

Only at
YOUR M&S

Annual report and financial statements 2012



Highlights of the year

FINANCIAL HIGHLIGHTS

Group revenue £9.9bn ↑ 2.0%	Underlying Group operating profit £810.0m ↓ 1.8%	Underlying Group profit before tax £705.9m ↓ 1.2%
Group profit before tax £658.0m ↓ 15.7%	Underlying earnings per share 34.9p ↑ 0.3%	Interim + final dividend 6.2p+10.8p =17.0p ↔ level

UK

Our UK turnover has a broadly even split between Food and General Merchandise (Clothing and Home). With 731 UK stores, we sell high-quality, great value food and are the UK market leaders in womenswear, lingerie and menswear.

MULTI-CHANNEL

However they shop with us – in stores, online or by phone – we aim to provide the best and most convenient shopping experience for our customers, from purchase through to delivery.

INTERNATIONAL

With 387 stores in 43 territories across Europe, the Middle East and Asia, we are growing our international presence to make the M&S brand more accessible to customers around the world.

Clothing & Home revenue £4.2bn ↓ 0.9%	Multi-channel* revenue £559m ↑ 18%	International revenue £1.1bn ↑ 5.8%
Food revenue £4.7bn ↑ 3.9%	Weekly site visits 3.4m ↑ 11.2%	International stores 387 ↑ 26
Number of UK stores 731 ↑ 28 stores	Shop Your Way 455 ↑ 11 stores	Territories 43 ↑ 1 new territory

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PLAN A

We aim to become the world's most sustainable retailer and our eco and ethical programme is at the heart of how we do business.

Total Plan A commitments 180	Commitments achieved 138 ↑ 43	Commitments on target 30
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* Excluding VAT and is generated across the UK and International business. Last year published including VAT.

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