



# **BASIS OF REPORTING**



**2023**

# BASIS OF REPORTING 2023

This document accompanies the M&S 2023 Sustainability Report and includes details on definitions, reporting scope and methodology of key ESG metrics that support our ESG programme including metrics aligned with our roadmap to net zero.

During the year, we reviewed the sustainability priorities of our customers, colleagues and investors and reviewed the sustainability reporting landscape, considering the views of our principal regulatory bodies. This has informed the reporting of our key targets and performance within the 2023 Sustainability Report and our selection of which metrics

should be prioritised for external assurance. Selected metrics (as signposted in the table below) are assured by an external provider, DNV. Metrics chosen for external assurance include the following categories of metrics that were deemed to be 'assurance-ready',

- Performance updates against targets that are part of our Net Zero Roadmap,

- Metrics that are of particular interest to our investors or customers, e.g. Packaging recyclability, Food redistribution and Charity Donations.

DNV's Independent Assurance Statement is included on page 70 of the [2023 Sustainability Report](#).

METRIC	SCOPE	DEFINITIONS	SOURCES	UNITS	BASE YEAR	METHODOLOGY
<b>SCOPE 1&amp;2 GREENHOUSE GAS EMISSIONS FROM M&amp;S' OWN OPERATIONS</b>						
<p>M&amp;S Group Scope 1 and 2 Greenhouse Gas (GHG) emissions.</p> <p>Indicators:</p> <ul style="list-style-type: none"> <li>• <b>Direct emissions from operations (Scope 1) (location-based)</b></li> <li>• <b>Indirect energy emissions from operations (Scope 2) (location-based)</b></li> <li>• <b>Total Scope 1 &amp; Scope 2 emissions (location-based)</b></li> <li>• <b>Total emissions per 1,000 sq ft of salesfloor (location-based)</b></li> <li>• <b>Indirect energy emissions from operations (Scope 2) (market-based)</b></li> <li>• <b>Total Scope 1 &amp; Scope 2 emissions (market-based)</b></li> <li>• <b>Total emissions per 1,000 sq ft of salesfloor (market-based)</b></li> </ul> <p><i>Assured by DNV</i></p>	<p>Global scope 1 and 2 greenhouse gas emissions (CO2e) from assets under M&amp;S Group's operational control.</p> <p>By way of example this includes emissions from in-scope stores, offices, warehouses and fleet operations from M&amp;S owned and JV operations, as well as from M&amp;S Group subsidiaries, e.g. Gist.</p> <p>Excludes franchise and Ocado Retail operations, since these are outside of the operational control reporting boundary.</p>	<p><u>Operational control</u>: It is deemed that an asset or operation is within operational control if Marks and Spencer Group or one of its subsidiaries (e.g. Gist) has the full authority to introduce and implement its operating policies at the operation, for example control over energy procurement.</p> <p><u>Scope 1 greenhouse gas (GHG) emissions</u>: Direct emissions from owned or controlled sources, for example emissions from combustion in boilers or engines and refrigerant leakage.</p> <p><u>Scope 2 greenhouse gas emissions</u>: Indirect GHG emissions from the generation of purchased or acquired electricity, steam, heat, or cooling.</p> <p><u>Location-based methodology</u>: Emissions are calculated using emission factors representing average</p>	<p>Data on volumes of emissions sources, including energy (e.g. kwh of gas, electricity) and refrigerant leakage is collected via a dedicated digital reporting platform. Data is entered by responsible M&amp;S colleagues and external partners as relevant, and verified and signed off by accountable persons, following data verification procedures.</p> <p>For the reporting year, the most recently published emission factors at the time of reporting are used. This includes 2022 emissions factors published by the UK Government (BEIS) and, for international electricity, 2020 IEA scope 2 factors (published 2022). Emission factors not otherwise available for refrigeration gases are drawn from Bitzer Report 21. Emissions factors used at the time of first</p>	<p>Thousand Tonnes CO2e</p> <p>Tonnes of CO2e per sq. ft of total sales floor area</p> <p>% change on baseline</p>	2016/17	<p>Annual financial year calculation of GHG emissions in accordance with the GHG Protocol Corporate Accounting and Reporting Standard (revised edition), GHG Protocol Scope 2 Guidance (<a href="https://ghgprotocol.org/corporate-standard">https://ghgprotocol.org/corporate-standard</a>).</p> <p>Data on volumes of emissions sources, including energy (e.g. kwh of gas, electricity) and refrigerants is collected via a dedicated digital reporting platform, Sphera, from M&amp;S colleagues and external partners where relevant, and verified by M&amp;S teams following data verification procedures.</p> <p>Quantity of CO2e is calculated using relevant emission factors. Market-based CO2e emissions for renewable electricity tariffs have been calculated in accordance with the March 2015 WRI/ WBCSD GHG Scope 2 Guidance on procured renewable energy.</p>

METRIC	SCOPE	DEFINITIONS	SOURCES	UNITS	BASE YEAR	METHODOLOGY
		<p>emissions from energy generation occurring within a defined geographic area and a defined time period.</p> <p>Market-based method GHG emissions (net) as above but with deductions for electricity that is purchased via a 100% renewable tariff, for which an emission factor of zero kg CO2e per kWh is applied.</p> <p><u>Salesfloor</u>: Floor space used for GHG intensity metrics includes salesfloor only. This refers to the floor area of our stores only, excluding any 'backstage' areas of those buildings such as office or stock room space, and excluding floor space of other types of properties, i.e. warehouses and offices.</p>	<p>publication are fixed for historic years.</p>			<p>For a limited number of sites where data is not available, energy and refrigerant consumption has been estimated through a mix of previous year figures and average site performances.</p> <p>Figures for previous reporting years are restated as required in line with the GHG Protocol, following the M&amp;S re-calculation policy <a href="#">here</a>. Previous year figures published in the 2023 Sustainability Report have been re-stated to account for emissions from Gist operations that were not previously within M&amp;S Group's operational control, following the acquisition of GIST in 2022.</p>

ENERGY & EMISSIONS FROM THE FLEET						
<p>Energy and scope 1&amp;2 greenhouse gas emissions (location-based) from the M&amp;S fleet, including from</p> <ul style="list-style-type: none"> <li>Fuel</li> <li>Refrigerant leakage</li> </ul>	<p>Global energy consumption and scope 1 &amp; 2 greenhouse gas emissions (CO2e) from assets under M&amp;S Group's operational control.</p> <p>By way of example this includes energy and emissions from in-scope fleet operations from M&amp;S owned and JV operations, as well as from M&amp;S Group subsidiaries, e.g. Gist.</p> <p>Excludes franchise and Ocado Retail operations.</p>	<p><u>Operational control</u>: It is deemed that an asset or operation is within operational control if Marks and Spencer Group or one of its subsidiaries (e.g. Gist) has the full authority to introduce and implement its operating policies at the operation, for example control over energy procurement.</p> <p><u>Fleet</u>: All logistics vehicles used as part of the M&amp;S fleet for deliveries to M&amp;S stores and for M&amp;S dedicated primary logistics from</p>	<p>Data on volumes of emissions sources, including fleet fuel and refrigerant leakage is collected via a dedicated digital reporting platform. Data is entered by responsible M&amp;S colleagues and external partners as relevant, and verified and signed off by accountable persons, following data verification procedures.</p> <p>Conversion of litres of fuel to energy (MW) is based on the typical net</p>	<p>Scope 1&amp;2 GHG emissions (Tonnes CO2e),</p> <p>Energy (MW)</p>	<p>N/A</p>	<p>Data on volumes of fuel and refrigerant is collected via a dedicated digital reporting platform, Sphera, from M&amp;S colleagues and external partners where relevant, and verified by M&amp;S teams following data verification procedures.</p> <p>Conversion of volume units (e.g. litres) of fuel to energy (MW) and calculation of quantity of CO2e is calculated using relevant conversion and emission factors. For bio-blend LNG fuel, it is estimated, based on industry information, that</p>

METRIC	SCOPE	DEFINITIONS	SOURCES	UNITS	BASE YEAR	METHODOLOGY
		<p>UK ports to distribution centres, as well as additional non-M&amp;S-dedicated primary operations within operational control of M&amp;S subsidiaries, i.e. Gist.</p> <p><u>Fuel:</u> Includes all fuels used by the fleet, including diesel and bio-blend LNG.</p> <p><u>Refrigerant leakage:</u> Top up volumes of refrigerant gasses to refrigeration systems in fleet vehicles for cooling represent the quantity of refrigerant that has leaked out of the system.</p>	<p>calorific values of fuels, as published by BEIS and DEFRA in 2022.</p> <p>For the reporting year, the most recently published emission factors at the time of reporting are used, including 2022 emissions factors published by the UK Government (BEIS), with Bitzer factors used for other refrigerant gases where otherwise unavailable.</p>			60% of the fuel is biofuel, 40% regular LNG.

#### ENERGY & EMISSIONS FROM PROPERTY IN THE UK & IRELAND

<p>Energy and scope 1&amp;2 greenhouse gas emissions (location-based) from M&amp;S properties located in the UK and Ireland, including from:</p> <ul style="list-style-type: none"> <li>• Refrigerant leakage</li> <li>• Purchased electricity</li> <li>• Purchased electricity (green tariff)</li> <li>• Gas</li> <li>• On-site renewable electricity</li> <li>• Diesel generated electricity</li> <li>• Heating oils</li> <li>• District heating and cooling</li> <li>• LPG</li> </ul> <p><i>Assured by DNV</i></p>	<p>Energy consumption and scope 1 &amp; 2 greenhouse gas emissions (CO2e) from properties under M&amp;S Group's operational control.</p> <p>By way of example this includes M&amp;S owned and JV operations, as well as from M&amp;S Group subsidiaries, e.g. Gist.</p> <p>Excludes franchise and Ocado Retail operations.</p>	<p><u>Properties:</u> All in-scope buildings, including stores, offices and warehouses. Excludes properties where M&amp;S does not have operational control.</p> <p><u>Refrigerant leakage:</u> Top up volumes of refrigerant gasses to refrigeration and air conditioning systems for cooling represent the quantity of refrigerant gas that has leaked out of the system.</p> <p><u>Purchased electricity:</u> All electricity procured through standard energy contracts (i.e. no agreement with the supplier that electricity is from 100% renewable sources). The location-based method is used to calculate emissions.</p>	<p>Data on volumes of energy and emissions sources is collected via a dedicated digital reporting platform. Data is entered by responsible M&amp;S colleagues and external partners as relevant, and verified and signed off by accountable persons, following data verification procedures.</p> <p>For the reporting year, the most recently published emission factors at the time of reporting are used. This includes 2022 emissions factors published by the UK Government (BEIS) and, for electricity use in Ireland, 2020 IEA scope 2 factors (published 2022). Emission factors not</p>	<p>Scope 1&amp;2 greenhouse gas emissions (Tonnes CO2e),</p> <p>Energy (MW)</p>	N/A	<p>Data on volumes of emissions sources, including energy (e.g. kwh of gas, electricity) and refrigerants is collected via a dedicated digital reporting platform, Sphera, from M&amp;S colleagues and external partners where relevant, and verified by M&amp;S teams following data verification procedures.</p> <p>Conversion of volume units (e.g. litres) of fuel to energy (MW) and quantities of CO2e is calculated using relevant conversion and emissions factors.</p> <p>For a limited number of sites where data is not available, energy and refrigerant consumption has been estimated through a mix of previous year figures and</p>
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METRIC	SCOPE	DEFINITIONS	SOURCES	UNITS	BASE YEAR	METHODOLOGY
		<p><u>Purchased electricity (green tariff)</u>: All electricity procured through energy contracts that state electricity is from 100% renewable sources. The location-based method is used to calculate emissions.</p> <p><u>Gas</u>: Natural gas used primarily for heating systems.</p> <p><u>On-site renewable electricity</u>: Energy from solar PV arrays located at and used by stores and warehouses.</p> <p><u>Diesel generated electricity</u>: Fuel used for back up generators and to power emergency sprinkler systems.</p> <p><u>Heating oils</u>: Fuel oils used primarily for heating, including gas oil, fuel oil, paraffin and propane.</p> <p><u>District heating &amp; cooling</u>: Distributed heating and cooling generated in a centralized location.</p> <p><u>LPG</u>: A fuel typically used in forklift trucks.</p>	otherwise available for refrigeration gases are drawn from Bitzer Report 21.			average site performances.

**ENERGY & EMISSIONS FROM PROPERTY IN INTERNATIONAL LOCATIONS (EXCL. IRELAND)**

Energy and scope 1&2 greenhouse gas emissions (location-based) from M&S properties located in international locations (outside of the UK and Ireland), including from:	Energy consumption and scope 1 & 2 greenhouse gas emissions (CO2e) from properties under M&S Group's operational control.	<u>Operational control</u> : It is deemed that an asset or operation is within operational control if Marks and Spencer Group or one of its subsidiaries (e.g. Gist) has the full authority to	Data on volumes of emissions sources, including energy (e.g. kwh of gas, electricity) and refrigerant leakage is collected via a dedicated digital reporting platform	Scope 1&2 greenhouse gas emissions (Tonnes CO2e),  Energy (MW)		Data on volumes of emissions sources, including energy (e.g. kwh of gas, electricity) and refrigerants is collected via a dedicated digital reporting platform, Sphera, from M&S colleagues and external
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METRIC	SCOPE	DEFINITIONS	SOURCES	UNITS	BASE YEAR	METHODOLOGY
<ul style="list-style-type: none"> <li>Purchased electricity</li> <li>Diesel generated electricity</li> <li>District heating and cooling</li> <li>Refrigerant leakage</li> </ul> <p><i>Assured by DNV</i></p>	<p>By way of example this includes M&amp;S owned and JV operations.</p> <p>Excludes franchise and Ocado operations.</p>	<p>introduce and implement its operating policies at the operation, for example control over energy procurement.</p> <p><u>Properties:</u> All in-scope buildings which in international locations includes only stores at our owned business in the Czech Republic and Greece, and our JV in India.</p> <p><u>Refrigerant leakage:</u> Top up volumes of refrigerant gasses to refrigeration and air conditioning systems for cooling represent the quantity of refrigerant gas that has leaked out of the system.</p> <p><u>Purchased electricity:</u> All electricity procured through energy contracts. The location-based method is used to calculate emissions.</p> <p><u>Diesel generated electricity:</u> Fuel used for backup generators and to power emergency sprinkler systems.</p> <p><u>District heating &amp; cooling:</u> Distributed heating and cooling generated in a centralized location.</p>	<p>Data is entered by responsible M&amp;S colleagues and external partners as relevant, and verified and signed off by accountable persons, following data verification procedures.</p> <p>Conversion of litres of diesel to energy (MW) is based on the typical net calorific values of fuels, as published by BEIS in 2022.</p> <p>To calculate scope 1 emissions and emissions from district heating and cooling, 2022 emissions factors published by the UK Government (BEIS), with Bitzer factors used for other refrigerant gases where otherwise unavailable, are used.</p> <p>For scope 2 emissions from purchased electricity, 2020 factors from the International Energy Agency (IEA) are used.</p>			<p>partners where relevant, and verified by M&amp;S teams following data verification procedures.</p> <p>Conversion of volume units (e.g. litres) of fuel into energy values (MW) and calculation of CO2e is completed using relevant conversion and emissions factors.</p> <p>For a limited number of sites where data is not available, energy and refrigerant consumption has been estimated through a mix of previous year figures and average site performances.</p>

### RENEWABLE ELECTRICITY

<p>% of global electricity consumption from renewable sources.</p> <p>% of electricity used in UK and</p>	<p>All electricity consumption at locations within M&amp;S operational control, including purchased and generated</p>	<p><u>Operational control:</u> It is deemed that an asset or operation is within operational control if Marks and Spencer Group or one</p>	<p>Data on electricity consumption (kwh) is collected via a dedicated digital reporting platform. Data is entered by</p>	<p>% of total electricity (kwh).</p> <p>% of renewable electricity that is generated on-site</p>	<p>N/A</p>	<p>Annual financial year calculation of proportion classified as renewable in accordance with the March</p>
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METRIC	SCOPE	DEFINITIONS	SOURCES	UNITS	BASE YEAR	METHODOLOGY
Irish stores that is from renewable sources.  <i>Assured by DNV</i>	electricity.	<p>of its subsidiaries (e.g. Cist) has the full authority to introduce and implement its operating policies at the operation, for example control over energy procurement.</p> <p><u>Renewable sources:</u> Includes electricity generated by on-site renewables such as Solar PV, as well as electricity that is procured as renewable via green tariff agreements, Renewable Energy Guarantees of Origin (REGO) certificates or purchase power agreements (PPAs).</p>	<p>responsible M&amp;S colleagues and external partners as relevant, and verified and signed off by accountable persons, following data verification procedures.</p> <p>Green tariff contracts are provided as evidence of purchased renewable electricity.</p>	% of renewable electricity that is procured via a green tariff		<p>2015 WRI GHG Protocol Scope 2 Guidance on procured renewable energy.</p> <p>Data on kwh of, electricity consumed, the source of this electricity and relevant details on energy procurement contracts are collected via a dedicated digital reporting platform, Sphera, from M&amp;S colleagues and external partners where relevant, and verified by M&amp;S teams following data verification procedures.</p>

## CHARITY AND COMMUNITY DONATIONS

<p>Total cash donations made by M&amp;S and funds raised (i.e. leveraged) by customers, suppliers and M&amp;S colleagues for charities and community programmes.</p> <p><i>Assured by DNV</i></p>	<p>Includes any donations to charities or community groups by M&amp;S, or by third parties in connection to M&amp;S activities.</p> <p>Includes global donations from M&amp;S and JV operations and third parties in connection with M&amp;S activities.</p> <p>Excludes cash donations made by M&amp;S subsidiaries (e.g. Gist) and by Ocado Retail.</p>	<p><u>Cash donations:</u> The value of any monetary donations made to charity or community groups by M&amp;S.</p> <p><u>Leverage (Funds raised):</u> Value of donations made by customers, M&amp;S colleagues and suppliers, i.e. leveraged funds, are defined as charitable contributions made by these stakeholders as a result of M&amp;S involvement, for example as part of an M&amp;S charity fundraising campaign.</p>	Centrally managed collation of donation data from sources including M&S finance systems and confirmations from M&S charity and community partners.	£m	N/A	<p>Measurement and classification of data on cash donations and leveraged funds is aligned to B4SI (Business for Societal Impact) Community Investment Guidelines. M&amp;S does not submit reporting to B4SI for review. See <a href="https://b4si.net/">https://b4si.net/</a>.</p> <p>Calculation reflects donations during 2022/23 financial year as a result of activities that take place in the reporting year, with the provision that payments made to charity &amp; community partners within 12 weeks of year end may be included to allow for tolerance in payment systems.</p> <p>The most material donations (by value) are prioritised for reporting. The donations reported are not necessarily a comprehensive list.</p>
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METRIC	SCOPE	DEFINITIONS	SOURCES	UNITS	BASE YEAR	METHODOLOGY
<b>ZERO WASTE TO LANDFILL</b>						
<p>% of operational waste from M&amp;S stores, offices and warehouses sent to landfill</p> <p><i>Assured by DNV</i></p>	<p>M&amp;S owned stores, offices and warehouses in the UK and Ireland. Sites operated by Gist and that were acquired by M&amp;S in 2022 continue to be operated independently from a waste management perspective and so are excluded.</p> <p>Tonnage of waste reported includes operational waste only. This excludes food that is redistributed to good causes or colleagues but includes food that is sent to anaerobic digestion.</p>	<p><u>Waste</u>: Material, substance, or by-product) eliminated or discarded as no longer useful or required after the completion of a process.</p> <p><u>Waste that is recycled or recovered</u>: includes a wide range of recycling technologies with energy-from-waste as a last option.</p>	<p>M&amp;S database of volumes of waste (in tonnes) collected from all UK and ROI locations and disposal methods. This data is managed by third-party contractors working on behalf of M&amp;S.</p> <p>Waste management provider contracts which stipulate 0% waste to landfill.</p>	<p>Tonnes of waste</p> <p>Tonnes of waste to landfill</p> <p>% of waste to landfill</p>	N/A	Annual financial year calculation of waste in tonnes, disposal methods, % to total.
<b>FOOD WASTE REDUCTION</b>						
<p>50% reduction in food waste by 2030.</p> <p><i>Assured by DNV</i></p>	<p>Food not sold from UK M&amp;S operated stores (excluding hospitality and franchise operated Food stores). Does not include any waste occurring at distribution centres/in our supply chain.</p>	<p><u>Food waste</u>: Food, both fit and unfit for human consumption but net of deductions for packaging, that was not sold and not consumption.</p>	<p>Data from ReFood on the number of food waste bins collected from M&amp;S stores.</p>	<p>Tonnes of food waste</p> <p>% change in tonnes of food waste</p>	2017/18	Annual financial year calculation of retail food waste (total weight of unsold food collected in bin (41kg) and deducting averaged estimations for cafes, packaging and other contaminants (15%) set against a 2017/18 baseline. <sup>1</sup>

<sup>1</sup> NB. These factors for assumed bin weight and appropriate deductions have been updated this year based on a re-measurement study carried out in May 2022. We carried out this re-measurement as a matter of good practice based on third party advice, recognising that enhancements over time to operational practices in-store may have impacted the amount of food waste going into bins collected by ReFood and the extent of contamination. The previous figures, on which historical data (including the baseline) continues to be based, were 53kg and 24%, respectively.



METRIC	SCOPE	DEFINITIONS	SOURCES	UNITS	BASE YEAR	METHODOLOGY
<b>UNSOLD FOOD REDISTRIBUTION</b>						
100% of food not sold that was fit for human consumption to be redistributed to charities, community organisations or colleagues by 2025 (i.e. become “food surplus”).	Food not sold from UK M&S operated stores (excluding hospitality and franchise operated Food stores). Does not include any redistribution occurring at distribution centres/in our supply chain.	<u>Food not sold that was fit for human consumption:</u> Includes ‘Use By’ dated product that can be consumed on the date of expiry or frozen within food safety guidelines for later consumption, and ‘Best Before’ dated product that can be safely consumed on or after the date of expiry, within our recommended quality guidelines.	Redistribution data provided by the <a href="#">Neighbourly</a> platform based on the specific items donated, with weights taken from the M&S Master Reference data.	Tonnes of food not sold that was fit for human consumption		Annual financial year total of the aggregation of food products redistributed via our partner Neighbourly or to colleagues and a conversion into redistributed meal equivalents.  Data on colleague redistribution is collected on the Neighbourly platform in addition to redistribution to charities and community organisations, but has only been available from September 2022 to the end of the 2022/23 financial year, meaning that the full extent of redistribution to charities, community organisations <u>and</u> colleagues across the entire reporting period is likely to be under-reported.  Total food not sold that was fit for human consumption (the denominator for the redistribution % metric) is calculated from data in the M&S Central Store Stock Management system on the volume of date expired food that remains unsold after reductions have been applied and deemed appropriate for redistribution.
Total food not sold that was fit for human consumption.		<u>Food surplus:</u> Food not sold that was fit for human consumption and that was redistributed.	The proportion of total food not sold that was fit for human consumption that the redistributed tonnages represent is derived by Neighbourly from data sourced from the M&S Central Store Stock Management system.	Tonnes of food not sold that was fit for human consumption and that was redistributed		
Total food not sold.		<u>Total food not sold:</u> the combination of total food waste and total food surplus.	Standard conversion of weight to meals used by WRAP (420g per meal) is applied. See detail <a href="#">here</a> .	Number of meal equivalents redistributed		
<i>Assured by DNV</i>				% of food not sold that was fit for human consumption that was redistributed		

<sup>2</sup> NB. Historical data for this metric did not include food redistributed to colleagues as we have only started collecting the relevant data systematically this year. As a result of this improvement in our data collection, and in line with the intent behind the metric, we have updated our target to include redistribution to colleagues as well as charities and community organisations and performance data for this financial year reflects this update to the extent possible.

METRIC	SCOPE	DEFINITIONS	SOURCES	UNITS	BASE YEAR	METHODOLOGY
						<p>Total food not sold is calculated by adding the figure for total food waste (sourced from ReFood, as described above, and representing total food not sold, whether fit for human consumption or not, that was not redistributed) to the figure for total food surplus (representing the remaining portion of total food not sold that was redistributed).</p> <p>Definitions of food waste and food surplus conform with UK guidance including the WRAP Food Waste Reduction Roadmap, consistent with the Food Loss and Waste Accounting and Reporting Standard. See <a href="https://wrap.org.uk/sites/default/files/2020-10/Food-surplus-and-waste-measurement-and-reporting-UK-guidelines.pdf">https://wrap.org.uk/sites/default/files/2020-10/Food-surplus-and-waste-measurement-and-reporting-UK-guidelines.pdf</a> and <a href="https://flwprotocol.org/">https://flwprotocol.org/</a>.</p> <p>All food not sold that was fit for human consumption and was redistributed was redistributed via Neighbourly to charities and community organisations or to colleagues, so this figure equates to food surplus as defined in the UK guidance and is therefore not classed as food waste.</p>
<b>SUSTAINABLE PALM OIL</b>						
<b>RSPO Certified Sustainable Palm Oil with segregated status (% of all palm oil)</b>  <i>Assured by DNV</i>	M&S-branded Food products where palm oil / palm derivatives included as ingredients on the finished pack.	<u>RSPO Certified Sustainable Palm Oil</u> ; scheme for sustainable palm oil production and supply. RSPO ( <a href="https://rspo.org/">https://rspo.org/</a> )	Palm oil / palm derivative usage and certification status is self-declared by M&S suppliers. Evidence of segregated status	% of total tonnes of palm oil	N/A	3Keel collects palm data on behalf of M&S from a list of M&S suppliers that M&S has confirmed (from reviewing relevant product databases)

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	<p>Includes products sold in UK &amp; ROI, and sold in M&amp;S International business but supplied from UK.</p> <p>Excludes non-Foods (e.g. homecare) products, and products where palm oil / palm derivatives are part of small composite ingredients (e.g. processing aids) not included on the finished pack. Also excludes third party branded food products and M&amp;S International products that are locally sourced.</p>	<p>standards are developed through multi-stakeholder input and are supported by Production and Supply Chain (chain of custody) certification.</p> <p><u>Segregated supply chain model</u>: the Segregated (SG) supply chain model ensures that RSPO Certified Sustainable Palm Oil products delivered to the end user come only from RSPO certified sources. This is achieved by ensuring the palm oil / palm derivatives are kept separate from ordinary palm throughout the supply chain.</p>	<p>certification is verified by specialist consultants, 3Keel using details published on the RSPO website.</p>			<p>have supplied in-scope products during the reporting period (the calendar year ending within the current financial year).</p> <p>This supplier self-declared data covers details of products supplied by the supplier and total palm volumes used in them (whether purchased by the supplier as a raw material or as part of an ingredient), broken down by (i) supply chain model (Segregated, RSPO Independent Smallholder Credits, RSPO Credits, Mass Balance, Identity Preserved or uncertified) and (ii) palm type (palm oil, palm kernel oil, palm kernel expeller, palm-based derivatives or palm kernel-based derivatives). Potential anomalies (e.g. significant year-on-year changes) are identified by 3Keel and checked by the relevant M&amp;S Food category leads.</p> <p>From this data, the total tonnage of all palm used in in-scope products declared by suppliers can be calculated, together with the respective proportions for which a particular certification standard (supply chain model) has been claimed/evidenced by the relevant supplier, including the proportion of the total that has been sourced from the Segregated supply chain model.</p>

METRIC	SCOPE	DEFINITIONS	SOURCES	UNITS	BASE YEAR	METHODOLOGY
<b>PACKAGING RECYCLABILITY</b>						
<b>Percent of plastic packaging that is widely recyclable (Foods)</b>  <i>Assured by DNV</i>	<p>Items in scope</p> <ul style="list-style-type: none"> <li>M&amp;S Own brand only</li> <li>UK store, online and UK franchise sales</li> <li>Primary filled and unfilled plastic packaging</li> <li>M&amp;S Food business only</li> <li>Foods Online delivery packaging</li> </ul> <p>Items out of scope</p> <ul style="list-style-type: none"> <li>M&amp;S Clothing &amp; Home business</li> <li>Packaging of products sold via Ocado</li> <li>Packaging of branded items</li> <li>ROI and international sales</li> <li>Secondary &amp; tertiary/transit packaging (but online and home delivery packaging of M&amp;S Foods products is in scope)</li> <li>Carrier bags (single use, Multi-use and bags for life)</li> <li>Goods not for re-sale items for internal business use, such as uniform bags</li> <li>Reusable Equipment</li> </ul>	<p><u>Widely recyclable:</u> Packaging components are defined as recyclable if they meet requirements as set out in OPRL Labelling Rules 2019 – Rev March for the packaging component to be eligible to use the OPRL 'Recycle' label or any other OPRL specialist recycle labels, e.g. 'recycle with bags at large supermarkets'. Note, definition has been updated since reporting for 2021, to exclude items collected for recycling via the M&amp;S plastic take back scheme.</p> <p><u>Primary packaging:</u> packaging in direct contact with the product (i.e. not including packaging for on-shelf displays packaging or transit packaging).</p> <p><u>Filled packaging:</u> Packaging that is delivered to M&amp;S stores with products contained within.</p> <p><u>Unfilled packaging:</u> This includes packaging items that are filled at the point of purchase in store (e.g. produce bags, bakery bags)</p>	<p>M&amp;S packaging data is collated using M&amp;S's Food product specification system and data sent directly from suppliers.</p> <p>Valpak (M&amp;S's packaging data solutions service provider) provides packaging component weight data calculations and determines initial recyclability at packaging component level.</p> <p>M&amp;S sales data.</p>	% of total plastic packaging weight	N/A	<p>Calendar year calculation of the proportion of total plastic packaging weight classified as widely recyclable at component level by material of packaging in scope.</p> <p>To improve accuracy, data is reviewed in detail and where required packaging component recyclability is reclassified manually. This review follows criteria developed using OPRL guidelines.</p>
<b>PLASTIC PACKAGING REDUCTION</b>						
<p>Units of plastic removed from the packaging portfolio</p> <p>This data is subject to a discrete</p>	<p>UK &amp; ROI owned business, Ocado and Franchise operations. International sales (outside of UK and Ireland) excluded.</p>	<p><u>Plastic unit:</u> An individual packaging component e.g. a ready meal may have 3 units; a card sleeve, a plastic tray and a plastic film, 2 of which</p>	<p>M&amp;S sales and waste data.</p> <p>Plastic packaging removal project data, reported and managed</p>	Number of plastic packaging units	Start of 2021/22	<p>Financial year calculation using number of units of plastic removed per product line multiplied by the sales volume and waste quantities</p>

METRIC	SCOPE	DEFINITIONS	SOURCES	UNITS	BASE YEAR	METHODOLOGY
<p>assurance process linked to our financing and is scheduled to be published in Autumn 2023.</p> <p><i>A detailed basis of reporting will be published alongside performance on this metric in Autumn 2023. See page 56 of the 2023 Sustainability Report for more details.</i></p>	<p>Includes M&amp;S own-brand product packaging, excluded packaging for branded products.</p> <p>Includes primary, secondary and tertiary (transit) plastic packaging and single use plastic disposables.</p>	<p>are plastic units (the tray and film).</p> <p><u>Removed:</u> Instances where an existing product line or single use plastic item has been re-designed so that a unit of plastic packaging has been removed entirely or has been replaced by an alternative packaging material that the OPRL (on-pack recycling logo) Scheme, defines can be recycled via a non-plastic waste stream. New product development is out of scope.</p> <p><u>Primary plastic packaging:</u> As above.</p> <p><u>Secondary plastic packaging:</u> Plastic packaging used for display purposes or to hold multiple items together to be sold as a single product. For example, plastic trays used to display products on a shelf, or plastic wrap used to hold multi-pack items together.</p> <p><u>Transit (tertiary) plastic packaging:</u> Plastic packaging used for transportation of products, typically disposed of in stores before products are displayed to customers. For example, bubble wrap used to protect products being transported to stores that is removed and disposed before products are displayed to customers.</p> <p><u>Single use plastic disposables:</u> Goods not for</p>	<p>by a dedicated project manager.</p>			<p>of those products.</p>

METRIC	SCOPE	DEFINITIONS	SOURCES	UNITS	BASE YEAR	METHODOLOGY
		re-sale items, typically given to customers free of charge, that are made of plastic and intended to be used once and then disposed. For example, stirrers, sachets or produce and bakery bags.				
PACKAGING FOOTPRINT METRICS						
<p>Metrics including:</p> <ul style="list-style-type: none"> <li>• <b>Total packaging placed on the market (all packaging materials and hangers)</b></li> <li>• <b>Total plastic packaging placed on the market (includes clothing hangers)</b></li> <li>• <b>Foods plastic packaging placed on the market</b></li> <li>• <b>C&amp;H plastic packaging placed on the market (excluding hangers)</b></li> <li>• <b>Plastic clothing hangers placed on the market</b></li> </ul>	<p>Items in scope</p> <ul style="list-style-type: none"> <li>• M&amp;S Own brand and branded products</li> <li>• UK store, online and UK franchise sales</li> <li>• Primary filled and unfilled packaging.</li> <li>• Clothing hangers</li> <li>• M&amp;S Food and Clothing &amp; homes businesses</li> </ul> <p>Items out of scope</p> <ul style="list-style-type: none"> <li>• Bags for life and single use consumable/ disposable items e.g. cutlery</li> <li>• Packaging of products sold via Ocado</li> <li>• ROI and international sales</li> <li>• Secondary &amp; tertiary/ transit packaging (but online and home delivery packaging is in scope)</li> <li>• GNFR items for internal business use</li> <li>• Reusable Equipment</li> </ul>	<p><u>Primary packaging:</u> packaging in direct contact with the product (i.e. not including packaging for on-shelf displays or transit packaging). Online delivery packaging is included.</p> <p><u>Filled packaging:</u> Packaging that is delivered to M&amp;S stores with products contained within.</p> <p><u>Unfilled packaging:</u> This includes packaging items that are filled at the point of purchase in store (e.g. produce bags, bakery bags, coffee cups, single use carrier bags)</p> <p><u>Clothing hangers:</u> Includes both newly manufactured hangers and hangers that are collected in store and returned to suppliers for reuse, as part of a closed loop system.</p>	<p>M&amp;S Sales Data.</p> <p>M&amp;S packaging data is collated using M&amp;S's Food product specification system and data sent directly from suppliers.</p> <p>Valpak (M&amp;S's packaging data solutions service provider) provides packaging component weight data calculations.</p>	Thousand tonnes	N/A	Calendar year calculation of the total packaging weight, as measured at component level by material of packaging in scope.
FOOD SALES FROM HEALTHIER PRODUCTS						
Food sales from healthier products (% of total foods sales volume)	Sales of M&S own-brand food products from owned and franchise locations (in store and online) in the UK &	<u>Healthier products:</u> Includes the following products, A. Products that meet the M&S Eat Well guidelines, which were developed	<p>M&amp;S Specification system (FIND)</p> <p>M&amp;S financial reporting sales data</p>	Percentage of total food sales volume (units)	N/A	Total sales volume units of product identified as 'Healthier' set against M&S total food sales volume (sales units).

METRIC	SCOPE	DEFINITIONS	SOURCES	UNITS	BASE YEAR	METHODOLOGY
	<p>Ireland, including sales from Ocado.</p> <p>Excludes wine, hospitality, and non-food lines.</p>	<p>in consultation with the British Nutrition Foundation, in line with the Government's Eat Well Guide.</p> <p>B. Products in scope of HFSS UK Government location legislation, that are not classified as high in fat, salt or sugar (HFSS) as determined by the Nutrient Profile Model and meet government 2024 salt and calorie reformulation targets.</p> <p>C. Products with reduced fat, sugar or salt, i.e. products that comply with UK Government's guidance on making 'comparative claims' (See: <a href="#">Nutrition and health claims: guidance to compliance with Regulation (EC) 1924/2006</a>).</p> <p>NB. Figures reported against this target in 2022 only included products that met A) i.e. the Eat Well guidelines. The definition of healthier food used for this metric has been updated for reporting in 2023.</p>				<p>Sales of loose produce are recorded in kg, rather than units, and a conversion factor is applied to give sales units, based on average weight per sales unit of that produce type.</p> <p>Product identified as meeting the criteria for 'healthier products' (see definitions) are categorised in the M&amp;S Food product data base.</p> <p>Non-material sales units included in financial year sales reports were excluded from this reporting (i.e. where sales less than 10 units).</p>
REMARKSABLE PRODUCTS DESIGNATED AS 'EAT WELL'						
<b>Sales of Remarksable food products that are Eat Well</b>	<p>As above, but only including products in the M&amp;S Remarksable product range, and excluding sales from Ocado.</p> <p>Sales of M&amp;S own-brand food products from owned and franchise locations (in store and online) in the UK &amp; Ireland, including sales from Ocado.</p>	<p><u>Remarksable products</u>: M&amp;S's Remarksable value range launched in 2019 and is made-up of everyday staples. Includes lower price M&amp;S own label products.</p> <p><u>Eat Well</u>: Products meeting our strict Eat Well nutrition criteria developed in consultation with the British Nutrition Foundation</p>	<p>M&amp;S Specification system (FIND)</p> <p>M&amp;S financial reporting sales data</p>	% of total Remarksable food sales that carry the Eat Well logo on pack	N/A	Total sales volume of products from the Remarksable range that are identified as 'Eat Well' set against total sales volume of Remarksable products.

METRIC	SCOPE	DEFINITIONS	SOURCES	UNITS	BASE YEAR	METHODOLOGY
<b>PLANT-BASED PRODUCTS</b>						
<b>Sales of plant-based products (£)</b>	<p>Plant based protein, prepared and convenience products.</p> <p>Sales from owned and franchise locations (excluding BP) in the UK &amp; Ireland.</p> <p>Excludes sales in International locations and via Ocado.</p>	<p><u>Plant based products:</u> Vegan M&amp;S own-brand food products within the M&amp;S Plant Kitchen range, which includes prepared and convenience products, as well as products that meet this description, but are not included within the M&amp;S Plant Kitchen range for branding purposes (see page 47 of the Sustainability Report for more context on this). The focus is products where the protein is plant based rather than animal. This metric therefore excludes vegan products in Produce category.</p>	<p>M&amp;S Specification system (FIND)</p> <p>M&amp;S financial reporting sales data</p>	Total sales value (£)	2020/21	Financial year calculation of sales value of plant-based products
<b>SOY: VOLUME</b>						
<b>Total soy (direct and indirect) used in M&amp;S-branded products</b>	<p>M&amp;S own-brand food products sold in the UK &amp; ROI, and also those sold in the M&amp;S International business where supplied from the UK.</p> <p>Excludes protein locally sourced Internationally for M&amp;S International business.</p> <p>Includes both direct and indirect soy.</p>	<p><u>Direct soy:</u> soy sold as a product (e.g. soya beans, soy milk).</p> <p>Indirect soy: soy used within animal feed. Also referred to as embedded soy.</p>	Soy usage data as self-declared by M&S suppliers.	Tonnes	N/A	<p>Calendar year calculation of supplier self-declared volume data.</p> <p>Where detailed information on the feed cannot be provided by the supplier, conversion factors are used to estimate the total soy embedded within the suppliers' product. These conversion factors are based on the livestock-based product type and country of rearing.</p> <p>Reported figures rounded to nearest one hundred.</p>
<b>SOY: VERIFIED DEFORESTATION AND CONVERSION FREE</b>						
% of soy sourced from verified deforestation and conversion-free (vDCF) supply chains	As above	<u>Verified deforestation and conversion-free (vDCF) supply chains:</u> Soy that	Soy usage data and evidence of relevant certification self-	% of total weight of direct / indirect soy	N/A	As above, using supplier self-declared volume data and evidence of certification.



METRIC	SCOPE	DEFINITIONS	SOURCES	UNITS	BASE YEAR	METHODOLOGY
		can be verified as legally produced and DCF after a cut-off date no later than 2020, including soy from a lower risk source, or soy from a higher risk source with physical certification of DCF status up to the point of import into the UK. For our target to 2025/26, this includes segregated, mass balance, regional credits and area mass balance benchmarked standards, as well as organic soy sourced outside of South America and trader or feed supplier origin declarations, Beyond 2025, other benchmark standards, apart from Segregated, will not be accepted as vDCF.	declared by M&S suppliers.  Data and certification verification processes is completed by specialist consultants, 3Keel.			
<b>SOY: CERTIFIED OR VERIFIED DEFORESTATION AND CONVERSION FREE</b>						
<b>Soy that is certified or verified deforestation and conversion free (% of total direct and indirect soy)</b>	As above	<u>Certified or verified deforestation and conversion free:</u> As 'Verified deforestation and conversion-free (vDCF) supply chains' (see above), but also including other steps supporting sustainable soy production, including standard credits purchased by either M&S or suppliers.	Soy usage data and evidence of relevant certification self-declared by M&S suppliers in scope of the M&S Animal Feed policy (updated Jan 22).  Data and certification verification processes is completed by specialist consultants, 3Keel.	%	N/A	Calendar year calculation of supplier self-declared volume data and evidence of certification.  Where detailed information on the feed cannot be provided by the supplier, conversion factors are used to estimate the total soy embedded within the suppliers' product. These conversion factors are based on the livestock-based product type and country of rearing.
<b>SOY: PHYSICALLY CERTIFIED DEFORESTATION AND CONVERSION FREE USED IN ANIMAL FEED</b>						
<b>% of soy sourced from physically certified deforestation and conversion free supply chains of total soy used in animal feed</b>	As above, but with only specific indirect soy included, and all direct soy excluded.	<u>Physically certified deforestation and conversion free:</u> Evidence is required of supply claimed to meet a relevant	Soy usage data and evidence of relevant certification self-declared by M&S suppliers in scope of the	% of weight of in-scope indirect soy	N/A	Calendar year calculation of supplier self-declared volume data and evidence of certification.

METRIC	SCOPE	DEFINITIONS	SOURCES	UNITS	BASE YEAR	METHODOLOGY
<p>This data is subject to a discrete assurance process linked to our financing and is scheduled to be published in Autumn 2023.</p> <p><i>A detailed basis of reporting will be published alongside performance on this metric in Autumn 2023. See page 56 of the 2023 Sustainability Report for more details.</i></p>	<p>Includes indirect soy for (1) whole animal protein M&amp;S Food products and (2) animal protein product used as an ingredient within M&amp;S Food products which are sourced from M&amp;S Select Farms and supplied through M&amp;S 'A' List Suppliers, whether directly to M&amp;S or indirectly via a direct supplier to M&amp;S. This corresponds to the industry standard categories outlined in the Consumer Goods Forum Soy Measurement Ladder as 'Tier 2', 'Tier 3 eggs', 'Tier 4a' and 'Tier 4b eggs'. Excludes all direct soy and indirect soy that is used for dairy products.</p>	<p>physically certified standard. M&amp;S has aligned our acceptance of standards with the FEFAC benchmark tool and criteria 'FEFAC-benchmarked standard to the 2021 Soy Sourcing Guidelines including criteria 34 on conversion using an Area Mass Balance/ Mass Balance/ Segregated chain of custody system.</p>	<p>M&amp;S Animal Feed policy (updated Jan 22).</p> <p>Data and certification verification processes is completed by specialist consultants, 3Keel.</p>			<p>Where detailed information on the feed cannot be provided by the supplier, conversion factors are used to estimate the total soy embedded within the suppliers' product. These conversion factors are based on the livestock-based product type and country of rearing.</p>

### EMPLOYABILITY

<p><b>Total number of Marks &amp; Start work placements started.</b></p>	<p>M&amp;S operated UK stores, offices and warehouses.</p>	<p><u>Marks &amp; Start work placements:</u> Four-week placements provided by M&amp;S in partnership with The Princes Trust as part of the M&amp;S Marks &amp; Start Employability Programme.</p> <p><u>Employment contracts:</u> Include full and part time contracts, as well as fixed or long term contracts.</p>	<p>Placement and employment offer data is collated by M&amp;S employability partner, The Prince's Trust.</p>	<p>Number of placements,  % of total started placements</p>	<p>N/A</p>	<p>Annual calculation of UK placements started is the total number of individuals that started placements and is tracked by the workplace partner organisation (The Prince's Trust).</p> <p>The % who are offered employment at M&amp;S is calculated as the number of participants who completed a placement and then were offered any other employment contract with M&amp;S.</p>
<p><b>Percentage of Marks &amp; Start participants who were offered employment contracts at M&amp;S after completion of placements.</b></p>						

### SCOPE 3 GREENHOUSE GAS EMISSIONS

<p>M&amp;S Group Scope 3 Greenhouse Gas (GHG) emissions</p>	<p>Our carbon inventory has been updated to reflect improvements in reporting and recent business performance. Measuring our footprint, particularly in our supply chain (Scope 3), in a robust way is a challenge that faces the whole retail industry.</p>	<p>Million tonnes CO2e</p>	<p>2016/17</p>	<p>See detail on the M&amp;S <a href="#">corporate website</a>.</p>
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METRIC	SCOPE	DEFINITIONS	SOURCES	UNITS	BASE YEAR	METHODOLOGY
		<p>Currently our reporting on supply chain emissions is based on modelling (using industry average benchmarks) rather than measurement. We are working with industry collaborations, such as Manufacture 2030 and the Sustainable Apparel Coalition's Higg Index, as an efficient way of accessing our supplier partner's energy and emissions data. Industry-wide aggregators reduce the burden of reporting for supplier partners and play a vital part in feeding supplier-specific data alongside product data into our carbon inventory</p>				



**Plan A.**  
because there is no plan b