

PRODUCT PACKAGING POLICY

POLICY STATEMENT / SUMMARY

All packaging used for Marks and Spencer products should be safe, legally compliant, functional and sustainable.

Packaging should conform to the relevant EU legislation for food packaging manufacturing as stipulated on the European Commission website for Food contact materials and be sourced from suppliers that can demonstrate that they are sourcing packaging from suppliers who have completed the online SEDEX questionnaire and are accredited to one of the GFSI recognised schemes.

Packaging must be optimised, and the least possible material used to fulfil the design and performance criteria.

BACKGROUND

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

Packaging industry guidance and regulation is broad and evolving. This policy sets out the framework for managing both the business risks and strategic objectives.

YOUR RESPONSIBILITIES / OUR COMMITMENT

Key responsibilities

M&S Approved Packaging Suppliers/FSV's

- Ensure compliance, and act as guardians for, all M&S Packaging Policy and Guidance Papers

Finished Product Manufacturers

- Ensure compliance with the details in the M&S Packaging Policy, as outlined on the Supplier Exchange: <https://supplierexchange1.marksandspencer.com/resources>
- Utilise the guidelines provided, escalating to the Packaging Technologist where necessary
- Audit the hygiene standards of the packaging supplier when packaging is in direct/intimate contact with food or skin, obtaining relevant documentation to demonstrate compliance as requested by M&S and/or M&S auditors

M&S Packaging Technologist

- Provide necessary guidance to Packaging Suppliers, Finished Product Manufacturers and M&S colleagues to ensure compliance with all elements of the Packaging Policy. Conduct complaint performance reviews with suppliers

and agree a higher packaging specification where necessary

M&S Food Technologist

- Ensure that all relevant Finished Product Manufacturers are aware of the requirements in the Packaging Policy. Conduct complaint performance reviews with suppliers and agree a higher packaging specification where necessary
- Engage and escalate to the category Packaging Technologist as required

Packaging Requirements

Food Product Suppliers must demonstrate that they are sourcing packaging from suppliers accredited to one of the GFSI recognised schemes and are registered with SEDEX via completion of the online questionnaire.

Suppliers of packaging can come from factories that have either or all of the following:

- BRC/IOP 'Hygiene Standard for Packaging Suppliers' to Grade A or above
- ISO 9001 + QMS
- FSSC 22000
- IFS Pac Secure
- SQF
- ISO 14001 + BS OHSAS 18001
- A Document of Compliance (DOC) should accompany all packaging (Foods)
- The packaging structure must be fit for purpose and support the product during manufacturing and throughout the supply chain and into the customer's home
- Packaging must be tamper evident and easy to open (Foods)
- A Packaging Specification must be included in the product specification prior to the product launch and be placed in FIND or subsequent system (Foods)

PRODUCT PACKAGING POLICY

- A Packaging Specification including weight and materials type must be included in PLM in the Finished product specification (FPS) prior to the product launch (C&H)
- Appropriate compliance can be provided for all packaging in direct/intimate contact with food and is included in the product specification with M&S (Foods)
- Sites can provide evidence that packaging production processes are being continually optimised to ensure a commercially viable solution with minimal environmental impact
- The supplier can demonstrate that all board is sourced according to the M&S wood policy and agreed by the Print and Packaging Development Manager (Foods) or the Packaging Technologist (C&H)
- Where recycled board is being used testing must validate that the functional barrier prevents migration and is compliant with EU1935/2004 (Foods)
- Hardware must follow appropriate sourcing and all required documentation be in place for all hardware items
- There must be an appropriate system in place when considering child safety aspects in product development
- Where plastic is used it must be suitable and appropriate for its use. The use of pigments using carbon black is prohibited (Foods)
- All printed packaging must be sourced from a supplier that is on the '*Approved Printed Packaging Supplier List*'. Home suppliers with small buys and Food suppliers wishing to use a printer not on the list must follow the instructions for agreeing a "Supplier Managed Printer" (SMP). M&S supports composite printing but under strict guidance, details of which are contained in the **Print Guidance**.
- M&S does not endorse the use of biodegradable films due to the lack of facilities to ensure full and absolute degradation. In all cases the standard BS EN 13432 needs to be met and each application of a home compostable material needs to be tested in the 'as sold' pack format. **Full details in the Plastics Guidance**.

COMPLIANCE

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

REPORTING AND QUERIES

All queries should be raised with the relevant packaging technologist. For Food, you can also contact: food.technicalcentre@marks-and-spencer.com.

FURTHER INFORMATION

Policy Owner	Victoria Mckenzie-Gould
Compliance Leads	Carmel McQuaid
Published / Effective from	March 2023
Review frequency	Annually
Next review date	March 2024