

# NET POSITIVE REPORT – DATA APPENDIX

This data document is an appendix to our Net Positive Report 2013/14. We also publish a Net Positive data methodology document, available online at [www.kingfisher.com/netpositivereport](http://www.kingfisher.com/netpositivereport). This provides further details of the methodology we use to calculate our Net Positive data including conversion factors and definitions.

KPMG has provided limited assurance over selected performance data for the year 2013/14 marked with a blue square in the report.

Their full assurance report is published on our website at [www.kingfisher.com/netpositivereport](http://www.kingfisher.com/netpositivereport)

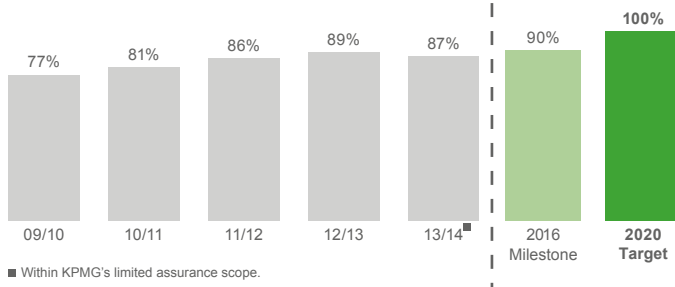
# CONTENTS

<b>3</b>	Timber
<b>4</b>	Energy
<b>8</b>	Innovation
<b>9</b>	Communities
<b>11</b>	Employees
<b>14</b>	Suppliers and partners
<b>16</b>	Environment

## TIMBER KEY DATA

### Responsibly sourced timber products

% of timber sold (by volume) responsibly sourced



## DETAILED DATA

### Responsibly sourced timber products

	Unit	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
Total timber sold	million m <sup>3</sup> RWE	5.15	5.86	5.43	6.05	6.47	7.10	6.46	7.99
Responsibly sourced timber sold	million m <sup>3</sup> RWE	3.57	4.18	3.90	4.68	5.24	6.11	5.75	6.97
Responsibly sourced timber sold	% of total	69%	71%	72%	77%	81%	86%	89%	87%

### Responsibly sourced timber products – breakdown by category

	Unit	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
FSC-certified	million m <sup>3</sup> RWE	2.35	2.60	2.57	3.02	3.56	3.40	2.79	3.05
Formally working towards FSC certification	million m <sup>3</sup> RWE	0.08	0.04	0.04	0.06	0.04	0.01	0.06	0.07
PEFC-certified (includes endorsed schemes)	million m <sup>3</sup> RWE	1.12	1.53	1.29	1.60	1.63	2.69	2.90	3.84
Verifiable recycled material	million m <sup>3</sup> RWE	0.019	0.007	0.004	0.004	0.011	0.008	0.003	0.006
<b>Total responsibly sourced</b>	<b>million m<sup>3</sup> RWE</b>	<b>3.57</b>	<b>4.18</b>	<b>3.90</b>	<b>4.68</b>	<b>5.24</b>	<b>6.11</b>	<b>5.75</b>	<b>6.97</b>

Our 2020 target is 100% responsibly sourced timber and paper in all our operations. Our 2013/14 Group data covers timber used in our products. We are working to develop data collection systems to track other timber and paper used in our day to day operations, from packaging, to office paper and timber used in construction.

We report data in volume sold (m3) of roundwood equivalent (RWE), using RWE conversion factors from the environmental organisation WWF.

Details on the data scope:

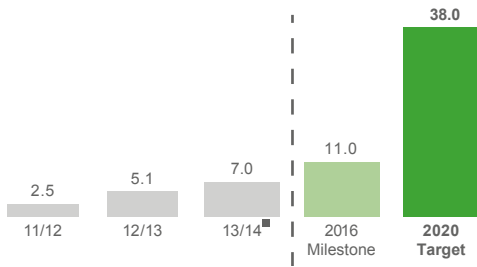
– Data was collected from Operating Companies and joint ventures which accounted for 94% of the Group turnover in 2013/14 (96% or higher in previous years).

Our data covers products made entirely of timber and containing a high proportion of timber. In addition, our UK and French Operating Companies also report data for products with smaller quantities of timber.

# ENERGY KEY DATA

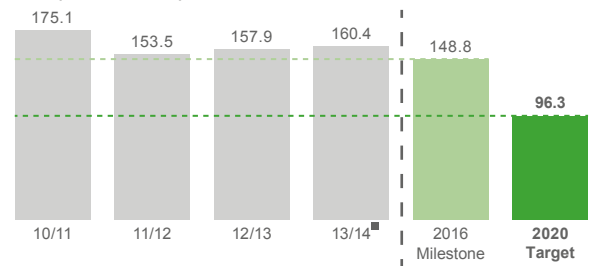
## Customer energy saving

Estimated annual energy saving (TWh) from products purchased from us since 2011/12



## Property portfolio energy intensity

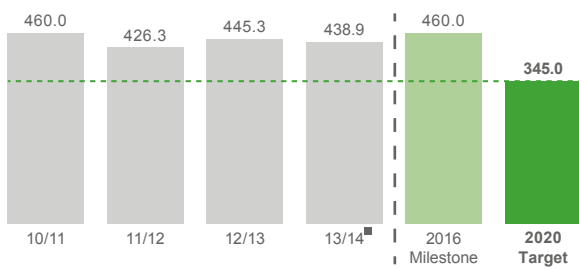
kWh/m<sup>2</sup> reported floor space



--- Target 45% reduction from a 2010/2011 baseline.  
 - - - Milestone 15% reduction from a 2010/2011 baseline.

## Absolute carbon footprint

Thousand tonnes CO<sub>2</sub> equivalent

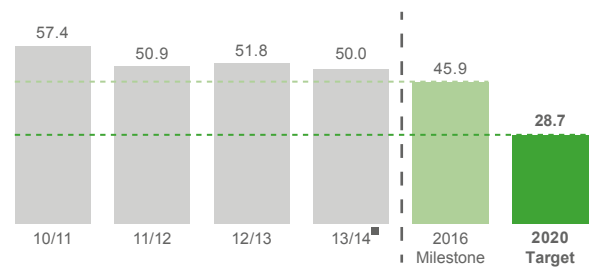


--- Target 25% reduction from a 2010/2011 baseline.

Our carbon footprint data covers key carbon emissions from property energy use, dedicated delivery fleets and business travel by road.

## Property portfolio carbon intensity

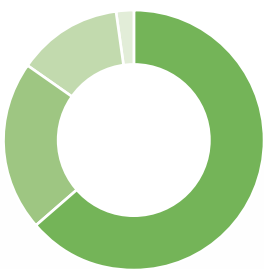
Kg CO<sub>2</sub> equivalent/m<sup>2</sup> reported floor space



--- Target 50% reduction from a 2010/2011 baseline.  
 - - - Milestone 20% reduction from a 2010/2011 baseline.

## 2013/14 carbon footprint detail

Thousand tonnes CO<sub>2</sub> equivalent



- Property: electricity 278.7 (64%)
- Property: gas and other fuels 93.4 (21%)
- Haulage: dedicated store and home deliveries 56.6 (13%)
- Business travel by road 10.2 (2%)

■ Within KPMG's limited assurance scope.

■ Within KPMG's limited assurance scope

# ENERGY DETAILED DATA

We calculate our carbon emissions using the CO<sub>2</sub> equivalent (CO<sub>2</sub>e) emission factors published by the UK government (DEFRA) where available. This year, we updated our carbon emission factors for previous years in line with the DEFRA recommendations. Our Net Positive data collection methodology document provides further detail on our approach and emission factors.

## Property energy use – detailed data

	Unit	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14 <sup>■</sup>
Energy use	GWh	1,009	1,050	1,080	1,166	1,118	1,210	1,098	1,166	1,194
Energy intensity	kWh/m <sup>2</sup> reported floor space	u/a	u/a	u/a	u/a	u/a	175.1	153.5	157.9	160.4

Our property energy data covers our stores, offices and other buildings (e.g. distribution centres). We report data for energy use in other buildings in cases where we own/operate the building or directly pay the energy bill.

Data for stores was collected from 2005/06. Data for offices and other buildings was collected from 2007/08 (for corporate centre and KSO) and from 2008/09 (for operating companies).

Details on the data scope:

– Some estimates were made for Castorama Russia and Castorama Poland in 2008/09.

– Data on propane used in forklift trucks has been collected for the past two years. Data on propane was reported by our operating companies and joint ventures which accounted for 91% of our turnover in 2013/14 (79% of turnover in 2012/13). Estimates were made in 2012/13 for data going back to our target baseline year of 2010/11 for operating companies that provided data in 2012/13. We did not make estimates for prior years for operating companies that provided data for the first time this year (in line with our decision this year to only change prior years data if there are material errors).

Our energy intensity is measured relative to 'reported' floor space. This includes gross internal area and external sales area. We have collected data on 'reported' floor space since 2012/13.

Prior to 2012/13, we collected data on total sales area (internal and external). The 'reported' floor space is a more accurate measure to use for calculating our energy intensity since it covers the whole gross internal area of our stores, rather than only the sales area. We have estimated the 'reported' floor space back to our target baseline year of 2010/11.

Our electricity consumption accounted for 59% of our total energy use in 2013/14 and energy-saving initiatives led to an 11% reduction in electricity intensity from 2010/11 and a 2% reduction in the past year.

## Property carbon emissions – detailed data

	Unit	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14 <sup>■</sup>
Carbon emissions from energy use	tonnes CO <sub>2</sub> e	352,482	379,133	391,427	435,708	399,176	396,790	364,385	382,397	372,102
Carbon intensity	kg CO <sub>2</sub> e/m <sup>2</sup> reported floor space	u/a	u/a	u/a	u/a	u/a	57.4	50.9	51.8	50.0

## Carbon footprint – by source

Key carbon emissions included in the scope of our absolute carbon reduction target

	Unit	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14 <sup>■</sup>
Property: electricity	tonnes CO <sub>2</sub> e	288,103	311,649	323,927	358,007	327,877	305,082	289,498	295,084	278,665
Property: gas and other fuels	tonnes CO <sub>2</sub> e	64,379	67,483	67,500	77,702	71,299	91,708	74,888	87,313	93,436
Haulage: dedicated store & home deliveries	tonnes CO <sub>2</sub> e	35,649	48,043	67,843	60,122	53,452	54,085	52,425	52,933	56,605
Business travel by road*	tonnes CO <sub>2</sub> e	u/a	u/a	u/a	u/a	6,276	9,160	9,479	9,998	10,182
<b>Total carbon footprint</b>	<b>tonnes CO<sub>2</sub>e</b>	<b>388,131</b>	<b>427,175</b>	<b>459,270</b>	<b>495,831</b>	<b>458,904</b>	<b>460,035</b>	<b>426,290</b>	<b>445,328</b>	<b>438,888</b>
Total carbon footprint relative to floor space	kg CO <sub>2</sub> e/m <sup>2</sup> reported floor space	u/a	u/a	u/a	u/a	u/a	66.6	59.6	60.3	59.0
Total carbon footprint relative to sales	tonnes CO <sub>2</sub> e per £m retail sales	54.4	55.7	53.3	50.1	43.4	43.3	38.8	41.5	38.9

\* business travel by road includes scope 1 emissions from company cars and scope 3 emissions from non company car use.

■ Within KPMG's limited assurance scope

# ENERGY DETAILED DATA **continued**

## Carbon footprint – breakdown by Greenhouse Gas Protocol scope

Wider carbon footprint including additional carbon emissions to those included in our absolute carbon reduction target

Unit	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14 <sup>■</sup>	
<b>Scope 1</b>										
Property: gas and other fuels	tonnes CO <sub>2</sub> e	64,379	67,483	67,500	77,702	71,299	91,708	74,888	87,313	93,436
Haulage: dedicated store & home deliveries	tonnes CO <sub>2</sub> e	35,649	48,043	67,843	60,122	53,452	54,085	52,425	52,933	56,605
Business travel by road	tonnes CO <sub>2</sub> e	u/a	u/a	u/a	u/a	6,276	9,160	9,479	9,998	10,182
<b>Scope 2</b>										
Property: electricity	tonnes CO <sub>2</sub> e	288,103	311,649	323,927	358,007	327,877	305,082	289,498	295,084	278,665
<b>Scope 3</b>										
Business travel by air	tonnes CO <sub>2</sub> e	u/a	u/a	u/a	13,270	10,828	10,623	12,733	11,424	11,932
Haulage: 3rd party non-dedicated fleet deliveries from distribution centres to stores	tonnes CO <sub>2</sub> e	u/a	u/a	12,226	9,571	21,972	26,343	54,637	48,644	45,019
Haulage: Estimated exports arranged by the Kingfisher Sourcing Organisation	tonnes CO <sub>2</sub> e	u/a	u/a	63,402	47,007	45,919	79,080	75,281	64,116	62,541
Waste	tonnes CO <sub>2</sub> e	u/a	u/a	u/a	u/a	u/a	u/a	u/a	u/a	13,990
Water & effluent	tonnes CO <sub>2</sub> e	u/a	1,381	1,314	1,580	1,333	1,373	1,273	1,334	1,321
Transmission & distribution (electricity and district heating)	tonnes CO <sub>2</sub> e	27,522	29,934	29,545	32,465	29,480	27,128	26,924	26,841	34,609
Well to tank emissions from energy		52,984	56,994	58,576	66,072	60,134	58,964	55,396	60,494	61,703
<b>Totals by scope</b>										
Scope 1 total	tonnes CO <sub>2</sub> e	100,028	115,526	135,343	137,824	131,027	154,953	136,792	150,244	160,223
Scope 2 total	tonnes CO <sub>2</sub> e	288,103	311,649	323,927	358,007	327,877	305,082	289,498	295,084	278,665
Scope 3 total	tonnes CO <sub>2</sub> e	80,506	88,308	165,063	169,965	169,666	203,511	226,244	212,853	231,116
Scope 1 and 2 total	tonnes CO <sub>2</sub> e	388,131	427,175	459,270	495,831	458,904	460,035	426,290	445,328	438,888
Scope 1, 2 and 3 total	tonnes CO <sub>2</sub> e	468,637	515,483	624,333	665,796	628,570	663,546	652,534	658,181	670,004
<b>Emissions outside of Greenhouse Gas Protocol scopes</b>										
Outside of scope*	tonnes CO <sub>2</sub> e	815	1,091	1,557	1,375	1,231	1,218	1,240	1,235	1,998

\*data covers emissions from biofuel (B&Q UK dedicated fleet), biomass (B&Q UK head office biomass boiler) and forecourt fuels containing biofuel (UK operating companies).

We have progressively extended the scope of our carbon data since 2005/06.

In previous CR Reports, we made estimates for all data going back to 2005/06. However, this year we have indicated where data is unavailable (u/a) rather than making estimates.

The carbon data for property energy (electricity, gas and other fuels) covers stores for all years. Data for offices and other buildings was collected from 2007/08 (for corporate centre and KSO) and from 2008/09 (for operating companies).

The carbon data for scope 1 haulage covers dedicated store delivery fleets for all years. Data for dedicated home delivery fleets was collected from 2007/08.

We have updated our methodology for calculating carbon emissions from waste (in line with the latest DEFRA guidelines on GHG emissions) – using different emission factors for waste to landfill, incineration and recycling. We have only calculated the carbon emission from waste for the current year since we did not have an accurate breakdown in previous years of the split by landfill and incineration.

■ Within KPMG's limited assurance scope

# ENERGY DETAILED DATA **continued**

## Customer energy use – detailed data

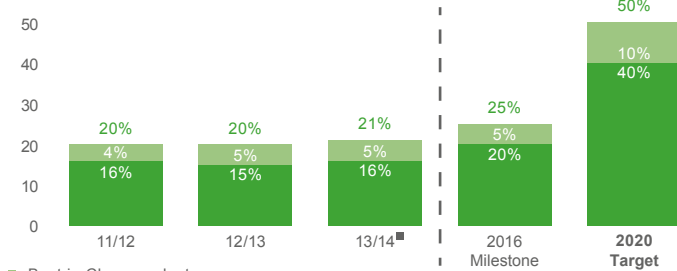
	Unit	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
<b>Customer energy saving</b> Estimated annual energy saving from products purchased from us since 2011/12	KWh	u/a	u/a	u/a	u/a	u/a	u/a	2,485,503,764	5,055,794,159	6,980,563,228
<b>Renewable energy</b> Estimated amount of renewable energy generated by customers (in a year) through use of renewable energy products they purchased from us (based on an 'energy efficient' home)	kWh	u/a	u/a	u/a	u/a	u/a	u/a	11,062,596	49,843,731	37,520,084

The data in the customer energy section is calculated using a model we have developed with sustainability experts BioRegional. This is explained in detail in our data collection methodology document.

# INNOVATION KEY DATA

## Products with eco-credentials

% of retail sales



- Best in Class products
- Eco compliance products
- % Products with eco-credentials (combined Best in Class & Eco compliance products)
- Within KPMG's limited assurance scope.

# INNOVATION DETAILED DATA

## Products with eco-credentials – detailed data

	2011/12	2012/13	2013/14
'Best in class' products – the most innovative eco products and services in our ranges	£464.2 m (4% of retail sales)	£501.3m (5% of retail sales)	£526.1 (5% of retail sales)
'Eco compliance' products – products with some eco credentials e.g. responsibly sourced timber	£1762.5 m (16% of retail sales)	£1,606.2 m (15% of retail sales)	£1,801.3 (16% of retail sales)
All products with eco credentials – including 'best in class' and 'eco compliance' products	£2226.7 m (20% of retail sales)	£2,107.5m (20% of retail sales)	£2,327.4 (21% of retail sales)

Data in this CR Report includes 50% of our Koçtaş joint venture. The data in our Annual Report on sales of products with eco-credentials (£2.3 bn) excludes Koçtaş, but the figure is the same when rounded up to £bn.

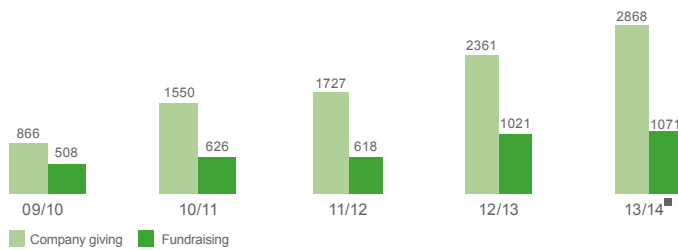
We have calculated the % contribution of products with eco credentials to total retail sales. The total retail sales figure is calculated from data in our Annual Report 2013/14 - total Operating Company sales plus 50% of the Koçtaş sales (page 102).



## COMMUNITIES KEY DATA

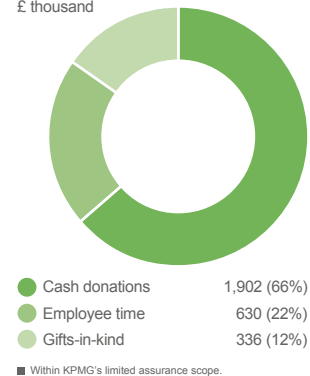
### Community investment

Community investment (£ thousand)



### 2013/14 company giving by category

£ thousand



■ Within KPMG's limited assurance scope.

## COMMUNITIES DETAILED DATA

### Community investment – company giving

	Unit	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
Cash donations	£ thousand	376	324	295	597	417	952	1,213	1,575	1,902
Gifts-in-kind	£ thousand	693	499	577	461	301	395	279	491	336
Employee time	£ thousand	88	164	232	185	148	203	235	295	630
Total company giving	£ thousand	1,157	987	1,104	1,243	866	1,550	1,727	2,361	2,868

### Community investment – fundraising

	Unit	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
Fundraising e.g. charity collections in store	£ thousand	725	496	636	744	508	626	618	1,021	1,071

Our data on company giving in 2013/14 includes:

- Cash donations: charitable giving of £1,739 thousand and cause related marketing of £163 thousand.
- Gifts-in-kind: retail product donations of £169 thousand (valued at cost price) and other gifts (including unsaleable goods donated to local communities) of £167 thousand.
- Employee time: management time of £251 thousand and volunteering in company time of £379 thousand.

For product donations, we record the retail price and then estimate the cost price based on an average mark up for products.

# COMMUNITIES DETAILED DATA **continued**

## Community – measuring impact

We want to demonstrate the value that our communities work brings to society. It is our policy to evaluate and measure the impact of community investment projects, including charitable donations and in-kind support, as well as the quality of relationships and co-working between Kingfisher and our charity partners.

However, there is limited agreement on how to measure this value in a way that is recognised by our stakeholders. As a result, measures in this area tend to be experimental and rely heavily on the use of case studies. During 2013/14 we commissioned two pieces of research to help us better understand the impacts of our communities initiatives. Our goal is to help improve our decision-making internally and make the business benefits of communities activities easier to communicate externally.

We commissioned research by the London School of Economics into the potential socio-economic value of two key community projects - DIY skills classes for children at Castorama Poland and B&Q's online skills sharing platform, StreetClub. One aim was to help Operating Companies understand the business case for community investment and to establish monitoring and measurement systems. The research concluded that it is possible to measure socioeconomic value and potential DIY expenditure generated by community projects (see main report). However, this is not straightforward and there needs to be caution over how these figures are used and communicated. We have also commissioned a study by the New Economics Foundation (NEF) to review and present research and insight into the ways in which interventions that enhance people's non-work related skills, and sense of empowerment, contribute to their wider wellbeing, and that of their communities.

We are in the process of reviewing lessons learned from both pieces of research and will incorporate into our communities strategy development work planned for 2014/15.

We ask our charity partners to complete evaluations against the specific objectives agreed for each project. These are included in the partnership agreements for each project to account for any funding or other in-kind contributions we provide. Examples of evaluations completed for 2014/15 are provided in the summary tables below.

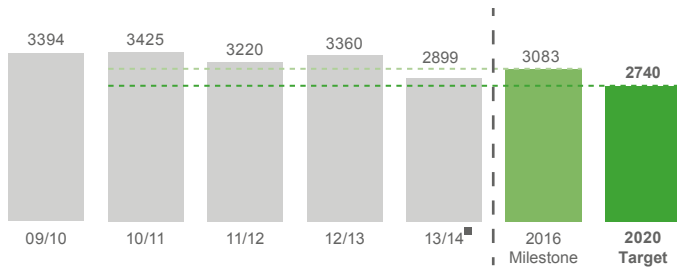
Community programme	Financial inputs 2013/14	Benefits (measured from evaluation and press communication)
<p>The Screwfix Foundation – charity set up by Screwfix in 2013. It has a clear purpose of raising funds to support projects that will fix, repair, maintain and improve properties and community facilities for those in need in the UK. Working with both national and local charities, it raises funds through:</p> <ul style="list-style-type: none"> <li>Customer donations via Pennies, the electronic charity box at Screwfix.com</li> <li>Customer donations in collection boxes in Screwfix stores.</li> <li>Fundraising events that take place all over the country in and around Screwfix stores.</li> </ul>	<p>£102,629 fundraised for The Screwfix Foundation</p>	<p><b>Business benefits</b></p> <ul style="list-style-type: none"> <li>Directly links to Kingfisher's Net Positive Community aspiration to build local communities and support local regeneration.</li> <li>Promotes brand differentiation amongst its customers.</li> <li>Builds employee engagement through fundraising activities.</li> </ul> <p><b>Community benefits</b></p> <ul style="list-style-type: none"> <li>66 local projects supported in their first year.</li> </ul> <p>Here are a few direct community benefits achieved through donated funds from a selected number of grants from The Screwfix Foundation:</p> <ul style="list-style-type: none"> <li>A resource centre, part of the Cumbria Cerebral palsy charity, is now able to stay accessible 24hrs a day as a result of installing an electric operated Brickbond Grille in their kitchen.</li> <li>Sebastian's Action Trust charity which gives seriously ill children and their families a holiday away together is able to provide more welcoming facilities after improving the changing rooms at their specialist hydrotherapy pool.</li> <li>A charity that works towards ending domestic abuse against women and children received a grant to refurbish their kitchen at a centre. Last year they supported 225 women and 256 children and they have big plans for 2014.</li> <li>A Youth Group driven out of their existing home due to last winter's storms have been able to secure new portable cabins through donations including a contribution from The Screwfix Foundation.</li> <li>A Down's Syndrome Training and Support Service has transformed an attic into a youth club by replacing windows and mending a roof. The charity offers support and training for people who work with and look after youngsters with Down's syndrome.</li> </ul>
<p>Eden's Creative Outdoor Learning Programme at the Southbank – training workshops for teaching staff, which supports teachers and practitioners to make use of outdoor classrooms for teaching and learning across the curriculum, providing better experiences and outcomes for their learners.</p> <p><a href="http://www.edenproject.com/learn-with-us/teacher-training-and-school-development/teacher-training-at-eden">www.edenproject.com/learn-with-us/teacher-training-and-school-development/teacher-training-at-eden</a></p>	<p>£11,000 cash donation</p>	<p><b>Business benefits</b></p> <ul style="list-style-type: none"> <li>Directly links to Kingfisher's Net Positive Community aspiration to equip people with skills.</li> </ul> <p><b>Community benefits</b></p> <ul style="list-style-type: none"> <li>Second year of the programme delivered.</li> <li>60 teachers and facilitators attended.</li> <li>Builds teaching staff's enthusiasm, confidence and expertise to teach the curriculum outside.</li> <li>Access to outdoor learning and play has a positive impact on children's health, learning and behaviour.</li> </ul>
<p>Centrepoint's Empty Homes Project – Centrepoint are working closely with Sunderland City Council's Empty Homes Team, to lease and refurbish empty homes to create affordable social housing for young people affected by homelessness.</p> <p>The aim of the Kingfisher funding has been to support the Empty Homes Project, which provides young people with quality move-on accommodation and the opportunity to gain valuable construction skills by getting them involved in the refurbishment process.</p>	<p>£40,000 donation (£20,000 cash donation and £20,000 B&amp;Q gift card)</p>	<p><b>Business benefits</b></p> <ul style="list-style-type: none"> <li>Aligns to Kingfisher's Better Homes Better Lives purpose</li> <li>Links to Kingfisher's Net Positive Community aspiration to equip people with skills.</li> <li>£20,000 gift card donation reinvested into the business.</li> </ul> <p><b>Community benefits</b></p> <ul style="list-style-type: none"> <li>Funding and in-kind donations from Kingfisher enabled Centrepoint to refurbish 3 empty homes to create homes for 6 young people.</li> <li>Fifteen young homeless people enrolled on a City and Guilds Construction Skills level 1 course, two of whom received on-site training at the properties.</li> </ul> <p>The works required on buildings often significantly exceeds Centrepoint's allocated refurbishment budgets. Current refurbishments were financially feasible only through Kingfisher support and B&amp;Q vouchers provided by Kingfisher were instrumental in allowing completion of the properties within budget.</p>

■ Within KPMG's limited assurance scope

## EMPLOYEES KEY DATA

### Employee accident rate

Major and over three-day lost-time accidents – number per 100,000 full-time equivalent employees



--- Target 20% reduction from a 2010/2011 baseline.  
 - - - Milestone 10% reduction from a 2010/2011 baseline.

■ Within KPMG's limited assurance scope.

## EMPLOYEES DETAILED DATA

### Health & safety – Fatalities

	Unit	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
Work-related fatalities	number	1	2	0	0	0	0	0	0

### Health & safety – Work-related employee accidents: major and over three-day

	Unit	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
<b>Accident numbers</b>									
Major accidents	number	78	67	72	94	81	117	62	49
Over three-day lost-time accidents	number	2,482	2,461	2,248	2,171	2,178	2,017	2,148	1,822
Total accidents – major and over three-day lost-time accidents	number	2,560	2,528	2,320	2,265	2,259	2,134	2,210	1,871
<b>Accident rate</b>									
Major accident rate	number per 100,000 full-time equivalent employees	130	100	107	141	123	177	94	76
Over three-day lost-time accident rate	number per 100,000 full-time equivalent employees	4,146	3,687	3,330	3,253	3,302	3,043	3,266	2,823
Total lost-time accident rate – major and over three-day lost-time accidents	number per 100,000 full-time equivalent employees	4,276	3,787	3,437	3,394	3,425	3,220	3,360	2,899
<b>Work days lost</b>									
Work days lost from major accidents	number	u/a	u/a	u/a	3,706	3,473	6,022	1,977	3,788
Work days lost from over three-day lost-time accidents	number	u/a	u/a	u/a	61,084	64,751	58,162	65,496	51,827
Total work days lost from major accidents and over three-day lost-time accidents	number	u/a	u/a	u/a	64,790	68,224	64,184	67,473	55,615

We have collected data on number of major accidents and over three-day lost-time accidents from 2006/07. We started to monitor number of days lost from these accidents in 2009/10.

Details on the data scope:

– Data for 2006/07 to 2008/09 covered our Operating Companies and joint ventures which accounted for 99% of Group turnover.

There are some significant variations in accident rates across the Group. This is partly due to differences in legislation, mandatory accident reporting requirements, and health and safety cultures across countries. The total lost-time accident rate in the UK was 560 per 100,000 full-time equivalent employees in 2013/14.

u/a – unavailable

■ Within KPMG's limited assurance scope

## EMPLOYEE DETAILED DATA **continued**

### Health & safety – Work-related employee accidents: other

	Unit	2012/13	2013/14 <sup>■</sup>
Other work-related employee accidents/injuries, including accidents that result in three days or less of lost time (data collected for the first time in 2012/13)	number	5,695	5,707

We extended our data collection in 2012/13 to cover other accidents. Data covers all our Operating Companies and joint ventures.

### Health & safety – Customer and contractor accidents

	Unit	2012/13	2013/14 <sup>■</sup>
Customer accidents (data collected for the first time in 2012/13)	number	4,028	4,275
Contractor accidents (data collected for the first time in 2013/14)	number	–	387

We have collected data on customer accidents from 2012/13 and contractor accidents from 2013/14.

Data covers all accidents in our stores that are reported to us by customers and contractors.

We have also started to collect data on construction contractor accidents for new stores and major refurbishment projects. We will report data next year.

### Diversity – senior management

	Unit	2012/13	2013/14 <sup>■</sup>
<b>Gender</b>			
Board – men	% of Board members	73	73
Board – women	% of Board members	27	27
One Team Leadership Group – men	% of One Team Leadership Group	78	82
One Team Leadership Group – women	% of One Team Leadership Group	22	18

### Diversity – all employees

	Unit	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14 <sup>■</sup>
<b>Gender</b>										
Total employees – men	% of employees	60	60	60	59	59	60	60	60	61
Total employees – women	% of employees	40	40	40	41	41	40	40	40	39
All management positions – men	% of managers	76	75	73	73	71	71	71	70	71
All management positions – women	% of managers	24	25	27	27	29	29	29	30	29
<b>Age</b>										
Employees 24 and under	% of employees	21	18	21	17	17	16	15	14	13
Employees 25–49	% of employees	66	69	66	70	70	70	71	71	72
Employees 50 and over	% of employees	13	13	13	13	13	14	14	15	15
<b>Disability</b>										
Employees who have declared a disability	% of employees	2	2	2	2	2	3	3	2	2
<b>Ethnic minorities – UK only</b>										
Employees who have declared they are from an ethnic minority	% of employees	7	8	8	10	10	10	9	7	9

Data is for full-time equivalents, as at the year end.

Data for ethnic minorities is for the UK only (B&Q UK, Screwfix, Kingfisher corporate head office and KITS).

Details on the data scope:

– Data was not available for Screwfix for the two years 2009/10 and 2010/11 due to changes in the data monitoring systems (but this does not have a significant impact since Screwfix accounted for 10% to 11% of UK employees in those two years).

<sup>■</sup> Within KPMG's limited assurance scope

## EMPLOYEE DETAILED DATA **continued**

### Training

	Unit	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14 <sup>■</sup>
Training hours	number	1,233,000	1,367,000	1,282,000	948,000	914,000	715,000	995,000	946,000
Training hours per employee	number per employee	17	16	15	12	12	9	13	12

We have collected data on training from 2006/07.

Details on the data scope:

– Data on training was collected from Operating Companies and joint ventures which accounted for the following percentage of Group turnover: 95% in 2011/12, 95% in 2010/11, 86% in 2009/10, 95% in 2008/09, 100% in 2007/08, 100% in 2006/07.

### Employee turnover

	Unit	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14 <sup>■</sup>
Employees who left	number	21,700	25,200	23,100	15,900	17,000	17,900	17,200	16,600
Rate of employee turnover	%	29	30	28	20	22	23	22	22

We have collected data on employee turnover from 2006/07.

Data covers employees who left voluntarily and involuntarily.

# SUPPLIERS AND PARTNERS KEY DATA

## COMPLIANCE WITH KINGFISHER'S SUPPLY-CHAIN ETHICAL AND ENVIRONMENTAL STANDARDS

Kingfisher's supply-chain ethical and environmental standards are contained in the Kingfisher Code of Conduct for Factory Working Conditions.

We reviewed and updated our KPIs on supplier ethical assessment in 2012/13 and therefore data is reported for the past two years. We have reported data for factory audits conducted by the Kingfisher Sourcing Organisation from 2005/06.

Our data for the Kingfisher Sourcing Organisation (KSO) covers all our sourcing offices in Brazil, China, India, Poland, Turkey and Vietnam.

The data for our operating companies covers first-tier suppliers.

### Ethical assessment for own/exclusive brand products

	2012/13	2013/14 <sup>■</sup>
Kingfisher Sourcing Organisation: % of factories that had either an onsite audit or desktop assessment in the past three years	98%	98%
Operating companies: % of own/exclusive brand first-tier suppliers that had either an onsite audit or desktop assessment in the past three years	37%	12%

The majority of products sourced by the Kingfisher Sourcing Organisation (KSO) are own brand/exclusive brand. However, the data does include some sourcing of manufacturer branded products.

The KSO has conducted audits of 98% of the factories at some stage in the past three years. The remaining 2% are factories in Europe that are considered lower risk.

In 2013/14, we extended the scope of our data for suppliers of own/exclusive brand products to cover unbranded products (for our UK and French operating companies), which has led to an increase in the total number of suppliers that require assessment. Our other operating companies do not currently record data in a way which enables us to split out the suppliers of unbranded products from manufacturer brand products.

# SUPPLIERS AND PARTNERS DETAILED DATA

## Kingfisher Sourcing Organisation (KSO) – factory sourcing

	2012/13	2013/14 <sup>■</sup>
<b>Active factories</b>	1058	1023
Number of active factories that supply products to the Kingfisher Sourcing Organisation		
<b>Onsite audit</b>	1038	1000
Number of active factories that had an onsite audit in the past three years		
% of active factories that had an onsite audit in the past three years	98%	98%
<b>Desktop audit only</b>	0	0
Number of active factories that had only a desktop assessment in the past three years		
% of active factories that had only a desktop assessment in the past three years	0%	0%
<b>All audits (onsite and desktop only)</b>	1038	1000
Number of active factories that had either an onsite audit or desktop assessment in the past three years		
<b>All audits (onsite and desktop only)</b>	98%	98%
% of active factories that had either an onsite audit or desktop assessment in the past three years		

## Operating companies – sourcing from suppliers of own/ exclusive brand products

	2012/13	2013/14 <sup>■</sup>
<b>Active suppliers</b>	526	1567
Number of active suppliers of own brand/exclusive brand products (excluding KSO)*		
<b>Onsite audit</b>	178	150
Number of active suppliers that had an onsite audit in the past three years		
% of active suppliers that had an onsite audit in the past three years	34%	10%
<b>Desktop audit only</b>	19	39
Number of active suppliers that had only a desktop assessment in the past three years		
% of active suppliers that had only a desktop assessment in the past three years	4%	2%
<b>All audits (onsite and desktop only)</b>	197	189
Number of active suppliers that had either an onsite audit or desktop assessment in the past three years		
% of active suppliers that had either an onsite audit or desktop assessment in the past three years	37%	12%

\* the increase in the number of own/exclusive brand suppliers in 2013/14 is because we extended the scope of our data to cover unbranded products (for our UK and French operating companies). Our other operating companies do not currently record data in a way which enables us to split out the suppliers of unbranded products from manufacturer brand products.

<sup>■</sup> Within KPMG's limited assurance scope

# SUPPLIERS AND PARTNERS DETAILED DATA

## continued

Operating companies – sourcing from suppliers of manufacturer branded products

	2012/13	2013/14 <sup>■</sup>
<b>Active suppliers</b>	6053	5900
Number of active suppliers of manufacturer branded products (excluding KSO)		
<b>Onsite audit</b>	531	181
Number of active suppliers that had an onsite audit in the past three years		
% of active suppliers that had an onsite audit in the past three years	9%	3%
<b>Desktop audit only</b>	69	217
Number of active suppliers that had only a desktop assessment in the past three years		
% of active suppliers that had only a desktop assessment in the past three years	1%	4%
<b>All audits (onsite and desktop only)</b>	600	398
Number of active suppliers that had either an onsite audit or desktop assessment in the past three years		
% of active suppliers that had either an onsite audit or desktop assessment in the past three years	10%	7%

Details on the data scope:

– Data for operating companies covers first-tier suppliers and covers all operating companies and joint ventures in 2013/14. In 2012/13, data excluded Koçtaş and Castorama Poland, which did not record the split in data by own brand/exclusive brand and manufacturer branded products.

Kingfisher Sourcing Organisation – detailed data on factory audits

	Unit	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14 <sup>■</sup>
<b>Factory numbers:</b>	number	u/a	897	854	908	949	1,083	1,141	1,058	1023
Total number of active factories that supply products to the Kingfisher Sourcing Organisation										
<b>On-site audits:</b>	number	604	644	433	411	541	478	586	501	483
Number of active factories that had an on-site audit in the past year to monitor compliance with Kingfisher's supply-chain ethical and environmental standards										
<b>Factory action plans required:</b>	number	367	477	389	307	424	383	456	348	285
Number of factories that were required to make improvements through a Corrective Action and Improvement Plan following an on-site audit in the past year. See note 1										
	% of factories audited	61%	74%	90%	75%	78%	80%	78%	69%	59%
<b>Factory action plans implemented:</b>	number	281	369	336	287	374	343	420	311	285
Number of factories that implemented action plans during the past year. See note 2										

**Note 1:** All factories are required to put in place a corrective action and improvement plan (CAIP) if they do not meet specified standards on quality, environmental or ethical issues. In 2013/14, 258 factories agreed a CAIP during the year to be completed within a specified timeframe. A further 27 factories were scheduled to put in place a CAIP early in the following financial year (in line with agreed timescales set by KSO).

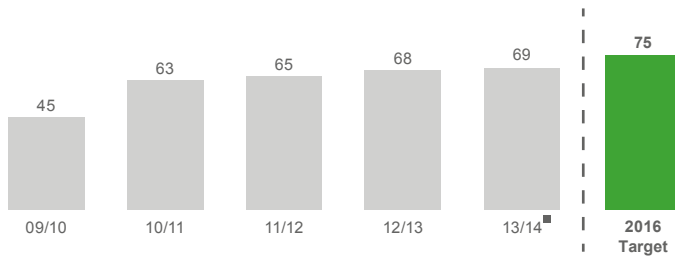
**Note 2:** The data on factories that implemented an action plan includes some factories that were assessed the previous year. All factories are required to implement action plans within an agreed timeframe (which in some cases will carry over into the next financial year). Factories that fail to implement their action plan within the agreed timeframe are given an extension of three months (based on the assessment date), and then a full reassessment is carried out if the actions are not completed within a specified period. A new factory cannot be activated (i.e. an order cannot be placed) until the CAIP is implemented and signed off.

u/a – unavailable

## ENVIRONMENT KEY DATA

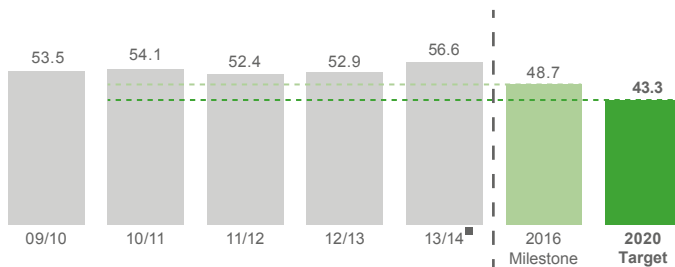
### Waste recycled

% of waste recycled



### Carbon emissions direct haulage

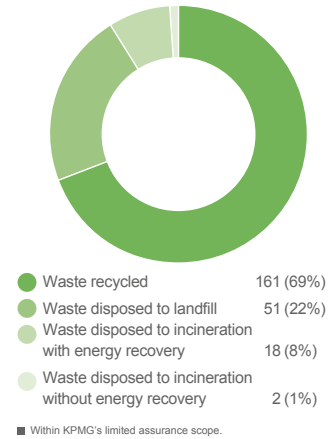
Thousand tonnes CO<sub>2</sub> equivalent from dedicated store and home delivery fleets



--- Target 20% reduction from a 2010/2011 baseline.  
 --- Milestone 10% reduction from a 2010/2011 baseline.

### Waste recycling and disposal 2013/14

Thousand tonnes



## ENVIRONMENT DETAILED DATA

### Waste recycling and disposal

	Unit	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
Waste generated (disposed and recycled)	thousand tonnes	196	209	209	199	203	195	228	242	232
Waste disposed (landfill and incineration)	thousand tonnes	142	156	148	124	112	72	80	78	71
Waste recycled	thousand tonnes	54	53	61	75	91	123	148	164	161
Recycling rate	% of total waste generated	28%	25%	29%	38%	45%	63%	65%	68%	69%
Carbon emissions from waste disposed	tonnes CO <sub>2</sub> equivalent	u/a	u/a	u/a	u/a	u/a	u/a	u/a	u/a	13,990

Waste data covers our stores, offices and other buildings (e.g. distribution centres). We report waste data for other buildings in cases where we manage the waste contract.

Data for store waste was collected from 2005/06. Data for offices and other buildings was collected from 2011/12.

Details on the data scope:

- Data on store waste was collected from operating companies and joint ventures which accounted for the following percentage of Group turnover: 88% in 2008/09, 94% in 2007/08, 58% in 2006/07, 76% in 2005/06. In cases where OpCo data was not available, Kingfisher made estimates based on turnover.
- Some estimates have been used to calculate store waste data for Koçtaş (all years) and B&Q China (data prior to 2012/13).
- Data for offices and other buildings was collected by our operating companies and joint ventures which accounted for the following percentage of Group turnover: 88% in 2013/14, 89% in 2012/13, 61% in 2011/12.

■ Within KPMG's limited assurance scope



## ENVIRONMENT DETAILED DATA **continued**

Our UK operating companies, B&Q UK & Screwfix, backhaul waste to their distribution centres for recycling. Therefore, the data for these two operating companies cover both store and distribution centre waste.

The data is rounded to thousand tonnes, but the recycling rate is calculated using unrounded figures.

We have updated our methodology for calculating carbon emissions from waste (in line with the latest DEFRA guidelines on GHG emissions), using different emission factors for waste to landfill, incineration and recycling. We have only calculated the carbon emission from waste for the current year since we did not have an accurate breakdown in previous years of the split by landfill and incineration.

### Recycling – breakdown of materials recycled

	Unit	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14 <sup>■</sup>
Wood	thousand tonnes	27	25	28	35	40	58	78	79	77
Cardboard/paper	thousand tonnes	20	21	24	24	28	32	37	37	38
Plastic	thousand tonnes	2	2	3	3	3	5	5	8	6
Metal	thousand tonnes	2	2	1	1	2	4	4	6	5
Rubble (recorded from 2013/14. Included in 'other' data up until 2012/13)										30
Other (including rubble up until 2012/13)	thousand tonnes	3	3	5	12	18	24	24	34	5

### Packaging – own-brand and exclusive brand products

	Unit	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14 <sup>■</sup>
Weight of primary packaging	tonnes					27,666	30,531	27,473	27,384	29,799
Weight of primary packaging relative to sales	tonnes per £ million sales					12.6	13.3	10.8	9.9	9.9

Data on packaging was collected for the first time in 2009/10.

Details on the data scope:

– Data covers our UK and French businesses which accounted for 94% of our own/exclusive brand sales in 2013/14 (96% in 2012/13).

– Key areas of estimation:

- The data for B&Q UK for own and exclusive-brand products is derived from taking the weight collected for all packaging and then making an estimate based on the sales value of own and exclusive-brand products.
- The data for Castorama France was estimated for 2013/14 (total sales in 2013/14 multiplied by the average weight per £ sales in 2012/13). The data for 2012/13 was collected for products that were imported (required by law), and then an estimate was made for domestic sourced products.

<sup>■</sup> Within KPMG's limited assurance scope

## ENVIRONMENT DETAILED DATA **continued**

### Haulage direct impacts – dedicated fleet vehicles

	Unit	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14 <sup>■</sup>
<b>Store deliveries – own/dedicated fleet vehicles</b>										
Fuel: Diesel	thousand litres	13,364	18,010	19,965	17,336	14,956	14,993	14,966	14,482	12,718
Fuel: Biofuel	thousand litres	0	0	0	0	0	0	0	111	1,400
Carbon emissions	tonnes CO <sub>2</sub> equivalent	35,649	48,043	53,260	46,246	39,895	39,995	38,602	37,736	35,094
Distance travelled	thousand km	43,483	56,411	64,559	56,353	48,293	47,026	47,020	45,578	43,570
Volume of products delivered	thousand m <sup>3</sup>	3,801	4,445	4,594	4,063	3,641	3,734	3,720	3,650	3,710
Loading efficiency	litres of fuel used per m <sup>3</sup> of product delivered to stores	3.52	4.05	4.35	4.27	4.11	4.02	4.02	4.00	3.81
<b>Home deliveries – own/dedicated fleet vehicles</b>										
Fuel: Diesel & petrol	thousand litres	u/a	u/a	5,467	5,202	5,082	5,282	5,332	5,834	8,175
Fuel: Liquefied petroleum gas (LPG)	thousand litres	u/a	u/a	0	0	0	0	0	0	38
Carbon emissions	tonnes CO <sub>2</sub> equivalent	u/a	u/a	14,583	13,876	13,557	14,090	13,823	15,197	21,511
<b>Total store and home deliveries – own/dedicated fleet vehicles</b>										
Fuel	thousand litres	13,364	18,010	25,432	22,538	20,038	20,275	20,298	20,427	22,331
Carbon emissions	tonnes CO <sub>2</sub> equivalent	35,649	48,043	67,843	60,122	53,452	54,085	52,425	52,933	56,605

The following operating companies have used dedicated store delivery fleets from 2005/06 – B&Q UK (approximately 70% of store deliveries in 2013/14), Castorama France (approximately 30% of store deliveries in 2013/14) and Screwfix (100% of store deliveries in 2013/14). Koctaş had a dedicated delivery fleet up until 2008/09.

We started collecting data on dedicated home delivery from 2007/08. The following operating companies use dedicated home delivery fleets – B&Q UK (data collected from 2007/08), Castorama France (data collected from 2010/11), Castorama Poland (data collected from 2013/14) and Koçtaş (data collected from 2005/06).

Castorama France has estimated data on diesel from distance travelled.

u/a – unavailable.

### Haulage indirect impacts – third-party non-dedicated store delivery fleet

	Unit	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14 <sup>■</sup>
Carbon emissions	tonnes CO <sub>2</sub> equivalent	u/a	u/a	12,226	9,571	21,972	26,343	54,637	48,644	45,019

Details on the data scope:

- Where we use haulage via third-party non-dedicated fleets, data was collected for 79% of operating companies and joint ventures by turnover in 2013/14 (80% in 2012/13, 80% in 2011/12, 88% in 2010/11, 88% in 2009/10).
- Data for B&Q China (collected from 2011/12) is an estimate based on number of deliveries and average distances between the distribution centre and stores.

<sup>■</sup> Within KPMG's limited assurance scope

## ENVIRONMENT DETAILED DATA **continued**

### Business travel

	Unit	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14 <sup>■</sup>
<b>Business travel by air</b>										
Flights	number				42,901	40,634	42,690	42,003	41,013	41,438
Carbon emissions from business travel by air	tonnes CO <sub>2</sub> equivalent				13,270	10,828	10,623	12,733	11,424	11,932
<b>Business travel by road</b>										
Carbon emissions from business travel by road	tonnes CO <sub>2</sub> equivalent				u/a	6,276	9,160	9,479	9,998	10,182
<b>Business travel total (air and road)</b>										
Carbon emissions from business travel by air and road	tonnes CO <sub>2</sub> equivalent				13,270	17,104	19,783	22,212	21,422	22,114

We have gathered Group data on business travel by air since 2008/09 and business travel by road since 2009/10.

Data on business travel by road covers company cars. In 2012/13, we extended the scope of our data questionnaire to cover hire cars and non-company cars.

Details on the data scope:

- Company cars: Data on company cars was collected from operating companies and joint ventures which accounted for the following Group turnover: 90% in 2011/12, 86% in 2010/11, 85% in 2009/10.
- Hire cars: Six of our operating companies reported data for hire cars in 2012/13 and 2013/14. The exceptions were B&Q China, Castorama Poland and Castorama Russia.
- Non company cars: Two of our operating companies reported data for business travel using employees own cars in 2012/13 and 2013/14 (B&Q UK and Brico Depot France).
- Air: Data for air travel was collected from operating companies and joint ventures which accounted for the following Group turnover: 90% in 2011/12, 90% in 2010/11, 89% in 2009/10, 89% in 2008/09.

The number of flights in 2013/14 comprises 16,045 short-haul flights, 22,936 medium-haul flights and 2,457 long-haul flights.

u/a – data unavailable.

### Property water use

	Unit	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14 <sup>■</sup>
Total water use	million m <sup>3</sup>		1.65	1.57	1.73	1.46	1.51	1.39	1.44	1.42
Water intensity	litres/m <sup>2</sup> reported floor space		u/a	u/a	u/a	u/a	227	194	194	191
Carbon emissions from water use & effluent	tonnes CO <sub>2</sub> equivalent		1,381	1,314	1,580	1,333	1,373	1,273	1,334	1,321

Water data covers our stores, offices and other buildings (e.g. distribution centres). We report water data for other buildings in cases where we own/operate the building or directly pay the water bill.

Data for stores was collected from 2006/07. Data for offices and other buildings was collected from 2011/12.

Details on the data scope:

- Data for store water use was collected from operating companies and joint ventures which accounted for the following percentage of Group turnover: 69% in 2008/09, 72% in 2007/08 and 70% in 2006/07. Estimates were made for the unreported element in previous years.
- Data for water use in offices and other buildings was collected from operating companies and joint ventures which accounted for the following percentage of Group turnover: 97% in 2013/14, 84% in 2012/13, 95% in 2011/12.

Our water intensity is measured relative to 'reported' floor space. This includes gross internal area and external sales area. We have collected data on 'reported' floor space since 2012/13.

Prior to 2012/13, we collected data on total sales area (internal and external). The 'reported' floor space is a more accurate measure to use for calculating our water intensity since it covers the whole gross internal area of our stores, rather than only the sales area. We have estimated the 'reported' floor space back to our target baseline year of 2010/11.

u/a – data unavailable.

<sup>■</sup> Within KPMG's limited assurance scope