

Kingfisher Sustainability data collection methodology 2017/18

About this document

This document explains our methodology for collecting and calculating data that is reported in our annual Sustainability Report (available to download at www.kingfisher.com/sustainability). Additional notes on the scope of our data are included in our Sustainability Report Data Appendix (available to download at www.kingfisher.com/sustainability).

Our approach to data collection

We have two questionnaires to track progress on sustainability:

- **Sustainability Data Questionnaire** to monitor KPIs and 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.
- **Sustainability Targets 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 (OpCo) is the lead data collector and is responsible for submitting the data.

The Chief Executive of each OpCo 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

External

We worked with Deloitte on assurance of our 2017/18 data and their assurance statement will be available to download at www.kingfisher.com/sustainability once our Sustainability Report has been published in June. The statement also provides details on the scope of the external and internal audit work.

Internal

We have a comprehensive internal review process of our data, which is overseen by Deloitte.

- **Head Office review process:** This provides an overall sense check of the data. The process is co-ordinated by Bioregional who work alongside in-house and other third-party experts to review data.
- **Internal Audit:** As part of the assurance process, the sustainability data is audited internally following the Head Office review. The scope and audit methodology applied by the local audit teams are agreed with Deloitte. The purpose of the audit is to provide limited assurance over the accuracy, completeness and integrity of the sustainability data submitted. The audit results are formally reported to OpCo Management in the presence of Deloitte, where any data amendments are agreed.

Scope of data

We report on an ‘operational control’ basis, meaning that the data covers Kingfisher's operating companies where we have the full authority to introduce and implement operating policies. Businesses are included in our report if they have been owned for the full financial year, to allow sufficient time to implement data collection processes and 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.

Data coverage for operating companies:

100%	Brico Dépôt France Brico Dépôt Iberia Brico Dépôt Romania B&Q UK & Ireland Castorama France Castorama Poland (includes information and data for Brico Dépôt Poland) Castorama Russia Screwfix Germany Screwfix UK
50%	Koçtaş (in line with our 50% equity share): <ul style="list-style-type: none">• Community projects and community investment data• Scope 3 Greenhouse Gas (GHG) emissions, category ‘Investments’ (see page 10 for further details).

In addition, relevant data is collected from Kingfisher Head Office, Kingfisher IT Services, and Kingfisher Buying Offices. Our third-party sourcing offices in Brazil and India only report ‘suppliers and partners’ KPI data, as other areas are out of scope.

Methodology

We restate prior year data if we identify any material errors or if we make significant changes to our data collection methodology or reporting criteria. Our materiality threshold is 5%, although we will assess any errors in the full context and, if appropriate, we may restate emissions if they fall under this threshold. 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, the submission of some KPI sections is optional or not required; this is because the amounts reported would be a small percentage of Group totals, and therefore highly immaterial to reported figures. For relevant KPI sections, we indicate the percentage of Group turnover attributed to the operating companies that submitted data in our Sustainability Report Data Appendix.

We collect data for the Kingfisher financial year. The 2017/18 financial year runs from 1 February 2017 to 31 January 2018. All our targets have a 2016/17 baseline unless stated otherwise.

For property-related data (energy, waste and water), we include data for the 12-month calendar year, as financial year data is not available within our data collection timescales. In other situations 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 estimation techniques in line with industry best practice. Estimation methods are dependent on the data type and further details can be found in the data collection detail section below.

Our data collection detail

Sustainable Home Products

Target: 50% of Group sales from products that help create a more sustainable home (2020)

Sustainable Home Products

Definitions	<ul style="list-style-type: none"> ● Sustainable Home Products: <ul style="list-style-type: none"> ○ <i>'Best in class' products:</i> the most sustainable products available on the market, which can help our customers to significantly reduce their environmental impact and which help to drive innovation through our ranges; ○ <i>'Compliant' products:</i> products which have at least one sustainability credential (better than the industry standard), and which act as an incentive to make all products more sustainable. Responsibly sourced timber is included in our figure for compliant products. ○ Products are classified into six Sustainable Home Product categories: Save Energy, Save Water, Closed Loop, Sustainable Materials, Healthy Homes and Connect to Nature.
Scope / exclusions	<ul style="list-style-type: none"> ● We report sales of products and services with sustainability credentials, including 'best in class' and 'compliant' products. ● Products must comply with our Sustainable Home Product Guidelines, which have been developed with sustainability experts, Bioregional, and are updated annually. A summary is available to download at www.kingfisher.com/sustainability. The Guidelines set out detailed criteria for specific types of products (there are currently over 100 product types covered).
Data collection	<ul style="list-style-type: none"> ● 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.
Units	<ul style="list-style-type: none"> ● £ sales (excluding VAT)

SAVE MONEY BY SAVING ENERGY AND WATER

Target: Enable a 50% reduction in customer energy use through our products, services and advice

Customer energy

Methodology	<ul style="list-style-type: none">• To assess the impact of household energy improvements, theoretical models were set up using SAP software (Standard Assessment Procedure). This basic building physics programme allows dwellings to be assessed against required energy efficiency levels of a notional UK building of the same dimensions, for Building Regulation Part L compliance purposes.• Three iterations (or product substitutions) were then applied to see what impact intermediate, deep and extreme retrofit scenarios had on energy use. The average whole dwelling energy figures (KWh) from two models (assuming extreme retrofit) amount to a 66% reduction. 50% was chosen as Kingfisher's 2025 target.• Two models were used: a post 1930s 3-bed semi-detached, and a pre-1930s 3-bed mid-terrace.• To report progress against the target, the following approach is taken:<ul style="list-style-type: none">○ Each operating company's sales are analysed to check which energy product categories (e.g. appliances, insulation) are actively being ranged; this produces a yes or no answer○ For each category with active product lines, a notional percentage energy saving is applied based on the percentage reduction achieved in an average UK house (using methodology above), e.g. 18% for insulation, 10% for appliances.○ The sum of all the notional scores gives the total % reduction for that operating company○ Operating companies' total scores are weighted according to overall sales to produce a group-wide average.
Units	<ul style="list-style-type: none">• % saving on energy consumption (kWh) of typical UK house

Lifetime energy savings from customer use of products

Methodology	<ul style="list-style-type: none"> • We make an estimate of the amount of energy saved by our customers for the use of our energy-using/saving products they have purchased in our stores since 2016/17. This estimate is made using a model we have developed with sustainability experts Bioregional: <ul style="list-style-type: none"> ○ Our operating companies report the number of energy-saving products they sell which meet the energy-saving criteria in our Sustainable Home Product Guidelines. These are broken down into different product types e.g. insulation, energy efficient appliances. Our 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, then by the average lifetime of that product. The energy savings are based upon assumptions obtained through research and calculations delivered by Bioregional. The assumptions are based on typical usage patterns in UK homes. ○ We then sum the energy savings for all energy-saving products sold during the year. • N.B. In our previous Customer Energy Savings methodology we assumed that all products sold since 2011/12 were still in use and we therefore calculated the cumulative annual savings so far from these products. Six years on, some of these products may no longer be used by our customers so we have adapted the model. The new reported figure instead takes into account the average lifetime of different product types to provide the estimated energy saving potential over the products' life. These lifetime energy savings are now reported upfront, in the year the product is sold. As a result of the updates the previously reported Customer Energy Savings figures are no longer comparable. Under the old methodology it would have taken another few years for the full lifetime savings to be included in the reported figure whereas under the new methodology the lifetime savings are included in the year the product is sold. Therefore the reported savings are initially much higher than the savings we have previously reported on. We have recalculated the Customer Energy Savings for 2016/17 according to the new methodology so that we can track YOY progress.
Units	<ul style="list-style-type: none"> • kWh

Target: Enable a 50% improvement in customer water efficiency through our products, services and advice

Customer water

Methodology	<ul style="list-style-type: none"> • To assess the impact of household water improvements, a bottom-up theoretical model was set up using flow rates and estimated utilisation based on research in UK households and cross-checked with average total household consumption.
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	<ul style="list-style-type: none"> • Three iterations (or product substitutions) were then applied to see what impact non-best practice, Compliance and Best in Class scenarios had on water use. These levels are based on the criteria set out in the Sustainable Home Product Guidelines. The average whole dwelling water consumption (m³) reduced by up to 50% with Best in Class products. • To report progress against the target, the following approach is taken: <ul style="list-style-type: none"> ○ Each operating company's sales are analysed to check which water product categories are being ranged; ○ For each category with active product lines, a notional water saving in a UK house is applied (based on the methodology above); e.g. 13% for low flush toilets, 13% for low flow shower heads ○ The total score for each operating company is the sum of the notional savings ○ Operating companies' scores are weighted according to overall sales to produce a group-wide figure.
Units	<ul style="list-style-type: none"> • % saving on water consumption (m³) of typical UK house

Reduced water consumption from customer use of products

Methodology	<ul style="list-style-type: none"> • We estimate the annual reduction in customer water footprint from the use of our water-using/saving products since 2016/17. This estimate is made using a model we have developed with sustainability experts Bioregional: <ul style="list-style-type: none"> ○ Our operating companies report the number of water using/saving products they sell ○ For each product, the model multiplies the number of products sold by the typical annual water consumption for that type of product. The water footprint is 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 calculate the total footprint for all water using/saving products sold during the year. • The claimed reduction is a m³ reduction from the baseline year (2016/17), e.g. if the footprint in 2016/17 is 10,000 m³, and the footprint for 2017/18 is 8,000 m³, then there is a 2,000 m³ reduction.
Units	<ul style="list-style-type: none"> • m³

Target: Reduce absolute carbon emissions from buildings and transport by 25% from a 2010/11 baseline (2020)

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. Our Scope 2 emissions have been calculated using a location-based approach.

We report the breakdown of our CO₂e emissions in line with the three scopes defined under the WRI/WBCSD GHG Protocol: Scope 1 (direct emissions), Scope 2 (energy indirect emissions) and Scope 3 (other indirect emissions). Although not part of our target to reduce our carbon footprint, we report on our Scope 3 (including waste, water, investments, non-dedicated delivery fleets, transmission & distribution, and well-to-tank) and our out-of-scope (including emissions from biofuel, biomass and forecourt fuels containing biofuel) CO₂e emissions and our full carbon footprint is included in our Sustainability Report Data Appendix.

We have progressively extended the scope of our carbon footprint data and indicated where data is unavailable (u/a) rather than back-calculating data.

Methodology for calculating CO₂e equivalent (CO₂e) emissions:

- We calculate our carbon emissions using the CO₂e emission factors published annually by the UK Government (DEFRA/BEIS), except where indicated below. The data for 2017/18 is calculated using the '2017 UK Government GHG Conversion Factors for Company Reporting', version 1.0 (expiry 31 July 2018). We record activity data (e.g. electricity consumption, gas consumption) and multiply by the relevant emission factors.
- The CO₂e includes the following greenhouse gases: carbon dioxide (CO₂), methane (CH₄) and nitrous oxide (N₂O).
- We do not restate CO₂e emissions for past years unless the change in emission factors is material to our data. Our materiality threshold is 5% although we will assess any errors in the full context and if appropriate we may restate emissions if they fall under this threshold.

Organisational boundary:

- We use an operational control boundary, in line with the operational control approach as defined by the WRI/WBCSD GHG Protocol.
- 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).

Property

Definitions	<ul style="list-style-type: none">• Floor space: All areas of the building where we use energy; it includes gross internal area of our buildings and external sales area of stores.
Scope / exclusions	<ul style="list-style-type: none">• Our property energy data covers energy used in stores, offices and other buildings (e.g. distribution centres or data centres) that are owned or leased by us.

	<ul style="list-style-type: none"> • We do not include data for distribution centres which are not owned or leased by us. We also exclude one of our distribution centres in France which is leased by us but is a multi-tenanted site, making it difficult to obtain specific energy consumption data. We expect this to be immaterial to Group level energy consumption. • Our reported floor space is the actual average over the year, taking into account the opening and closing dates of properties. This gives us an accurate picture of our energy intensity for our operating companies that opened new stores during the year. Prior to 2017/18, the average floor space was 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. • We do not currently collect or report on refrigerants, though they are used in a portion of our store portfolio. We will be reassessing the materiality of refrigerant emissions in 2018/19.
Data collection	<ul style="list-style-type: none"> • Our operating companies record energy data either through Automated Meter Readings (AMRs) or consumption data on invoices. They 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.
Units	<ul style="list-style-type: none"> • Reported floor space (m²) • Energy consumption (kWh)
Details on emission factors used	<ul style="list-style-type: none"> • <i>Electricity</i>: country-specific (i.e. location-based) emission factors are used, based on the different energy mixes used to generate electricity in each country. For our UK operations, these are obtained from DEFRA/BEIS. For all our non-UK operations, we obtain the emission factors from the IEA (source: IEA CO₂ Emissions from Fuel Combustion, 2017 edition, expires 15 April 2018). The emissions factors for non-UK electricity are in CO₂ only (not CO₂e). We also publish a market-based Scope 2 CO₂ total since 2015/16, for which we use a combination of conversion factors according to the data hierarchy (as defined under the WRI/WBCSD GHG Protocol): <ul style="list-style-type: none"> ○ 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; ○ Supplier-specific overall emission rates where a breakdown of tariff-specific information is not available; ○ National residual mix emission rates, available for European countries from Association of Issuing Bodies. The data for 2017/18 is calculated using the ‘European Residual Mixes 2016, Version 1.2, 15th June 2017’; ○ Location-based emission rates, for countries outside Europe and for district heating. For electricity, we use the IEA emissions factors; for district heating, we use the DEFRA/BEIS emission factors. • <i>Gas and other fuels</i>: standard DEFRA/BEIS factors for gas and other fuels we consume (e.g. gas oil, diesel, LPG/propane, biomass) used. 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. • <i>District heating</i>: UK location-based district heating emission factors are used 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.
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Haulage – dedicated fleet

Definitions	<ul style="list-style-type: none"> • Dedicated fleets: fleets we directly control, including those which are operated on our behalf by a third-party contractor.
Scope / exclusions	<ul style="list-style-type: none"> • Store deliveries: all outbound journeys for product deliveries from distribution centres and inbound journeys to distribution centres. • Home deliveries: all outbound journeys for product deliveries from our distribution centres and stores to customer homes.
Data collection	<ul style="list-style-type: none"> • Data for dedicated fleets on fuel use and volume delivered is based on actual data recorded through our logistics monitoring.
Units	<ul style="list-style-type: none"> • Store deliveries: volume of products delivered (m³), fuel use data (litres), distance travelled (km) • Home deliveries: fuel use data (litres)
Details on emission factors used	<ul style="list-style-type: none"> • <i>Diesel and petrol:</i> ‘100% mineral fuel’ emission factors used, except in the UK where we use the ‘average biofuel blend’ emission factors since 2011/12; and in France, where we calculate specific biofuel blends based on the French minimum biofuel targets: 7% in petrol and 7.7% in diesel. • <i>LPG, LNG and biomethane:</i> standard DEFRA/BEIS factors used. • Where fuel use is unknown for haulage, we calculate CO₂e from km travelled, using the DEFRA/BEIS emission factor for ‘all HGVs, UK average loading’. Where fuel use is unknown for business travel, we use the DEFRA/BEIS emission factor for an ‘average car, unknown fuel’.

Business travel by road

Scope / exclusions	<ul style="list-style-type: none"> • Business travel by road includes data on company, non-company and hire cars; non-company and hire cars are classified as a Scope 3 emission under the WRI/WBCSD GHG Protocol, but are included in our Scope 1 as it makes a contribution of less than 1% to our total carbon footprint. • This covers travel by employees for business purposes. 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.
Data collection	<ul style="list-style-type: none"> • The activity data is generally recorded in one of the following ways: <ul style="list-style-type: none"> ○ 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 or fuel use from hire car records
Units	<ul style="list-style-type: none"> • Only reported externally in tonnes of CO₂-equivalent

Scope 3 elements

Water

Scope / exclusions	<ul style="list-style-type: none"> Water data cover all properties included in the energy data scope including stores. Our property water data covers water use in stores (from 2006/07) as well as water use in offices and other buildings such as 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.
Units	<ul style="list-style-type: none"> m³
Details on emission factors used	<ul style="list-style-type: none"> <i>Water and effluent</i>: emission factors for 'water supply' and 'water treatment' used. We estimate the volume of effluent from the volume of water used. For our operating companies with garden centres, we assume that around 20% of water will be taken up by plants (during watering) and around 80% of total water use will end up as effluent; for businesses without garden centres, we assume that 100% of the water ends up as effluent.

Business travel by air

Definitions	<ul style="list-style-type: none"> Flight categories: data is split into three categories: short, medium and long-haul flights. Average distances are taken 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, 1108 km medium-haul, 6482 km long-haul).
Scope / exclusions	<ul style="list-style-type: none"> Includes business flights only, except for flights for expatriate family members where Kingfisher is paying for travel costs.
Data collection	<ul style="list-style-type: none"> For operating companies that do not have data on passenger-km, we collect 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. Data is generally obtained from booking records provided by our travel agents
Units	<ul style="list-style-type: none"> Number of flights
Details on emission factors used	<ul style="list-style-type: none"> Emission factors for short haul flights (DEFRA/BEIS 'domestic to/from UK' factor), medium haul flights (DEFRA/BEIS 'short-haul to/from UK' factor) and long-haul flights (DEFRA/BEIS 'long-haul to/from UK' factor) used. While DEFRA/ BEIS introduced a new factor for international flights for air freight and business travel by air, we continue using the emissions factors split for all our air travel to ensure our emissions data remains comparable to previous years. We do not record the data by cabin class, so we use the 'average' carbon emission factors published by DEFRA. For both haulage and business travel by air, we use the DEFRA/BEIS conversion factors which include an 8% uplift factor and a 90% increase due to radiative forcing.

Haulage – non-dedicated fleets (road & rail)

Definitions	<ul style="list-style-type: none"> • Non-dedicated fleets: distribute products in vehicles which carry goods on behalf of several companies i.e. they do not distribute exclusively for Kingfisher.
Scope / exclusions	<ul style="list-style-type: none"> • We report carbon emissions from our non-dedicated fleets for operating companies as well as exports via sea and air arranged by Kingfisher Buying Offices.
Units	<ul style="list-style-type: none"> • Road: volume of products delivered (m³), fuel use data (e.g. kg, litres), and distance travelled (km) • Rail: tonne km
Details on emission factors used	<ul style="list-style-type: none"> • <i>Rail transport:</i> UK rail freight emission factors from DEFRA/BEIS used since country-specific information is not available. • <i>Sea and air transport-</i> buying office exports: emission factors for sea freight (DEFRA/BEIS ‘average container ship’) and air freight (DEFRA/BEIS ‘short haul, to/from UK’ and ‘long haul, to/from UK’) used. For both haulage air transport and business travel by air, we use the DEFRA/BEIS conversion factors which include an 8% uplift factor and a 90% increase due to radiative forcing.

Other Scope 3 emissions: waste, investments, transmission & distribution and well-to-tank

Details on emission factors used	<ul style="list-style-type: none"> • <i>Waste:</i> emissions from waste are calculated using different emission factors for waste to landfill, incineration and recycling. Since the factors only cover transport to the combustion facility, the same factor is used for incineration with energy recovery and incineration without energy recovery. We have reported these carbon emissions since 2013/14, which was the first year we collected a more detailed breakdown of our waste by landfill and incineration. • <i>Investments:</i> proportional Scope 1 and 2 emissions from any investments, where we have at least a 50% share included. • <i>Transmission and distribution:</i> <ul style="list-style-type: none"> ○ <i>Electricity transmission and distribution:</i> country-specific (i.e. location-based) emission factors used. ○ <i>District heating transmission and distribution:</i> UK location-based district heating emission factors used, since country-specific information is not available. • <i>Well-to-tank:</i> <ul style="list-style-type: none"> ○ <i>Electricity well-to-tank:</i> country-specific (i.e. location-based) emission factors used. Data reported going back to 2005/06, using annually updated emission factors. ○ <i>District heating well-to-tank:</i> UK location-based district heating emission factors used, since country-specific information is not available. Data reported going back to 2005/06, using annually updated emission factors. ○ <i>Gas and other fuels well-to-tank:</i> country-specific (i.e. location-based) emission factors used. We use 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).
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LIVE SMARTER BY GETTING MORE FROM LESS, RE-USING OR USING LONGER

Target: 20 products or services that help customers get more from less, reuse or use longer

Methodology	<p>Bioregional developed a bespoke circular value chains assessment methodology for Kingfisher to be able to report against this target. The assessment includes a scoring guide with criteria for all elements of the value chain – from cradle to end-of-life – across the following six areas:</p> <ul style="list-style-type: none"> • Safe materials – materials should be safe for both humans and nature • Sustainable materials – materials should be chosen for their circularity benefits • Utility & function – for circularity, increasing product lifetime and the amount it is used is important. The product should serve a genuine need and be designed to enable multiple lives through reuse. • Energy & carbon – Fossil fuel energy is a finite resource and pollutes the atmosphere. Circular systems require renewable, clean energy • Water stewardship – Water is a finite resource. The product should not negatively impact on the natural cycle of water, maintaining constant levels and quality. • Ethical responsibility – For continuous circular production, people involved need to be treated fairly and work conditions must be appropriate and safe. <p>The criteria explore how circular the product and value chain are and is scored to four levels: Fail, Bronze, Silver and Gold. Bioregional undertakes the assessment of proposed products/services, engaging with Kingfisher stakeholders and Tier 1 suppliers to acquire the necessary information. Products scoring bronze level and above will count towards our target. Products put forward for assessment must be widely available to customers and not in pilot phase.</p>
Units	<ul style="list-style-type: none"> • Number of products/services

Target: Ensure sustainable management and efficient use of key resources (2025) including 100% responsibly sourced wood and paper and peat-free bagged growing media (2020)

100% responsibly sourced wood and paper

Definitions	<ul style="list-style-type: none"> ● Wood and paper: includes goods and packaging made from, or containing, timber, wood, wood fibre, or paper. We cover wood and paper used in our products, goods not for resale (GNFR), packaging and construction. ● Responsibly sourced wood and paper: wood and paper which is from 'proven well-managed forests or recycled sources'. Kingfisher's Wood and Paper Policy Standard sets out criteria for 'proven well-managed forests or recycled sources'. ● Wood and paper in products: all products for sale and any other wood and paper used in day-to-day operations, such as packaging and paper and wood used in construction. ● Wood and paper in GNFR: all paper, including paper for catalogues and marketing materials, office paper and customer receipts).
Scope / exclusions	<ul style="list-style-type: none"> ● Responsibly sourced criteria for non-tropical countries (sources in order of preference): <ul style="list-style-type: none"> ○ FSC certification (with a full chain of custody throughout the supply chain). ○ PEFC certification (with a full chain of custody throughout the supply chain). ○ Timber goods which contain verified reused or recycled content from pre-consumer and post-consumer sources. ○ Suppliers and supply chains that have a Memorandum of Understanding with a recognised Kingfisher partner as part of an independent verification scheme to demonstrate progress towards FSC certification in a time bound and monitored commitment. We currently accept The Forest Trust (TFT) projects, WWF GFTN, and Rainforest Alliance. ● Responsibly sourced criteria for tropical countries, endangered and vulnerable species: <ul style="list-style-type: none"> ○ FSC certification (with a full chain of custody). ○ Suppliers and supply chains that have a Memorandum of Understanding with a recognised Kingfisher partner as part of an independent verification scheme to demonstrate progress towards FSC certification in a time bound and monitored commitment. We currently accept TFT projects, WWF GFTN, and Rainforest Alliance. ○ Timber goods which contain verified reused or recycled content from post-consumer sources.
Units	<ul style="list-style-type: none"> ● Wood and paper in products: Volume sold (m³) of roundwood equivalent (RWE) ● Wood and paper in GNFR: Tonnes
Details on data conversion	<p>When data is recorded in cubic metres (m³), we 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 to convert raw data into RWE. RWE volume is a measure of the volume of logs (roundwood) used in the manufacture of wood-based products, and is particularly useful when assessing our forest footprint caused by consumption of wood-based products.</p>

100% responsibly sourced peat

Definitions	<ul style="list-style-type: none"> • 'Bagged' growing media: includes bags and containers of compost, mulches, soil improvers and additives, as well as growing bags. • Examples of responsibly sourced alternative materials to peat: includes green waste, bark, coir, and wood fibre.
Scope / exclusions	<ul style="list-style-type: none"> • The target covers 'bagged' growing media. • Data is reported for B&Q UK only.
Units	<ul style="list-style-type: none"> • Litres

Primary and home delivery packaging

Definitions	<ul style="list-style-type: none"> • Packaging: materials used for the containment, protection, handling, delivery and preservation of goods from the producer to the user or consumer. It includes: <ul style="list-style-type: none"> ○ <i>Primary packaging:</i> packaging which forms a sales unit for the user or final consumer, for example, a box containing fertiliser. Normally disposed of by the customer. ○ <i>Home delivery packaging:</i> extra consumables added in the Distribution Centre to enable the product to be delivered via mail or courier. Normally disposed of by the customer. • Please also see our Kingfisher Sustainable Packaging Materials Policy Standard, which is available to download on our website at www.kingfisher.com/sustainability.
Scope / exclusions	<ul style="list-style-type: none"> • Data is collected for own-brand and exclusive-brand products only. It covers our operating companies in the UK and France and is collected in line with reporting requirements under the UK and French packaging regulations.
Data collection	<ul style="list-style-type: none"> • Data for B&Q UK 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.
Units	<ul style="list-style-type: none"> • Tonnes

Target: Zero waste to landfill (2020) and 90% of waste recycled (2025)

Waste data

Definitions	<ul style="list-style-type: none"> • Operational waste: day-to-day operational waste, excluding customer waste and waste from major construction and refurbishment projects. • Waste data is split into the following categories: waste disposed to landfill, waste disposed to incineration (with and without energy recovery), and recycled waste. <ul style="list-style-type: none"> ○ Waste disposed to landfill and incineration is split into non-hazardous and hazardous waste. ○ Recycled waste is split by material – cardboard or paper, wood, plastic, metal, rubble and other (e.g. WEEE, hazardous waste).
Scope / exclusions	<ul style="list-style-type: none"> • Operational waste data is collected for stores, offices and other buildings e.g. distribution centres. We only collect data for other buildings in cases where we manage the waste contract. • Our UK operating companies backhaul waste to their distribution centres for recycling. Therefore, this data covers both store and distribution centre waste. • Customer waste and waste from major construction and refurbishment projects is excluded as the disposal is the responsibility of the customer/ contractor.
Data collection	<ul style="list-style-type: none"> • 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. • 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.
Units	<ul style="list-style-type: none"> • Tonnes

CREATE A HEALTHIER HOME AND CONNECT WITH NATURE

Target: 20% of sales enable customers to create safer, healthier homes and connect with nature

Sustainable Home Products

Definitions	<ul style="list-style-type: none">• Safer, healthier homes: products that allow customers to live a healthier life at home by reducing exposure to pollutants, enabling more independent living and protecting homes from climate change impacts• Connect with nature: products that encourage customers to get outdoors, produce their own food and support wildlife in their gardens
Scope / exclusions	<ul style="list-style-type: none">• Products must comply with our Sustainable Home Product Guidelines, which have been developed with sustainability experts, Bioregional and are updated annually. A summary is available to download at www.kingfisher.com/sustainability.• Includes sales from products submitted in Sustainable Home Products reporting under the categories 'Healthy homes' and 'Connect to nature'.• This includes products that are both 'best in class' and 'compliant'. See Sustainable Home Products section on page 3 for definitions of best in class and compliant.
Data Collection	<ul style="list-style-type: none">• Data is collected as part of the Sustainable Home Products reporting. New products nominated by our operating companies are reviewed by Bioregional to check they meet the criteria in our Sustainable Home Product Guidelines.
Units	<ul style="list-style-type: none">• £ sales (excluding VAT)

BE PART OF A COMMUNITY THAT HELPS MILLIONS MORE PEOPLE IMPROVE THEIR HOME

Target: Help millions more people tackle poor and unfit housing through strategic partnerships and local action in all our markets

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 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 Communities 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.

Community projects

Definitions	<ul style="list-style-type: none"> ● Community project: every community project must: <ul style="list-style-type: none"> ○ Demonstrate and measure positive impacts that bring improvements to homes and lives. ○ Have a minimum company contribution of 35 hours or £250 (or equivalent in local currency; our French operating companies have a threshold of 35 hours or €345). ○ Achieve one or more of the following outcomes: <ul style="list-style-type: none"> ▪ Equipping people with skills based around home improvement; ▪ 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 which focus on home improvement.
Scope / exclusions	<ul style="list-style-type: none"> ● Kingfisher's 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.
Units	<ul style="list-style-type: none"> ● Number of community projects ● Number of individuals who have benefited from our community projects

Company giving - investment

Scope / exclusions	<ul style="list-style-type: none"> • Community investment covers company input and output (leverage). • Company input: includes cash donations, gifts in kind and employee time. <ul style="list-style-type: none"> ○ <i>Cash donations</i>: two types of contribution, (i) charitable giving i.e. cash donations given directly to charity or community organisations; and (ii) cash donated to charity through cause related marketing. ○ <i>Gifts in kind</i>: two types of gifts in kind, (i) the value of 'new products' (based on cost price) donated to charity or community organisations; and (ii) 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. ○ <i>Employee time</i>: three types of time, (i) employee volunteering during work time, (ii) time spent by employees on the supervision of work experience programmes, and (iii) management costs. 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). • Company output: covers charity collections in-store, payroll 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.
Units	<ul style="list-style-type: none"> • £ invested/ leveraged

Target: Ensure suppliers meet our ethical and environmental standards (2020) and establish strategic community programmes to achieve positive change in key sourcing regions (2025)

Assessments and training

Definitions	<ul style="list-style-type: none"> • Production site audit criteria: <ul style="list-style-type: none"> ○ All audits must be conducted using a universal and standardised methodology – SMETA (or by exception SMETA equivalent standards conducted by: BSCI – Business Social Compliance Initiative, SA8000 – Social Accountability 8000, FFC – Fair Factories Clearing House, FLA – Fair Labour Association, ICTI – International Council for Toy Industries ○ Audits must be no more than two years old. • Our Supplier Workplace Ethical and Environmental Assurance (SWEEA) Standard provides details of how we will implement our Ethical Sourcing Policy Statement and monitor compliance with our ethical and environmental requirements.
Scope / exclusions	<ul style="list-style-type: none"> • <i>Total number of active suppliers:</i> covers all Goods For Resale (GFR) suppliers (own- and exclusive-brand products, unbranded product and manufacturer branded products) that Kingfisher has sourced from during the past financial year. • <i>Total number of production sites:</i> covers production sites that have been made visible to us as part of our unified programme.
Units	<ul style="list-style-type: none"> • Number of suppliers and productions sites • Number of audits

Non-financial KPIs

Employee accidents

Definitions	<ul style="list-style-type: none"> • Accidents: Regulatory definitions and mandatory accident reporting requirements vary significantly between the countries in which we operate, resulting in, for example, differences in classification of major accidents and sign-off time. We therefore focus on a reduction in total number of employee accidents rather than focussing on major and over three day lost-time accidents. • Work days lost: These are captured as calendar days, in line with statutory requirements.
Scope / exclusions	<ul style="list-style-type: none"> • We collect data on the following categories of work-related accidents, including number of accidents and work days lost: <ul style="list-style-type: none"> ○ Fatalities; ○ Total number of employee accidents; ○ Total number of work days lost as a result of all work-related employee accidents. • 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 & safety cultures across countries.
Data collection	<ul style="list-style-type: none"> • Our operating companies maintain accident record books at each site to record data, as required by legislation. • All operating companies report data into the Kingfisher accident reporting system.
Units	<ul style="list-style-type: none"> • Number of accidents per 100,000 full-time equivalent employees

Employee diversity

Scope / exclusions	<ul style="list-style-type: none"> We calculate our diversity data as a % of full-time equivalent employees (using the total full-time equivalent at the end of the financial year). <p>Our diversity data covers:</p> <ul style="list-style-type: none"> <i>Gender</i>: % 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, which includes our Board Directors, as well as heads and directors of departments at the operating company level. The data on Board Directors is collected by Group HR. <i>Age</i>: % of employees broken down by age category (24 and under, 25-49 and 50 and over). <i>Disability</i>: % of employees that have voluntarily self-declared a disability. This includes mobility, visual and hearing impairments as well as learning disabilities. <i>Ethnic minorities (UK only)</i>: % 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.
Data collection	<ul style="list-style-type: none"> The data is monitored from our personnel records.
Units	<ul style="list-style-type: none"> % of employees

Employee turnover

Definitions	<ul style="list-style-type: none"> Voluntary leavers: Employees who left the company voluntarily include all employees on fixed contracts which have come to the end of their term; all resignations; and all employees who have left without notice. Involuntary leavers: Employees who left the company involuntarily include all redundancies, dismissals and death in service.
Scope / exclusions	<ul style="list-style-type: none"> Data on our employee turnover rate includes employees who left the company both voluntarily and involuntarily. We calculate the number of leavers as a % of the total number of employees (using the total headcount average, calculated from monthly data).
Units	<ul style="list-style-type: none"> Number of employees who left % employee turnover rate

Employee training and development

Scope / exclusions	<ul style="list-style-type: none"> 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).
	<ul style="list-style-type: none"> Number of hours training