

# Responsible Business Highlights 2023/24

Improving  
gender balance



39.6%

of management roles currently held by women. ▶

Learning  
for Life



5,017

colleagues have completed an apprenticeship, traineeship or formal qualification. ▶

Together.  
Stronger.



17  
Affinity Networks. ▶

Committed to  
Net zero by 2040



for our Scope 1 and 2 emissions, and have Science-Based Targets in place to 2025 for Scope 1, 2 and 3. ▶

Carbon  
emissions



62.0%

reduction in carbon emissions across our operations since 2016/17. We purchase electricity from zero carbon and renewable sources. ▶

41.6%

reduction in intensity of our Scope 3 emissions from the supply chain and customer use of products since 2017/18. ▶

Responsibly  
sourced wood



96.6%

of the wood and paper used in our products is responsibly sourced. ▶

Becoming  
Forest Positive



Since 2021, we've been a founding member of the Rainforest Alliance's Forest Allies, helping support the livelihoods of 5,323 people across 43 communities. ▶

Sustainable  
Home Products



£6.4bn

of Sustainable Home Products sold.

49.4%

of total Group sales. ▶

Sustainable  
packaging



52%

purchased plastic OEB packaging with minimum 30% recycled content. ▶

Caring for our  
communities



£6.1m

invested in community projects. ▶

Helping people  
with housing  
needs



3.2m

people have benefited from our community contributions since 2016/17. ▶

Volunteering  
Over



53,000

hours of colleagues' volunteering. ▶