

PRODUCT PACKAGING POLICY

POLICY STATEMENT / SUMMARY

All packaging used for M&S products must protect the M&S brand by being safe, legally compliant, and functional throughout the supply chain through to end-use by the customer. Packaging should support M&S Plan A goals.

BACKGROUND

Packaging is an integral part of our Foods, Fashion, Home & Beauty product offer and key to the delivery of safe and consistent quality products to our customers. The packaging format, design and choice of material is critical to the performance, sustainability, and customer perception of the product.

Packaging legislation and industry guidance is broad and evolving. This policy sets out the framework for managing both the business risks and strategic objectives but should be combined with specific requirements where applicable e.g., articles in contact with food.

This policy is for all product suppliers who source primary, secondary and tertiary packaging materials for M&S branded products. Packaging used in the manufacturing process is out of scope.

SUMMARY

- All Packaging must comply with relevant Global legislation.
- M&S Product suppliers must source packaging from reputable suppliers with full traceability.
- Packaging must be optimised to ensure the most commercially viable solution that protects the product with minimal environmental impact.
- The use of PVC (Polyvinyl chloride) in packaging of pigments using carbon black is prohibited (Foods) and is being exited on FH&B with exceptions requiring written approval by the FH&B Packaging Sustainability Manager (e.g.,

Hangers). EPS (Expanded polystyrene) is to be used ONLY with prior approval from the FH&B Packaging Sustainability Manager and ONLY where the risk to product outweighs the use of EPS (Expanded polystyrene). E.g., mirrors.

- M&S does not permit the use of compostable films due to the lack of infrastructure available to customers to process them correctly.
- All M&S product and packaging suppliers are required to keep up to date with global legal compliance on topics relating to packaging e.g. UK packaging taxes (e.g. Plastics Tax and Packaging Extended Producer responsibility) and labelling.
- All Packaging waste data including weight, recycled content, and specific materials type must be included in PLM (Product Lifecycle Management)/ FIND (Foods Innovation and New Development) prior to the product launch or following packaging changes to existing products. This is so we can meet our regulatory obligations for waste reporting.
- All wood-fibre based packaging used for Primary packaging is FSC certified.

GROUP PACKAGING POLICIES

- Foods Packaging and Print Standards
- FH&B Packaging Policy

REPORTING AND QUERIES

All queries should be raised with the relevant packaging technologist.

FURTHER INFORMATION

Policy Owner	Retail Director
Compliance Leads	Director of Food Technical and Director of Sourcing and Tech
Published / Effective from	January 2026
Review frequency	Annually
Next review date	January 2027