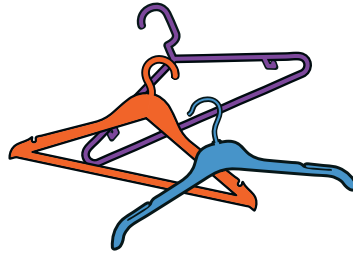


Highlights: 10 Years of Plan A



Over 27 million items of clothing have been Shwopped since 2008



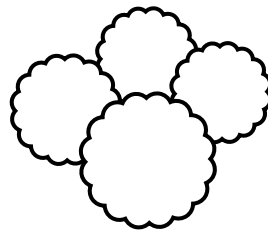
In the last 10 years we've saved 1 billion hangers



We're the world's first and only carbon neutral major retailer



93% of customers with an M&S Sparks card have nominated a local charity, raising over £2.4m since 2015



79% of all M&S products sold worldwide now have a Plan A quality, such as Fairtrade cotton, cruelty free beauty products or recycled packaging



Through our Marks & Start and Make Your Mark work experience programmes we've helped over 17,000 people from disadvantaged parts of the community – with over 50% going on to find work



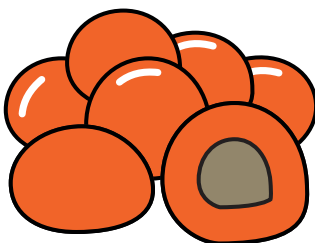
We've raised £10m for Macmillan Cancer Support since 2010 as official partner of the World's Biggest Coffee Morning and £25m for Breast Cancer Now since 2001



We've reduced our carrier bag usage by 80%, saving 4 billion carrier bags since 2008



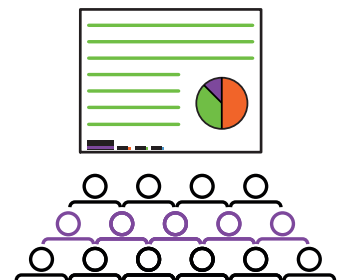
We've improved our overall UK and ROI energy efficiency by 39% over the past 10 years



100% of the palm oil used in M&S products is Roundtable for Sustainable Palm Oil certified



49% of our cotton, 99% of our wood materials and 27% of our leather, comes from more sustainable sources



890,000 people in our supply chains have benefitted from training on employee rights, health care, numeracy and literacy