



# NET POSITIVE REPORT

## DATA APPENDIX 2014/15

### Detailed performance data

This data document is an appendix to our Net Positive Report 2014/15. 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 this selected performance data for the year 2014/15 marked with an asterisk (\*). Their full assurance report is published in our Net Positive Report [www.kingfisher.com/netpositivereport](http://www.kingfisher.com/netpositivereport).

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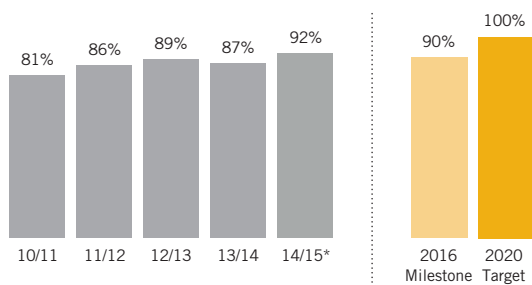
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## Timber – key data

### Responsibly sourced timber products

% of timber sold (by volume) responsibly sourced



## Timber – detailed data

### Responsibly sourced timber products

	Unit	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15*
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	9.12
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	8.35
Responsibly sourced timber sold	% of total	69%	71%	72%	77%	81%	86%	89%	87%	92%

### Responsibly sourced timber products – breakdown by category

	Unit	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15*
FSC-certified	million m <sup>3</sup> RWE	2.35	2.60	2.57	3.02	3.56	3.40	2.79	3.05	3.97
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	0.04
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	4.28
Verifiable recycled material	million m <sup>3</sup> RWE	0.02	0.01	0.00	0.00	0.01	0.01	0.00	0.01	0.06
<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>	<b>8.35</b>

Our 2020 target is 100% responsibly sourced timber and paper in all our operations. Our 2014/15 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 (m<sup>3</sup>) of roundwood equivalent (RWE), using RWE conversion factors from the Forestry Commission and environmental organisation WWF.

Details on data scope:

- Data was collected from operating companies and joint ventures which accounted for 95% of the Group turnover in 2014/15 (94% or higher in previous years). Excludes Castorama Russia and Koçtaş.

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.

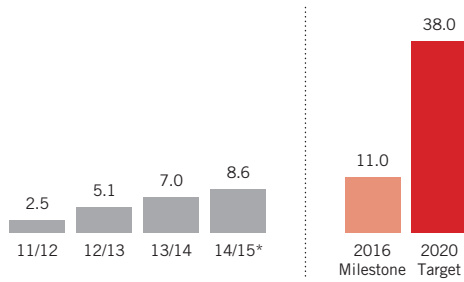
\* Within KPMG's limited assurance scope



## Energy – key data

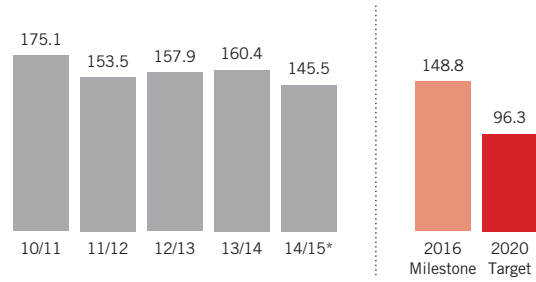
### Customer energy saving

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



### Property portfolio energy intensity

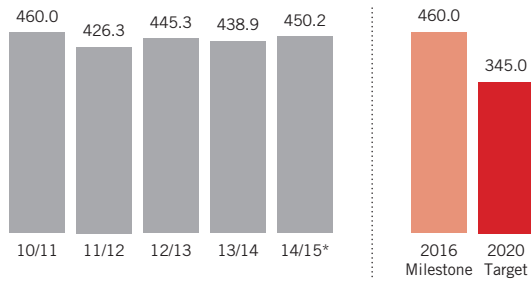
kWh/m<sup>2</sup> reported floor space



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

### Absolute carbon footprint

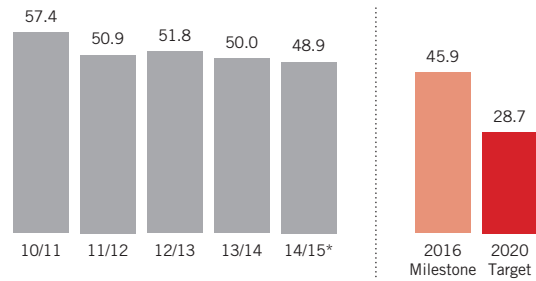
Thousand tonnes CO<sub>2</sub> equivalent



Target 25% reduction from a 2010/11 baseline.  
Milestone No change from a 2010/11 baseline.

### Property portfolio carbon intensity

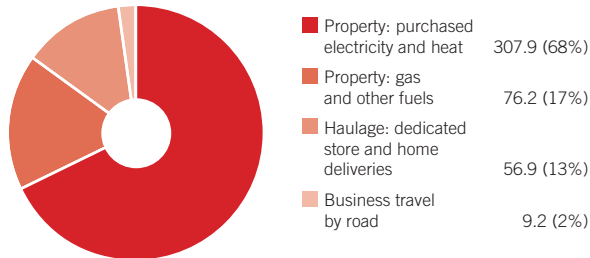
Kg CO<sub>2</sub> equivalent/m<sup>2</sup> reported floor space



Target 50% reduction from a 2010/11 baseline.  
Milestone 20% reduction from a 2010/11 baseline.

### 2014/15 carbon footprint detail\*

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



\* 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. Our Net Positive data collection methodology document provides further detail on our approach and emission factors.

### Property energy use

	Unit	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15*
Energy use	GWh	1,009	1,050	1,080	1,166	1,118	1,210	1,098	1,166	1,194	1,142
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	145.5

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 KS&O) and from 2008/09 (for operating companies).

Data from stores, offices and other buildings was collected as independent totals up to 2013/14; from 2014/15 onwards we report on our total property energy use.

We report total energy intensity relative to 'reported' floor space (kWh/m<sup>2</sup>). The 'reported' floor space (m<sup>2</sup>) includes the gross internal area of our buildings and external sales area of stores. 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). We have estimated the 'reported' floor space back to our target baseline year of 2010/11, based on data for 2012/13.

Details on data scope:

- Data on propane used in forklift trucks has been collected since 2012/13. Data on propane was reported by our operating companies and joint ventures which accounted for 93% of our turnover in 2014/15 (91% in 2013/14). 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.

u/a – unavailable

### Property carbon emissions

	Unit	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15*
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	384,119
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	48.9

### 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	2014/15*
Property: purchased electricity & heat	tonnes CO <sub>2</sub> e	288,103	311,649	323,927	358,007	327,877	305,082	289,498	295,084	278,665	307,850
Property: gas & 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	76,268
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	56,865
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	9,216
<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>	<b>450,199</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	57.3
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	40.5

Data on district heating has been collected since 2011/12. This data was mistakenly included under 'property: gas and other fuels' in previous years. From 2014/15 onwards it will be included under 'property: purchased electricity and heat'. Historical subtotals have not been adjusted as it did not affect total Group carbon emissions data.

u/a – unavailable

\* Within KPMG's limited assurance scope

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



### 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	2014/15*
<b>Scope 1</b>											
Property: gas & 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	76,268
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	56,865
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	9,216
<b>Scope 2</b>											
Property: purchased electricity & heat	tonnes CO <sub>2</sub> e	288,103	311,649	323,927	358,007	327,877	305,082	289,498	295,084	278,665	307,850
<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	10,746
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	45,316
Haulage: Estimated exports arranged by Kingfisher Sourcing & Offer	tonnes CO <sub>2</sub> e	u/a	u/a	63,402	47,007	45,919	79,080	75,281	64,116	62,541	76,674
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	12,760
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	1,371
Transmission & distribution (purchased electricity & district heating)	tonnes CO <sub>2</sub> e	27,522	30,038	29,251	33,442	29,499	28,123	27,054	26,992	26,362	28,435
Well-to-tank emissions from energy	tonnes CO <sub>2</sub> e	52,984	56,994	58,577	66,072	60,134	58,960	55,392	60,488	61,692	61,462
<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	142,349
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	307,850
Scope 3 total	tonnes CO <sub>2</sub> e	80,506	88,413	164,770	170,942	169,685	204,502	226,370	212,998	222,857	236,764
Scope 1 & 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	450,199
Scope 1, 2 & 3 total	tonnes CO <sub>2</sub> e	468,637	515,588	624,040	666,773	628,589	664,537	652,660	658,326	661,745	686,963
<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	2,275

Data on district heating has been collected since 2011/12. This data was mistakenly included under Scope 1 ‘property: gas and other fuels’ in previous years. From 2014/15 onwards the data will be included under Scope 2 ‘property: purchased electricity and heat’. Historical subtotals have not been adjusted as it did not affect total Group carbon emissions data.

Note on adjustment to Scope 3 historical data:

- Historical transmission and distribution (T&D) emission calculations mistakenly included onsite renewable generation. This has now been amended and updated to only include purchased electricity and heat. Historical T&D emission calculations used some incorrect conversion factors for certain operating companies; this led to small errors in the data from 2006/07 to 2012/13 and an over-reporting of almost 9,000 tonnes CO<sub>2</sub>e in 2013/14. This data has now been amended.
- Well-to-tank emissions from 2010/11 to 2013/14 also included onsite renewable generation in error, this has been amended to only include well-to-tank emissions for purchased electricity, heat and fuels.
- All historical data has been adjusted and updated in the above table, including total Scope 3 and total Scope 1, 2, 3 emissions.

The total carbon emissions from business travel by air has decreased. This reduction is due to a change in how passenger km are reported. A number of our smaller operating companies are no longer required to report actual passenger km; therefore passenger km has been estimated in 2014/15, calculated by number of flights multiplied by average distance.

We have progressively extended the scope of our carbon data since 2005/06. Where data is unavailable it is indicated (u/a) rather than making estimates.

The carbon data for property energy (electricity, district heating, 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).

\* Within KPMG’s limited assurance scope

\*\* 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)



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 updated our methodology for calculating carbon emissions from waste in 2013/14 (in line with an update to the DEFRA guidelines on calculating GHG emissions). Data is calculated using different emissions factors for waste to landfill, incineration and recycling. We do not have an accurate breakdown in previous years of the split by landfill and incineration and are therefore unable to report the carbon emissions.

u/a – unavailable

**Customer energy**

	Unit	2011/12	2012/13	2013/14	2014/15*
<b>Customer energy saving</b>	kWh	2,485,503,764	5,055,794,159	6,980,563,228	8,587,565,690
Estimated annual energy saving from products purchased from us since 2011/12					

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.

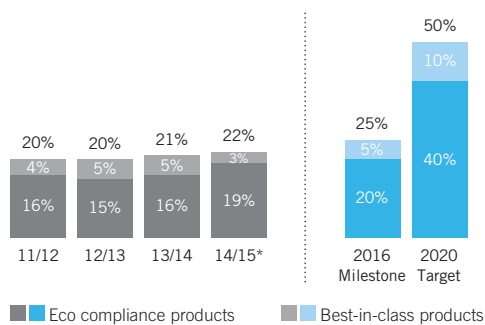
Data on estimated renewable energy generated by customers through use of renewable energy products purchased from us was reported in this section in previous years. Due to amendments to our eco product guidelines criteria in 2014/15, it has not been possible to collect robust data on this in 2014/15. We will review our process for collecting this data.

\* Within KPMG's limited assurance scope



## Innovation – key data

### Products with eco credentials % of retail sales



## Innovation – detailed data

### Products with eco-credentials

	2011/12	2012/13	2013/14	2014/15*
'Best in Class' products – the most innovative eco products & services in our ranges	£455.7m (4% of retail sales)	£493.3m (5% of retail sales)	£518.4 (5% of retail sales)	£374.7 (3% of retail sales)
'Eco compliance' products – products with some eco credentials e.g. responsibly sourced timber	£1,757.5m (16% of retail sales)	£1,602.0m (15% of retail sales)	£1,795.8 (16% of retail sales)	£2,069.6 (19% of retail sales)
<b>All products with eco credentials – including 'Best in Class' &amp; 'Eco compliance' products</b>	<b>£2,213.2m (20% of retail sales)</b>	<b>£2,095.3m (20% of retail sales)</b>	<b>£2,314.2 (21% of retail sales)</b>	<b>£2,444.3 (22% of retail sales)</b>

Details on data scope:

We have calculated the % contribution of products with eco credentials to total retail sales – the total retail sales figure is taken from data reported in our Annual Report 2014/15.

Our eco products data now excludes our joint venture Koçtaş to ensure consistency between this data and the total retail sales figure we publish in our Annual Report. We have restated prior year data to exclude eco product sales from Koçtaş.

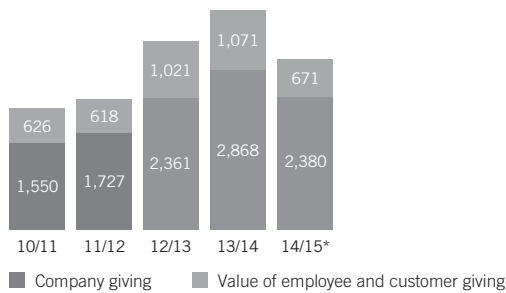
Brico Dépôt Romania did not report on sales from eco products in 2014/15 but expects to start reporting on this in 2015/16.

\* Within KPMG's limited assurance scope



## Communities – key data

### Community investment £ thousand



### 2014/15 company input by category\* £ thousand



## 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	2014/15*
Cash donations	£ thousand	376	324	295	597	417	952	1,213	1,575	1,902	1,617
Gifts-in-kind	£ thousand	693	499	577	461	301	395	279	491	336	223
Employee time	£ thousand	88	164	232	185	148	203	235	295	630	540
Total company giving	£ thousand	1,157	987	1,104	1,243	866	1,550	1,727	2,361	2,868	2,380

Our data on company giving in 2014/15 includes:

- Cash donations: charitable giving of £1,358,000 and cause related marketing of £259,000.
- Gifts-in-kind: retail product donations of £85,000 (valued at cost price) and other gifts (including unsaleable goods donated to local communities) of £138,000.
- Employee time: management time of £222,000 and volunteering in company time of £318,000.

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

### Community investment – value of employee and customer giving

	Unit	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15*
Fundraising & other leverage	£ thousand	725	496	636	744	508	626	618	1,021	1,071	671

In addition to our own giving, we encourage and facilitate customers and employees to raise money for charities. Our data on employee and customer giving includes money raised through in-store collections, payroll giving, fundraising events and pledges taken by staff at our contact centres from the public during charity fundraising appeals such as the UK's Children in Need.

\* Within KPMG's limited assurance scope





## Communities – measuring impact

We aim to evaluate and measure the impact of our 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. This helps us to develop our programmes, maximising the positive benefits achieved for each £1 invested, and to communicate our progress.

However, measuring and quantifying social impact is complex and there is limited agreement among stakeholders on the best approach. We will continue to explore different methodologies and develop our approach as we define our new community strategy.

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 table below.

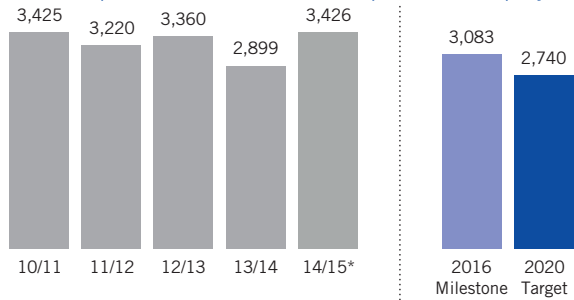
Community programme	Financial inputs 2014/15	Benefits – measured from evaluation and press communication
<p>The Screwfix Foundation – charity set up by Screwfix in 2013. It has a clear purpose of raising funds to support projects that will fix, repair, maintain and improve properties and community facilities 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>£94,753 fundraised for the Screwfix Foundation (including employee, customer and supplier fundraising and Screwfix matched donations)</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>• 42 local projects supported this 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 community centre in South Gloucester has improved accessibility for disabled people.</li> <li>• The Youth Almighty Project, which helps young people in Sunderland gain skills and get jobs, has installed LED lighting to reduce energy costs by 80%.</li> <li>• The Legacy Rainbow House in Ormskirk, which helps children with brain injuries, disabilities and complex health needs has received funds to build a new classroom to educate children and their parents.</li> <li>• The Freedom Community Alliance in Barnstaple has updated its shower and toilet facilities and improved their automatic door systems. The Alliance delivers services to the North Devon community to address homelessness, substance use, poor mental health and family breakdown.</li> <li>• The Lewis Manning trust, a hospice in Poole, has improved accessibility by installing automatic doors.</li> </ul>
<p>Inno is a Chinese community development organisation, that supports left-behind children whose parents leave their homes for long periods to find factory work. These children are more vulnerable to psychological and emotional issues, sexual abuse and other threats to their safety.</p> <p>KS&amp;O, the Kingfisher sourcing organisation, is supporting a project that provides guidance and support to left-behind children and their parents to improve their safety and physical and mental wellbeing.</p>	<p>£14,602 donation (not including the value of staff and volunteering time)</p>	<p><b>Business benefits</b></p> <ul style="list-style-type: none"> <li>• Links to Kingfisher’s Net Positive Community aspiration to build local communities</li> <li>• Improves employee engagement among factory workers, which in turn supports KS&amp;O’s relationships with these suppliers.</li> </ul> <p><b>Community benefits</b></p> <ul style="list-style-type: none"> <li>• Two KS&amp;O suppliers have taken part, benefiting 728 workers and 350 children in 2014/15</li> <li>• Parents of left-behind children have received guidance to help them communicate more effectively with their children when they are away, to maintain their emotional connection and to provide safety advice and sex education</li> <li>• Children have received support from specially trained volunteers to help them keep safe and look after their physical and mental wellbeing</li> <li>• Children have received cell phones to help them keep in touch with their parents and have participated in factory visits, so they can see where their parents work.</li> </ul>



## Employees – key data

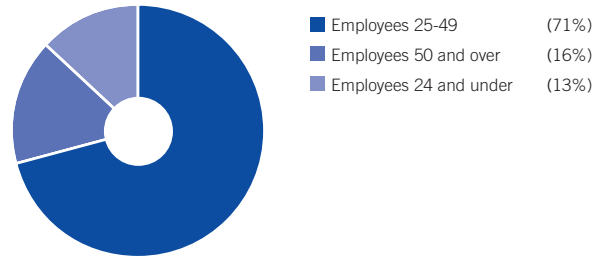
### Employee accident rate

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



Target 20% reduction from a 2010/11 baseline.  
Milestone 10% reduction from a 2010/11 baseline.

### Employees by age 2014/15\* Percentage



## Employees – detailed data

### Health & safety – fatalities

	Unit	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15*
Work-related fatalities	number	1	2	0	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	2014/15*
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	2,267
<b>Accident rate</b>										
Lost-time accident rate – major & 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	3,426
<b>Work days lost</b>										
Work days lost from major accidents & over three-day lost-time accidents	number	u/a	u/a	u/a	64,790	68,224	64,184	67,473	55,615	68,059

We have collected data on the 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. This year we have reduced the level of detail we report in this section. Data is now gathered centrally through our Group Health & Safety dashboard and this does not collect the split between major accidents and over three-day lost-time accidents.

Our total lost-time accident rate (number of lost-time accidents per 100,000 full-time equivalent employees) was 3,426, an increase on last year and on our 2010/11 baseline. We believe this is due to improvements in our data reporting and collection processes, rather than a worsening in performance. This reflects the work our H&S professionals have been doing to raise awareness across our geographies of the importance of accurate and consistent H&S reporting and in creating a culture in which managers feel confident to report accidents. We expect to see further improvements in our data over the coming year after which point it will be possible to more accurately monitor changes in our H&S performance over time.

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 543 per 100,000 full-time equivalent employees in 2014/15 (560 per 100,000 FTE in 2013/14).

u/a – unavailable

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

	Unit	2012/13	2013/14	2014/15*
Other work-related employee accidents/injuries, including accidents that result in three days or less of lost time	number	5,695	5,707	5,953

We extended our data collection in 2012/13 to cover other accidents, including accidents that result in three days or less of lost time. Data covers all our operating companies and joint ventures.

\* Within KPMG's limited assurance scope



### Health & safety – customer and contractor accidents

	Unit	2012/13	2013/14	2014/15*
Customer accidents	number	4,028	4,275	4,796
Contractor accidents	number	u/a	387	505

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

We began collecting data on customer accidents in 2012/13 and contractor accidents in 2013/14.

We are still working on developing a robust data collection process for construction contractor accidents (for new stores and major refurbishment projects).

u/a – unavailable

### Diversity – senior management

	Unit	2012/13	2013/14	2014/15*
Board – men	% of Board members	73	73	60
Board – women	% of Board members	27	27	40
Senior management total – men	% of total senior management	79	78	79
Senior management total – women	% of total senior management	21	22	21

Data was reported for the first time in 2012/13 in line with new regulatory requirements. Data is consistent with figures reported in the Kingfisher Annual Report.

The figure for total senior management includes the Board, directors and heads of department (401 full time equivalent employees).

### Diversity – all employees

	Unit	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15*
<b>Gender</b>											
Total employees – men	% of employees	60	60	60	59	59	60	60	60	61	60
Total employees – women	% of employees	40	40	40	41	41	40	40	40	39	40
All management positions – men	% of managers	76	75	73	73	71	71	71	70	71	70
All management positions – women	% of managers	24	25	27	27	29	29	29	30	29	30
<b>Age</b>											
Employees 24 & under	% of employees	21	18	21	17	17	16	15	14	13	13
Employees 25-49	% of employees	66	69	66	70	70	70	71	71	72	71
Employees 50 & over	% of employees	13	13	13	13	13	14	14	15	15	16
<b>Disability</b>											
Employees who have declared a disability	% of employees	2	2	2	2	2	3	3	2	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	11

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 Centre, KITS and NES).

Details on data scope:

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

\* Within KPMG's limited assurance scope



## Training

	Unit	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15*
Training hours	number	1,233,000	1,367,000	1,282,000	948,000	914,000	715,000	995,000	946,000	777,000
Training hours per employee	number per employee	17	16	15	12	12	9	13	12	10

Details on data scope:

- Data was collected from operating companies and joint ventures which accounted for 96% of Group turnover in 2014/15 (100% in 2013/14). Data excludes B&Q China and Brico Dépôt Romania.

## Employee turnover

	Unit	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15*
Employees who left	number	21,700	25,200	23,100	15,900	17,000	17,900	17,200	16,600	17,800
Rate of employee turnover	%	29	30	28	20	22	23	22	22	23

Data covers employees who left voluntarily and involuntarily.

Details on data scope:

- Data was collected from operating companies and joint ventures which accounted for 97% of Group turnover in 2014/15. Data excludes B&Q China.

\* Within KPMG's limited assurance scope



## 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 three years. We have reported data for factory audits conducted by KSO, our central procurement organisation, from 2005/06.

Our data for 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	2014/15*
KSO: % of factories that had either an onsite audit or desktop assessment in the past three years	98%	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%	21%

The majority of products sourced by the 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

### Compliance with Kingfisher’s supply-chain ethical and environmental standards

#### KSO – factory sourcing

	2012/13	2013/14	2014/15*
<b>Active factories</b>	1,058	1,023	1,028
Number of active factories that supply products to KSO			
<b>Onsite audit</b>	1,038	1,000	1,005
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%	98%
<b>Desktop audit only</b>	0	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%	0%
<b>All audits (onsite and desktop only)</b>	1,038	1,000	1,005
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%	98%
% of active factories that had either an onsite audit or desktop assessment in the past three years			

Note: All KSO audits are conducted onsite – therefore desktop audit is 0 for all years.

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

	2012/13	2013/14	2014/15*
<b>Active suppliers</b>	526	1,567	1,308
Number of active suppliers of own-brand/exclusive brand products (excluding KSO)**			
<b>Onsite audit</b>	178	150	201
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%	15%
<b>Desktop audit only</b>	19	39	68
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%	5%
<b>All audits (onsite and desktop only)</b>	197	189	269
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%	21%

\* Within KPMG’s limited assurance scope

\*\* the increase in the number of own/exclusive brand suppliers since 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.



Operating companies – sourcing from suppliers of manufacturer branded products

	2012/13	2013/14	2014/15*
<b>Active suppliers</b>	6,053	5,900	5,400
Number of active suppliers of manufacturer branded products (excluding KSO)			
<b>Onsite audit</b>	531	181	345
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%	6%
<b>Desktop audit only</b>	69	217	105
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%	2%
<b>All audits (onsite and desktop only)</b>	600	398	450
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%	8%

Details on data scope:

- Data for operating companies covers first-tier suppliers and covers operating companies and joint ventures that account for 99% of Group turnover in 2014/15 (100% 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.

KSO – detailed data on factory audits

		2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15*
<b>Factory numbers:</b>	number	u/a	897	854	908	949	1,083	1,141	1,058	1,023	1,028
Total number of active factories that supply products to the KSO											
<b>Onsite audits:</b>	number	604	644	433	411	541	478	586	501	483	511
Number of active factories that had an onsite audit in the past year to monitor compliance with Kingfisher's supply-chain ethical & environmental standards											
<b>Factory action plans required:</b>	number	367	477	389	307	424	383	456	348	285	383
Number of factories that were required to make improvements through a corrective action plan following an onsite audit in the past year. See note 1	% of factories audited	61%	74%	90%	75%	78%	80%	78%	69%	59%	75%
<b>Factory action plans implemented:</b>	number of factories	281	369	336	287	374	343	420	311	285	420
Number of factories that implemented action plans during the past year. See note 2											

u/a – unavailable

\* Within KPMG's limited assurance scope

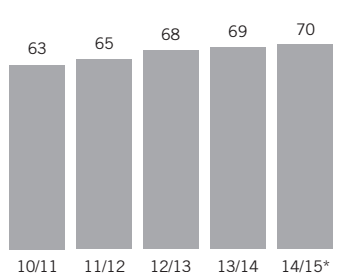
Note 1: All factories are required to put in place a corrective action plan (CAP) if they do not meet specified standards on quality, environmental or ethical issues. In 2014/15, 378 factories agreed a CAP during the year to be completed within a specified timeframe. A further 5 factories were scheduled to put in place a CAP 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 CAP is implemented and signed off.

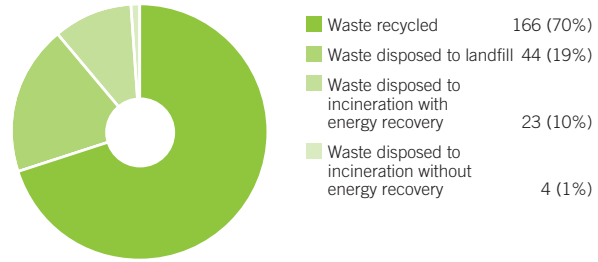


## Environment – key data

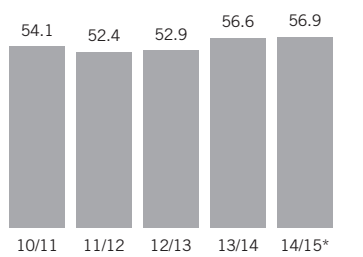
### Waste recycled % of waste recycled



### Waste recycling and disposal 2014/15\* Thousand tonnes



### Carbon emissions direct haulage Thousand tonnes CO<sub>2</sub> equivalent from dedicated store and home delivery fleets



Target 20% reduction from a 2010/11 baseline.  
Milestone 10% reduction from a 2010/11 baseline.

## 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	2014/15*
Waste generated (disposed & recycled)	thousand tonnes	196	209	209	199	203	195	228	242	232	237
Waste disposed (landfill & incineration)	thousand tonnes	142	156	148	124	112	72	80	78	71	71
Waste recycled	thousand tonnes	54	53	61	75	91	123	148	164	161	166
Recycling rate	% of total waste generated	28%	25%	29%	38%	45%	63%	65%	68%	69%	70%
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	12,760

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 data scope:

- Estimates have been used to calculate waste data for B&Q China and Koçtaş.

Our UK operating companies, B&Q UK & Screwfix, backhaul waste to their distribution centres for recycling. Therefore, the data for these two operating companies covers 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 since 2013/14 as an accurate breakdown of the split by landfill and incineration is not available for previous years.

u/a – unavailable

\* Within KPMG's limited assurance scope



**Recycling – breakdown of materials recycled**

	Unit	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15*
Wood	thousand tonnes	27	25	28	35	40	58	78	79	77	71
Cardboard/paper	thousand tonnes	20	21	24	24	28	32	37	37	38	41
Plastic	thousand tonnes	2	2	3	3	3	5	5	8	6	7
Metal	thousand tonnes	2	2	1	1	2	4	4	6	5	7
Rubble (recorded from 2013/14)	thousand tonnes									30	29
Other (including rubble up until 2012/13)	thousand tonnes	3	3	5	12	18	24	24	34	5	11

**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	2014/15*
Weight of primary packaging	tonnes	u/a	u/a	u/a	u/a	18,565	20,305	18,476	16,220	17,888	22,225
Weight of primary packaging relative to sales	tonnes per £ million sales	u/a	u/a	u/a	u/a	12.0	12.9	11.4	9.1	9.5	11.7

Details on data scope:

- In previous years we also included packaging data from Castorama France and Screwfix. However, we are not able to report packaging data for Castorama France as a full data set was not available for 2014/15 and we were unable to make an accurate estimate. Screwfix is no longer required to report on packaging data in line with our decision to reduce the reporting requirements for our smaller operating companies. We have now amended packaging data for all years to only cover B&Q UK and Brico Dépôt France.
- B&Q UK and Brico Dépôt France accounted for 50% of Group turnover in 2014/15.
- 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 its own and exclusive-brand products.

u/a – unavailable

\* Within KPMG's limited assurance scope





### 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	2014/15*
<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	13,043
Fuel: Biofuel & gas (LNG and CNG)	thousand litres	0	0	0	0	0	0	0	111	1,400	1,604
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	35,764
Distance travelled	thousand km	43,483	56,411	64,559	56,353	48,293	47,026	47,020	45,578	43,570	45,240
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	3,999
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	3.66
<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	7,923
Fuel: Gas (LPG)	thousand litres	u/a	u/a	0	0	0	0	0	0	38	183
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	21,101
<b>Total store &amp; 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	22,753
Carbon emissions	tonnes CO <sub>2</sub> equivalent	35,649	48,043	67,843	60,122	53,452	54,085	54,425	52,933	56,605	56,865

The following operating companies have used dedicated store delivery fleets from 2005/06 – B&Q UK (approximately 70% of store deliveries in 2014/15), Castorama France (approximately 23% of store deliveries in 2014/15) and Screwfix (100% of store deliveries in 2014/15). Koçtaş 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).

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	2014/15*
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	45,316

Details on 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 2014/15.
- 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.

u/a – unavailable

\* Within KPMG's limited assurance scope



### Business travel

	Unit	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15*
<b>Business travel by air</b>								
Flights	number	42,901	40,634	42,690	42,003	41,013	41,438	47,982
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	10,746
<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	9,216
<b>Business travel total (air and road)</b>								
Carbon emissions from business travel by air & road	tonnes CO <sub>2</sub> equivalent	13,270	17,104	19,783	22,212	21,422	22,114	19,962

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, hire cars and non-company cars.

Details on data scope:

- Company cars: All operating companies and joint ventures reported data on company cars in 2014/15 with the exception of B&Q China as it no longer owns company cars.
- Hire cars: Data on company cars was collected from operating companies and joint ventures which accounted for 80% of Group turnover in 2014/15.
- Non-company cars: Three of our operating companies reported data for business travel using employees own cars in 2014/15 (B&Q UK, Brico Dépôt France and Castorama Poland).
- Air: Data for air travel was collected from operating companies and joint ventures which accounted for 99% of Group turnover in 2014/15. Excludes Brico Dépôt Romania).

The number of flights in 2014/15 comprises 16,944 short-haul flights, 27,787 medium-haul flights and 3,251 long-haul flights.

While the number of flights has increased due to increased number of international businesses (notably Screwfix Germany and Brico Dépôt Portugal), the total carbon emissions from business travel by air has decreased. This reduction is due to a change in how passenger km are reported. A number of our smaller operating companies are no longer required to report actual passenger km, therefore passenger km has been estimated in 2014/15, calculated by number of flights multiplied by average distance.

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	2014/15*
Total water use	million m <sup>3</sup>		1.65	1.57	1.73	1.46	1.51	1.39	1.44	1.42	1.47
Water intensity	litres/m <sup>2</sup> reported floor space		u/a	u/a	u/a	u/a	227	194	194	191	187
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	1,371

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 data scope:

- Data for property water use was collected from all operating companies and joint ventures in 2014/15.
- Data for Brico Dépôt France in 2014/15 has been estimated using 2013/14 average litres per m<sup>2</sup> and total reported floor space.

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). We have estimated the 'reported' floor space back to our target baseline year of 2010/11.

u/a – unavailable

\* Within KPMG's limited assurance scope