PILLAR 3

PLANET

We believe that we should leave the planet better than we found it. We aim to offer our customers the great value, high quality products and services they expect from us while also caring for the environment on which we all depend.

TARGET FOR THE PERCENTAGE OF M&S PRODUCTS TO HAVE A PLAN A ATTRIBUTE BY 2020

100%

OUR GOAL IS TO BECOME A ZERO-WASTE BUSINESS

HEADLINE TARGETS

– By 2020, 100% of M&S products will have at least one Plan A attribute and by 2025 every product will have attributes which address all priority social, ethical and environmental impacts.

– By 2022, all M&S product packaging in the UK that could end up with our customers will be not only ‘recyclable’, but ‘widely recycled’. To achieve this, we will actively collaborate with others to bring about changes in local government recycling policy. By 2022, we will also assess the feasibility of making all M&S plastic packaging from one polymer group, which will help maximise the use of recycled content.

– By 2025, the 50 key raw materials used for M&S products will come from sources verified as respecting the integrity of ecosystems, the welfare of animals and the wellbeing of people and communities. This will cover over 80% of M&S raw material usage by volume.

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## INSPRING OUR CUSTOMERS

### PRODUCT PLAN A ATTRIBUTES**

**Aim**
By 2020, 100% of M&S products will have at least one Plan A attribute and by 2025 every product will have attributes which address all priority social, ethical and environmental impacts.

**Progress**
As of April 2018, based on the volume of items sold worldwide, 83% of M&S products have at least one Plan A attribute (last year 79%).

This includes 84% of M&S Food products (last year 81%) and 75% of M&S Clothing & Home products (last year 68%).

### SUPPLY CHAIN TRANSPARENCY**

**Aim**
We’ll become even more transparent about how we operate. We aim to add further Food and Clothing & Home supply chain details by 2019 and details of raw materials suppliers by 2022. We’ll ensure all information can be easily viewed by our customers in-store or online worldwide by 2025.

**Progress**
This year, we launched new online content, including information about our Food Animal Welfare performance, data on our suppliers’ usage of antibiotics in agriculture, and the locations of M&S Milk Pool farms.

### LABELLED SUSTAINABLE PRODUCTS

**Aim**
By 2019, we’ll develop and launch a mechanism enabling products that meet certain sustainability criteria to be clearly labelled, helping customers worldwide identify these products in-store or online.

**Progress**
We’ve developed a project to map our Plan A product attributes against the issues that are most important to our customers and the relevant ways of communicating them at the point of purchase.

### RECYCLABLE PACKAGING**

**Aim**
By 2022, all M&S product packaging in the UK that could end up with our customers will be not only ‘recyclable’, but ‘widely recycled’. To achieve this, we will actively collaborate with others to bring about changes in local government recycling policy. By 2022, we will also assess the feasibility of making all M&S plastic packaging from one polymer group, which will help maximise the use of recycled content.

### REWARD CUSTOMERS (SUSTAINABILITY)

**Aim**
By 2022, we’ll incentivise and reward our customers for making more sustainable choices.

### SUSTAINABLE DESIGN TOOLKIT

**Aim**
By 2019, we’ll develop and publish an independently endorsed, retail industry leading, sustainable product design toolkit for M&S Food and Clothing & Home products and subsequently report on its implementation.

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**M&S Products with at least one Plan A attribute**

<table>
<thead>
<tr>
<th>Category</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food</td>
<td>84%</td>
</tr>
<tr>
<td>Clothing &amp; Home</td>
<td>75%</td>
</tr>
</tbody>
</table>

**Read more on Plan A product attributes**

**See more:** interactivenemap.marksandspencer.com

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**Assured by DNV GL**
CLOTHING REUSE AND RECYCLING**

Aim
Between 2017 and 2025, we’ll help customers around the world give clothes a second life, by facilitating the collection of at least three million garments a year for reuse and recycling.

Progress
It’s now over 10 years since we launched our first clothing re-use and recycling scheme in January 2008. In that time, we’ve helped our customers to donate over 30 million used garments. In 2017/18, our customers donated 3.1 million garments, mainly through our UK and ROI Shwopping partnership with Oxfam.

This also includes smaller volumes from our stores in the Czech Republic, joint venture in India and franchise in Hong Kong.

Men’s Shwop suit made from recycled materials

CLOTHING & HOME REPAIR SERVICES

Aim
By 2022, we’ll introduce a range of repair services for M&S Clothing & Home products.

CLOTHING & HOME CIRCULAR ECONOMY STANDARDS

Aim
Between 2020 and 2025, we’ll implement new circular economy standards to ensure that M&S Clothing & Home products are made to last and can be reused or recycled in the most effective way. These new circular economy standards will be documented in a detailed review to be published in 2019.

FOOD WASTE (HOUSEHOLD TOP 10)

Aim
By 2022, we’ll introduce messaging and implement relevant design changes to our top 10 most wasted food products (as defined by WRAP) to help our customers prevent food waste in the home.

Progress
Working with WRAP (Waste Resources Action Programme) we’ve identified the top 10 most wasted food products that we sell. These include bread, potatoes, milk, drinks, poultry, meat and cakes. We’ve also held a workshop and started to identify actions we could take to help customers reduce food waste in their homes.

CLOTHING & HOME RECYCLED MATERIALS

Aim
By 2025, at least 25% (by volume) of M&S Clothing & Home products will be made using at least 25% reused or recycled materials.

FOOD WASTE (DIGITAL CAMPAIGN)

Aim
By 2019, we’ll develop a digital strategy and campaign to engage customers on the value of food.

Progress
We are developing digital content, including films, to highlight the care and attention that goes into producing a range of ingredients for M&S Food. We plan to make these available in the UK on various digital platforms. We will then assess how they influence customers’ opinions about the value of M&S Food.
**PILLAR 3: PLANET CONTINUED**

**CARBON NEUTRAL OPERATIONS**

**Aim**
By 2030, in line with climate science, we aim to reduce greenhouse gas emissions from M&S operations worldwide by 80% compared to 2006/07, en route to a 90% reduction by 2035.

**Progress**
To the best of our knowledge, we’re still the only major retailer in the world with carbon neutral global operations, achieved and maintained by using a combination of reductions, procuring renewable energy, and purchasing and retiring high quality carbon offsets. As a signatory to the United Nation’s Climate Neutral Now initiative, we procured 10% of the offsets retired for 2017/18, through the Clean Development Mechanism (CDM) process. For more information see: climateneutralnow.org.

In 2017/18, our location method emissions were 430,000 tonnes CO₂e, down by 33% on 2006/07 (640,000 tonnes CO₂e). Around 30,000 tonnes of the reduction achieved in 2017/18 was due to the further lowering of UK grid factors.

Our market method emissions were 157,000 tonnes CO₂e, down by 75% on 2006/07 (640,000 tonnes CO₂e), putting us in a strong position to achieve our science-based target reduction of 80% by 2030.

You can find full disclosure of M&S climate risks by registering as a user at cdp.net.

More detailed data by source covering several years can also be accessed here.

**M&S GROUP CO₂ EMISSIONS**

**LOCATION METHOD (USING NATIONAL GRID AVERAGES)**

<table>
<thead>
<tr>
<th></th>
<th>Plan A baseline 2006/07</th>
<th>Last year 2016/17</th>
<th>This year 2017/18</th>
<th>Achievement on 2006/07</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct emissions from operations (SCOPE 1)</td>
<td>246</td>
<td>185</td>
<td>182</td>
<td>-26%</td>
</tr>
<tr>
<td>Indirect energy emissions from operations (SCOPE 2)</td>
<td>394</td>
<td>293</td>
<td>248</td>
<td>-37%</td>
</tr>
<tr>
<td>Total of scope 1 and scope 2 emissions</td>
<td>640</td>
<td>478</td>
<td>430</td>
<td>-33%</td>
</tr>
<tr>
<td>Total location method emissions per 1,000 sq ft of sales floor</td>
<td>40</td>
<td>24</td>
<td>23</td>
<td>-43%</td>
</tr>
</tbody>
</table>

**MARKET METHOD (USING CONTRACTED ENERGY SUPPLIES AND OTHER INSTRUMENTS)**

<table>
<thead>
<tr>
<th></th>
<th>Plan A baseline 2006/07</th>
<th>Last year 2016/17</th>
<th>This year 2017/18</th>
<th>Achievement on 2006/07</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct emissions from operations (SCOPE 1)</td>
<td>246</td>
<td>173</td>
<td>157</td>
<td>-36%</td>
</tr>
<tr>
<td>Indirect energy emissions from operations (SCOPE 2)</td>
<td>394</td>
<td>0</td>
<td>0</td>
<td>-</td>
</tr>
<tr>
<td>Total of scope 1 and scope 2 emissions</td>
<td>640</td>
<td>173</td>
<td>157</td>
<td>-75%</td>
</tr>
<tr>
<td>Total market method emissions per 1,000 sq ft of sales floor</td>
<td>40</td>
<td>9</td>
<td>8</td>
<td>-80%</td>
</tr>
</tbody>
</table>

**CARBON NEUTRALITY**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Last year 2016/17</th>
<th>This year 2017/18</th>
<th>Achievement on 2006/07</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carbon offsets purchased and retired</td>
<td></td>
<td>0</td>
<td>173</td>
<td>-</td>
</tr>
<tr>
<td>Total net emissions</td>
<td></td>
<td>640</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total net emissions per 1,000 sq ft of sales floor</td>
<td></td>
<td>40</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Emissions are shown in compliance with the WRI/WBCSD GHG Protocol Corporate Accounting and Reporting Standard Revised and have been calculated using revised carbon conversion factors published by BEIS in August 2017. For International electricity, 2017 IEA Scope 2 factors have been used. Additional refrigeration gases are drawn from Bitzer Report 19. This includes all activities where we have operational control. It excludes all non-metered premises and shopping service contract supplies. Renewable electricity tariffs have been calculated in accordance with the March 2015 WRI/WBCSD GHG Scope 2 Guidance on procured renewable energy. We have also added a conservatively estimated 2006/07 baseline for our International operations based on 2013/14 data. Scope 3 emissions shown in previous years are now included in our new Science-Based Target Footprint commitment.
ENERGY CONSUMPTION AND SOURCING

UK AND ROI ENERGY EFFICIENCY**

Aim
By 2020, we aim to improve energy efficiency in M&S operated stores, offices and warehouses in the UK and ROI by 50% compared to 2006/07, rising to 60% by 2025.

Progress
This year, total energy efficiency across our stores, offices and warehouses was up 40%, to 34.4 KWhs/sq ft, compared with 2006/07 (57.4 KWhs/sq ft).

Store energy efficiency was +40% at 40.8 KWhs/sq ft, compared to 67.9 KWhs per sq ft in 2006/07. Gas usage included in our calculation has been adjusted using standard degree days to reflect changes in the number of cold days (43.9 KWhs/sq ft before adjustment).

This modest progress is due to a number of factors, including the opening of more energy intensive food footage which cancelled out some improvements.

We improved energy efficiency in our warehouses by 39% at 16.1 KWhs/sq ft compared with 2006/07 26.4 KWhs/sq ft and we improved energy use in our offices by 11% at 43.8 KWhs/ sq ft (2006/07 49.4 KWhs/sq ft).

Our current performance is below the level required to achieve our 50% target by 2020.

INTERNATIONAL ENERGY EFFICIENCY**

Aim
By 2020, we aim to improve energy efficiency in M&S operated international stores and warehouses outside of ROI by 30% compared to 2013/14.

Progress
Last year, we operated stores in 11 countries outside the UK and ROI, including a joint-venture business in India. Around a quarter of these international stores’ total footage uses energy provided by the landlord and is outside our operational control. We’ve only included the energy and footage over which we have operational control.

Throughout the year, we ran a store closure programme and all data is pro-rata. We now have continuing retail operations in the Czech Republic and Greece and a joint-venture in India. In 2017/18, we reduced our energy consumption by 13%, achieving 24.3 KWhs/sq ft compared to 2013/14 (279 KWhs/sq ft). Energy consumption in our international stores is much lower than in those in the UK and ROI because most International stores don’t sell chilled food and use heating and air conditioning provided by the landlord.

We also have four international warehouses. These warehouses showed a 70% improvement in efficiency, due to changes in the way they use their footage.

INTERNATIONAL STORES (OUTSIDE OF ROI)
Total store energy usage in KWhs/sq ft

<table>
<thead>
<tr>
<th>2013/14 Actual</th>
<th>2015/16 Actual</th>
<th>2017/18 Actual</th>
<th>2020 Target</th>
<th>Achievement on 2013/14</th>
</tr>
</thead>
<tbody>
<tr>
<td>279</td>
<td>25.5</td>
<td>24.3</td>
<td>19.5</td>
<td>-13%</td>
</tr>
</tbody>
</table>

INTERNATIONALLY-LOCATED WAREHOUSES
Total warehouse energy usage in KWhs/sq ft

<table>
<thead>
<tr>
<th>2013/14 Actual</th>
<th>2015/16 Actual</th>
<th>2016/17 Actual</th>
<th>2020 Target</th>
<th>Achievement on 2013/14</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>6.9</td>
<td>2.7</td>
<td>6.3</td>
<td>-70%</td>
</tr>
</tbody>
</table>

** Assured by DNV GL
PILLAR 3: PLANET CONTINUED

ENERGY CONSUMPTION AND SOURCING CONTINUED

RENEWABLE ELECTRICITY**

** Assured by DNV GL

Aim
Between 2017 and 2035, 100% of electricity purchased for M&S operated stores, offices and warehouses worldwide will be classified as renewable.

Progress
This year, all the electricity purchased for M&S operated stores, offices and warehouses worldwide came from on-site generation, green tariff renewable sources, or was supported by renewable electricity certificates. A small amount of electricity (1,738 MWh), equivalent to 0.3% of our consumption, was generated on-site using diesel generators to assist relief of peak grid demand in the UK.

BIOMETHANE**

Aim
By 2025, all gas procured for M&S operated stores, offices and warehouses in UK and ROI will be certified biomethane.

Progress
In 2017/18, we purchased 133 GWhs of biomethane gas, equivalent to 57% of our annual usage (last year 27%). This reduced our market-method reported emissions by nearly 24,500 tonnes. However, as we still need to secure future contracts to ensure that we achieve this commitment, we are Behind plan.

CLOTHING & HOME FLEET FUEL EFFICIENCY**

Aim
By 2025, we aim to improve fuel efficiency for M&S Clothing & Home deliveries to store in the UK by 40% by 2025 and 60% by 2030 compared to 2006/07.

Progress
During the year, our Clothing & Home delivery greenhouse gas emissions were down 46% at 3.6 kg CO$_2$e per store per month, compared to 6.7 kg CO$_2$e in 2006/07 and our 2025 target of 4.0 kg CO$_2$e.

Although this exceeds our 2025 target we're showing this commitment as On plan (rather than Achieved) because of potential changes that may impact this progress in the near future.

FOOD FLEET FUEL EFFICIENCY**

Aim
By 2025, we aim to improve fuel efficiency for M&S Food deliveries to store in the UK and ROI by 40% by 2025 and 60% by 2030 compared to 2006/07.

Progress
During the year, our Food store delivery greenhouse gas emissions were down 46% at 3.6 kg CO$_2$e per store per month, compared to 6.7 kg CO$_2$e in 2006/07 and our 2025 target of 4.0 kg CO$_2$e.

This year, all the electricity purchased for M&S operated stores, offices and warehouses worldwide came from on-site generation, green tariff renewable sources, or was supported by renewable electricity certificates. A small amount of electricity (1,738 MWh), equivalent to 0.3% of our consumption, was generated on-site using diesel generators to assist relief of peak grid demand in the UK.

RENEWABLE PEAK-ENERGY MANAGEMENT

Aim
By 2025, we'll deliver 50% of our UK property estate peak-energy demand flexibly, using clean and renewable technologies.

CLEAN AND RENEWABLE TECHNOLOGIES BY 2025

50%

STORE REFRIGERATION (EMISSIONS)**

Aim
By 2025, we aim to reduce refrigeration gas carbon emissions by 80% in all M&S operated stores in the UK and ROI.

Progress
This year, our emissions from UK and ROI refrigeration and air-conditioning were 54,000 tonnes CO$_2$e. Allowing for changes in store footage, emissions were down 67% at 3.1 tonnes CO$_2$e/1,000 sq ft (2006/07: 9.4 tonnes CO$_2$e/1,000 sq ft).

UK AND ROI STORE REFRIGERATION AND AIR-CONDITIONING EMISSIONS

In tonnes CO$_2$e per 1,000 sq ft

<table>
<thead>
<tr>
<th>Year</th>
<th>Actual</th>
<th>2016/17</th>
<th>2017/18</th>
<th>Target</th>
<th>Achievement on 2006/07</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006/07</td>
<td>9.4</td>
<td>3.1</td>
<td>3.1</td>
<td>1.9</td>
<td>-67%</td>
</tr>
</tbody>
</table>

REFRIGERATION

In 2017/18, we purchased 133 GWhs of biomethane gas, equivalent to 57% of our annual usage (last year 27%). This reduced our market-method reported emissions by nearly 24,500 tonnes. However, as we still need to secure future contracts to ensure that we achieve this commitment, we are Behind plan.
**STORE REFRIGERATION (HFCs)**

**Aim**
By 2030, we aim to replace HFCs in refrigeration systems in all M&S operated stores in the UK and ROI.

**Progress**
69 M&S stores now have HFC-free sales floor refrigeration systems, our standard specification for all new-build stores. This represents a significant increase on last year’s total of 37 stores. However, we have not devised a plan for our existing stores to be converted by 2030, making it Behind plan.

**REFRIGERATION AND AIR-CONDITIONING CASES USED IN M&S UK AND ROI STORES**

- HCFC: 1%
- HFC: 68%
- HFO: 0%
- Other natural fluids and gases: 31%

**HFC-FREE SALES FLOOR REFRIGERATION SYSTEMS**

69

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**STORE CLIMATE ADAPTATION**

**Aim**
By 2025, we’ll install building fabric solutions in 20 stores at high risk of climate-related weather events, to improve our resilience to climate risks.

**Progress**
We’ve identified the M&S stores in the UK which we believe are at the highest risk of climate-related weather events using our Climate Risk and Mitigation Tool, cross referenced with other relevant data. We’ve also developed a delivery programme but are not currently in a position to proceed at the required scale in order to achieve this commitment by 2025.

**STORES WITH IMPROVED WEATHER DEFENCES BY 2025**

20

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**SUPPLY CHAIN GREENHOUSE GAS EMISSIONS**

**SCIENCE-BASED TARGET FOOTPRINT**

**Aim**
By 2030, in line with climate science, we’ll reduce our indirect greenhouse gas emissions from upstream and downstream sources by at least 13.3 million tonnes.

**Progress**
We’ve modelled our total value-chain greenhouse gas emissions at around 6 million tonnes in total for 2016. This includes small quantities of emissions from operational waste and business travel (previously shown separately) but is mainly split equally between our Food and Clothing & Home product value-chains.

We’ve appointed specialist consultants, 3Keel, to help us collate data from existing Plan A activities that contribute carbon reductions, such as ‘Sustainable cotton’, ‘Sustainable food factories’ and ‘Reducing food waste’ and to help us develop new activities. We intend to start reporting on our progress for the first time in our 2019 Plan A Report.

**CLOTHING & HOME AIR FREIGHT**

**Aim**
By 2022, we’ll end the use of air freight for Clothing & Home products.

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**SUSTAINABLE ANIMAL PROTEIN**

**Aim**
By 2019, we’ll establish a new partnership to increase our understanding and definition of sustainable animal protein and report about the action we take to implement our findings.

**Progress**
We’ve developed a new partnership to start collating the data required to create a definition of sustainable animal protein and to assess how we might make improvements.

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**FOOD SUPPLIER CLIMATE PLANS**

**Aim**
By 2022, all of our strategic Food suppliers will be required to have implemented a 10-year strategic climate mitigation and adaptation plan.
ZERO WASTE IN M&S OPERATIONS

ZERO LANDFILL**

Aim
We'll maintain zero waste to landfill for M&S operations in the UK and ROI and extend this to our M&S and key franchise operations worldwide by 2025.

Progress
In 2017/18, our UK and ROI operations once again effectively recycled 100% of the waste generated in our stores, offices and warehouses (2008/09: 41%). Our total waste was down by 30% to 81,000 tonnes compared with 116,000 tonnes in 2008/09.

At present we’re only able to report on M&S operated stores in the UK and ROI.

UK AND ROI STORE, OFFICE AND WAREHOUSE WASTE IN 000 TONNES

<table>
<thead>
<tr>
<th>2008/09</th>
<th>2016/17</th>
<th>2017/18</th>
<th>Achievement on 2008/09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total waste</td>
<td>116</td>
<td>83</td>
<td>81</td>
</tr>
<tr>
<td>Waste per sq ft of sales floor (kgs)</td>
<td>7.7</td>
<td>4.7</td>
<td>4.6</td>
</tr>
<tr>
<td>Waste to landfill</td>
<td>69</td>
<td>47</td>
<td>46</td>
</tr>
<tr>
<td>% recycled in all forms*</td>
<td>41%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

* Includes a wide range of recycling technologies with energy-from-waste as a last option.

FOOD WASTE (REDUCTION)**

Aim
By 2020, we plan to reduce food waste in our UK stores by 20% per sq ft against 2013/14. In addition, we will review opportunities to donate an increased amount of food to charities.

Progress
In 2017/18, our UK retail food waste was 3.86 tonnes per 1,000 sq ft of food sales floor, down 9% compared to 2013/14. This is Behind plan to reach 20% by 2020.

UK M&S OPERATED STORE RETAIL FOOD WASTE

<table>
<thead>
<tr>
<th>2013/14</th>
<th>2016/17</th>
<th>2017/18</th>
<th>2019/20 Target</th>
<th>Achievement on 2013/14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tonnes of food waste per 1,000 sq ft of M&amp;S operated food sales floor</td>
<td>4.22</td>
<td>4.06</td>
<td>3.86</td>
<td>3.38</td>
</tr>
</tbody>
</table>

* UK M&S operated store retail food waste calculated by taking the total weight of unsold food collected and deducting averaged estimations for packaging, café and other types of waste.

By working with the Neighbourly social network, we ensured that 626 charities benefited from the redistribution of over 840 tonnes of surplus food (2014/15: 60 tonnes).

Between June 2015 and March 2018, we donated over 2.3 million meals to those in need.

REUSED SHOP FIT-OUT

Aim
By 2025, 95% (by weight) of equipment and other fit-out materials arising from UK and ROI store refresh/refurbishment projects will be reused.

CONSTRUCTION WASTE

Aim
By 2025, we’ll have reduced total waste from M&S Property activities (including packaging) in the UK and ROI by 50% against a newly developed baseline and will recycle at least 95% of the waste that’s produced.

** Assured by DNV GL
PILLAR 3: PLANET CONTINUED

WATER CONSUMPTION

TOTAL UK AND ROI, STORE, OFFICE AND WAREHOUSE WATER EFFICIENCY**

In litres per 1,000 sq ft

<table>
<thead>
<tr>
<th>Year</th>
<th>Total in m³</th>
<th>Litres per 1,000 sq ft</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006/07</td>
<td>1,266,704</td>
<td>67</td>
</tr>
<tr>
<td>2016/17</td>
<td>1,179,558</td>
<td>49</td>
</tr>
<tr>
<td>2017/18</td>
<td>1,141,911</td>
<td>46</td>
</tr>
</tbody>
</table>

Achievement on 2006/07: -10%

SUSTAINABLE COTTON**

Aim
We'll source 100% of cotton from sustainable sources by 2019 and by 2025 will aim to have increased the proportion of Fairtrade, organic and recycled sources to 25%.

Progress
This year, 77% of the cotton sourced by suppliers for M&S products came from Better Cotton Initiative, Fairtrade, organic or recycled sources (last year 49%).

SUPPLY CHAIN RAW MATERIALS

ZERO DEFORESTATION**

Aim
Building on the substantial progress we've already made, and in recognition of forest protection as part of climate change mitigation, we're aiming to ensure zero deforestation from the use of palm oil, soy, cattle, wood and wood derived materials in the production of M&S products by 2020.

Progress
In 2016, we published our sourcing policies for palm oil, soy, cattle and paper materials.

As of April 2018:

Palm oil: In 2017/18, all the palm oil used in M&S products was Roundtable on Sustainable Palm Oil (RSPO) certified. *97% was a mix of segregated and mass balance (last year *90%), with the remaining *3% covered by the purchase of RSPO Credits (previously known as GreenPalm certificates) to encourage the transition to sustainable supplies.

Soy: Nearly all the soy used in M&S supply chains is in animal feed. We've communicated a standard for sourcing soy to our suppliers as part of an Animal Feed Code of Conduct. In 2017, we became signatories of the Cerrado Manifesto with the aim of protecting biodiversity in this region of Brazil and we remain members of the Amazon Soy Moratorium Customer Group.

We also purchased 15,000 Round Table for Sustainable Soy credits to support the transition to sustainable supplies. However, robust global systems of stewardship will need to be available for us to be able to achieve this commitment by 2020.

Brazilian leather: We already have sourcing policies and traceability assessments in place to ensure that none of the leather used in M&S products contributes to deforestation.

Paper materials: These are covered by our responsible paper sourcing policy and we’re currently developing plans for a new measurement system.

** Assured by DNV GL

* Calendar year data
M&S FARMING FOR THE FUTURE**

** Assured by DNV GL

** Aim **From 2018, we’ll report on our use of animal welfare and environmental outcome-indicators for fresh meat, farmed fish, poultry, fresh milk and laying hens. We’ll use this data to shape future production standards and drive a continual improvement culture across our farm supply base.**

** Progress **We now intend to report on our animal welfare and environmental outcome-indicators covering fresh meat, farmed fish, poultry, fresh milk and laying hens.

Read more on Farming for the Future

We’ve also started using the results from these indicators to set best practice improvement targets with our suppliers.

SOIL HEALTH

** Aim **By 2019, in collaboration with our suppliers and other partners, we will carry out and publish a detailed review of the potential for adopting restorative/regenerative agricultural practices aimed at improving soil organic matter, sequestering carbon and reducing the dependency on artificial inputs within our food supply base. We’ll then provide an annual update on our actions to implement.

** Progress **We’ve started to conduct research with the consultancy, Forum for the Future, and plan to hold an initial workshop in 2018.

FOREVER FISH**

** Aim **By 2021, we will strengthen our Forever Fish programme, rolling out globally best practice for crew welfare, expanding responsible fisheries management and advocating for policy reform to protect the marine environment.

** Progress **Our Forever Fish programme currently includes work on social standards, education and sustainable sourcing.

We are involved in education partnerships with the Blue Marine Foundation and the Seafood School at Billingsgate Fish Market.

CLOTHING & HOME ANIMAL WELFARE

** Aim **By 2025, we’ll implement independently endorsed retail industry leading standards on animal welfare for Clothing & Home products.

SUPPLIERS WATER STEWARDSHIP

** AIM **By 2020, we’ll implement a programme to put in place water stewardship plans for our most material and at-risk watersheds in our Food and Clothing & Home supply chains.

OUR WILD CAUGHT FISH SOURCING DATA FOR 2017/18

| 1. Sustainable practice applied or participating in a fisheries improvement project | 87 % |
| 2. Working with WWF for improvement | 13 % |

See Blue Marine Foundation: bluemarinefoundation.com
See Sea Food Training: seafoodtraining.org

RESPONSIBLY SOURCED RAW MATERIALS**

** Aim **By 2025, the 50 key raw materials used for M&S products will come from sources verified as respecting the integrity of ecosystems, the welfare of animals and the wellbeing of people and communities. This will cover over 80% of M&S raw material usage by volume.

** Progress **This commitment is currently being developed – please see our separate commitments on Sustainable cotton, Zero deforestation, M&S Farming for the Future, and Forever Fish.
### CONSTRUCTION AND SHOP FIT PLAN A ATTRIBUTES

**Aim**
By 2025, all key products and materials used for construction fit out, shop fit, marketing décor and visual merchandise in our UK and ROI stores, offices and warehouses will have Plan A attributes that address all priority social, environmental, and ethical impacts.

### SUSTAINABLE FOOD FACTORIES**

**Aim**
By 2020, at least 95% of M&S Food (by volume) will come from factories that achieve Silver level on our Food Sustainability Scorecard and by 2025 at least 50% will be achieve Gold level.

**Progress**
As of April 2018, the proportion of M&S Food products provided by Silver level suppliers had increased to 63% (last year 56%) as a result of the validated performance of 134 supplier sites. To achieve this standard, a site has to perform at Silver level or above across three areas: human resources, environment and resource efficiency.

Looking ahead to next year, we have reviewed and improved our Food Sustainability Scorecard, by introducing better governance and a new fourth area called Supply Chain. We’ve also added an expanded Silver-flex category designed for small suppliers or those that only supply us with a small percentage of their total output. From next year, our data will be re-calibrated using this new approach.

### SUSTAINABLE CLOTHING & HOME FACTORIES

**Aim**
By 2025, at least 50% of M&S Clothing & Home products (by volume) will come from factories that achieve Gold level on a new Clothing & Home Sustainability Scorecard and 95% of other factories have achieved at least Silver.

### SUPPLIERS (ALSO HELP TO DELIVER HUMAN RIGHTS SALIENT ISSUES)

**SUSTAINABLE CLOTHING & HOME PROCESSING**

**Aim**
By 2025, for our M&S Clothing & Home products, we’ll only use dyehouses, printers, laundries, tanneries and finishing facilities that meet credible independent standards of environmental and social sustainability.

**SUSTAINABLE PROPERTY SUPPLIERS**

**Aim**
By 2025, at least 50% of all our major UK and ROI direct property suppliers will achieve Gold level on a new Property Sustainability Scorecard and 95% of our other major UK and ROI direct suppliers will have achieved at least Silver.

### CLOTHING & HOME SUPPLIER WATER EFFICIENCY**

**Aim**
By 2019, we’ll develop a credible methodology for measuring the water efficiency of our textile and garment wet processing and set targets for reduction by 2025.

**Progress**
We’ve adopted the widely used Higg Index as our credible methodology for measuring water efficiency in our Clothing & Home supply chain. We are now working with a consultancy to develop a roll-out programme for suppliers.

[Read more on the Higg Index](#)

**FOOD PROVIDED BY SILVER LEVEL SUPPLIERS**

63%