

# M&S Greenhouse Gas Emissions and Climate Change Performance 2020/21

## M&S Climate Strategy

When we launched Plan A in 2007, we made the commitment to have carbon neutral operations by 2012. In 2012, we achieved our original climate-related goal for our own operations, reducing emissions by 22%, sourcing 97% renewable electricity for our operations and investing in offsets to compensate for remaining emissions. Since 2012, we have continued to refine our targets and deliver further emissions reductions.

In 2017, we set out two new targets. The first was a commitment to **reduce greenhouse gas emissions by 80% in our own operations by 2030** (compared to 2007 levels) and the second, over the same time period, to **cut emissions in our supply chain by 13.3m tonnes (classified as being 'well under 2°C' by the Science Based Targets Initiative)**.

**Our strategic ambition is to be a net zero business. Over the course of the next 12 months, we will develop detailed plans to forecast and monitor how this will be achieved.**

M&S is a certified CarbonNeutral® company.

## Certifications

We became the first major retailer to gain certification to ISO50001 on energy management in 2013 and the first retailer to hold Carbon Trust Standards on carbon, water and waste in 2014.

## Task Force on Climate-related Financial Disclosures (TCFD)

M&S is a supporter of TCFD. This year we have set out our climate-related financial disclosures, which have been drafted to demonstrate our progress towards alignment with TCFD recommendations. In this first TCFD report, we have attempted to explain our current position, state our expectations for the future and, importantly, identify where additional work is required for us to disclose fully against all TCFD recommendations next year.

Read our [Task Force On Climate-Related Financial Disclosures Report](#).

## Performance 2020/21

**2020/21 saw a significant impact to the operational space in our stores as we reacted to the national lockdowns, with entire trading floors closed for several months at a time. The closure of this space will have materially reduced the amount of energy consumed.**

## Key 2020/21 performance compared to 2006/07

Location-based	
Global Scope 1+ 2 GHG emissions	<b>-53%</b>
Global Scope 1+ 2 GHG emissions per sq ft	<b>-62%</b>

Market-based	
Global Scope 1+ 2 GHG emissions	<b>-72%</b>
Global Scope 1+ 2 GHG emissions per sq ft	<b>-77%</b>

### UK and ROI Location-based (gross) emissions

(original scope of Plan A when launched in 2007)

000 tonnes CO <sub>2</sub> e	2006/07	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Store & office gas heating	39	34	37	39	38	36	39
Store & office fridge & air con	129	59	56	54	41	47	36
Warehouse gas heating	9	7	6	6	5	5	4
Warehouse fridge & air con	6	2	2	1	3	2	2
Delivery transport fuel	62	78*	81*	80*	80*	81*	75
<b>(Direct) Scope 1</b>	<b>245</b>	<b>180</b>	<b>183</b>	<b>180</b>	<b>167</b>	<b>172</b>	<b>156</b>
Store & office electricity	334	274	247	208	163	138	116
Warehouse electricity	33	30	26	25	18	15	13
<b>(In-direct) Scope 2</b>	<b>367</b>	<b>304</b>	<b>273</b>	<b>233</b>	<b>181</b>	<b>153</b>	<b>129</b>
<b>Total Scopes 1 &amp; 2</b>	<b>612</b>	<b>484</b>	<b>456</b>	<b>413</b>	<b>348</b>	<b>325</b>	<b>285</b>
<b>Index /1000 sq ft of sales floor</b>	<b>45</b>	<b>28</b>	<b>26</b>	<b>23</b>	<b>20</b>	<b>18</b>	<b>16</b>
Electricity T&D	31	25	25	22	15	12	11
Fuel use T&D (from 2011)		2	2	2	2	2	3
Business travel	15	21	14	13	14	14(est)	13
Waste	40	2	2	2	2	1	1
<b>(Other) Scope 3</b>	<b>86</b>	<b>50</b>	<b>42</b>	<b>38</b>	<b>32</b>	<b>30</b>	<b>28</b>
<b>Total Scopes 1, 2 &amp; 3</b>	<b>698</b>	<b>534</b>	<b>499</b>	<b>452</b>	<b>380</b>	<b>356</b>	<b>313</b>
<b>Index /1000 sq ft of sales floor</b>	<b>51</b>	<b>31</b>	<b>28</b>	<b>26</b>	<b>22</b>	<b>20</b>	<b>18</b>

## UK Location-based (gross) emissions

(individual UK emissions only measured from 2014/15)

000 tonnes CO2e	2006/07	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Store & office gas heating		32	35	36	38	34	37
Store & office fridge & air con		56	54	52	39	46	35
Warehouse gas heating		7	6	6	5	5	4
Warehouse fridge & air con		2	2	1	2	2	2
Delivery transport fuel		76	79	80	77	78	73
<b>(Direct) Scope 1</b>		<b>173</b>	<b>177</b>	<b>173</b>	<b>158</b>	<b>166</b>	<b>150</b>
Store & office electricity		265	237	200	154	131	110
Warehouse electricity		30	26	25	18	15	13
<b>(In-direct) Scope 2</b>		<b>295</b>	<b>263</b>	<b>225</b>	<b>172</b>	<b>146</b>	<b>123</b>
<b>Total Scopes 1&amp; 2</b>		<b>468</b>	<b>440</b>	<b>397</b>	<b>330</b>	<b>312</b>	<b>273</b>
Electricity T&D		24	24	21	15	12	11
Fuel use T&D (from 2011)		2	2	2	1	2	3
Business travel		21	14	13	14	14	13
Waste		2	2	2	2	1	1
<b>(Other) Scope 3</b>		<b>49</b>	<b>41</b>	<b>37</b>	<b>32</b>	<b>30</b>	<b>27</b>
<b>Total Scopes 1, 2 &amp; 3</b>		<b>517</b>	<b>481</b>	<b>435</b>	<b>362</b>	<b>342</b>	<b>300</b>

## ROI Location-based (gross) emissions

(individual ROI emissions only measured from 2014/15)

000 tonnes CO2e	2006/07	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Store & office gas heating		2	2	2	3	2	2
Store & office fridge & air con		2	2	3	2	1	2
Warehouse gas heating		0	0	0	0	0	0
Warehouse fridge & air con		0	0	0	0	0	0
Delivery transport fuel		3	2	3	3	3	2
<b>(Direct) Scope 1</b>		<b>7</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>6</b>	<b>6</b>
Store & office electricity		10	10	8	9	8	6
Warehouse electricity		0	0	0	0	0	0
<b>(In-direct) Scope 2</b>		<b>10</b>	<b>10</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>6</b>
<b>Total Scopes 1&amp; 2</b>		<b>17</b>	<b>17</b>	<b>16</b>	<b>17</b>	<b>14</b>	<b>12</b>
Electricity T&D		1	1	1	1	0	0
Fuel use T&D (from 2011)		0	0	0	0	0	0
Business travel		0	0	0	0	0	0
Waste		0	0	0	0	0	0
<b>(Other) Scope 3</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Total Scopes 1, 2 &amp; 3</b>		<b>18</b>	<b>18</b>	<b>17</b>	<b>18</b>	<b>14</b>	<b>13</b>

### Other International Location-based (gross) emissions

000 tonnes CO2e	2006/07	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Store & office gas heating	0	0	0	0	0	0	0
Store & office fridge & air con	1	2	2	1	1	1	1
Warehouse gas heating	0	0	0	0	0	0	0
Warehouse fridge & air con	0	0	0	0	0	0	0
Delivery transport fuel	0	0	0	0	0	0	0
<b>(Direct) Scope 1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>
Store & office electricity	26	22	20	15	12	15*	12
Warehouse electricity	1	2	0	0	0	0	0
<b>(In-direct) Scope 2</b>	<b>28</b>	<b>24</b>	<b>20</b>	<b>15</b>	<b>12</b>	<b>15*</b>	<b>12</b>
<b>Total Scopes 1&amp; 2</b>	<b>29</b>	<b>26</b>	<b>22</b>	<b>16</b>	<b>13</b>	<b>16*</b>	<b>13</b>
<b>Index /1000 sq ft of sales floor</b>	<b>12</b>	<b>10</b>	<b>9</b>	<b>12</b>	<b>10</b>	<b>8*</b>	<b>6</b>
Electricity T&D	3	2	2	2	1	2*	2
Fuel use T&D (from 2011)	0	0	0	0	0	0	0
Business travel	3	3	3	1	1	1	1
Waste	0	0	0	0	0	0	0
<b>(Other) Scope 3</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>4*</b>	<b>3</b>
<b>Total Scopes 1, 2 &amp; 3</b>	<b>35</b>	<b>31</b>	<b>27</b>	<b>19</b>	<b>15</b>	<b>19*</b>	<b>16</b>
<b>Index /1000 sq ft of sales floor</b>	<b>14</b>	<b>13</b>	<b>11</b>	<b>14</b>	<b>12</b>	<b>9*</b>	<b>8</b>

GHG emissions for 2006/07 are estimated based on 2013/14.

\*Restated to reflect actual international data received in place of estimates

### M&S global Location-based (gross) emissions

000 tonnes CO2e	2006/07	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Store & office gas heating	39	34	37	39	38	36	39
Store & office fridge & air con	130	61	58	55	42	48	37
Warehouse gas heating	9	7	6	6	5	5	4
Warehouse fridge & air con	6	2	2	1	3	2	2
Delivery transport fuel	62	78	82	80	80	81	75
<b>(Direct) Scope 1</b>	<b>246</b>	<b>182</b>	<b>185</b>	<b>181</b>	<b>167</b>	<b>173</b>	<b>157</b>
Store & office electricity	360	296	267	223	175	153*	128
Warehouse electricity	34	32	26	25	18	16	13
<b>(In-direct) Scope 2</b>	<b>394</b>	<b>328</b>	<b>293</b>	<b>248</b>	<b>193</b>	<b>168*</b>	<b>141</b>
<b>Total Scopes 1&amp; 2</b>	<b>639</b>	<b>510</b>	<b>479</b>	<b>430</b>	<b>360</b>	<b>341*</b>	<b>298</b>
<b>Index /1000 sq ft of salesfloor</b>	<b>40</b>	<b>26</b>	<b>24</b>	<b>23</b>	<b>19</b>	<b>17*</b>	<b>15</b>
Electricity T&D	34	27	27	23	17	14*	13
Fuel use T&D (from 2011)	0	2	2	2	2	2	3
Business travel	18	24	17	14	15	1	14
Waste	40	2	2	2	2	1	1
<b>(Other) Scope 3</b>	<b>92</b>	<b>55</b>	<b>48</b>	<b>41</b>	<b>35</b>	<b>33*</b>	<b>31</b>
<b>Total Scopes 1, 2 &amp; 3</b>	<b>732</b>	<b>566</b>	<b>526</b>	<b>471</b>	<b>395</b>	<b>374*</b>	<b>329</b>
<b>Index /1000 sq ft of salesfloor</b>	<b>46</b>	<b>29</b>	<b>26</b>	<b>25</b>	<b>21</b>	<b>19*</b>	<b>17</b>

\*Restated to reflect actual international data received in place of estimates

## M&S global Market-based emissions

000 tonnes CO2e	2006/07	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Store & office gas heating	39	28	26	14	29	36	39
Store & office fridge & air con	130	61	58	55	42	48	37
Warehouse gas heating	9	7	6	6	5	5	4
Warehouse fridge & air con	6	2	2	1	3	2	2
Delivery transport fuel	62	78	82	80	80	81	75
<b>(Direct) Scope 1</b>	<b>246</b>	<b>176</b>	<b>173</b>	<b>157</b>	<b>158</b>	<b>173</b>	<b>157</b>
Store & office electricity	360	22	0	0	0	15*	12
Warehouse electricity	34	13	0	0	0	11	9
<b>(In-direct) Scope 2</b>	<b>394</b>	<b>35</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>25*</b>	<b>21</b>
<b>Total Scopes 1 &amp; 2</b>	<b>639</b>	<b>211</b>	<b>173</b>	<b>157</b>	<b>158</b>	<b>198*</b>	<b>177</b>
<b>Index /1000 sq ft of salesfloor</b>	<b>40</b>	<b>11</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>10*</b>	<b>9</b>
Electricity T&D	34	27	27	23	17	14	13
Fuel use T&D (from 2011)	0	2	2	2	2	2	3
Business travel	18	24	17	14	15	15	14
Waste	40	2	2	2	2	1	1
<b>(Other) Scope 3</b>	<b>92</b>	<b>55</b>	<b>48</b>	<b>41</b>	<b>35</b>	<b>33*</b>	<b>31</b>
<b>Total Scopes 1, 2 &amp; 3</b>	<b>732</b>	<b>266</b>	<b>221</b>	<b>198</b>	<b>193</b>	<b>231*</b>	<b>208</b>
<b>Index /1000 sq ft of salesfloor</b>	<b>46</b>	<b>14</b>	<b>11</b>	<b>10</b>	<b>10</b>	<b>12*</b>	<b>11</b>

\*Restated to reflect actual international data received in place of estimates

## M&S Global Net Emissions

000 tonnes CO2e	2006/07	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
<b>Market-based scopes 1 and 2</b>	<b>639</b>	<b>211</b>	<b>173</b>	<b>157</b>	<b>158</b>	<b>198*</b>	<b>177</b>
<b>Carbon offsets</b>	<b>0</b>	<b>211</b>	<b>173</b>	<b>157</b>	<b>158</b>	<b>198*</b>	<b>177</b>
<b>Net/ marketplace emissions</b>	<b>732</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*Restated to reflect actual international data received in place of estimates

## M&S energy & fuel consumption

### UK and Republic of Ireland

(matching the scope of our Plan A commitments)

	2006/07	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Electricity in GWh	822	665	666	666	637	597	552
Gas in GWh	257	220	236	234	219	222	228
<b>Energy in GWh</b>	<b>1079</b>	<b>885</b>	<b>902</b>	<b>900</b>	<b>856</b>	<b>819</b>	<b>780</b>
<b>kWh/ sq ft of salesfloor</b>	<b>79</b>	<b>52</b>	<b>51</b>	<b>51</b>	<b>49</b>	<b>46</b>	<b>44</b>
Transport fuel diesel in m litres	23	30*	31*	30*	30*	31*	29*

\*Includes additional transport activities previously carried-out by suppliers

## Other international locations

	2006/07	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Electricity in GWh		40	35	26	19	23*	18
Gas in GWh		0	0	0	0	0	0
<b>Energy in GWh</b>		<b>40</b>	<b>35</b>	<b>26</b>	<b>19</b>	<b>23*</b>	<b>18</b>
<b>kWh/ sq ft of salesfloor</b>		<b>23</b>	<b>22</b>	<b>21</b>	<b>21</b>	<b>16*</b>	<b>13</b>
Transport fuel diesel in m litres		0	0	0	0	0	0

## Global

	2006/07	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Electricity in GWh		705	701	693	656	621	570
Gas in GWh		220	236	234	219	222	228
<b>Energy in GWh</b>		<b>925</b>	<b>937</b>	<b>927</b>	<b>875</b>	<b>842*</b>	<b>798</b>
<b>GWh/ sq ft of salesfloor</b>		<b>34</b>	<b>34</b>	<b>35</b>	<b>34</b>	<b>31*</b>	<b>30</b>
Transport fuel diesel in m litres	23	30*	30*	30*	30*	31*	29

\*Restated to reflect actual international data received in place of estimates

## M&S energy efficiency

### UK and Republic of Ireland

(after weather adjustments for stores)

	2006/07	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Stores in kWh/ sq ft	67.9	41.7	42.3	40.8	41.2	37.8	36.1
Offices in kWh/ sq ft	49.4	33.5	31.8	43.8	42.4	46.6	45.1
Clothing w/hses in kWh/ sq ft	24.5	15.6	14.6	15.5	12.6	12.6	10.6
Food w/hses in kWh/ sq ft	33	20	19	18	18.8	18.8	15.0
<b>All in kwh/sq ft</b>	<b>57.4</b>	<b>34.9</b>	<b>35.1</b>	<b>34.4</b>	<b>34.1</b>	<b>31.8</b>	<b>29.7</b>

### Other international locations

	2006/07	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Stores in kWh/ sq ft		27.5	25.5	24.3	20.9	16.1*	13.1
Clothing w/hses in kWh/ sq ft		6.9	2.1	2.7	^	^	^

\*Restated to reflect actual international data received in place of estimates

## M&S renewable energy sourcing

UK and Republic of Ireland (matching the scope of our Plan A commitments)

Electricity	2006/07	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Total electricity in GWh	822	665	666	666	637	597	552
'Green' in GWh	23	640	666	666	637	556	490
% 'green'	2	96	100	100	100	93	93

Gas	2006/07	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Total gas in GWh	257	220	236	234	219	222	228
Bio-methane in GWh	0	34	64	133	50	0	0
% 'green'	0	15	27	57	23	0	0

### Global

Electricity	2006/07	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Total electricity in GWh		705	701	693	656	621	570
'Green' in GWh		640	701	693	656	530	490
% 'green'		91	100	100	100	85	86

## M&S procurement of high-quality carbon offsets for 2020/21

The offsets below were purchased and retired for the purposes of voluntary offsetting.

Name of Project	Project Type	Verification Standard	Quantity (tonnes)
Darajat Unit III Geothermal Project	Energy Industries	CDM	30,000
Rimba Raya Biodiversity Reserve	REDD+	VCS (Verified Carbon Standard)	5,864
Karnataka Tadas Wind Project	Energy Industries	CDM	34,132
Improved Cookstoves, Bangladesh	Cookstoves	CDM	13,022
Efficient Cookstoves, Ghana	Cookstoves	CDM	14,048
Ningxia Wind Power	Energy Industries	CDM	40,018
Danjinghe Wind, China	Energy Industries	VCS (Verified Carbon Standard)	9,226
Katingan REDD, Indonesia	REDD+	VCS (Verified Carbon Standard)	4,266
Inner Mongolia Wujier Wind, China	Energy Industries	VCS (Verified Carbon Standard)	40,657
Saihan Wind Power Project, China	Energy Industries	VCS (Verified Carbon Standard)	12,491
Rucas Amazonian Rainforest, Brazil	REDD+	VCS (Verified Carbon Standard)	2,408
Jurua Amazonian Rainforest, Brazil	REDD+	VCS (Verified Carbon Standard)	5,868
<b>Total</b>			<b>212,000*</b>

\*212,000t CO<sub>2</sub>e of offsets were purchased and retired in 2021, above the 177,000t CO<sub>2</sub>e of total scope 1 and 2 emissions. This was to account for scope 3 emissions, purchased in 2021 to become a certified CarbonNeutral® company, in accordance with The CarbonNeutral Protocol, and for updated 2019/20 GHG

emissions, where we now have actual emissions for our international business. In 2019/20 estimates were reported as actuals weren't available.

	<b>2020-21 000t CO2e</b>
Total of scope 1 and 2 emissions	177
Scope 3 emissions	32
Difference between actual and estimated emissions reported in 2019-20	3
Total offsets purchased and retired in 20-21	212
<b>Net GHG emissions</b>	<b>0</b>
<b>Total net emissions per 1,000 sq ft of salesfloor</b>	<b>0</b>

### **Basis of Reporting**

Emissions are reported annually in our Plan A Performance update and Annual Report in June each year covering the previous financial year running April-March. These are calculated in accordance with the WRI/ WBCSD GHG Corporate Reporting and Accounting Standard (revised) using BEIS carbon conversion factors and IEA and Bitzer for additional factors. Data includes all activities where we have operational control and is drawn from our annual Plan A Report which is independently assured to a 'limited' level by DNV.

We have also adopted the 2015 WRI/ WBCSD Scope 2 Guidance on procured renewable energy. This means that in addition to the gross/ Location-based figure required by legislation in the UK and most GHG benchmarks, we also calculate a Market-based figure allowing from deductions from the procurement of renewable electricity.

This lower Market-based figure is what some companies also present as being their emissions in voluntary reporting.

We then match these remaining market-based emissions with the procuring and retirement of high-quality carbon offsets to achieve a position of zero net emissions (carbon neutral).

For our efficiency index we use 'per area of sales floor' which reflects the index used by our main trade association, the British Retail Consortium, and is also accepted by the Carbon Trust. Whilst indexes showing per £m have some advocates, we've found that they are too readily influenced by inflation/ deflation and changes of product mix. Per 'area of sales floor' has so far proven to be a robust measurement of progress and is the metric we use internally but maybe subject to review as the retail industry re-structures with a greater proportion of sales conducted online.