- New York City, USA
- Chicago, USA
- Los Angeles, USA
- Seattle, USA
- Miami, USA
- California, USA
- Phoenix, USA
- Salt Lake City, USA
- Nevada, USA
- Texas, USA
- Atlanta, USA
- Dallas, USA
- Kentucky, USA
- Indiana, USA
- San Jose, USA
- New Jersey, USA
- Orlando, USA
- Queretaro, Mexico

South America:

- São Paulo, Brazil
- Chile

Europe:

- Oslo, Norway
- Paris, France
- Berlin, Germany
- Frankfurt, Germany
- Stockholm, Sweden
- Lviv, Ukraine
- Amsterdam, Netherlands
- Milan, Italy
- Wrocław, Poland

U.K:

- London, UK
- Luton, UK
- Manchester, UK
- Warrington, UK
- Newcastle, UK
- Hale, UK
- Frome, UK
- Guernsey (British Isles)
- Northwich, UK
- Tywyn, UK
- Blackpool, UK

Middle East:

- Dubai, UAE

Asia:

- Delhi, India
- Chennai, India
- Tokyo, Japan
- Seoul, South Korea
- Ningbo, China
- Hong Kong
- Singapore

Australasia:

- Sydney, Australia
- Melbourne, Australia



9

Production Facilities

18

Warehousing & Fulfilment Sites

32

Data Centres

50+

Local & Global Payment Methods

195

Shipping Destinations

200+

Courier Services Intergrated

REWARDS & *benefits*

THERE'S *nowhere* QUITE LIKE THG

At THG, our people are our greatest asset, and we aspire to be the employer of choice for the very best talent.

With ambitious, world-class teams powering our workforce, we are growing the business at an unprecedented rate. We are focused on building the skills of the future, and this is supported by our meritocratic culture which encourages ambition and an entrepreneurial spirit.

We continue to make significant investments into our talent and we are committed to growing and building a long-term sustainable future for our people and our communities.

In 2021, we were named in the Top 25 Best Companies to Work For awards, in recognition of our commitment to provide the very best employee experience as we continue to grow globally.



COMPETITIVE
salary



TRAINING AND
development



IN-HOUSE DOCTOR
& Physiotherapist



AGILE
working



BRAND
discounts



SALARY SACRIFICE
schemes



EXTRA DAY'S
ANNUAL LEAVE FOR
your birthday



TECH
savings



WELLBEING
initiatives



TAKE CONTROL
OF *your career.*

EARLY *careers* AT THG.

We create unrivalled career opportunities by driving progression at an exceptional rate. With us, you'll go further, faster.

Whether you join THG as a graduate, intern, or apprentice, you can shape your future. Each role comes with real responsibilities, giving you the unique opportunity to make an impact from day one. Plus, being rewarded on merit means your hard work won't go unnoticed.

We are committed to supporting your personal and professional development, and strongly believe that giving you the freedom to manage your career will help you to thrive at THG. THG's People team will be on hand to support you every step of the way, creating exciting learning opportunities to help you reach your full potential. We will give you the tools, advice, and support you need to succeed, and empower you to take your career to the next level.

OUR *programmes*

Our Early Careers programmes are focused on building and developing talent in the first steps of their careers.

We offer apprenticeships, undergraduate industry placements, and graduate opportunities, all of which are designed to give our people access to the knowledge, skills, and behaviours they need for success at THG.



GRADUATE *programme*

Our graduates bring something unique to the table no matter which team or division they join. All our graduates are enrolled in a 12-month development programme during their first year at THG which consists of in-person networking opportunities and talks from our industry experts, as well as 6 months of learning and development workshops delivered by the Early Careers team in partnership with L&D Partners across the Group.

PLACEMENT *programme*

With a competitive full-time salary and boundless learning opportunities, our interns work with some of the world's most exciting brands and game-changing technology platforms. They are placed in high-performing teams across the business for 3, 6, or 12-months to gain hands-on work experience whilst developing the professional skills they need to help them excel in their future career paths.

APPRENTICESHIP *programme*

From college leavers to career changers, our apprenticeship programme is an alternative route into industry for forward-thinking and ambitious people. We offer a wide range of apprenticeships across the business and work with specialist training providers who deliver training and support our apprentices throughout their nationally recognised qualification.

OUR *opportunities*

If you're ready to think outside the box, embrace the challenge, and raise the bar, then THG is the place for you.

	GRADUATE OPPORTUNITY	INDUSTRY PLACEMENT	APPRENTICESHIP
Technology	✓	✓	✓
THG Accelerator	✓		
Marketing	✓	✓	✓
Ecommerce	✓		
Finance	✓	✓	✓
PR & Communications	✓	✓	
Buying & Merchansising	✓		✓
Supply Chain, Logistics, Procurment and Operations	✓		✓
Customer Experience	✓		✓



CHOOSE A CAREER *less* *ordinary.*

Technology

THG Technology is led by world class talent. Our tech experts have built ground-breaking solutions and pioneered projects that have powered our growth and enabled us to become a world leading online retailer.

Our end-to-end ecommerce platform, THG Ingenuity, was built in-house by our technology experts, and enables brands to grow at scale while driving unrivalled value and continuous performance. The platform is established, effective, and secure for frictionless growth, which means brands can expand globally, at pace and with confidence.

Using a product model and modern tech stacks, our teams build innovative, industry-leading products across our ecommerce platform, global logistics technology, and global data centres. These products form part of our ecommerce solution, creating the full online experience for our brands and third-party clients including hosting, translation, content creation, manufacturing, and other operational services. By moving to this model, our people have the freedom to work across the full-stack and take ownership of the solutions they're building.

Visit page 40 to find out more about our application process.



	GRADUATE OPPORTUNITY	INDUSTRY PLACEMENT	APPRENTICESHIP
Software Engineering (front-end, back-end, full stack)	✓	✓	
Networking & Infrastructure	✓		✓
Project Management	✓	✓	✓
Cyber Security	✓		✓
User Experience (UX)	✓		
Data Science, Data Engineering, DBA, Machine Learning, Business Intelligence	✓	✓	
Staff Technology			✓

THG *Accelerator*

THG Accelerator is aimed at university graduates from a non-computer science background who want to pursue a career in technology. You don't need to have any prior experience in technology; you just need a graduate degree and an aptitude and passion for technology, programming, and data science.

This industry-leading programme introduces a wealth of diversity, experience, and knowledge to the technology division as we recruit graduates from a range of educational backgrounds, including maths,

chemistry, physics, law, history, and geography. We are proud to have developed an in-house training programme that enables a diverse mix of people to join the scheme and start a career in technology at THG.

✓ Graduate Opportunity

Visit page 40 to find out more about our application process.

6-MONTH *roadmap*

1

Gain experience in programming fundamentals in Python, object-oriented programming in Java, and web development (incl. operating systems and databases).

2

Further your computational thinking, advanced Python, Java, and web development, and develop your knowledge in data science, computer architecture, and practical applications through group projects.

3

Transition into a full-time role in one of our technology teams and become a Graduate Software Engineer.

Marketing

All our brands have dedicated teams of marketing specialists who drive traffic to our sites, create memorable campaigns, and keep our customers coming back for more. From PPC and SEO, to social media and influencer marketing, we've got it covered.

Our graduates and interns are either placed into a performance marketing role, a digital marketing role, or a brand marketing role, and our apprentices work across a variety of channels.

This is so they can meet the L3 Digital Marketing apprenticeship standards.



✓ Graduate Opportunity

✓ Industry Placement


✓ Apprenticeship

Visit page 40 to find out more about our application process.


GO FURTHER, *faster*.


PERFORMANCE *marketing*


Affiliate Marketing


Search Engine
Optimisation


Paid Social


Email Marketing
(CRM)



Pay Per Click
(PPC)

DIGITAL *marketing*


Social & Content


Influencer Marketing

BRAND *marketing*


Campaign

19,000+ Influencers

10.7m New customers*

1,500+ Brands retailed



Ecommerce

Our ecommerce teams are integral to THG as they manage our websites, identifying new and innovative ways to drive new customers to our websites and improve traffic from existing channels. They take a strategic approach to product launches,

promotional events, and marketing plans, and share valuable insights on consumer behaviour and trends using our in-house data and technology platform.

✓ Graduate Opportunity

PR & communications

Our PR teams shape the way we communicate with our customers, delivering the global PR strategy for THG and our brands. They work alongside various teams such as Brand, Content, Social, Campaign and Digital to execute 360° campaigns and increase brand awareness amongst target audiences.

Our Internal Comms Team are responsible for keeping everyone in the company connected and up to date with the latest news. They create engaging content for our global network of 10,000 employees, amplifying brand campaigns internally and creating content for our internal communications platform.

✓ Graduate Opportunity

✓ Industry Placement

Visit page 40 to find out more about our application process.

Finance

We offer a variety of early careers opportunities in finance, and they all aim to develop you into a confident and well-rounded finance professional.

GRADUATE *programme*

Our 3-year graduate programme will enable you to learn how a business operates and gain experience in several teams across the function including Operations, Central Finance, Transactional Finance, Group Finance, and Commercial Finance. We will support you through your journey to becoming an ACA or CIMA qualified accountant by covering the cost of your tuition and exam fees.

INDUSTRY *placements*

We offer a small number of 12-month placements for undergraduate university students who want to gain experience in a fast-paced, in-house Finance function.

APPRENTICESHIPS

Our 15-18-month finance apprenticeship, L3 Assistant Accountant, is delivered by OFSTED rated excellent training provider, First Intuition.

✓ Graduate Opportunity

✓ Industry Placement

✓ Apprenticeship

Visit page 40 to find out more about our application process.

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Junior Chemist



New Product Development



Supply Chain Planning



Operations



Logistics



Data Analysis



Engineering



Compliance



Procurement

SUPPLY CHAIN, LOGISTICS, *procurement, and operations*



Our global fulfilment network as 10 fulfilment centres worldwide and is powered by our proprietary Warehouse Management System, Voyager, which is integrated with 185+ couriers and ships order to over 200 global destinations.

We offer a variety of graduate opportunities in this area of the Group including Operations, Supply Chain Planning, Procurement, Health & Safety, Logistics, and Projects, all of which will give you real responsibility and an opportunity to learn and develop from day one.

✓ Graduate Opportunity

Visit page 40 to find out more about our application process.

CUSTOMER *service*

Our Customer Service (CS) team is the first point of contact for any customers who have a question about a product or service we sell. Using a range of communication methods such as calls, emails, and live chat, they respond to customer enquiries, understand customer needs, and deal with complaints in an efficient and professional manner.

They ensure a world-class customer experience by providing expert advice and guidance, acting as ambassadors for THG and our brands.

Apprentices joining our CS team will enrol on either a L2 or L3 apprenticeship with specialist training provider, NWEAT.

✓ Apprenticeship

CUSTOMER *experience*

Our Customer Experience (CX) team is responsible for ensuring that our customers have the best shopping experience possible. They do this by auditing all aspects of the customer journey from the moment the customer places an order to the delivery and post-sales care. They work closely with our marketing teams, fraud teams, technology teams, and trading teams to align on priorities and share customer insights with the business.

They measure success through multiple metrics and use these to benchmark THG against our competitors. They have evolved our channel mix by offering more digital channels for customers to contact us including WhatsApp, Apple Business Chat, Live Chat, App Messaging and Social, as well as the more traditional methods of emails and calls. They are always looking for innovative ways to improve the customer experience and will continue to evolve our offering to ensure we maintain a loyal customer base.

✓ Graduate Opportunity

✓ Apprenticeship

Visit page 40 to find out more about our application process.

GO FURTHER, *faster*.



START
SOMETHING
incredible.

APPLYING *for* *a role* AT THG.

APPLYING FOR A *graduate* ROLE AT THG.

Our recruitment process is designed to help you showcase your skills and talents. For many of our roles, we ask that you complete a real-life brief to not only give us an insight into how you approach things, but to also give you practical experience of the role.

Our application process can vary slightly depending on the role you're applying for, but it will typically involve:

- Apply online.
- A technical test, task submission or assessment centre.
- Screening call with the Early Careers team.
- 1-1 interviews.
- Offer.



APPLYING FOR AN *undergraduate* PLACEMENT.

Our placement programmes are designed to kick start your career and give you a real experience of life at THG.

The application process can vary slightly depending on the placement you are applying for, but it is designed to showcase your passion for the business area, whilst giving you a real insight into the work the teams do.

- Apply online.
- A technical test or task submission.
- Screening call with the Early Careers recruitment team.
- 1-1 interview (tech) or presentation (all other roles).
- Offer.

APPLYING FOR AN *apprenticeship* AT THG.

From college leavers to career changers, our apprenticeship programme is an alternative route into industry for forward-thinking and ambitious people. Our application process can vary slightly depending on the role you're applying for as we work with several providers to deliver specialist qualifications at THG, but it will typically involve:

- Apply online.
- Screening call with the apprenticeship provider that delivers the qualification associated with the role you are applying for.
- Screening call with the Early Careers recruitment team.
- 1-1 interview or assessment day.
- Offer.



TALENT *tips*

Our talent team is here to support you every step of the way. To help you prepare for your application, we have shared some advice from our Early Careers recruitment team.

WHAT DO WE *look* FOR?

Here at THG, we look for enthusiastic, ambitious, driven people who are motivated and hungry for success. We want you to be excited about working for a rapidly expanding, fast-paced business, as well as being passionate about THG and our position as a global digital innovator.

WHAT CAN YOU DO TO *prepare* FOR AN INTERVIEW?

- Prepare answers to common interview style questions.
- Research the business; our divisions, our culture, our products, and our services.
- Prepare some questions to ask at the end of the interview.
- Know your application and your CV inside out.

HOW CAN YOU MAKE *your application* STAND OUT?

- **CONTENT & STRUCTURE**

Make sure your CV is clear and easy to read.

- **TAILORING YOUR CV**

Match your CV to the competencies of the job description.

- **CREATIVITY**

CVs that stand out from the crowd always impress.

- **LANGUAGE**

Show the recruiter that you meet their competencies and share the same values and goals.

FAQ's

Our talent team is here to support you every step of the way. To help you prepare for your application, we have shared some advice from our Early Careers recruitment team.

CAN I APPLY FOR *more than one* ROLE?

Yes, you can apply for more than one of our placements or graduate roles.

CAN I *apply again* IF I'M UNSUCCESSFUL?

You cannot apply for the same graduate role if you have been unsuccessful.

CAN I APPLY IF I'VE *already* GRADUATED?

Yes, you can apply for our graduate roles if you have graduated in the last two years.

WHAT IS YOUR *policy* ON VISA SPONSORSHIP?

We can sponsor you for a Skilled Worker VISA provided you and the role you're applying for meet the minimum skills requirement according to Home Office guidelines. There must also be a business need to sponsor someone for the role. Unfortunately, we cannot sponsor you for a Skilled Worker VISA if you are applying for our Finance scheme.

CAN I GET *feedback* ON MY CV OR APPLICATION?

Unfortunately, due to the volume of applications we get, we cannot provide feedback on CVs and first stage applications. However, we will provide feedback if you are unsuccessful at interview stage.

IS THERE AN *application* DEADLINE?

No, we'll close applications once we've filled all the positions.

CAN SPECIAL *adjustments* BE MADE FOR ME DURING THE RECRUITMENT PROCESS?

Yes, we're committed to being an equal opportunities employer and will do everything we can to ensure that you can interview to the best of your ability. If you are contacted by our Early Careers team for a phone or video interview, please let us know what additional support you may need.

DO YOU *sponsor* UNIVERSITY SOCIETIES?

Yes, to enquire about sponsorship opportunities please email: graduates@thg.com.

I HAVEN'T HEARD *back*. HAVE I BEEN UNSUCCESSFUL?

Due to the high volumes of applications our opportunities attract, we are sometimes unable to respond to every application. If you haven't heard from us within 28 days of applying, please consider your application to have been unsuccessful on this occasion.

Follow us on LinkedIn and Instagram to stay up to date with the latest news from THG.

@thg
#WeAreTHG



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@THG