

## PRODUCT SAFETY AND INTEGRITY POLICY

### POLICY STATEMENT / SUMMARY

All products sold under the M&S brand will be safe for its intended consumer and sourced, manufactured and supplied in line with M&S standards. We have a robust process for monitoring and reporting compliance to our standards to ensure our supply chains are in control, our standards are being met, and our claims can be substantiated.

Where issues arise, we will react in a timely and proportionate manner in line with our incident management procedures to minimise the exposure to our customers and brand.

We work closely with our Primary Authority to ensure compliance with our legal requirements.

### BACKGROUND

M&S is a predominantly own-branded retailer which relies on suppliers manufacturing our products safely and legally. The operations of these manufacturers could have a disproportionate impact on our brand compared to other retailers so the clarity, enforcement and monitoring of our compliance to relevant Marks & Spencer Policies, Standards and internationally recognised legislation as documented on the supplier facing websites is therefore vital.

Product Safety and Integrity are fundamental requirements and it is our and our suppliers' legal responsibility to comply with all legislation relevant to our products.

### SUPPLIER RESPONSIBILITIES / OUR COMMITMENT

Develop and communicate standards:

- To develop technical standards and policies that incorporate legal requirements, M&S specific requirements and guidance for best practise.
- To ensure our standards and policies are maintained and updated to reflect both changing legislation and identified improvements in control.
- To clearly communicate these standards to our supply base and stores to enable compliance.

Monitor compliance:

- To ensure that our monitoring programmes allow end to end visibility of compliance to our standards e.g., AQL inspections, Fashion, Home and Beauty performance standards, product safety and due diligence testing, Restricted Chemical Policy, kids' product safety factory audits, bulk RTM, red alert and product recall reporting.

Report compliance:

- To ensure compliance is reported and analysed to identify trends

Reaction to issues

- To ensure that M&S and supplier react in a timely and proportionate manner to any variance to product, operational and sourcing standards.

### COMPLIANCE

The M&S T&Cs (Fashion, Home and Beauty), which summarise the requirements to supply M&S, are signed by all suppliers as a positive acceptance to our terms.

Specific documents referenced in the T&Cs (Fashion, Home and Beauty) are the M&S Quality Management Systems process (all factories) and the M&S Product Safety Inspection for childrenswear factories. These define the outcome measures required to deliver safe and legal products. All manufacturing standards can be found on our intranet and supplier facing platforms, as well as guidance to support the delivery of our requirements.

Compliance to our product safety and integrity requirements are monitored in the following ways:

Customer Contacts – Contact via phone, email, social media or stores are collected by our retail customer service centre and communicated to the M&S technical team to investigate. We use a dedicated reporting system between Customer Services and Technology teams to track serious safety complaints and their resolution.

Audits – Audits are conducted across our supply base (tier 1) and key raw materials suppliers in Fashion and Home. The M&S audit protocol defines the scope and auditing body required to undertake these audits. Critical, major and minor findings are tracked and reviewed to ensure adequate close out. Audit types include Product Safety, Quality Management Systems, Environmental Code of Practice and Ethical.

Due Diligence Testing programme (DD) – we conduct testing of our products independently to confirm that the content/performance of our products are to the agreed specification/limits, this is in addition to the testing required by our supply partners. DD testing includes:

Safety – e.g. flammability, security of attachments, slip resistance etc.

Restricted chemicals - testing compliance with the Restricted Substance List (RSL)

Promotional claims – e.g. non-iron, waterproof, cooling etc.

Composition – e.g. content is within agreed specification/limits.

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Beauty products – e.g. Heavy metals, Contamination etc.

Supplier visits – The M&S Technical team conduct supplier visits to review compliance to our standards; we reserve the right to complete this unannounced.

If any risks are identified by M&S which compromise product safety or brand integrity, M&S will take all contractually agreed steps to ensure that there is no hazard to the customer or brand by appropriate management of the incident. M&S has an incident management policy to direct appropriate responses and a suite of tools to utilise in these situations (Return to Manufacturer (RTM), freezing transfer of stock from warehouse to stores until resolution agreed, Public Recall, Red alert). M&S have a legal obligation to notify the enforcement authorities about product safety incidents if customers are at risk.

### **TECHNICAL FILES / PRODUCT INFORMATION FILES**

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Suppliers are expected to maintain a Technical / Beauty Product Information File relating to all Safety, Quality, Legal and Promotional claims relevant to the product.

### **INTERNAL REPORTING AND GOVERNANCE STRUCTURE**

Data is gathered and reviewed in the below Governance structure –

- Clothing, Home and Beauty – Key metrics (DD testing, key safety issues through customer services and stores, Bulk RTMs) informing the quarterly Group Safety Committee.

### **REPORTING AND QUERIES**

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- Product - Technology Team

### **FURTHER INFORMATION**

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Policy Owner	Managing Director of Fashion, Home & Beauty
Compliance Lead	Head of Sourcing & Tech
Published / Effective from	March 2026
Review frequency	Annually
Next review date	March 2027