

Kingfisher Global Reporting Initiative Index

Our report contains some standard disclosures from the Global Reporting Initiative Sustainability Reporting Guidelines. This Index is intended to aid comparison with other businesses.

| GENERAL STANDARD DISCLOSURES | |
|---|---|
| Location in our Sustainability Report or other documents | |
| STRATEGY AND ANALYSIS | |
| G4-1 Statement from most senior decision maker. | From our Chief Executive Officer – p5 |
| G4-2 Key impacts, risks and opportunities. | Annual Report Our sustainable growth plan – p7-8, 10 Risk management – p77 Materiality – p80 |
| ORGANISATIONAL PROFILE | |
| G4-3 Name of the organisation. | Kingfisher plc |
| G4-4 Primary brands, products and services. | Kingfisher at a glance – p3-4 Company overview |
| G4-5 Location of the organisation's headquarters. | Group Directory |
| G4-6 Number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report. | Kingfisher at a glance – p3-4 Group Directory |
| G4-7 Nature of ownership and legal form. | Annual Report |
| G4-8 Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries). | Kingfisher at a glance – p3-4 Annual Report |
| G4-9 Scale of organization. | Kingfisher at a glance – p3-4 Annual Report |
| G4-10 Total workforce by employment contract and gender. | Kingfisher at a glance – p3-4 Gender balance – p69 |
| G4-11 Percentage of total employees covered by collective bargaining agreements. | Not reported. |
| G4-12 Describe the organisation's supply chain. | About our supply chain – p61 Modern Slavery Act Transparency |
| G4-13 Significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain. | Detailed performance data – p94-107 Annual Report |
| G4-14 Whether and how the precautionary approach or principle is addressed by the organization. | Sustainable materials use – p37-41 Energy and carbon – p27-32 Chemicals – p51 |
| G4-15 Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses. | Human rights – p78 UN Global Compact – p86 UN Sustainable Development Goals – p10 and 88-93 |
| G4-16 Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; * Views membership as strategic. | Engagement, advocacy and partnerships – p 21, 36, 40, 52, 65, 73 Public policy – p81 Membership of trade associations – p81 |
| IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES | |
| G4-17 All entities included in the organization's consolidated financial statements or equivalent documents and whether any of these entities is not covered by the report. | Kingfisher at a glance – p3-4 Detailed performance data – p94-107 Data Collection Methodology |

| | |
|---|---|
| G4-18 . Explain the process for defining the report content and the Aspect Boundaries and how the organization has implemented the Reporting Principles for Defining Report Content. | Materiality – p80 About our reporting – p84 Detailed performance data – p94-107 Data Collection Methodology |
| G4-19 All the material Aspects identified in the process for defining report content. | Materiality – p80 |
| G4-20 The Aspect Boundary within the organization for each material Aspect. | Materiality – p80 |
| G4-21 The Aspect Boundary outside the organization for each material Aspect. | Materiality – p80 |
| G4-22 The effect of any restatements of information provided in previous reports, and the reasons for such restatements. | About our reporting – p84 Detailed performance data – p94-107 Data Collection Methodology |
| G4-23 Significant changes from previous reporting periods in the Scope and Aspect Boundaries. | Detailed performance data – p94-107 Data Collection Methodology |
| STAKEHOLDER ENGAGEMENT | |
| G4-24 A list of stakeholder groups engaged by the organization. | Stakeholder engagement – p79 |
| G4-25 The basis for identification and selection of stakeholders with whom to engage. | Stakeholder engagement – p79 |
| G4-26 The organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process. | Stakeholder engagement – p79 Engagement, advocacy and partnerships – p21, 32, 36, 40, 52, 65 and 73 |
| G4-27 Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. The stakeholder groups that raised each of the key topics and concerns. | Research with our customers and stakeholders – p8 Stakeholder engagement – p79 Investor indices – p79 Materiality – p80 Public policy – p81 |
| REPORT PROFILE | |
| G4-28 Reporting period for information provided. | About our reporting – p84 |
| G4-29 Date of most recent previous report (if any). | 2016/17 |
| G4-30 Reporting cycle. | About our reporting – p84 |
| G4-31 The contact point for questions regarding the report or its contents. | Contacts – p110 |
| G4-32 Report the 'in accordance' option the organization has chosen; the GRI Content Index for the chosen option and the reference to the External Assurance Report, if the report has been externally assured. | About our reporting – p84 |
| G4-33 The organization's policy and current practice with regard to seeking external assurance for the report. | Risk management – p77 About our reporting – p84 Assurance Statement – p108 |
| GOVERNANCE | |
| G4-34 The governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts. | Governance and management – p76 Annual Report |
| G4-35 The process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees. | Governance and management – p76 Annual Report |
| G4-36 Whether the organization has appointed an executive- level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body. | Governance and management – p76 Annual Report |

| | |
|---|--|
| G4-37 Processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body. | Governance and management – p76 Stakeholder engagement – p79 |
| G4-38 Report the composition of the highest governance body and its committees by: *Executive or non-executive, *Independence, *Tenure on the governance body, *Number of each individual's other significant positions and commitments, and the nature of the commitments, *Gender, *Membership of under-represented social groups, *Competences relating to economic, environmental and social impacts, *Stakeholder representation. | Annual Report |
| G4-39 Whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization's management and the reasons for this arrangement). | Annual Report |
| G4-40 The nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members. | Annual Report |
| G4-41 Processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders. | Annual Report |
| G4-42 The highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts. | Governance and management – p76 |
| G4-43 The measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics. | Embedding sustainability in our ranges – p18 Roles and responsibilities - p76 |
| G4-44 a. The processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics and whether such evaluation is independent or not, and its frequency. b. Actions taken in response to evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics, including, as a minimum, changes in membership and organizational practice. | Not reported |
| G4-45 a. The highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due diligence processes. b. Whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities. | Governance and management – p76 Risk management, audit and assurance – p77 Annual Report |
| G4-46 The highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics. | Governance and management – p76 Risk management, audit and assurance – p77 Annual Report |
| G4-47 The frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities. | Governance and management – p76 Risk management, audit and assurance – p77 Annual Report |
| G4-48 The highest committee or position that formally reviews and approves the organisation's sustainability report and ensures that all material aspects are covered. | Chief Customer Officer Governance and management – p76 Audit and assurance – p77 |
| G4-49 The process for communicating critical concerns to the highest governance body. | Governance and management – p76 Risk management – p77 Annual Report |

| | |
|---|--|
| G4-50 The nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them. | Not reported. |
| G4-51 a. The remuneration policies for the highest governance body and senior executives. b. How performance criteria in the remuneration policy relate to the highest governance body's and senior executives' economic, environmental and social objectives. | Annual Report |
| G4-52 The process for determining remuneration. Whether remuneration consultants are involved in determining remuneration and whether they are independent of management. Report any other relationships which the remuneration consultants have with the organisation. | Annual Report |
| G4-53 How stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable. | Annual Report |
| G4-54 The ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country. | Not reported. See also Gender Pay Gap Report for the UK |
| G4-55 The ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country. | Not reported. |
| ETHICS AND INTEGRITY | |
| G4-56 The organization's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics. | Engagement and culture – p68 Ethical Conduct – p78 |
| G4-57 The internal and external mechanisms for seeking advice on ethical and lawful behaviour, and matters related to organisational integrity, such as helplines or advice lines. | Ethical Conduct – p78 Ethical sourcing – p61 |
| G4-58 The internal and external mechanisms for reporting concerns about unethical or unlawful behaviour, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines. | Ethical Conduct – p78 Ethical sourcing – p61 |
| SPECIFIC STANDARD DISCLOSURES | |
| CATEGORY: ECONOMIC | |
| Economic Performance | |
| G4-EC1 a. The direct economic value generated and distributed (EVG&D) on an accruals basis including the basic components for the organization's global operations as listed below. If data is presented on a cash basis. b. EVG&D separately at country, regional, or market levels, where significant, and the criteria used for defining significance. | Annual Report |
| G4-EC2 Risks and opportunities posed by climate change that have the potential to generate substantive changes in operations, revenue or expenditure. | Climate change governance, strategy and risk management– p77 |
| G4-EC3 Coverage of the organisation's defined benefit plan obligations. | Pensions – p82 Annual Report |
| G4-EC4 Financial assistance received from government. | Not material. |
| Market Presence | |
| G4-EC5 Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation. | Not reported. |
| G4-EC6 Portion of senior management hired from the local community at significant locations of operation. | Not reported. |
| Indirect Economic Impacts | |
| G4-EC7 Development and impact of infrastructure and services supported. | Not material. |

| | |
|--|---|
| G4-EC8 Significant indirect economic impacts, including the extent of impacts. | Not reported. |
| Procurement Practices | |
| G4-EC9 Proportion of spending on local suppliers at significant locations of operation. | Not reported. |
| CATEGORY: ENVIRONMENTAL | |
| Materials | |
| G4-EN1 The total weight or volume of materials that are used to produce and package the organization's primary products and services during the reporting period. | Packaging – p45 |
| G4-EN2 The percentage of recycled input materials used to manufacture the organisation's primary products and services. | Detailed performance data – p99 (recycled wood and paper used in products). |
| Energy | |
| G4-EN3 Energy consumption within the organization. | Saving energy in our business – p27 Detailed performance data – p98 |
| G4-EN4 Energy consumption outside of the organization. | Greener transport and travel – p31 Detailed performance data – p98 |
| G4-EN5 Energy Intensity. | Energy efficiency – p28 Detailed performance data – p98 |
| G4-EN6 Reduction of energy consumption. | Energy efficiency – p28 Detailed performance data – p98 |
| G4-EN7 Reduction in energy requirements of products and services. | Energy saving products and services – p24 Detailed performance data – p95 |
| Water | |
| G4-EN8 Total water withdrawal by source. | Detailed performance data – p99 |
| G4-EN9 Water sources significantly affected by withdrawal of water. | Not material. |
| G4-EN10 Percentage and total volume of water recycled and reused. | Not reported. |
| Biodiversity | |
| G4-EN11 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas. | Not material. |
| G4-EN12 Significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas. | Wood and paper – p38-40 Peat and horticulture – p41 Good gardens for people and wildlife – p50 |
| G4-EN13 Habitats protected or restored. | Protecting and restoring forests – p39 |
| G4-EN14 Total number of IUCN red list species and national conservation list species with habitats in areas affected by operations, by level of extinction risk. | Not material. |
| Emissions | |
| G4-EN15 Direct greenhouse gas (GHG) emissions (Scope 1). | Carbon footprint – p28 Detailed performance data – p95-98 |
| G4-EN16 Energy indirect greenhouse gas (GHG) emissions (Scope 2). | Carbon footprint – p28 Renewables and green energy – p29 Detailed performance data – p95-98 |
| G4-EN17 Other indirect greenhouse gas (GHG) emissions (Scope 3). | Carbon footprint – p28 Greener transport and travel – p31 Sustainable materials use – p37 Detailed performance data – p95-98 |
| G4-EN18 Greenhouse gas (GHG) emissions intensity. | Carbon footprint – p28 |
| G4-EN19 Reduction of greenhouse gas (GHG) emissions. | Carbon footprint – p28 Detailed performance data – p95-98 |

| | |
|---|--|
| G4-EN20 Emissions of ozone-depleting substances (ODS). | Not material. |
| G4-EN21 Nox, Sox, and other significant air emissions. | Not material. |
| Effluents and Waste | |
| G4-EN22 Total water discharge by quality and destination. | Not reported.. |
| G4-EN23 Total weight of waste by type and disposal method. | Detailed performance data – p101 |
| G4-EN24 Total number and volume of significant spills. | None. |
| G4-EN25 Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally. | Not material. |
| G4-EN26 Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and runoff. | Not material. |
| Products and Services | |
| G4-EN27 Extent of impact mitigation of environmental impacts of products and services. | Sustainable homes – p16-18 Energy saving products & services – p24 Water efficiency – p25 Circular products and services – p35-36 Sustainable materials use – p37 Wood and paper – p38-40 Peat and horticulture – p41 Packaging – p45 Healthy homes – p49 Chemicals – p51 |
| G4-EN28 Percentage of products sold and their packaging materials that are reclaimed by category. | Not reported. |
| Compliance | |
| G4-EN29 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations. | Environmental prosecution – p76 |
| Transport | |
| G4-EN30 Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce. | Greener transport and travel – p31 |
| Overall | |
| G4-EN31 Total environmental protection expenditures and investments by type. | Not reported. |
| Supplier Environmental Assessment | |
| G4-EN32 Percentage of new suppliers that were screened using environmental criteria. | Supplier ethical assessment – p63 |
| G4-EN33 Significant actual and potential negative environmental impacts in the supply chain and actions taken. | Sustainable materials use – p37 Wood and paper – p38-40 Peat and horticulture – p41 |
| Environmental Grievance Mechanisms | |
| G4-EN34 Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms. | Environmental prosecution – p76 |
| CATEGORY: SOCIAL | |
| LABOUR PRACTICES AND DECENT WORK | |
| Employment | |
| G4-LA1 Total number and rates of new employee hires and employee turnover by age group, gender, and region. | Employee turnover – p68 |

| | |
|--|--|
| G4-LA2 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operations. | Not reported. |
| G4-LA3 Return to work and retention rates after parental leave, by gender. | Not reported. |
| Labour/Management Relations | |
| G4-LA4 Minimum notice periods regarding operational changes, including whether these are specified in collective agreements. | Not reported. |
| Occupational Health and Safety | |
| G4-LA5 Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs. | Not reported. Employee consultation information at: Engagement and culture – p68 |
| G4-LA6 Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender. | Health, safety and wellbeing – p72 |
| G4-LA7 Workers with high incidence or high risk of diseases related to their occupation. | Not reported. |
| G4-LA8 Health and safety topics covered in formal agreements with trade unions. | Not reported. |
| Training and Education | |
| G4-LA9 Average hours of training per year per employee by gender, and by employee category. | Developing our people's skills – p71 |
| G4-LA10 Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings. | Age diversity – p70 Developing our people's skills – p71 |
| G4-LA11 Percentage of employees receiving regular performance and career development reviews, by gender and by employment category. | Developing our people's skills – p71 |
| Diversity and Equal Opportunity | |
| G4-LA12 Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity. | Diversity and inclusion – p69 |
| Equal Remuneration for Women and Men | |
| G4-LA13 Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation. | Gender Pay Gap Report for the UK |
| Supplier Assessment for Labour Practices | |
| G4-LA14 Percentage of new suppliers that were screened using labour practices criteria. | Supplier ethical assessment – p63 Modern Slavery Act Transparency Statement 2017/18 |
| G4-LA15 Significant actual and potential negative impacts for labour practices in the supply chain and actions taken. | Supplier ethical assessment – p63 Modern Slavery Act Transparency Statement 2017/18 |
| Labour Practices Grievance Mechanisms | |
| G4-LA16 Number of grievances about labour practices filed, addressed, and resolved through formal grievance mechanisms. | Whistleblowing and grievance mechanisms – p63 Ethical conduct – p78 |
| HUMAN RIGHTS | |
| Investment | |
| G4-HR1 Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening. | Supplier ethical assessment – p63 Modern Slavery Act Transparency Statement 2017/18 |

| | |
|--|--|
| G4-HR2 Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained. | Training and awareness – p64 Modern Slavery Act Transparency Statement 2017/18 |
| Non-discrimination | |
| G4-HR3 Total number of incidents of discrimination and corrective actions taken. | Not reported. |
| Freedom of Association and Collective Bargaining | |
| G4-HR4 Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk and measures taken to support these rights. | Supplier ethical assessment – p63 Modern Slavery Act Transparency Statement 2017/18 |
| Child Labour | |
| G4-HR5 Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour. | Supplier ethical assessment – p63 Modern Slavery Act Transparency Statement 2017/18 |
| Forced or Compulsory Labour | |
| G4-HR6 Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour. | Supplier ethical assessment – p63 Modern Slavery Act Transparency Statement 2017/18 |
| Security Practices | |
| G4-HR7 Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations. | Not material. |
| Indigenous Rights | |
| G4-HR8 Total number of incidents of violations involving rights of indigenous people and actions taken. | Not material. |
| Assessment | |
| G4-HR9 Total number and percentage of operations that have been subject to human rights reviews or impact assessments. | Supplier ethical assessment – p63 Modern Slavery Act Transparency Statement 2017/18 |
| Supplier Human Rights Assessment | |
| G4-HR10 Percentage of new suppliers that were screened using human rights criteria. | Supplier ethical assessment – p63 Modern Slavery Act Transparency Statement 2017/18 |
| G4-HR11 Significant actual and potential negative human rights impacts in the supply chain and actions taken. | Supplier ethical assessment – p63 Modern Slavery Act Transparency Statement 2017/18 |
| Human Rights Grievance Mechanisms | |
| G4-HR12 Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms. | Supplier ethical assessment – p63 Modern Slavery Act Transparency Statement 2017/18 |
| SOCIETY | |
| Local Communities | |
| G4-SO1 Percentage of operations with implemented local community engagement, impact assessments, and development programs. | Community investment – p56-60 Supporting sustainable livelihoods – p66 |
| G4-SO2 Operations with significant actual and potential negative impacts on local communities. | Not material. |
| Anti-corruption | |
| G4-SO3 Total number and percentage of operations assessed for risks related to corruption and the significant risks identified. | Ethical conduct – p78 |
| G4-SO4 Communication and training on anti-corruption policies and procedures. | Ethical conduct – p78 |

| | |
|--|--|
| G4-SO5 Confirmed incidents of corruption and actions taken. | Not reported. |
| Public Policy | |
| Total value of political contributions by country and recipient/beneficiary. | Public policy – p81 |
| Anti-competitive Behaviour | |
| G4-SO7 Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes. | None. |
| Compliance | |
| G4-SO8 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations. | Environmental prosecution – p76 |
| Supplier Assessment for Impacts on Society | |
| G4-SO9 Percentage of new suppliers that were screened using criteria for impacts on society. | Supplier ethical assessment – p63 |
| G4-SO10 Significant actual and potential negative impacts on society in the supply chain and actions taken. | Supplier ethical assessment – p63 |
| Grievance Mechanisms for Impacts on Society | |
| G4-SO11 Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms. | Supplier ethical assessment – p63 Modern Slavery Act Transparency Statement 2017/18 |
| PRODUCT RESPONSIBILITY | |
| Customer Health and Safety | |
| G4-PR1 Percentage of significant products and service categories for which health and safety impacts are assessed for improvement. | Healthy homes – p48-50 Chemicals – p51 |
| G4-PR2 Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. | Not reported. |
| Product and Service Labelling | |
| G4-PR3 Type of product and service information required by the organisation's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements. | Not reported. |
| G4-PR4 Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes. | None. |
| G4-PR5 Results of surveys measuring customer satisfaction. | Not reported. Related information in Research with customers – p8 |
| Marketing Communications | |
| G4-PR6 Sale of banned or disputed products. | Not material. |
| G4-PR7 Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes. | Not reported. |
| Customer Privacy | |
| G4-PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data. | Not reported. |
| Compliance | |
| G4-PR9 Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services. | Not reported. |