

Kingfisher Sustainability data collection methodology 2015/16

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About this document

This document explains our methodology for collecting and calculating data that is reported in our annual Sustainability Report. We update it annually.

Additional notes on the scope of our data are included in our Sustainability performance data appendix (available at www.kingfisher.com/sustainability).

Our approach to data collection

We have two questionnaires to track progress on Sustainability:

- **Key performance indicator (KPI) questionnaire** to monitor data trends. This is completed on an annual basis by our operating companies, with the exception of sustainable home product data which is collected on a half yearly basis.
- **Foundations questionnaire** to monitor progress against targets. This is completed on an annual basis by our operating companies.

Data responsibilities and sign off

The Sustainability representative for each operating company is the lead data collector and is responsible for submitting the data.

The Chief Executive of each operating company is responsible for ensuring that appropriate processes and controls are in place to monitor and report progress against our Sustainability KPIs and targets. They are required to complete an annual self-certification process to confirm that Sustainability performance data submitted to the Group is materially accurate and has been subject to an appropriate level of review prior to submission.

Assurance

We work with internal and external auditors to provide assurance of our Sustainability data collected via the KPI and Foundations questionnaires.

- External audit: We worked with KPMG on assurance of our 2015/16 data and their assurance statement is available to download at www.kingfisher.com/sustainability. The statement also provides details on the scope of the external and internal audit work.
- Internal audit: We have a comprehensive internal review process of KPI and Foundations data, which is overseen by our external auditors.
 - Head office review: We have a head office review process which provides an overall sense check of the data. The process is co-ordinated by Bioregional who work alongside both in-house and other third-party experts to review data. For example, the data on energy and other property related KPIs is reviewed by the Group property department and timber data is reviewed by the in-house Sustainable Timber team and an external consultancy Efeca, who have acted as lead consultants to the UK government's timber procurement policy.
 - Internal audit: Following the head office review, a selection of data is then internally audited. We use our local audit teams in each operating company to conduct the audits, which include detailed testing of a sample of data back to source data.

We introduced a data quality award in 2013/14 to recognise the operating company which has the most complete, accurate and on-time data submission.

Scope of data

We report on an 'operational basis', this means that the data covers Kingfisher's operating companies. The data for 2015/16 covers 100% of:

- UK businesses – B&Q UK and Screwfix
- French businesses – Castorama France and Brico Dépôt France
- Other international businesses – Castorama Poland, Brico Dépôt Iberia, Brico Dépôt Romania, Screwfix Germany¹ and Castorama Russia

In previous years, we included data for our joint venture Koçtaş, in all our Group totals at 50%. However, to be consistent with the operational control definition, we have now removed Koçtaş from Group totals with the following exceptions: Koçtaş is included in our pre-tax profit and therefore will still be included in our community investment data as we state community investment as a % of pre-tax profit. In addition, Koçtaş will be included in our GHG report under scope 3, in the 'Investments' category (see page 9 for further details). For both areas 50% of Koçtaş data will be included in line with our 50% ownership.

Information and data for B&Q Ireland and Brico Depot Poland are included within B&Q UK and Castorama Poland respectively.

In addition, relevant data is also collected from Kingfisher corporate centre, Kingfisher IT services, and Kingfisher Sourcing & Offer. Our third party KS&O offices in Brazil and India only report 'suppliers and partners' KPI data as other areas are out of scope.

Businesses are included in our report if they have been owned for the full financial year to allow sufficient time to implement the data collection systems.

In cases where we sell an operating company or joint venture, our approach is to exclude its performance in the year of sale and to restate the data from prior years, to enable a comparison of trends over time. Kingfisher disposed of a controlling 70% stake in B&Q China in 2015, we have therefore excluded their performance for 2015/16 and restated prior years.

Kingfisher has been gathering Group-wide Sustainability data since 2005/06 and has been working to improve the quality and scope of the data progressively. We restate prior year data if we identify any material errors or if we make significant changes to our data collection methodology/ reporting criteria. We indicate any amendments to prior year data in the notes in our Sustainability Report data appendix.

To reduce the reporting requirements for our smaller operating companies we made submission of some KPI sections optional or no longer required. In our data appendix we indicate what percentage of Group turnover the operating companies that did submit the data account for where relevant.

¹ As this was Screwfix Germany's first year of reporting, they were not required to submit data on all KPIs. More details on what KPIs fell under the scope of reporting for Screwfix Germany can be found in our data appendix.

Foundations questionnaire

We track progress against our targets on an annual basis through our Foundations questionnaire. It is a self-assessment completed by our operating companies at the end of the financial year.

We have 53 targets, which run up until 2020. They cover our four key priorities (timber, energy & carbon, product innovation, communities) as well as three other areas of focus (people, suppliers & partners, environment). Our operating companies report progress against 38 targets and we monitor progress on the other targets at Group level.

Operating companies select a score for each target (25%, 50%, 75% and 100%) which reflects progress to date. We have a Foundations questionnaire scoring guide which sets out the criteria which need to be met for the different scores. This is available to download at www.kingfisher.com/sustainability.

We work with internal audit and external auditors, KPMG, on assurance (see page 2). The 2015/16 internal audit review of Foundations covered B&Q UK, Castorama France, Screwfix and Group. The auditors reviewed a sample of scores for these operating companies, focussing on scores that changed during 2015/16 and the evidence to support the change in scores.

In our Sustainability Report, we publish key results at operating company and Group levels:

- Operating company results: We publish scores for each operating company across our key issues (our four key priorities and three other areas of focus). We present the score for each issue as an average by adding together the individual scores for the targets relevant to that issue and then dividing by the number of targets related to that issue.
- Group results: We publish a Group score for each target. For the 38 operating company targets this score is calculated as follows:
 - For qualitative targets: individual operating company scores are weighted by the sales contribution of each operating company and added up into the Group score.
 - For quantitative targets: a Group score is allocated based on Group KPI performance data

KPI questionnaire

Our Sustainability KPI questionnaire collects the data needed to monitor progress against our targets, comply with regulatory requirements e.g. UK mandatory reporting of greenhouse gas emissions in Annual Reports, and to respond to investor questionnaires e.g. FTSE4Good. It is completed by our operating companies annually at the end of the financial year, with the exception of sustainable home product data which is collected on a half yearly basis.

We have been monitoring Group Sustainability KPIs since 2005/06 and data is reported annually in our Sustainability Report. We report data going back to 2005/06 where available. The latest data available covers the financial year 2015/16.

Our data collection methodology in 2015/16

We collect data for the Kingfisher financial year. The 2015/16 financial year runs from 1 February 2015 to 31 January 2016.

It should be noted that for property-related data (energy, waste, water), we include data for the 12 month calendar year as financial year data is not available within our data collection timescales. In other cases where data is not available from our suppliers within our data collection timescales our approach is to make estimates. We provide guidance to our operating companies on the best estimation techniques.

Timber

- Our definition of timber products includes solid wood, paper and other wood-fibre and wood-derived products such as plywood, chipboard, wallpaper.
- Our 2020 target is 100% responsibly sourced timber and paper in all our operations. This includes all products for sale and any other timber and paper used in our day to day operations, from packaging, to paper and timber used in construction. We have been collecting data on timber used in our products since 2006/07. We started collecting data on paper (e.g. for catalogues) in 2014/15. We are working to develop data collection systems to track other timber used, which will enable us to report progress against our 2020 target.
- We define 'responsibly sourced timber' as timber which is from 'proven well-managed forests or recycled sources'. We include the following sources:
 - Forest Stewardship Council (FSC) certification (with a full chain of custody)
 - Formally working towards FSC certification. This includes The Forest Trust (TFT) projects, WWF GFTN members, Rainforest Alliance (SmartStep) participants
 - Programme for the Endorsement of Forest Certification (PEFC) certification or certification to PEFC endorsed schemes (with a full chain of custody)
 - Verified recycled wood/ paper
- Hardwood species sourced from the tropics are only counted as from 'proven well-managed forests' if they are FSC certified or formally working towards FSC certification.
- We also monitor data on timber from 'other legal/non-controversial sources'. This enables us to track the origin of timber as legal and non-controversial and to manage associated risks but does not yet meet our criteria for 'proven well-managed forests or recycled sources'. We include the following:
 - Other certification schemes to those included in our 'responsibly sourced' category (see above).
 - FSC and PEFC with a broken chain-of-custody i.e. the supplier can supply a chain-of-custody certificate for the original forest source (code + certificate on-file) but the supplier is not yet certified themselves.

- Products with documentation to show the forest of origin, legal source/non-controversial.
- We report data in volume sold (m³) of roundwood equivalent (RWE). Most timber is recorded in cubic metres (m³). We then use the 'Geneva timber and forest discussion paper 49 - Forest product conversion factors for the UNECE region' (2010 FAO, UNECE) to allocate the correct conversion factor for different types of timber product (e.g. soft sawnwood, fibreboard) to convert raw data into roundwood equivalents (RWE). RWE volume is a measure of the volume of logs (roundwood) used in the manufacture of wood-based products (including wood pulp, paper, wooden furniture, joinery and plywood). As such, it is particularly useful when assessing our forest footprint caused by consumption of wood-based products.

Energy & carbon – customer energy

- We make an estimate of the amount of energy saved by our customers through the use of energy-saving products they have purchased from us since 2011/12.
- This estimate is made using a model we have developed with sustainability experts Bioregional.
 - Our Operating Companies report the number of energy saving products they sell (which meet the energy-saving criteria in our Sustainable Home Product Guidelines) – broken down into different product types e.g. insulation, energy efficient appliances. Our Summary Sustainable Home Product Guidelines are available to download at www.kingfisher.com/sustainability.
 - For each product, the model multiplies the number of products sold by the typical annual energy saving for that type of product. The energy savings are based upon assumptions obtained through research and calculations delivered by Bioregional. The assumptions are based on typical usage patterns and adjusted according to the country in which they are being used.
 - We then sum the energy savings for all energy-saving products sold during the year.
- Our 2020 target is 38 TWh of energy saved for customers across our international businesses. We started monitoring data in 2011/12. We have assumed that all of the products that we sold in 2011/12 are still in use and have therefore added the annual savings from all years together to calculate the total savings achieved so far. In future, we will need to adapt the model to take into account the average lifetime of different product types.
- Our model also compares the energy saved by our customers to an equivalent number of energy efficient homes. The definition of an 'energy efficient home' is based upon the energy savings required to achieve an equivalent of a 60% reduction in CO₂ emissions (based on country-specific assumptions on the size of an average household and typical energy use, included in our customer energy saving model).
We also estimate the amount of renewable energy generated by our customers through products they buy from us such as biomass boilers and solar panels. The savings are based on typical assumptions (researched by Bioregional) on the amount of energy generated by different types of renewable energy products and adjusted according to the country in which they are being used. We have also made the prudent assumption that the renewable energy products are being used in the context of an energy efficient home (which will require less energy than a standard home).

Energy & carbon– our own energy

- Our property energy data covers energy use in stores, offices and other buildings e.g. distribution centres. We collect data for energy use in buildings that we operate (owned or leased) and also for distribution centres which are operated by third parties if they are owned or leased by us. We do not include data for distribution centres which are not owned or leased by us.
- Data for stores was collected from 2005/06. Data for offices and other buildings was collected from 2006/07 (for B&Q), 2007/08 (for corporate centre and KS&O) and from 2008/09 (for other operating companies).
- Our operating companies record energy data either through Automated Meter Readings (AMRs) or consumption data on invoices. Our operating companies make estimates if data is unavailable, based on an appropriate extrapolation approach e.g. actual energy expenditure or usage based on an equivalent sized store.
- We report total energy use and also energy intensity measured relative to 'reported' floor space (kWh/m²). The 'reported' floor space (m²) includes 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). 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, and therefore covers all areas of the building where we use energy. We have estimated the 'reported' floor space back to our target baseline year of 2010/11, based on data for 2012/13.
- Our 'reported' floor space is the average over the year, rather than using the figure at the end of each year. This is calculated by recording the data at the start of the year and at the end of the year, and then dividing the total by two. This gives us a more accurate picture of our energy intensity for our operating companies that have opened new stores during the year.
- Data on propane used in on-site vehicles e.g. forklift trucks was collected from 2006/07 (B&Q), 2010/11 (Brico Dépôt France, Castorama France, Screwfix), 2011/12 (Castorama Russia) and from 2013/14 (for other operating companies).

Carbon footprint – general approach

- Carbon footprint: The scope of our target to reduce our carbon footprint covers emissions from property energy use, dedicated delivery fleets and business travel by road. We consider these as our scope 1 and 2 emissions (as defined under the WRI/WBCSD Greenhouse Gas (GHG) Protocol), with the exception of data on business travel using non-company cars, which is classified as a scope 3 emission under the GHG Protocol and makes a small contribution to our total carbon footprint. Our scope 2 emissions have been calculated using a location-based approach. Our Sustainability report and data appendix also include our market-based scope 2 total for 2015/16.
- We also have separate targets on other activities which contribute to CO₂e emissions such as waste, water and non-dedicated delivery fleets.
- Organisational boundary: we use an operational control boundary. This means that we include emissions from our wholly-owned operating companies. For our Koçtaş joint venture, as we do not have full operational control, we include proportional emissions under

scope 3 (category investments). This is in line with the operational control approach as defined by the WRI/WBCSD Greenhouse Gas (GHG) Protocol.

- We calculate our carbon emissions using the CO₂ equivalent (CO₂e) emission factors published by the UK government (DEFRA) where available. See the section below for more detailed notes about our methodology.
- In the performance data appendix of our Sustainability Report (available at www.kingfisher.com/sustainability), we report the breakdown of our CO₂e emissions in line with the three scopes defined under the GHG Protocol. These are scope 1 (direct emissions), scope 2 (energy indirect emissions) and scope 3 (other indirect emissions).
- We have progressively extended the scope of our carbon footprint data and we have indicated where data is unavailable (u/a) rather than backcasting data.

Carbon footprint – detail of methodology for calculating CO₂ equivalent emissions:

- We calculate our carbon emissions using the CO₂ equivalent (CO₂e) emission factors published annually by the UK government (DEFRA/DECC), except where indicated below. The data for 2015/16 is calculated using the ‘2015 UK Government Conversion Factors for Company Reporting’, version 2.0 (expiry 31 May 2016).
- The CO₂e includes the greenhouse gases: carbon dioxide (CO₂), methane (CH₄) and nitrous oxide (N₂O).
- We do not restate CO₂ equivalent emissions for past years unless the change in emission factors is material to our data. We record activity data (e.g. electricity consumption, gas consumption) and multiply by the relevant emission factors.
- Details of emission factors:
 - *Electricity:* We use country-specific (i.e. location-based) emission factors from DEFRA/DECC (which are based on the different energy mixes used to generate electricity in each country). It should be noted that the non-UK emission factors provided by DEFRA/DECC cover only CO₂ and do not include methane (CH₄) and nitrous oxide (N₂O). We also calculate transmission and distribution emissions from electricity in our scope 3 data (see details below).
We also publish a marked-based scope 2 CO₂ total, for this we have used a combination of conversion factors according to the data hierarchy (as defined under the WRI/WBCSD Greenhouse Gas (GHG) Protocol):
 - Zero or low carbon conversion factors for renewable energy products/ tariffs where Guarantees of Origin are available.
 - Supplier-specific residual mix emission rates where available.
 - National residual mix emission rates, available for European countries from Reliable Disclosure Systems for Europe – Phase II. The data for 2015/16 is calculated using the ‘European Residual Mixes 2014’, Version 1.0corr2, 15th May 2015.
 - Location-based emission rates, for countries outside Europe and for district heating. These are calculated using the ‘2015 UK Government Conversion Factors for Company Reporting’.
 - *Gas and other fuels:* We use standard DEFRA/DECC factors for gas and other fuels we use (e.g. gas oil, diesel, LPG/propane, biomass). We use the ‘gross’ calorific value (higher heating value) for gas and other fuels where there is an option to use ‘gross’ or ‘net’ values.

- *District heating:* We have used UK location-based district heating emission factors from DEFRA/DECC since we do not have country specific information. We also calculate location-based transmission and distribution emissions from district heating in our scope 3 data (see details below). We do not yet have supplier-specific emissions rates for district heating and we have therefore also used the location-based emission factors in our market-based scope 2 emissions totals.
- *Road transport:* For diesel and petrol, we use the '100% mineral fuel' emission factors, except in the UK where we have used the 'retail station biofuel blend' emission factors since 2011/12 in line with DEFRA/DECC guidelines. We use standard DEFRA/DECC factors for LPG, LNG and biomethane. Where fuel use is unknown for haulage, we calculate CO₂e from km travelled, using the DEFRA/DECC emission factor for 'all HGVs, UK average loading'. Where fuel use is unknown for business travel, we use the DEFRA/DECC emission factor for an 'average car, unknown fuel'.
- *Rail transport:* We have used UK rail freight emission factors from DEFRA/DECC since we do not have country specific information.
- *Flights:*
 - *Haulage – KS&O exports:* We use emission factors for sea freight (DEFRA/DECC 'average container vessel') and air freight (DEFRA/DECC 'short haul international' and 'long haul international').
 - *Business travel by air:* We use emission factors for short haul flights (DEFRA/DECC 'domestic to/from UK' factor), medium haul flights (DEFRA/DECC 'short-haul to/from UK' factor) and long haul flights (DEFRA/DECC 'long-haul to/from UK' factor). DEFRA/ DECC introduced a new factor for international flights but we have decided to continue using the emissions factors split by short/ medium and long haul for all our air travel to ensure our emissions data remains comparable to previous years.
 - For both haulage and business travel by air, we use the DEFRA/DECC conversion factors which include an 8% uplift factor and a 90% increase due to radiative forcing.
- *Waste:* In line with the latest DEFRA/DECC guidelines we calculate carbon emissions from waste using different emission factors for waste to landfill, incineration and recycling. We have been able to report these carbon emissions since 2013/14, since that was the first year we collected a more detailed breakdown of our waste by landfill and incineration.
- *Investments:* We include proportional scope 1 and 2 emissions from any investments (where we have at least a 50% share) under our scope 3 emissions. This is in line with the operational control approach as defined by the WRI/WBCSD Greenhouse Gas (GHG) Protocol.
- *Water and effluent:* We use the DEFRA/DECC emission factors for 'water supply' and 'water treatment'. We estimate the volume of effluent from the volume of water used.
- *Transmission and distribution:* For electricity transmission and distribution we have used country-specific (i.e. location-based) emission factors (provided by DEFRA/DECC). For district heating transmission and distribution we have used UK location-based district heating emission factors from DEFRA/DECC since we do not have country specific information. We have reported the data going back to 2005/06, using annually updated emission factors.
- *Well-to-tank:* We have used country-specific location-based emission factors for well-to -tank emissions from electricity and UK location-based factors for well-to-tank emissions for district heating. We use standard DEFRA/DECC location-based factors for well-to-tank emissions from gas and other fuels. We have reported the

data going back to 2005/06, using annually updated emission factors for electricity and district heating. We have used the 2013 emission factor for gas and other fuels for all years up to 2013/14 (since annual emission factors have only been provided from 2012).

- *Outside of scope*: The data covers emissions from biofuel, biomass and forecourt fuels containing biofuel.
- See environment section for further details on the scope of data collection for transport (haulage, business travel by air and road), waste and water use.

Product innovation

Sustainable home products

- We report sales of products and services with eco credentials, including ‘best in class’ and ‘compliant’ products (see definitions below).
- Products must comply with our Sustainable Home Product Guidelines. A summary of the guidelines is available to download at www.kingfisher.com/sustainability
- The Sustainable Home Product Guidelines have been developed with sustainability experts Bioregional and are updated annually.
- We have two classes of sustainable home products:
 - ‘Best in class’ products – the most innovative sustainable home products in our ranges
 - ‘Compliant’ products – products which have certain environmental benefits. Responsibly sourced timber is included in our figure for compliant products.
- We also classify products into six sustainable home product categories: Save Energy, Save Water, Sustainable Materials, Greener Gardens, Closed Loop, and Better Homes.
- The Guidelines set out detailed criteria for specific types of products (there are currently over 50 product types covered in the guidelines).
- Data is collected on a half yearly basis. New products nominated by our operating companies are reviewed by Bioregional to check they meet the criteria in our Sustainable Home Product Guidelines.

Products with closed loop credentials

- By 2020, we aim to have 1,000 different products with closed loop credentials. We define a product with ‘closed loop credentials’ as any product which meets the ‘best in class’ criteria in the closed loop category under the Sustainable Home Product guidelines.
- Data is collected on a half yearly basis. New products nominated by our operating companies are reviewed by Bioregional to check they meet the criteria in our Sustainable Home Product Guidelines.

Energy and water using products

- Kingfisher has set a target for all Energy and Water Using Products to meet ‘best practice’ standards on energy efficiency by 2020, with 50% achieving ‘best practice’ standards by 2016.
- In 2015/16 we worked with Bioregional to determine the scope of energy and water using products reporting, a definition of ‘best practice’ and a methodology for gathering data which allows us to report on these KPIs for the first time.

- We define an energy using product as any product covered under the European Eco design/labelling initiative. Best practice products must also meet the Compliance criteria of Kingfisher's Sustainable Home Product Guidelines as a minimum.
- We define water using products as any product covered under the European water labelling initiative. Best practice products must also meet the Compliance criteria of Kingfisher's Sustainable Home Product Guidelines as a minimum.
- The progress Kingfisher is making against its targets is measured by the sales of best practice products against the total products sales and reported as a %.
- Data is collected on a half yearly basis. New products nominated by our operating companies are reviewed by Bioregional to check they meet the scope and criteria outlined above.

Communities

Community projects

- Kingfisher's 2020 target is to complete 4,000 community projects by our people that deliver 'Better Homes, Better Lives'.
- In 2013/14, we introduced criteria for community projects. Every project must:
 - Demonstrate and measure positive impacts that bring 'Better Homes Better Lives'.
 - Have a minimum company contribution of 35 hours or £250 (or equivalent in local currency; the French operating companies have a threshold of 35 hours or €345).
- Projects should achieve one or more of the following outcomes:
 - Equipping people with skills
 - Supporting the social infrastructure in the local community
 - Helping to improve the lives of the people who make our products
 - Connecting people – e.g. online platforms & local networks to share ideas and skills
 - Empowering people to do more for themselves
- It should be noted that the company contribution includes value of cash donations, product donations and employee time. Any money raised via fundraising (from customers or employees) is not counted.
- Employee time is generally only included if it is during work time (since this is a company contribution). In exceptional cases, employee time outside work can be included for a company-led activity which is done in the company name e.g. in company uniforms.
- Please note that in-store classes are only counted if they are provided for free.

Community investment

- Our data on community investment covers company input and output (leverage).
- Our company input includes cash donations, gifts in kind and employee time. We only count company contributions (we do not include donations made by customers, employees or suppliers which are reported separately in the section on fundraising).
 - Cash donations – we record two types of contribution: charitable giving i.e. cash donations given directly to charity/community organisations; and cash donated to charity through cause related marketing.
 - Gifts in kind – we record two types of gift in kind: the value of 'new products' (based on cost price) donated to charity / community organisations; and the value of 'other items' donated e.g. written off stock or old office equipment. We record the retail price of new products and then estimate the cost price based on an average mark-up for products. The value of 'other items' is based on the estimated current market value.

- Employee time – we record three types of time: employee volunteering in work time, management costs and time spent by employees on supervision of work experience programmes. We calculate the value of employee volunteering and work experience supervision by recording the number of hours employees spend and multiplying this by an average hourly salary per operating company. Management costs include the direct cost of salary & other benefits (and exclude office costs).
- Our output data covers charity collections in-store, pay roll giving, other employee fundraising initiatives, other funds raised by our charity partners as a result of our input (this is called ‘leverage’) and employee volunteering time outside of work hours but in the name of the company.

People

Employee numbers

- We report data on number of employees at each operating company. This data is collected monthly by Group finance.

Health & safety – employee accidents

- We collect data on the following categories of work-related accidents, including number of accidents and work days lost:
 - Fatalities.
 - Total number of employee accidents.
 - Employee accidents- total number of work days lost.
 - In previous years we reported on major and over three-day lost-time accidents and the lost-time accident rate for major and over three-day lost-time accidents. However, as regulatory definitions and mandatory accident reporting requirements vary significantly between the countries we operate in (determining what counts as a major accident and also determining the sign-off time), we have decided to focus on a reduction in total number of employee accidents going forward.
- Our operating companies maintain accident record books at each site to record data. 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.
- We have collected data on total number of employee accidents from 2012/13.
- Our target to reduce our lost-time accident rate covers all accidents.
- We calculate our accident rate per 100,000 full-time equivalent employees (using the FTE average, calculated from monthly data).

Health & safety – customer and contractor accidents

- We have collected data on customer accidents from 2012/13 and contractor accidents from 2013/14.
- The data covers all accidents in our stores that are reported to us by our customers and contractors. A customer includes any person who visits our stores or sites who is not an employee or contractor.
- We are still working on developing a robust data collection process for construction contractor accidents (for new stores and major refurbishment projects).

Diversity

- Our diversity data covers:
 - Gender – % of employees that are male and female and % of managers that are male and female (the data on managers covers senior, middle and junior management levels). We also report gender diversity at senior management level - our Board Directors and our One Team Leadership Group. The senior management data is collected by Group HR.
 - Age - % of employees broken down by age category (24 and under, 25-49 and 50 and over).
 - Disability - % of employees that have voluntarily self-declared a disability. This includes mobility, visual and hearing impairments as well as learning disabilities.
 - Ethnic minorities (UK only) - % of UK employees who have voluntarily self-declared they are from an ethnic minority. We do not report a group figure for ethnicity since definitions of what constitutes an ethnic minority vary by country. It is also illegal in some of our markets such as France to ask employees to declare their ethnicity.
- The data is monitored from our personnel records.
- The data is reported in full-time equivalents, as at the end of the financial year.

Other HR data

- Data on training hours includes formal internal and external training, including any online and e-learning training. We calculate the number of training hours per employee (using the total headcount average, calculated from monthly data).
- Data on our employee turnover rate includes employees who left the company both voluntarily and involuntarily (including redundancies, dismissals, death in service). We calculate the number of leavers as a % of the total number of employees (using the total headcount average, calculated from monthly data).

Suppliers & partners

- We reviewed and updated our KPIs on supplier ethical assessment in 2012/13 and therefore the same level of detail is not available for previous years. We have reported data for factory audits conducted by Kingfisher Sourcing & Offer (KS&O) from 2005/06.
- Our target on supplier ethical assessment covers suppliers of own/exclusive brand products. In order to track progress against our target, we record data separately for suppliers of own/exclusive brand products and suppliers of manufacturer brand products.
 - Data for own/exclusive brand products includes the Kingfisher brands, products that have the name of a Kingfisher operating company on the packaging and exclusive products made for Kingfisher operating companies (and may not have the name of the operating company on the packaging). In 2013/14, we extended the scope of our data to cover unbranded products (for our UK and French operating companies), which has led to an increase in the total number of own/exclusive brand 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.
 - We report data for factories used by Kingfisher Sourcing & Offer (KS&O) in the section on own/exclusive brand products. The majority of products sourced via KS&O are own/exclusive brand, but the data does include some sourcing of manufacturer brand products. Our data for the KS&O covers all sourcing offices (these were in Brazil, China, India, Poland, Turkey and Vietnam in 2015/16).
- All data for operating companies covers first-tier suppliers.

- Kingfisher's supply-chain ethical and environmental standards are contained in the Kingfisher Minimum Workplace Standards. This includes 'critical failure points' (which are Kingfisher's minimum standards). The Standards are available to download on our website at www.kingfisher.com/sustainability.
- All factory audits conducted by KS&O check compliance with the Kingfisher Minimum Workplace Standards. In cases where our operating companies do not source directly from factories, our assessment focuses on the processes our suppliers have to manage ethical standards through their own supply chain.
- We report the number of suppliers or factories which have been assessed at some stage during the past three years. Our data is broken down by onsite audits and desktop assessments.

Environment

Waste

- Our waste data covers stores (from 2005/06) as well offices and other buildings e.g. distribution centres (from 2011/12). We only collect data for other buildings in cases where we manage the waste contract.
- The data covers non-hazardous and hazardous waste.
- The data covers our day to day operational waste and excludes customer waste and waste for major construction and refurbishment projects. We are working to implement data collection systems for construction waste. Most operating companies collect data on store waste from national or regional contractors. Where actual measurements are not available, the data is generally estimated from the number of waste collections multiplied by average bin weight.
- 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.
- From 2013/14, we collect data on waste disposed to landfill, waste disposed to incineration (without energy recovery and with energy recovery), and waste recycled. Data in previous years covered waste disposed (landfill and incineration combined into one category) and recycling.
- Our data on waste recycled is split by material – cardboard/paper, wood, plastic, metal, rubble and other. Some of our waste contractors do not provide a breakdown of the waste disposed by destination (landfill or incineration). In such cases, we have taken a prudent approach and assumed the waste goes to landfill.

Packaging

- Data on packaging was collected for the first time in 2009/10.
- The data covers product packaging, sometimes referred to as 'primary packaging', for own-brand and exclusive-brand products only.
- The data we report covers UK and France, see the Net Positive data appendix for further details. The data is collected in line with reporting requirements under the UK and French packaging regulations. Key area 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.

Haulage

- We report data separately on dedicated delivery fleets and non-dedicated delivery fleets.
- Dedicated delivery fleets are those we directly control including those which are operated on our behalf by a supplier.
- Data for dedicated fleets on fuel use and volume delivered is based on actual data recorded through our logistics monitoring.
- We report carbon emissions from our third-party non-dedicated fleet. This includes road and rail transport as well as exports via sea and air arranged by Kingfisher Sourcing & Offer. This is based on either fuel use data or distance travelled.

Business travel by air

- We have gathered Group data on business travel by air since 2008/09.
- Actual passenger-km travelled for short-haul, medium-haul and long-haul flights has been collected in our UK operations (from 2009/10), Brico Dépôt France (from 2014/15) and Castorama Russia (from 2010/11 [excl. 2013/14]). For operating companies that do not have data on passenger-km, we collect data on the number of short-haul, medium-haul and long-haul flights and then estimate the km travelled based on an average distance for each of these three categories. We have used the average distances from the EMEP/EEA Guidebook, which are given in the notes to the '2012 Guidelines to DEFRA/DECC's GHG Conversion Factors for Company Reporting', Annex 6 (463 km short-haul, 1108km medium-haul, 6482 km long-haul). We don't record the data by cabin class, so we use the 'average' carbon emission factors published by DEFRA (see further details on the carbon emission factors we use on page 8).
- The data is generally from booking records provided by our travel agents.

Business travel by road

- We have gathered Group data on business travel by road since 2009/10.
- This covers travel by employees for business purposes e.g. travel to meetings. Personal mileage and travel to and from work is usually excluded unless it is an allowable expense or forms part of the employees' remuneration package.
- The activity data is generally recorded in one of the following ways:
 - Fuel cards – fuel use from fuel card records.
 - Expense claims – distance travelled from employee expense claims. In some cases, distance is estimated from cost.
 - Hire cars – distance travelled from hire car records.
- We have collected data separately for company cars, hire cars and non-company cars from 2012/13. See our data appendix for details of the scope of the data.

Water

- Our property water data covers water use in stores (from 2006/07) as well as water use in offices and other buildings e.g. distribution centres (from 2011/12). We only collect data for other buildings in cases where we directly pay the water bill. We do not include data for distribution centres which are operated by a third-party service provider unless we directly pay the water bill.

- Our data is based on a mixture of actual consumption (recorded through meter readings) and estimated data (based on cost). Many water companies do not provide regular meter readings and therefore estimates account for a significant part of our water data. Our operating companies make estimates if data is unavailable, based on an appropriate extrapolation approach e.g. actual expenditure or usage based on an equivalent sized store.
- We have reported store water efficiency from 2010/11 measured relative to 'reported' floor space (litres/m²). See energy section (page 7) for further details about the 'reported' floor space.

Peat

- We report data for B&Q UK on % of 'bagged' growing media which consists of alternative materials to peat.
- 'Bagged' growing media includes bags/containers of compost, mulches, soil improvers and additives and also growing bags.
- Examples of alternative materials to peat include green waste, bark, coir, wood fibre.