

Review of the year

(continued)



Waste

The UK throws away around 300 million tonnes of waste every year – most of it from construction and industry, with 35 million tonnes from households. Packaging accounts for around ten million tonnes, of which seven million tonnes are recycled.

If waste isn't reused or recycled as part of a 'circular economy' it can end up in landfill where the valuable resources it contains are lost forever.

To see our performance against these commitments in detail please go to page 31.

Maintaining our zero waste to landfill

M&S operated UK and Republic of Ireland stores, offices and warehouses sent no waste to landfill, which is no easy feat. We've also achieved a 28% reduction in the volumes of waste we produce overall and a 32% reduction in our food waste since 2008/09.

Focusing on food waste

Throughout the year, we've worked with our suppliers and other retailers to reduce packaging and food waste as part of the Courtauld Commitment. We've also helped to launch the Fresher for Longer initiative, which provides customers with practical advice about how to store and use food properly to avoid unnecessary waste. The Plan A section of our website now includes an interactive food wheel that uses simple graphics to explain the best way to store everything from mature Cheddar to new potatoes.

Cutting construction waste

In the year that saw us open our biggest greenest store at Cheshire Oaks, we've already beaten our 2015 target to reduce construction waste by 50% for every £100,000 project we undertake – and



sent no construction waste to landfill. In part, this is because of the type of projects we're currently undertaking, so we plan to set even more testing targets in the near future.

How going shwopping chops down waste

By encouraging our customers to go shwopping at M&S we've not only raised £2.3m for Oxfam this year, but also avoided waste by putting the 3.8 million shwopped items of clothing back into use or recycling.

We also extended the scheme by launching Shwop at Work to make it easier for people to donate.

↑ Fresher for Longer was launched with WRAP and the Kent Waste Partnership to help people get the best out of food



Shwop coat

Made from recycled wool collected by Oxfam, our Shwop coat is an example of what we'd like to do in the future. Our Plan A ambassador, Joanna Lumley, followed some of the clothing collected through Oxfam to see how it was used to benefit the poorest people in Senegal. Find out more at: social.marksandspencer.com

Key achievements

ZERO
waste to landfill

50%
reduction in waste per £100,000 construction project

Pillar 4: Waste

This section shows our detailed performance against our Pillar 4 commitments. Each commitment is shown as Achieved, On plan, Behind plan or Not achieved.

Why is this important?

The UK throws away around 300 million tonnes of waste every year – most of it from construction and industry, with 35 million tonnes from households. Packaging accounts for around 10 million tonnes of which 7 million tonnes are recycled.

If waste isn't reused or recycled as part of a 'circular economy' it can end up in landfill where the valuable resources it contains are lost forever.

What have we done?

We've made improvements to many of the causes of waste from our business such as packaging, carrier bags, food distribution and construction but we're also working with a wide range of partners including Waste Resources Action Programme (WRAP) to ensure any waste that is generated rejoins a circular economy of reuse and recycling.

Highlights this year

Zero

waste sent to landfill from our stores, offices, warehouses and construction activities

50%

reduction in construction waste per £100,000 project

32%

reduction in food waste compared to 2008/09

14,200

tonnes of additional packaging materials recycled through our work with Somerset Waste Partnership

12. Waste.

12.1

Clothes hanger reuse Previously achieved/ongoing

Aim: Collect at least 70% of the clothing hangers we use and reuse at least 80% of these by 2012.

Progress: In 2012 we collected 161* million clothing hangers (77% of our total usage) and reused 80% of them, the remainder being recycled.

*Data based on calendar year

12.2

Customer clothes recycling** On plan

Aim: Help our customers to recycle 20 million items of clothing each year by 2015.

Progress: Our customers donated around 3.8 million garments through our Shwopping clothes reuse and recycling initiative helping us raise £2.3m for Oxfam. This is

an increase on last year (3.3 million) but requires further expansion to meet our 2015 target. In December 2012, we launched Shwop at Work, to make it easier for people to donate. By April 2013 over 70 companies had signed-up to participate.

Programme (WRAP)'s Fresher For Longer initiative at our Tunbridge Wells store in March. The initiative provides advice about the best ways to store food and prevent wastage. For more information see: marksandspencer.com/plana

12.3

Packaging recycling partnerships On plan

Aim: Work in partnership to help improve national levels of packaging recycling (eg RecycleBank, local authority partners etc) by 2015.

Progress: The Somerset County Council Waste Partnership collected an additional 14,200 tonnes of packaging materials for recycling this year. We're now using some of these materials to make M&S Food packaging.

We're also working to develop a scheme to improve recycling in Kent and have helped to launch Waste Resources Action

12.4

Reduce home delivery packaging On plan

Aim: Reduce home delivery packaging by 30% in weight by 2015.

Progress: By the end of 2012 we'd reduced the weight of packaging used in General Merchandise home deliveries by 18% per parcel to 189g* per parcel (2008/09: 230g* per parcel).

*Data based on calendar year and excludes furniture

12.5

Simplify packaging materials Previously achieved

12.6

Reduce weight of non-glass packaging Previously achieved

**Assured by Ernst & Young

12.7 Sustainable packaging materials
Previously achieved

12.8 Packaging recyclability
Previously achieved

12.9 WRAP recycling symbols
Previously achieved

12.10 Courtauld Commitment
Previously achieved

12.11 Clothes hanger recycling
Previously achieved

12.12 Recycling services for customers
Previously achieved/ongoing

Aim: Introducing a range of recycling services for our customers including a project for used clothing.

Progress: This year our customers helped us to collect 199 tonnes of used Christmas cards for recycling (last year: 165 tonnes). We also used our Home Delivery service to

collect nearly 2,800 bed mattresses and 4,700 other pieces of upholstered furniture for reuse or recycling.

12.13 Reduce carrier bag use**
Previously achieved/ongoing

Aim: Reducing carrier bag use by 33% by 2010 including launching a 'No to Bags' campaign.

Progress: We introduced a 5p Food carrier bag charge in May 2008. Legislation requiring a minimum 5p charge for all bags was introduced in Wales in October 2011. Legislation in the Republic of Ireland has required a charge for all carrier bags since 2002.

In 2012/13 we used 274 million one-trip carrier bags, a reduction of 58% since 2006/07 (657 million) and roughly level with last year (269 million). We used 116 million carrier bags in our Food sections, a reduction of 75% compared with 2006/07 (464 million).

As a result of the charge, we raised £1.7m for charities, primarily for our Forever Fish

campaign with over £45,000 raised in Wales donated to Groundwork UK.

Additional carrier bag charging legislation was introduced in Northern Ireland in April 2013 and is being considered by the Scottish Government. We don't believe we can take further action until the full extent of legislation across the UK is known.



12.14 Carrier Bag Agreement
Previously achieved

13. Send no operational and construction waste to landfill and reduce our operational waste by 25% and construction waste by 50%.

13.1 Reduce food and GM transit packaging**
On plan

Aim: Reduce store unsold Food waste General Merchandise transit packaging waste by 25% by 2015.

Progress: This year the total tonnage of food waste we produced was down by 32% compared with 2008/09. This reduction is partly attributable to increased sales of short life food products at a discount to our customers.

We've made reductions equivalent to an estimated 21% of General Merchandise transit packaging we use by reducing the weight of polythene garment dust covers.

13.2 Waste carbon footprint
Previously achieved

13.3 Reduce construction waste**
Achieved (NEW)

Aim: Reduce construction waste generated by 50% per £100,000 project by 2015.

Progress: This year our construction projects generated 50% less waste at 1.85 tonnes of waste per £100,000 spend (2010/11: 3.7 tonnes). In part, this is because we carried out projects which generate less waste in the first place, for example, store updates known as Concept refurbishments.

During the year we worked with our suppliers, WRAP and the BRE building consultancy to review and improve our construction waste minimisation practices.

13.4 Reduce paper usage
Previously achieved

13.5 No waste to landfill**
Previously achieved/ongoing

Aim: Aiming to ensure that M&S operations in the UK and Republic of Ireland (stores, offices and warehouses) will send no waste to landfill by 2012.

Progress: This year we recycled 100% of the waste generated in our stores, offices and warehouses (2008/09: 41%). Our total waste was down by 28% at 83,000 tonnes (2008/09: 116,000 tonnes).

Store, office and warehouse waste

| | | |
|----------------|----------------|----------|
| 116 | 83 | -28 |
| 2008/09 Actual | 2012/13 Actual | % change |

Total waste (000 tonnes)

| | | |
|----------------|----------------|----------|
| 69 | 0 | 100 |
| 2008/09 Actual | 2012/13 Actual | % change |

Waste sent to landfill (000 tonnes)

13.6 Reduce food waste
Previously achieved

13.7 Food waste to composting and AD**
Previously achieved/ongoing

Aim: Sending all remaining food waste to some form of recycling including composting and anaerobic digestion by 2012.

Progress: This year we sent around 89% of our food waste to anaerobic digestion with the remainder recycled in other ways.

13.8 No construction waste to landfill**
Previously achieved/ongoing

Aim: Sending no waste to landfill from M&S store construction programmes by 2012.

Progress: This year we recycled 100% of the waste generated in our construction activities (2006/07: industry average 65%).

13.9 Use of recycled materials in construction
Previously achieved

13.10 Closed loop recycling
Previously achieved



14. Help our suppliers to reduce waste and send no waste to landfill.

14.1 Food packaging write-offs
On plan

Aim: Minimise write-offs of food packaging stocks by 2015.

Progress: Using measurements from our top 20 Food suppliers, we've developed a baseline for current packaging waste and have identified the six most common causes of food packaging write-offs. These include changes to legislation, small production runs, errors, products being de-listed as well as planned and short-term redesigns of packaging.

We plan to make improvements against this baseline starting from 2013/14.

14.2 Food supplier waste**
Achieved (NEW)

Aim: Work with M&S Food suppliers to reduce waste to landfill, so that by 2015, 25% of M&S Food (by turnover) is produced in factories that send no waste to landfill.

Progress: By the end of the year, 84 suppliers accounting for 32% of M&S Food turnover had sent no waste to landfill when assessed using our Food Supplier Sustainability Framework.

