

FIRE, HEALTH AND SAFETY POLICY

POLICY STATEMENT

As an international multi-channel retailer, M&S is committed to ensuring the health, safety and wellbeing of all colleagues, customers and others who visit or work on our premises. We are committed to maintaining the quality of our health and safety at work controls through communication and the raising of awareness.

BACKGROUND

M&S' systems in place for the management of health and safety are based on the principles set out in Health and Safety Guidance produced by the Health and Safety Executive. Our Group Health & Safety Policy and Statement outlines the responsibilities and accountabilities of individuals and groups within the business. We continue to forge strong Primary Authority partnerships with Birmingham City Council (Health & Safety & Food Safety) and West Midlands Fire Service (Fire Safety).

YOUR RESPONSIBILITIES / OUR COMMITMENT

M&S is committed to providing a safe working environment. This includes the provision of safe premises, working areas, equipment and materials and the selection of competent colleagues and contractors. M&S provides suitable and relevant information, training and supervision to all colleagues and others, where appropriate. It is the duty of all colleagues to take reasonable care for the health and safety of themselves and others whilst working. The benefit to the colleague is a safe working environment. We review and evaluate our health & safety performance monthly through Monthly Performance Reports (MPR). M&S consults with employees, including through Business Involvement Groups (BIG) at National & Retail level and through the Fire, Health & Safety Officer Network Groups. The information obtained through this consultation is fed into the bi – monthly FHS working group meeting and the quarterly Group Safety Committee.

THE GROUP SAFETY REQUIREMENT

To ensure that the Company meets all legal obligations and has a defensible position, as defined by the Health & Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999, Managing for Health & Safety HSC65, Health & Safety (Consultation with Employees) Regulations 1996.

The Group must comply with:

All relevant H&S legislation within each devolved nation. This will cover UK Retail, International Retail,

UK Franchise, Product Safety, Distribution & Logistics, Property Group, Business Areas (C&H/Foods) & Support Centre locations to minimise risk to all colleagues, visitors and contractors with any business activity or product and minimise impact to Business as Usual (BAU).

GROUP SAFETY – MANAGEMENT ASSUMPTIONS

The systems in place for the management of health and safety are based on the principles of HSG 65 'Managing for Health and Safety'.

The Company Group Health and Safety Policy Statement outlines the responsibilities of individuals and groups within the business. The statement is signed by the Chief Executive Officer of M&S.

The statement is displayed on Fire, Health & Safety noticeboards across the business.

COMPLIANCE

Business areas across the Group are subject to Safety Governance checks through an audit and inspection programme. UK Retail stores and Support Centres will receive a FHSC inspection in line with agreed inspection strategy which is performed by the internal central Group Asset Protection team and external inspection partners for International Retail.

UK Franchise and International Retail will receive inspections in line with the agreed inspection strategy with franchise third parties.

The UK & International inspections cover fire, health & safety and compliance related areas. All inspection non-compliance is action owner / date tracked for 'close out'. Revisits take place to verify close out on any critical findings.

All external enforcement visits and accident reports are tracked for 'close out'. The metric is used by M&S Group for performance management, as required. UK & International retail stores and construction project inspections are reported weekly and all other safety metrics reviewed through the MPR. These are then reviewed formally on a bi-monthly basis by the FHS Working Group

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and on a quarterly basis by the Group Safety Committee. An annual Audit & Risk Committee summary is also completed.

AUDIT & RISK COMMITTEE/BOARD REPORT

An annual report is provided by Group Asset Protection that covers M&S Retail & Property Group, International Retail, Distribution, M&S Logistic, Central Support functions on matters regarding Fire Safety, Health & Safety to the Audit & Risk Committee.

GROUP SAFETY COMMITTEE

The Group Safety Committee ("Committee"), acting under delegated authority from the Board of Marks and Spencer Group plc (the "Board") will keep under review the effective management of Fire, Health and Safety ("FHS") across the M&S Group (the "Group") with the objectives of: promoting the well-being and safety of the Group's employees, customers, and visitors; and complying with all applicable FHS regulations ("the objective").

The Committee is accountable for ensuring appropriate compliance controls and procedures are maintained and available to business units ("BU"). It will also provide leadership on FHS policy across the Group and facilitate the integration of FHS policy and controls into all relevant operational activities.

The Committee shall deliver its role by appropriate delegation including, but not limited to, the Head of Group Asset Protection, Head of Business continuity and Safety, the Fire, Health and Safety Working Group ("the Working Group"), the Legal Department and Fire Health & Safety and Compliance.

The Committee is also accountable for ensuring that the Group and its Board is provided with sufficient management information to enable visibility of risk across the Group.

The Committee shall meet at least quarterly and shall report to the Board, via the Audit Committee. The Committee will be chaired by the Operations Director and in their absence the Deputy Chair. All members shall be required to attend each meeting, save for exceptional circumstances. In such circumstances, a nominated delegate is required to attend in their place.

FHS WORKING GROUP

The Working Group operates to support the Committee by highlighting risk and monitoring improvements across the Group, overseeing the application and enforcement of FHS controls and procedures and implementing the decisions and directives of the Committee in order to deliver its Objectives.

GROUP SAFETY ACCOUNTABILITIES

Each colleague has a responsibility for the safety of themselves and others and should understand how health & safety is delivered within their BU.

The Board is accountable individually and collectively, for:

- Communication of Group safety accountabilities;
- Implementation of our health & safety policies and procedures;
- Achievement of our safety standards;
- Identification, assessment, and categorisation of all safety risks;
- Reduction of all CRITICAL and HIGH safety risks
- Reporting H&S progress and performance

The Board will delegate accountability for the delivery of health & safety to a nominated Director in each business area – the "Accountable Director".

THE OPERATIONS DIRECTOR

The Operations Director, appointed by the CEO, oversees the Group safety controls and chairs the Committee.

THE ACCOUNTABLE DIRECTOR

Accountable Managing Directors of each BU are accountable to the Board, Chairman, CEO and Operations Director for ensuring that:

- Health and safety policies are communicated and implemented effectively across their BU.
- Responsible Directors are aware of, and understand, their health & safety accountabilities, roles and responsibilities and are provided with essential health & safety knowledge, skills and specialist support (via) competent persons.
- All health & safety risks are identified, assessed, categorised, registered and reported.
- Appropriate, timely, cost-effective action is taken to treat, transfer or accept every CRITICAL and HIGH risk identified.

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- Safety progress and performance is monitored continuously and measured/reported regularly via the Group Safety Committee.
- The Accountable Director can delegate health & safety accountabilities to the “Responsible Director” but will remain accountable.

THE RESPONSIBLE DIRECTOR

The Directors of each BU are accountable to the Managing Director of that BU for:

- Communicating health & safety policies and arrangements to their BU to ensure their colleagues understand their safety responsibilities.
- Appointing competent person/s to carry out safety governance and procedures to meet the safety policies.
- Identifying any safety knowledge and skills required by colleagues operating within the BU.
- Ensuring that key suppliers and contracted 3rd Parties have relevant health & safety policies and procedures in place.
- Identifying and reporting health & safety risks through agreed channels and taking appropriate action to reduce risk and ensure compliance with M&S safety standards.
- Ensuring BU colleagues have the appropriate training and supervision to safely carry out their role.
- Monitoring and reporting health & safety progress and performance to the Accountable Director.

THE HEAD OF BUSINESS CONTINUITY & SAFETY

Is accountable for:

- Monitoring all safety risks continuously across the Group.
- Reporting new CRITICAL and HIGH risks immediately they are discovered to the Operations Director and the actions essential to manage and reduce them.
- Maintaining and implementing an annual Group Safety Risk Register Programme recording and reporting all risks identified.
- Monitoring business development and change and proposing the revisions to Group Safety

Policy, processes, procedures and plans, where appropriate.

- Delivery of Group Safety Committee.
- The monthly reporting of Group Safety data via Monthly Performance Reports (MPR).
- Reviewing policies with stakeholders.
- Informing the Committee of any identified requirements to enable the group to meet its health and safety obligations.
- The Head of Business Continuity & Safety will work closely with the Operations Director, Accountable Directors and responsible directors across the Group.

COMPETENT PERSON/S

The Competent Person is responsible for ensuring the health & safety standards within the BU are appropriate for safety governance and all policies are relevant and available for review at any time, as well as:

- Provide risk data in relation to Health & Safety and any risk is being managed
- Ensuring all BU specific safety policies and procedures are suitable and sufficient for the activity being carried out.
- Maintaining, reviewing and updating safety policies and procedures within the BU.
- Providing Monthly Performance Reports in relation to safety to the Operations Director.
- Maintaining appropriate competence in health & safety knowledge as well as business area experience and knowledge.

OPERATING BUSINESS AREAS.

Each Business Area within M&S Group will:

- Have safety governance in place, which must be demonstrated through attendance at H&S committees/ FHS working groups.
- Ensure all BU specific safety policies and procedures are suitable and sufficient and meet current legislation. All safety policies must be relevant and available for review at any time by Group Asset Protection
- Maintain and update safety policies and risk assessments within their own business area in line with business development and change and legislation requirements.

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- Provide risk data in relation to health & safety and any risk that is being managed through BU risk register.
- Have competent persons appointed with health & safety knowledge as well as business area experience and understanding to support the safety strategy for the business area.

REPORTING AND QUERIES

Any concerns from colleagues / stakeholders can be escalated through the Group Asset Protection team and the Retail FHSC team. In addition, the company confidential helpline can be used. Each UK Retail region has a FHSC Support Manager link that is the normal first escalation point for issue resolution. Support Centres and CDDC have FHS leads, as well as National BIG. All Fire, Health & Safety policies / documents are available through M&S World – and MY Safety App.

FURTHER INFORMATION

Policy Owner	Operations Director
Compliance Lead	Head of Group Asset Protection
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Next review date	March 2025