



**CLOTHING & HOME**

**Environmental & Chemical Policy  
Minimum Standards  
Textiles & Leather Wet Processing**

**INTRODUCTION**

**Version 5.0**  
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## FOREWORD BY THE HEAD OF PRODUCT DEVELOPMENT TECHNOLOGY

Dear Supplier,

The Marks & Spencer Environmental and Chemical Policy (ECP) is an integral part of our commitment to source responsibly and to protect consumers, workers and the environment.

The policy is in place to ensure that all products manufactured for M&S meet the strictest legal requirements and to restrict or eliminate specific chemicals of concern. It is regularly updated to incorporate the latest information regarding chemical safety and new legislative requirements. It also provides guidance on the latest best practice for improving quality and efficiency and how the environment can be better protected.

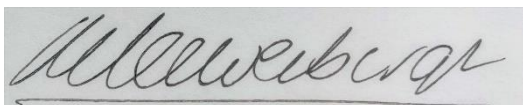
We expect every dyehouse, printer, finisher, laundry, and tannery that supplies product for Marks & Spencer to read the ECP documentation and submit a fully completed Self Audit prior to production commencing. Completion and approval of the Self Audit is mandatory and is your formal confirmation that your factory complies with all ECP requirements, a status that is reviewed every 12 months.

It is important to remind you that Marks & Spencer reserves the right to return or recall products which do not meet our stated ECP standards. Non-compliance to ECP requirements may result in a financial penalty being applied to your business.

ECP should be seen by our suppliers as a licence to do business with Marks & Spencer, without which orders cannot be placed. But it should also be considered a tool that will help you improve the quality of your production, reduce waste, improve your efficiency and be more productive.

Thank you for your continued support,

Yours Sincerely



Monique Leeuwenburgh,  
Head of Product Development Technology

## INTRODUCTION

In 1998 Marks & Spencer became the first retailer to issue environmental and chemical standards for dyehouses, printers and laundries and the original Marks & Spencer Environmental Code of Practice (ECOP) is seen as a landmark document to this day.

Today, under the banner of the Environmental and Chemical Policy (ECP) we continue to review and update our standards and offer clear expectations of best practice. By supporting good chemical management, we aim to avoid the use of banned substances during production and manufacturing and ensure that hazardous chemicals are not discharged to the environment.

Our collaborations with the Zero Discharge of Hazardous Chemicals Foundation (ZDHC) and the Sustainable Apparel Coalition (SAC) inform our best practice guidance on chemical and effluent management and ensure that our policies align with the best in the industry.

The ECP Minimum Standards guide aims to ensure **ALL** Marks & Spencer suppliers, including dyers, printers, laundries and tanneries:

- can **meet** the standards we have for chemical compliance and safety,
- have the tools to reduce **their** impact on natural resources such as water and energy,
- use the **best practices** available to deliver quality products.

The information in the following documents will help all suppliers achieve the M&S ECP Minimum Standards, provide guidance on how they can reduce their environmental impact, as well as providing opportunities to improve efficiency and productivity.

## HOW THE GUIDE WORKS

The ECP is presented in an easy to read, modular format, to deliver all the necessary information a facility will need to know to be a compliant and efficient part of the Marks & Spencer supply chain. The modules are grouped as follows:

### MINIMUM STANDARDS

ECP Proposer Guidance

Module 1: Manufacturing Restricted Substance List (MRSL) & Restricted Substance List (RSL)

Module 2: REACH (Registration, Evaluation and Authorisation of Chemicals)

Module 3: Minimum Standards and Best Practices for Textile Wet Processing

Module 3a: Minimum Standards and Best Practices for Tanneries

Module 4: Environmental Management

Self-Audit: Textile Wet Processing

Self-Audit: Tannery

Due Diligence Testing for Chemical Compliance

**Additionally, a number of chemical guidance and best practice documents related to specific chemical groups can be located on the Supplier Exchange. These are updated periodically in line with current legislation and elimination programs.**

It is vital that each module is read and embedded within the quality and management systems of the factory. If there are any queries regarding the content of the document, these should be referred to your contact within the Marks & Spencer Regional Office or the Departmental Technologists.

Throughout the document we provide links to different websites and publications so that you can find further information on different topics. We also provide you with links to some specific company websites so that you can see real examples of some of the best practice and products that we describe in the document. In most cases there will be other companies who provide similar products and services and you are advised to use your available resources to search for alternative providers.

We recognise that we have many exceptional mills in our supply base and accept that many of you will already be following much of the advice in this document, but we urge you to read the advice, follow the links and continually seek ways of improving your business.

## Self-Audit

The **Self-Audits** contained within **Minimum Standards for Wet Processors and Tanneries** are very important tools. They are the only acceptable record of the compliance of the factory to the Marks & Spencer standards. It also creates a direct communication link between Marks & Spencer and the factory, to facilitate open **two way** dialogue between supplier and retailer. For these reasons if the self-audit is not fully completed by the factory manager and submitted to Marks & Spencer, orders will **NOT** be placed with that factory.

The Self Audit is completed and submitted via the online platform, Supplier Exchange. The local M&S Regional Sourcing Office will review these completed audits, which will be filed centrally. Each audit will be assigned a unique M&S factory reference code to verify the ECP approved status; without this code, your factory is not approved.

The audits will be repeated **every 12 months** following the first audit, to ensure that our records of factories reflect current best practices and capability.

## KEY PERFORMANCE INDICATORS

Key performance indicators (**KPI's**) are very important for monitoring progress. Marks & Spencer have identified KPI's which are essential to assess the capability and capacity of a mill to deliver to the Marks & Spencer standards for quality, safety and the environment.

### Right First Time

One of the most important KPI's for a dyehouse is the percentage of Right First Time (RFT) dyeing. This is a measure of the number of batches produced that comply with the customer's standards without the need for any re-working, additions or re-processing. Marks & Spencer use RFT to determine whether a mill has the capability to supply products to our standards. Factories with low RFT performance figures will undoubtedly have:

- Poor control of their internal processes
- Higher than average costs of production
- Unacceptable levels of water, energy and chemical use
- Poor delivery records
- Poor quality control

There are two aspects of Right First Time; lab to bulk, and bulk to bulk. The success of achieving the customer's standards for shade and fastness for the first bulk batch is indicated by the Lab to Bulk RFT performance. The success of achieving the customer's standards for subsequent bulk batches is indicated by the bulk to bulk RFT performance.

The most experienced, world class dyehouses can regularly achieve RFT for lab to bulk and bulk to bulk in excess of 90%. These are the factories that Marks & Spencer aspires to work with, as they have clearly demonstrated that their approach to quality control, environmental protection and delivery performance is aligned with the Marks & Spencer values and expectations.

## **Sustainability**

The Marks & Spencer Plan A strategy is a comprehensive approach to sustainability that requires a clear understanding of the current environmental impacts before strategies for improvement can be developed.

The sustainability KPI's that a mill will need to measure include:

- Water usage
- Energy usage
- Chemical usage
- Production volumes per day, week, month
- Machinery utilisation

The modules contained in this ECP will help any dyehouse, printer, laundry or tannery to improve their performance against their KPI, which will in turn lead to improved quality, greater productivity and reduced costs.