

M&S

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Steve Rowe starts his new role as M&S CEO

On Saturday 2 April, Steve went back to his retail home and joined the Croydon store team for their morning huddle.



Steve Rowe addressing the Croydon store team at their morning huddle on his first day as M&S CEO on Saturday 2 April 2016.



Steve Rowe, M&S CEO, reminiscing with Linda Harding, who worked in the Croydon store when Steve started there as a Saturday boy in 1983.



Steve Rowe back where his career first started in M&S Croydon's menswear department.



Steve Rowe meets Leo Reece who has just started his M&S career in the menswear department at M&S Croydon.

Monday 4 April was Steve's first day as CEO working at the London offices.



Steve Rowe greets colleagues as they arrive at M&S's London offices as he starts his new role as M&S CEO.



Steve Rowe addresses the London Office teams as he starts his new role as M&S CEO. In a series of three morning briefings, Steve told his colleagues that under his leadership M&S will put the customer at the heart of everything they do, keep things simple and work together to grow the business profitably for shareholders.



Steve Rowe, M&S CEO, addressing colleagues said:

“I am very proud and privileged to be leading M&S – a business that has been built on the support and loyalty of its customers. In fact, without our customers, we don’t have a business, so you’re going to hear me talk about customers – a lot. We not only need to listen to them, we need to learn, and adapt.

One of the things that I have learnt during my time at M&S is that we have a tendency to over-complicate things. I’m a big believer in keeping things simple. Doing things simply means we serve customers better, manage costs, and work more efficiently.

I wholeheartedly believe in the growth of this business. We need to work together and work smarter in order to do it, but I know that it’s achievable and that we can achieve it in a profitable way for our shareholders.”





M&S's new CEO Steve Rowe

For more information, please contact M&S Corporate PR on 0208 718 1919

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