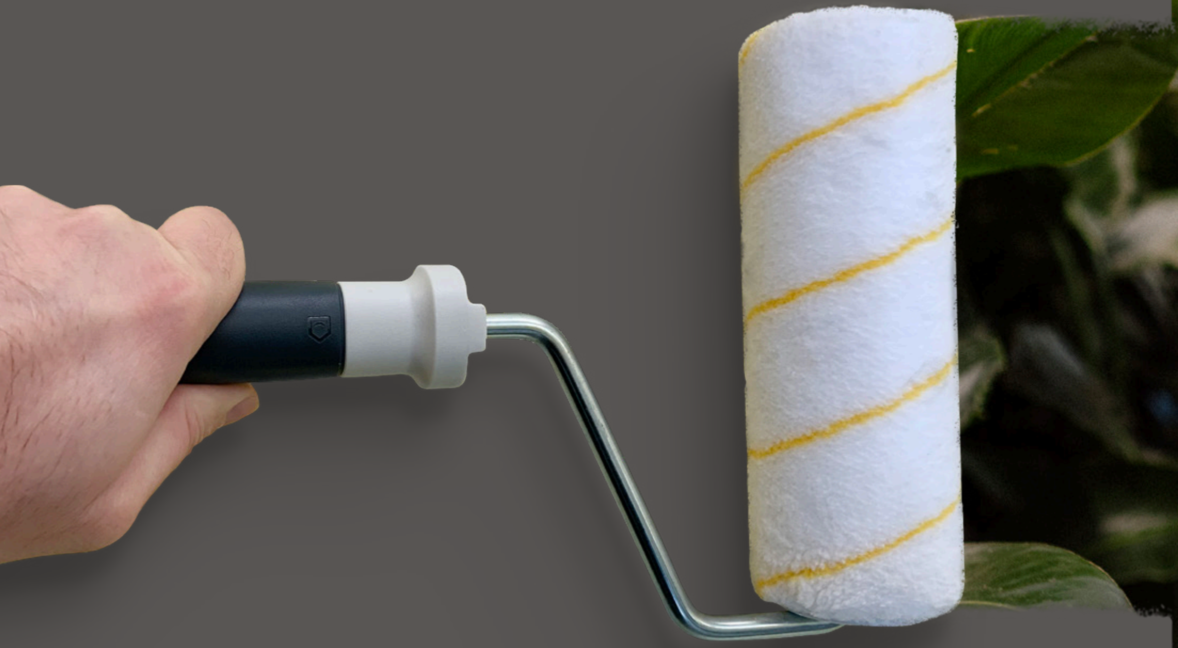
Performance Data Appendix

2023/24



At Kingfisher, we're intent on bringing about positive change in our business – for our customers, supply chain, society and beyond. We'll do this by focusing on the four priorities where we can best use our experience, scale and influence: colleagues, planet, customers and communities.

Specifically we've committed to be a more inclusive company by breaking down barriers to employment and progression, and by building skills for life. To help tackle climate change and continue our journey to become Forest Positive. To help make greener, healthier homes affordable. And strive for better homes for everyone in our communities.

Leading the industry in Responsible Business and energy efficiency is one of the eight pillars of our 'Powered by Kingfisher' strategy.

About this appendix

Our Responsible Business Performance Data Appendix provides a detailed insight into our environmental, social and governance (ESG) performance.

It supplements our Responsible Business Report 2023/24, providing detailed data and a summary of progress against our targets.

Our Appendix summarises how our reporting aligns with external frameworks including the United Nations Global Compact, the United Nations Sustainable Development Goals and the Sustainability Accounting Standards Board (SASB).

You can read our Responsible Business Report.

Our disclosure against the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) and a report by our Responsible Business Committee are included in our Annual Report and Accounts.

About Kingfisher

Kingfisher plc is an international home improvement company with over 2,000[1] stores in eight countries across Europe.

We operate under retail banners including B&Q, Castorama, Brico Dépôt, Screwfix, TradePoint and Koçtaş, supported by a team of 78,000[1] colleagues.

We offer home improvement products and services to consumers and trade professionals through our stores and e-commerce channels.

1 Data includes Koçtaş Turkey joint venture.

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Our Responsible Business strategy

Responsible Business practices have been a priority for us for over 30 years and they're integrated into everything we do.

Our Responsible Business priorities

Our four Responsible Business priorities focus on the areas where we can use our size and scale to bring about positive change for our customers, colleagues, communities and the planet.

We have set ambitious targets and we monitor progress against an established set of KPIs. Now into the fourth year of delivery, we've continued to make progress.

Our four priorities were selected based on customer research findings, the output of our materiality assessment and external frameworks such as the UN Sustainable Development Goals.

Our targets and measurement approach have been developed with leading sustainability organisation Bioregional.

Our Responsible Business Fundamentals

Our four priorities are underpinned by our Responsible Business Fundamentals – the topics we monitor and manage to ensure we continue to operate responsibly across our business. We have clear policies and guidance in each of these areas.

Our four priorities

Colleagues

We will be a more inclusive company

Our commitment
We will be a more inclusive company by breaking down barriers to employment and progression, and by building skills for life.

Planet

We will help tackle climate change and continue our journey to become Forest Positive

Our commitment
We will help tackle climate change by reducing carbon emissions from our business, products and supply chains. We will work towards becoming Forest Positive through our commitment to responsible sourcing and investing in forest protection and restoration projects.

Customers

We will help make greener, healthier homes affordable

Our commitment
We will help millions of customers have a greener, healthier home – one that is energy efficient, comfortable, uses fewer resources and is affordable to run and maintain.

Communities

We are striving for better homes for everyone in our communities

Our commitment
We will donate our products, expertise and time to help people whose housing needs are greatest in the communities we serve.

Our Responsible Business Fundamentals

Health and Safety	Responsible sourcing and human rights	Waste and recycling	Ethical conduct	Governance and engagement

Materiality assessment and assurance

About our data

Our Responsible Business data covers the period 1 February 2023 – 31 January 2024, except where stated. It provides a summary of performance for all our wholly-owned retail banners.

Bioregional coordinates our head office data review process and monitors our progress on Sustainable Home Product innovation.

Detailed information on the scope of the data and the methodologies used to calculate our data are explained in our Responsible Business Data Collection Methodology document.

Our Responsible Business data does not include joint ventures and franchises, except where stated. Data for our joint venture Koçtaş is included in our Scope 3 greenhouse gas (GHG) emissions, category 15 'Investments' (see page 21). 50% of Koçtaş data is included, in line with our 50% equity share.

Our targets and methodologies have been developed with Bioregional. Wherever possible they reflect established frameworks such as the United Nations Sustainable Development Goals. Details of how our targets have been developed and our methodology for assessing progress are included in our Data Collection Methodology.

Audit and assurance

Our Responsible Business performance data and the qualitative statements included in our Annual Report and Accounts, Responsible Business Report and Performance Data Appendix are reviewed by our internal Responsible Business teams, and by Bioregional.

We appointed DNV to provide a limited assurance opinion on selected information within this report. The information marked throughout the report with the symbol ◊ indicates the scope of their work.

Further details on the work they performed and their conclusion are set out in their independent assurance statement on page 35.

Reporting frameworks

We are members of the United Nations Global Compact and include an index on pages 12-13. We aim to support progress on the UN Sustainable Development Goals and include an index on pages 8-11 indicating where we can have the most impact.

We're aligning our reporting with the Sustainability Accounting Standards Board (SASB) standards for Multiline and Speciality Retailers and Distributors. Our SASB Index shows where relevant data and disclosures can be found.

Our disclosure against the recommendations of the Task Force on Climate-related Financial Disclosure (TCFD) is included in our Annual Report and Accounts page 28.

We also disclose our performance to CDP and the Workforce Disclosure Initiative (WDI) annually.

Our Report references selected Global Reporting Initiative's (GRI) Standards. We provide a GRI Index on our website: kingfisher.com/griindex.

How we performed in 2023/24

We improved or maintained performance across the majority of our targets in 2023/24.

A more inclusive company

We made good progress on our gender balance targets in 2023/24. While we still have some way to go to reach our target gender balance of 35% women in senior leadership and 40% women in management by 2025, this year 28.6% (2022/23: 25.8%) of senior leaders and 39.6% (2022/23: 38.9%) of managers are women.

This year we set a new target to enable more than 20,000 colleagues to complete an apprenticeship, traineeship or formal qualification by 2030/31. In 2023/24 5,017 colleagues have completed their programmes.

We continue to implement our Group and banner Inclusion and Diversity action plans. This year we launched a Group-wide allyship campaign, communicating a clear and consistent set of behaviours expected from all colleagues.

Helping to tackle climate change and continue our journey to become Forest Positive

We have delivered significant progress against our science-based targets, reducing our operational emissions (Scopes 1 and 2) by 62.0% since 2016/17, again exceeding our 2025/26 reduction target. The most significant reduction this year has been in logistics emissions – a 35% decrease on last year, accounting for 65% of the year-on-year reduction in total Scope 1 and 2 emissions. Property Scope 1 emissions are driving the remainder of the year-on-year reduction, decreasing 18% on the prior year.

This year we have reduced the intensity of our Scope 3 emissions from the supply chain and customer use of products by 41.6% since 2017/18 and the development of a Scope 3 net zero target is under way.

We have partnered with other home improvement retailers through the EDRA/GHIN global trade bodies to establish a collaborative task force to help the sector reduce its Scope 3 emissions.

96.6% of the wood and paper used in our products was responsibly sourced (2022/23: 94.5%) and 99.9% catalogue paper. Although we aimed for 100% of our catalogue paper to be responsibly sourced, this year we fell short by 0.01% due to a missing certificate code on one invoice. We've reinforced due diligence protocols to mitigate such occurrences in the future.

We've invested US$750,000 to date to support six forest projects in key tropical sourcing regions as a founding member of the Rainforest Alliance Forest Allies. These cover over 189,206 hectares and support the livelihoods of 5,323 people across 43 communities.

We expanded our UK partnership with the Woodland Trust, investing in two protection and restoration projects in Snaizeholme, Yorkshire and King Settle, Dorset. We have also supported local partnerships in France and Poland, with our colleagues taking part in tree planting initiatives.

Making greener, healthier homes affordable

In 2023/24, 49.4% of total Group sales were from products helping to create greener, healthier homes (2022/23: 46.8%), putting us on track to our overall Sustainable Home Products (SHP) target of 60% by 2025/26.

SHP accounted for 60.1% of sales for our Own Exclusive Brand (OEB) ranges (2022/23: 56.4%) moving us closer to achieving the OEB element of our target of 70% by 2025/26.

Sales of our Sustainable Home Products generated £6.4 billion for our business in 2023/24 – a 25% increase over the last three years.

We launched our green star mark across the Group in 2023 to empower customers to navigate and shop for products that are either made from reduced impact materials or processes, or designed to help people

reduce their impact. These green star products are available in store and online alongside simple explanations as to why they justify their mark.

To complement our energy efficient SHPs, and reflect the cost of living crisis, we're offering services to make it easier for customers to save energy and water in their homes.

We have supported government initiatives in France and Poland, placing energy saving experts in store and offering products that manage energy consumption, insulate from cold and heat, provide high-performance at low-energy, and allow customers to create their own energy. In the UK B&Q has partnered with the Energy Savings Trust (EST) to help householders understand what they can do within their budgets to make their homes more efficient and affordable.

10.1% of Group sales are from products meeting the SHP standards for Saving Energy at Home or Saving Water at Home.

We have improved sustainability performance across several ranges including the launch of MamaTerra, a new range of natural gardening products, and workwear meeting the Global Recycled Standard.

Removing peat

We've been working to remove peat from our products for many years, researching more sustainable alternatives and supporting regulation to phase peat out of gardening. In 2023/24, for the first full year, B&Q has been 100% peat free in all bagged growing media.

While peat-free removal is commonplace in some markets, like the UK, other markets have further to go to achieve this. Despite market challenges, all our banners are working hard to reduce the amount of peat-based compost we sell, and we have a goal to remove it in its entirety by 2025.

Our exclusive garden research facility, Springfields in Hampshire, is dedicated solely to our OEB ranges. Here, we partner with nurseries to test seeds using different compost mixtures, leading to significant strides in reducing peat in our bedding plants.

Sustainable packaging

We've made further progress against our OEB packaging targets in 2023/24: 51.6% of plastic packaging purchased now includes at least 30% recycled content (2022/23: 31%). We phased out 92.2% of non-recyclable plastic packaging such as PVC and expanded polystyrene by the end of the year. This year we've seen a significant improvement in the percentage of sustainably sourced paper- and wood-derived fibre-based packaging we use and are currently 81.9% compliant (2022/23: 44.9%).

Striving for better homes for everyone in our communities

This year we reached 1.2 million people through community projects, bringing our total to 3.2 million people helped since 2016/17.

We continued to support local charities and communities, through our seven banner-linked Foundations, and partnerships with national charities.

Our total community investment was worth £6.1 million in 2023/24 (2022/23: £5.4m). An additional £2.4 million was raised by customer and colleague fundraising efforts (this includes in-store collections, fundraising events, payroll giving and public pledges to appeals) (2022/23: £2.8 million).

We donated £305,063 to a number of global disaster relief efforts this year in Turkey, Syria, Morocco and Libya, and provided products to projects organised by the Disaster Emergency Committee (DEC), the Red Cross and Fondation de France. We also responded to local emergencies such as flooding and storm damage.

Responsible Business Fundamentals

Employee safety

Our total employee accident rate (number of all work-related accidents per 100,000 full-time equivalent employees) was 9,438 (2022/23: 10,034), a 6% reduction year-on-year. We believe this improvement reflects our efforts to foster a stronger safety culture and enhance our processes for identifying and addressing safety issues. There were no work-related fatalities.

There was one Health and Safety-related prosecution during the year. More detail on page 53 of the Responsible Business Report 2023/24.

Responsible sourcing

During 2023, 71% of in-scope GFR suppliers (all OEB suppliers and non-OEB suppliers above a spend threshold of £50,000) were compliant to our policy. Over 4,200 production sites were disclosed to us via collaborative platforms such as Sedex and Amfori BSCI and 2,154 of these were identified as 'high risk'. Of the production sites identified as high risk, 83% had completed an audit within the last two years.

In 2023, 97 production sites did not meet our minimum standards (i.e. they achieved a business-critical grade). During the year, 77 sites with business-critical issues had their non-conformances verified as closed out.

This year, we have put in place the EcoVadis Improvement Programme to help our GNFR suppliers improve their EcoVadis scorecard.

In 2023, suppliers that were EcoVadis assessed covered 75% of in-scope GNFR spend (annual spend over £75,000) compared with 79% in 2022/23. In addition, 64% of suppliers who were re-assessed by EcoVadis improved their score, through changes to their internal processes, reporting and systems. In total, 80% of suppliers improved or maintained their score.

Waste and recycling

We generated 174,343 tonnes of waste (2022/23: 193,189 tonnes), a 10% decrease year-on-year.

We diverted 88% of waste from landfill (2022/23: 90%) and our recycling rate was 69% (2022/23: 66%).

Progress against targets

Target	Trend	Summary	Performance*
Colleagues			
Improve gender balance to 35% women in senior leadership and 40% women in management by 2025/26.	YOY progress	We've now reached 28.6% women in senior leadership (2022/23: 25.8%) and 39.6% in management (2022/23: 38.9%).	Not on track (women in senior leadership) On track (women in management)
Enable more than 20,000 colleagues to complete an apprenticeship, traineeship or formal qualification by 2030/31.	New target	5,017 colleagues completed an apprenticeship, traineeship or formal qualification to date.	On track
Planet			
Deliver our Science-Based Targets for 2025/26 to reduce Scope 1 and 2 emissions by 37.8% in absolute terms and Scope 3 by 40% per £m of turnover compared with 2016/17 and 2017/18 respectively.	YOY progress	We have reduced absolute Scope 1 and 2 (market-based) emissions by 62.0% since 2016/17. We're currently exceeding our target. We have reduced our Scope 3 emissions intensity from the supply chain and customer use of products by 41.6% since 2017/18. We're currently exceeding our target.	On track (Scope 1 and 2) On track (Scope 3)
Reach net zero emissions for our operations (Scope 1 and 2) by the end of 2040/41.	YOY progress	Achieving our science-based carbon reduction target is the first step towards net zero.	On track
Achieve 100% responsibly sourced wood and paper for our products and catalogues by 2025/26.	YOY progress	96.6% of wood and paper in our products was responsibly sourced (2022/23: 94.5%) and 99.9% of catalogue paper.	On track
Become Forest Positive by 2025/26.	YOY progress	We continued to invest in six forest projects in key tropical sourcing regions, through our membership with the Rainforest Alliance's Forest Allies initiative. These cover over 189,206 hectares and support the livelihoods of 5,323 people across 43 communities. We expanded our UK partnership with the Woodland Trust and supported local partnerships in France and Poland.	Making progress
Customers			
Attain 60% of Group sales from our Sustainable Home Products (SHP), including 70% of sales for our Own Exclusive Brand products (OEB) by 2025/26.	YOY progress	In 2023/24, 49.4% of our total Group sales came from SHP (2022/23: 46.8%). For our OEB ranges, the figure is 60.1% (2022/23: 56.4%).	On track
Communities			
Help more than two million people whose housing needs are greatest by 2025/26.	YOY progress	Our projects have reached over 3.2 million people since 2016/17.	Achieved

Trend: YOY progress YOY regress

* Limited assurance provided by DNV over targets that relate to the Selected Information in the scope of their work.

Governance

We've integrated Responsible Business practices into our governance and management structures, allowing us to make strides towards our goals and targets while also ensuring accountability in our decision-making.

Executive oversight

Our Responsible Business Committee (RBC), a Committee of the Board, is chaired by a non-executive director. Members include two non-executive directors, the Group CEO, and other members of the Group Executive. It oversees the delivery of our Responsible Business strategy and provides advice and assurance to the Group Executive and the Board on all matters relating to Responsible Business practices. It's also responsible for monitoring performance against our priorities.

The Chair of the RBC reports on its activities to the Board and the Board and Committee members also review Responsible Business KPIs on a quarterly basis as part of their governance duties.

Embedding Responsible Business

We have a three-year Responsible Business Plan for the Group that's reviewed by the Group Executive and the Kingfisher Board of Directors twice a year.

Our central Responsible Business team, led by our Director of Responsible Business (reporting directly to our Chief People Officer), develops strategy, targets, governance and reporting and communication on Responsible Business.

We also have experts in our Group functions who drive and embed progress on our four priorities and fundamentals. For example, the sustainability team within our Offer & Sourcing function embed sustainability into our Own Exclusive Brand product ranges and support banners as a centre of excellence.

Responsible Business leads at banners are supported by our central team and experts within Group functions. Responsible Business targets are integrated into banners' three-year plans.

Integrating Responsible Business performance measures

Responsible Business measures (climate change, Sustainable Home Products and gender diversity) are integrated into our long-term incentive plan (known as the Kingfisher Performance Share Plan) for our senior leadership team. The performance conditions attached to the vesting of awards include a 25% weighting on Responsible Business measures. Further details about this can be found in our Annual Report and Accounts.

Kingfisher also has a £550m sustainability-linked revolving credit facility, which enables us to benefit from a lower interest rate when we deliver on ambitious sustainability and community-based targets under the Group's Responsible Business plan.

Responsible Business policies

Our policies guide our approach and help us to adopt consistent standards across our markets. For transparency, we publish key policies on our website. See kingfisher.com/ResponsibleBusinessPolicies.

We aim to review our policies annually and update them when necessary.

In 2023/24, we updated our Responsible Business policies to align with best practice and ensure accountability in our decision-making. Key updates include stating our approach to work towards the requirements of due diligence regulations like the EU Deforestation Regulation as well as clarifying our position with regard to the ethical requirements our third-party marketplace suppliers must comply with. Updates were approved by our Group Executive.

Risk management

Identification and management of sustainability risks are incorporated in our strategic risk assessment processes, which are explained in our Annual Report and Accounts.

Climate change continues to be one of our principal risks. We've conducted scenario analysis to help us develop our approach to climate risks and opportunities. The results are summarised in our disclosure against the recommendations of the Task Force on Climate-related Financial Disclosures in our Annual Report and Accounts.

Our internal Responsible Business risk register (part of our overall Group risk management process) is used to help us monitor risks over the short (1-3 years) and medium to long term (over 3 years). This timeframe aligns with the Group's strategic planning period and the period over which the principal risks are considered. However, recognising the long-term nature of climate-related risks, we currently model risks up to 10 years through our climate-related scenario modelling outlined in our Task Force on Climate-related Financial Disclosures in our Annual Report and Accounts.

The register includes risks relating to:

- Climate change.
- New business models (e.g. joint ventures, franchise and online marketplace).
- Ethical compliance of our Goods for Resale supply chain.
- Wood and paper compliance.
- Inclusion and diversity.
- Sustainability regulation and compliance.
- Delivery, reporting and communications of our Responsible Business strategy.

Fines and prosecutions

There was one prosecution relating to Health and Safety resulting in a €39,000 fine and no environmental prosecutions, with three low-level fixed-penalty fines relating to littering rules in the UK.

Our business and the UN Sustainable Development Goals

We support the UN Sustainable Development Goals that provide a framework for governments, business and civil society to work together to end poverty, fight inequality and stop climate change by 2030.

The Goals have informed the development of our Responsible Business strategy and we have identified priority Goals, where we can have the most impact. These are outlined below. We are signatories to Better Retail, Better World, a collaboration led by the BRC aimed at supporting the Goals.

Colleagues: We will be a more inclusive company

Our targets and policies	UN SDG targets	Our direct contribution
Improve gender balance to 35% women in senior leadership and 40% women in management by 2025/26. **Enable more than 20,000 colleagues to complete an apprenticeship, traineeship or formal qualification by 2030/31.** 	**SDG 4.4** By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship. **SDG 5.5** Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.	Providing colleagues with opportunities for lifelong learning. Helping more young people into the workplace via a range of work experience, entry-level roles, apprenticeships and development opportunities. Working to improve gender balance in line with our Group and banner level Inclusion and Diversity action plans.

Planet: We will help tackle climate change and continue our journey to become Forest Positive

Our targets and policies	UN SDG targets	Our direct contribution
Deliver our Science-Based Targets for 2025/26 to reduce Scope 1 and 2 emissions by 37.8% in absolute terms and Scope 3 by 40% per £m of turnover compared with 2016/17 and 2017/18 respectively. **Reach net zero emissions for our operations (Scope 1 and 2) by the end of 2040/41.**	**SDG 7.3** By 2030, double the global rate of improvement in energy efficiency. **SDG 11.6** By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management. **SDG 13.2** Integrate climate change measures into national policies, strategies and planning.	Reducing the energy intensity of our stores and buildings and switching to electric heating. Electricity purchased from renewable sources and installing on-site renewables. Cleaner transport fuels. Reducing emissions from energy using products. Engaging with suppliers to reduce supply chain emissions. Engaging on energy use and climate change with policymakers.
Achieve 100% responsibly sourced wood and paper for our products and catalogues by 2025/26. **Become Forest Positive by 2025/26.**	**SDG 8.4** Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programmes on sustainable consumption and production, with developed countries taking the lead. **SDG 12.2** By 2030, achieve the sustainable management and efficient use of natural resources. **SDG 15.2** By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally. **SDG 15.5** Take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity and, by 2020, protect and prevent the extinction of threatened species.	Responsible sourcing of wood and paper from well-managed forests. Investing in reforestation projects through our partnership with Rainforest Alliance and in local forest and woodland projects via our banners.
Sustainable management and efficient use of key resources.	**SDG 8.4** Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programmes on sustainable consumption and production, with developed countries taking the lead. **SDG 9.4** By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities. **SDG 12.2** By 2030, achieve the sustainable management and efficient use of natural resources. **SDG 15.5** Take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity and, by 2020, protect and prevent the extinction of threatened species.	Responsible sourcing of wood and paper from well-managed forests, see above. Eliminating peat from the compost and other growing media we sell. Implementing our sustainable packaging strategy. Engaging with others as members of the Leather Working Group and Better Cotton Initiative.

Customers: We will help make greener, healthier homes affordable

Our targets and policies	UN SDG targets	Our direct contribution
Attain 60% of Group sales from our Sustainable Home Products (SHP), including 70% of sales for our Own Exclusive Brand products (OEB) by 2025/26.	**SDG 6.4** By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity. **SDG 7.3** By 2030, double the global rate of improvement in energy efficiency. **SDG 11.6** By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management. **SDG 12.2** By 2030, achieve the sustainable management and efficient use of natural resources. **SDG 12.8** By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.	Increasing sales of products that help customers to create better, more sustainable homes. Promoting our range of energy efficient products. Extending our range of energy saving and low carbon energy generation products and services. Promoting water efficient products.
Making sure we use sustainable chemicals in our products.	**SDG 3.9** By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination. **SDG 6.3** By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally. **SDG 12.4** By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment.	Phasing out substances which are very likely to become restricted by law in future years, ahead of regulation. Switching to more sustainable chemicals that are better for customers and the environment. Achieving transparency about the chemicals used in our products.

Communities: We are striving for better homes for everyone in our communities

Our targets and policies	UN SDG targets	Our direct contribution
Help more than two million people whose housing needs are greatest by 2025/26.	**SDG 11.1** By 2030, ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums.	Making donations and supporting charities through our network of charitable foundations. Strategic partnerships including with Shelter, Abbé Pierre Foundation, Habitat for Humanity and Macmillan Cancer Support. Being an advocate on the issue of unfit housing. Promoting volunteering opportunities.

Fundamentals: Human rights and supply chain

Our targets and policies	UN SDG targets	Our direct contribution
Ensure suppliers meet our ethical and environmental standards.	**SDG 8.7** Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms. **SDG 8.8** Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.	Requiring suppliers to disclose their production sites. Ethical audit programme for high-risk production sites. Projects to address our salient human rights impacts. Working with Slave-Free Alliance to strengthen modern slavery due diligence.

Fundamentals: Waste and circular products

Our targets and policies	UN SDG targets	Our direct contribution
Work towards zero waste to landfill and increase recycling.	**SDG 11.6** By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management. **SDG 12.5** By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.	Working with waste management contractors to increase recycling and divert waste from landfill. Incorporating recycled plastics into our products. Rolling out repair, refurbishment, rental and spares services to extend the life of products. Packaging strategy to reduce materials use and waste.

SDGs outside the scope of our Responsible Business strategy

SDG targets	Our contribution
1 No poverty, 2 Zero hunger, 14 Life below water	Our targets do not contribute directly to these SDGs. However, our work on responsible sourcing, community investment and approach to chemical management can influence food security, eliminate poverty and preserve life below water.
16 Peace, justice and strong institutions	By encouraging our suppliers to meet ethical and environmental standards and through our Code of Conduct and training for colleagues, we have an indirect influence on the following SDG targets: **SDG 16.2** End abuse, exploitation, trafficking and all forms of violence against and torture of children. **SDG 16.5** Substantially reduce corruption and bribery in all their forms. **SDG 16.6** Develop effective, accountable and transparent institutions at all levels.
17 Partnerships for the goals	Through our work with suppliers in a range of developing countries, we indirectly contribute to the following SDG target: **SDG 17.11** Significantly increase the exports of developing countries, in particular, with a view to doubling the least developed countries' share of global exports by 2020.

United Nations Global Compact index

We joined the United Nations Global Compact in 2014, and are committed to its Ten Principles covering the areas of human rights, labour, environment and anti-corruption.

This Report is our tenth Communication on Progress against the Global Compact Principles, covering our financial year 2023/24. This table summarises our approach and shows where information on our targets and progress for each principle can be found in our Responsible Business Report and other documents. All page references are for the Responsible Business Report unless otherwise stated.

"I am pleased to confirm Kingfisher's ongoing commitment to the Ten Principles of the United Nations Global Compact, in the areas of human rights, labour practices, the environment and anti-corruption. We remain dedicated to integrating these Principles into our business operations and reporting our progress to stakeholders."

Thierry Garnier
Chief Executive Officer

Principles	Summary of approach	Location in our Responsible Business Report
Human rights and labour		
Principle One Businesses should support and respect the protection of internationally proclaimed human rights; and **Principle Two** make sure they are not complicit in human rights abuses. **Principle Three** Businesses should uphold the right to freedom of association and the effective recognition of the right to collective bargaining; **Principle Four** the elimination of all forms of forced and compulsory labour; **Principle Five** the effective abolition of child labour; and **Principle Six** the elimination of discrimination in respect of employment and occupation.	We take steps to protect the human rights of people affected by our business, including employees and suppliers. We respect the rights of our employees and suppliers in areas such as freedom of association, the right to collective bargaining, no child labour or forced or compulsory labour. We work to eliminate discrimination, to promote diversity and to protect the health and safety of employees, customers and contractors. Our Human Rights Policy sets out our commitment to respect human rights, in line with international agreements and guidelines including: the United Nations Guiding Principles on Business and Human Rights; the International Bill of Human Rights (which includes the Universal Declaration of Human Rights); the UN Global Compact; the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work; the Children's Rights and Business Principles; and UN conventions on the elimination of discrimination. We have identified the salient human rights issues for our business and supply chains, as defined by the UN Guiding Principles Reporting Framework. We do not tolerate any form of modern slavery. Our Responsible Business Committee (RBC) leads and oversees delivery of our Responsible Business strategy and has oversight of modern slavery risks. We implement due diligence processes and a programme of ethical audits for high-risk production sites. Our external and confidential whistleblowing hotline is available to all employees and suppliers. All reports to the hotline are reviewed and, where necessary, investigated. The outcome is reported to the relevant Local Ethics and Compliance Committee. More serious or sensitive cases are reviewed by the Group Ethics and Compliance Committee. A summary of outcomes is reported to the Audit Committee of the Board of Directors.	Human rights and ethical sourcing, Responsible Business Report page 54 Ethical conduct, Responsible Business Report pages 57-58 Colleagues, Responsible Business Report pages 10-19 Safety at work, Responsible Business Report page 53 Modern Slavery Act Transparency Statement Human Rights Policy Code of Conduct Supply Chain Workplace Standards Whistleblowing Policy

Principles	Summary of approach	Location in our Responsible Business Report
Environment		
Principle Seven **Businesses should support a precautionary approach to environmental challenges;** **Principle Eight** **undertake initiatives to promote greater environmental responsibility; and** **Principle Nine** **encourage the development and diffusion of environmentally friendly technologies.**	We aim to be restorative to the environment, working in our business and with partners to create positive change. We have set ambitious targets and report progress annually. Our approach is summarised in our policies (see next column). We invest in innovation to improve the environmental performance of our products and extend our ranges that help customers adopt more sustainable lifestyles. We have set ambitious carbon reduction targets that have been validated by the Science Based Targets initiative (SBTi). Our target is consistent with a 1.5°C trajectory and we have committed to reach net zero emissions from our operations by 2040. We are also working to reduce waste, use resources efficiently and source sustainable raw materials. We support a precautionary approach, for example through our work to replace chemicals with more sustainable alternatives.	Customers, Responsible Business Report pages 33-44 Planet, Responsible Business Report pages 21-31 Chemicals, Responsible Business Report page 44 Waste and recycling, Responsible Business Report pages 55-56 Sustainable Home Product Guidelines Environmental Policy Forest Positive Policy Chemicals Policy Sustainable Packaging Policy for Own Exclusive Brands
Anti-corruption		
Principle Ten **Businesses should work against corruption in all its forms, including extortion and bribery.**	We will not tolerate bribery or corruption in any form. Our Code of Conduct helps to promote a culture of transparency, honesty and fairness. It helps us to comply with regulations such as the UK's Bribery Act. Our Code of Conduct applies to all Kingfisher colleagues and third parties. Everyone in the business is required to complete annual training on our Code of Conduct. This covers the key principles of the Code and how to raise concerns. Colleagues working in sensitive areas of the business or in higher risk roles also complete additional training. Our Group Ethics and Compliance Committee meets every quarter to review our ethical compliance processes, and to discuss any investigations and sensitive whistleblowing reports. It is chaired by the Kingfisher Chief Financial Officer. We have a Local Ethics and Compliance Committee and local compliance officers in each banner. Our internal audit function provides additional assurance on compliance to key aspects of the Code, using a risk-based approach to plan their work. The Audit Committee of the Board of Directors receives regular updates on the outcomes of our whistleblowing channel and sensitive investigations.	Ethical conduct, Responsible Business Report pages 57-58 Code of Conduct Policies and supplier resources Anti-Bribery and Corruption Policy

Sustainability Accounting Standards Board index

We aim to align our reporting with the Sustainability Accounting Standards Board (SASB) standards for Multiline and Speciality Retailers and Distributors. The table summarises our approach and shows where SASB criteria can be found in our reporting.

Code	SASB criteria		Our approach
CG-MR-130a.1	**Energy Management in Retail & Distribution**	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	(1) We consumed 953 GWh energy for our property and logistics in 2023/24 (2022/23: 1,111 GWh). (2) Of this, 39% was purchased grid electricity. (3) 93% of our purchased electricity was from renewable sources through contracts in the UK, Iberia, France, Poland and Romania. Performance Data Appendix page 23
CG-MR-230a.1	**Data Security**	Description of approach to identifying and addressing data security risks	Our approach includes robust policies and governance procedures, internal and external audit and colleague training. Responsible Business Report pages 64-65
CG-MR-230a.2		1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	We report this information to the relevant regulatory authorities but do not currently include it in our public reporting.
CG-MR-310a.1	**Labour Practices**	(1) Average hourly wage and (2) percentage of in-store employees earning minimum wage, by region	Kingfisher complies with all local legislation in relation to minimum wages in all countries in which it operates. We do not currently collect and disclose this data at a Group level.
CG-MR-310a.2		(1) Voluntary and (2) involuntary turnover rate for in-store employees	Our employee turnover rate was 27.6% (2022/23: 35.0%) including voluntary and involuntary leavers. It includes all colleagues, not just in-store employees. Responsible Business Report page 19 Performance Data Appendix page 18
CG-MR-310a.3		Total amount of monetary losses as a result of legal proceedings associated with labour law violations	We do not currently include this information in our public reporting.

Code	SASB criteria		Our approach
CG-MR-330a.1	**Workforce Diversity & Inclusion**	**Percentage of gender and racial/ethnic group representation for (1) management and (2) all other employees**	39.6% of managers and 28.6% of senior leadership positions are now held by women, up from 38.9% and 25.8% respectively last year. Women accounted for 43% of total employees. We do not currently collect data on ethnic diversity in our workforce. We are working on improving our UK data on this topic. Ethnic diversity of the Board is disclosed in our Annual Report and Accounts, page 77. Responsible Business Report page 11 Performance Data Appendix page 17
CG-MR-330a.2		**Total amount of monetary losses as a result of legal proceedings associated with employment discrimination**	There were no significant monetary losses due to legal proceedings associated with employment discrimination during 2023/24.
CG-MR-410a.1	**Product Sourcing, Packaging & Marketing**	**Revenue from products third-party certified to environmental and/or social sustainability standards**	Some of the materials we use in our products are certified to third-party standards including 96.6% of our wood and paper (FSC® and PEFC™), and some cotton (Better Cotton). We do not currently disclose data on revenues from products containing certified materials. 49.4% of our sales came from our Sustainable Home Products (2022/23: 46.8%), which generated £6.4 billion for the business. To be classified as a sustainable home product, a product must be assessed against our industry-leading Sustainable Home Product Guidelines. Responsible Business Report pages 29 and 35 Performance Data Appendix pages 24–27
CG-MR-410a.2		**Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products**	We are working to: phase out substances which are very likely to become restricted by law in future years, ahead of regulation; switch to more sustainable chemicals that are better for customers and the environment; and achieve transparency about the chemicals used in our products with an initial focus on OEB chemical products such as sealants and paint. Responsible Business Report page 44
CG-MR-410a.3		**Discussion of strategies to reduce the environmental impact of packaging**	Our packaging strategy for OEB products includes targets to reduce the volume of packaging used, increase our use of recycled plastic, ensure wood and paper complies with our sustainable sourcing policy, design out single use plastic and reduce packaging waste. Responsible Business Report page 43

Activity metrics

Code	SASB criteria	Our approach
CG-MR-000.A	**Number of: (1) retail locations and (2) distribution centres**	1,638 stores; 38 sites in our logistics network*
CG-MR-000.B	**Total area of: (1) retail space and (2) distribution centres**	7,142,451m² retail space; 773,781m² distribution centres

* This includes 38 operations in the 33 locations: 17 distribution centres (DC), 10 regional consolidation centres (RCC), 10 fulfilment centres (FC) and 1 bulk consolidation centre. Please note shared use platforms are excluded due to their significant fluctuations in their number.

Detailed performance data

This appendix contains our detailed performance data for our targets and KPIs.

We appointed DNV to provide a limited assurance opinion on selected information within this report. Further details on the work they performed and their conclusion are set out in their independent assurance statement on page 35. The information marked throughout the report with the symbol ◊ indicates the scope of their work.

We also publish a Responsible Business Data Collection Methodology document, available online at kingfisher.com/datamethodology. This provides further details on the methodology we use to calculate our data, including conversion factors and definitions.

Contents

16 Detailed performance data
17 Colleagues: We will be a more inclusive company
19 Planet: We will help tackle climate change
24 Planet: We will continue our journey to become Forest Positive
26 Customers: We will help make greener, healthier homes affordable
29 Communities: We are striving for better homes for everyone in our communities
31 Fundamentals: Health and Safety at work
32 Fundamentals: Responsible sourcing
34 Fundamentals: Waste, recycling and water
35 Assurance statement

Colleagues: We will be a more inclusive company

Target: Improve gender balance to 35% women in senior leadership and 40% women in management by 2025/26.

39.6% of managers and 28.6% of senior leadership positions are now held by women, up from 38.9% and 25.8% respectively last year. We are on track to meet our goal of 40% women in management roles by 2025/26 but have more to do to reach our gender balance in senior leadership target.

Target: Enable more than 20,000 colleagues to complete an apprenticeship, traineeship or formal qualification by 2030/31.

Exceeded our target of providing five million hours of skills for life learning by 2025/26 ahead of schedule last year, and developed a new target that captures the full breadth of learning & development and career progression across the Group. To date 5,017 colleagues have completed an apprenticeship, traineeship or formal qualification.

	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Diversity – senior management: Gender									
Board – men (headcount)	%	56◊	56	50	56	62	45	56	56
Board – women (headcount)	%	44◊	44	50	44	38	55	44	44
Senior leadership total – men (headcount)	%	71◊	74	75	77				
Senior leadership total – women (headcount)	%	29◊	26	25	23				
Diversity – all employees: Gender									
Total employees – men (FTE)	%							61	61
Total employees – men (headcount)	%	57◊	57	57	57	58	58		
Total employees – women (FTE)	%							39	39
Total employees – women (headcount)	%	43◊	43	43	43	42	42		
Management positions – men (FTE)	%							66	67
Management positions – men (headcount)	%	60◊	61	62	64	64	63		
Management positions – women (FTE)	%							34	33
Management positions – women (headcount)	%	40◊	39	38	36	36	37		

We changed the way we report our data on gender in 2018/19. We now calculate percentages using our total headcount figure as at year-end, whereas in previous years we used the number of full-time equivalent employees. We believe this more accurately reflects the number of women in our workforce since women may be more likely to work part-time. This also ensures alignment with our financial reporting and reflects the Financial Reporting Council's guidance on how companies should report diversity data under the Companies Act 2006.

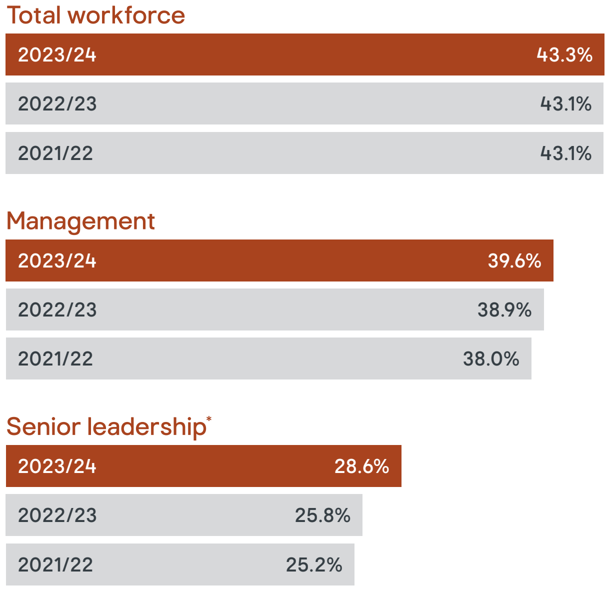
Details on data scope:

The senior leadership population (previously referred to as senior management) reflects those executive leaders included in our Performance Share Plan (see Annual Report and Accounts 2023/24 for more detail). The management population now reflects all junior and middle management and excludes senior leaders. 2020/21 and 2021/22 data reported has been re-based to show progress against our target; however, years prior to this are not comparable as a different definition was used.

* Senior leadership is defined as those who are eligible for our Performance Share Plan.
◊ Limited assurance provided by DNV.

Gender balance

% of female colleagues based on headcount



	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Employee turnover									
Employees who left	number	**21,175**	28,088	30,229	18,776	23,796	25,676	24,044	23,491
Rate of employee turnover	%	**27.6**	35.0*	36.3	24.6	31.7	34.0	32.4	32.1
Involuntary turnover rate	%	**3.8**	4.1	4.0	4.9	6.4	8.3	6.1	6.6
Voluntary turnover rate	%	**26.9**	35.2	32.3	19.7	25.3	25.7	26.3	25.5

Data covers voluntary and involuntary leavers. 2023/24 involuntary and voluntary turnover rate excludes Poland due to unavailability of data. Rate of employee turnover covers all banners. We changed the way we report our data on turnover in 2022/23. 2021/22 data reported has been re-based to show annual change; however, years prior to this are not comparable as a different methodology was used.

	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Employee training									
Employees training hours	number of hours	**1,680,218**	2,642,927	2,264,474	1,683,576				
Employees completing an apprenticeship, traineeship or formal qualification	number of colleagues	**5,017**							

Details of data scope, employee training includes:
- Digital modules
- Self-development resources
- Physical workshops (internal and external) including first aid training, leadership/management training
- Virtual learning sessions
- Funded external qualifications
- Leadership and talent programmes.

* We have restated 2022/23 turnover figure to reflect additional data received after the reporting period's closure.

Planet: We will help tackle climate change

Target: Deliver our Science-Based Targets for 2025/26 to reduce Scope 1 and 2 emissions by 37.8% in absolute terms and Scope 3 by 40% per £m of turnover compared with 2016/17 and 2017/18 respectively.

Target: Reach net zero emissions for our operations (Scope 1 and 2) by the end of 2040/41.

We have delivered significant progress against our science-based targets, reducing our operational emissions (Scopes 1 and 2) by 62.0 % since 2016/17, again exceeding our 2025/26 reduction target.

We have reduced intensity of our Scope 3 emissions from the supply chain and customer use of products by 41.6% since 2017/18. The development of a Scope 3 net zero target is under way.

	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Total footprint: Carbon footprint – totals by Greenhouse Gas Protocol scope									
Scope 1 total	tonnes CO_2e	**96,933◊**	130,642	153,134	139,326	145,688	153,215	146,335	143,360
Scope 2 total (market-based)	tonnes CO_2e	**10,763◊**	8,288	61,122	66,441	82,457	79,627	105,299	140,336
Scope 2 total (location-based)	tonnes CO_2e	**92,167**	95,870	105,056	110,604	126,154	138,204	162,609	190,013
Scope 1 and 2 total (market-based)	tonnes CO_2e	**107,696◊**	138,930	214,256	205,767	228,146	232,842	251,634	283,696
Scope 1 and 2 total (location-based)	tonnes CO_2e	**189,100**	130,642	258,191	249,930	271,843	291,419	308,944	333,373

We calculate both our market-based and our location-based emissions from electricity consumption. Our carbon reduction target is based on the market-based emissions.

The total Scope 1 emissions (property gas & other fuels, haulage) reduced by 15% in 2022/23 compared to 2021/22, following a significant increase to our investment in energy saving initiatives and the continued process of switching to all electric heating in our stores.

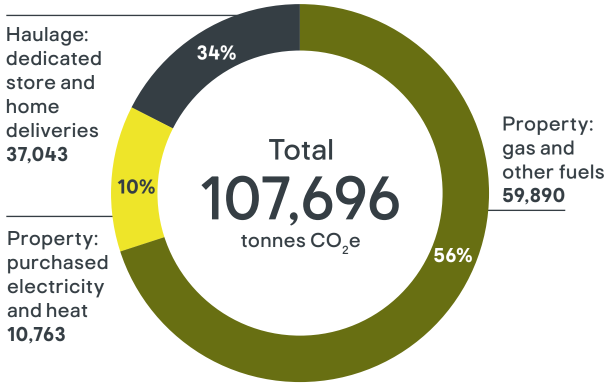
Total market-based Scope 2 emissions in 2022/23 have been updated to reflect new information on energy tariffs in Poland collected in 2023/24.

	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Carbon footprint – intensity									
Property market-based footprint relative to floor space*	kg CO_2e/m^2 reported floor space	**8.9◊**	10.4	19.9	19.7	22.0	22.7	25.3	30.2
Scope 1 and 2 market-based carbon footprint relative to floor space	kg CO_2e/m^2 reported floor space	**13.6◊**	17.7	27.9	26.7	29.6	30.3	32.8	37.8
Scope 1 and 2 market-based carbon footprint relative to sales	tonnes CO_2e per £m retail sales	**8.3**	10.6	16.3	16.9	20.4	20.6	22.4	26.1
Emissions from customer use of products and key supply chain relative to sales†	tonnes CO_2e per £m retail sales	**1,291**	1,458	1,612				2,211	

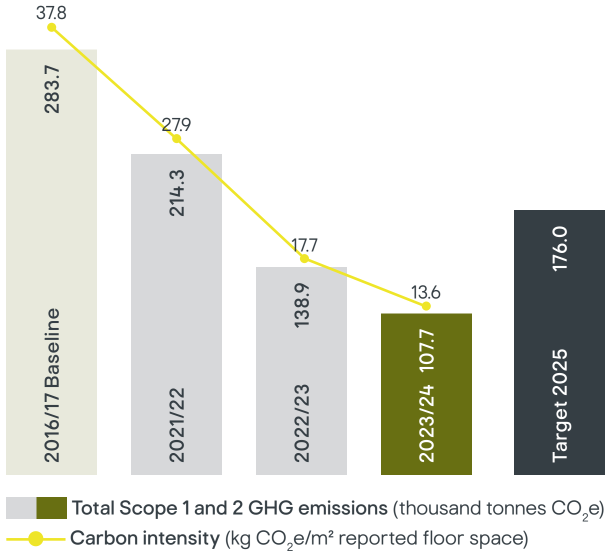
Note: In 2022/23 our emissions calculation methodology was updated for category 1: Purchased goods and services (goods for resale) and category 11: Use of sold products. 2021/22 and 2017/18 data reported has been re-based to show progress against our target; however, other years are not comparable as a different methodology was used.

* Covers Scope 2 (market-based) emissions and emissions from fuels used in properties (Scope 1), excluding fuels used in haulage.
† Covers emissions from scope 3, category 1: Purchased goods and services (goods for resale) and category 11: Customer use of products.
◊ Limited assurance provided by DNV.

Our Scope 1 and 2 carbon footprint (market-based) 2023/24 tonnes CO_2e



Our carbon emissions (Scope 1 and 2) absolute and intensity

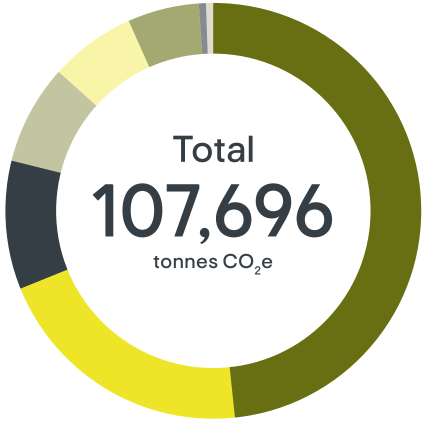


	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Carbon footprint detail: Carbon footprint – Scope 1 and 2									
Scope 1									
Property: gas & other fuels	tonnes CO_2e	**59,890◊**	73,241	91,750	84,910	87,060	94,772	89,128	86,203
Haulage: dedicated store & home deliveries	tonnes CO_2e	**37,043◊**	57,400	61,385	54,417	58,628	58,443	57,207	57,157
Scope 2									
Property: purchased electricity & heat (market-based)	tonnes CO_2e	**10,763◊**	8,288	61,122	66,441	82,457	79,627	105,299	140,336
Property: purchased electricity & heat (location-based)	tonnes CO_2e	**92,167**	95,870	105,056	110,604	126,154	138,204	162,609	190,013

	Units	B&Q	Brico Dépôt France	Brico Dépôt Iberia	Brico Dépôt Romania	Castorama France	Castorama Poland	Screwfix	Screwfix International	NeedHelp	Total
Carbon footprint 2023/24 – Scope 1 and Scope 2 by retail banner											
Scope 1 total	tonnes CO_2e	52,047	8,365	450	3,723	7,005	15,262	10,034	48		**96,933**
Scope 2 total (market-based)	tonnes CO_2e	137	0	0	2,312	191	6,909	675	506	33	**10,763**
Scope 1 and 2 total (market-based)	tonnes CO_2e	52,184	8,365	450	6,035	7,196	22,170	10,708	554	33	**107,696**

Carbon footprint by retail banner (Scope 1 and 2 market-based) 2023/24*

tonnes CO_2e



- B&Q UK **52,184 48.5%**
- Castorama Poland **22,170 20.6%**
- Screwfix **10,708 9.9%**
- Brico Dépôt France **8,365 7.8%**
- Castorama France **7,196 6.7%**
- Brico Dépôt Romania **6,035 5.6%**
- Screwfix International **554 0.5%**
- Brico Dépôt Iberia **450 0.4%**
- NeedHelp **33 0.03%**

* The figures may not add up due to rounding.

		Units	2023/24	2022/23	2021/22	2017/18 baseline year	2016/17
Carbon footprint – Scope 3 GHG emissions							
Upstream Scope 3 emissions							
Category 1	Purchased goods and services	tonnes CO_2e	**3,365,575**	3,617,387	3,800,493	4,089,367	
1.1	Purchases and procurement (GFR)	tonnes CO_2e	**3,117,473◊**	3,415,939	3,589,851	3,838,277	
1.2	Purchases and procurement (GNFR)	tonnes CO_2e	**247,899**	201,248	210,445	250,699	
1.3	Water consumption	tonnes CO_2e	**203**	200	197	391	
Category 2	Capital goods	tonnes CO_2e	**53,225**	69,488	42,540		46,656
Category 3	Fuel- and energy-related activities (not included in Scope 1 and 2)	tonnes CO_2e	**54,999**	62,151	68,674		75,098
Category 4	Upstream transportation and distribution	tonnes CO_2e	**189,159**	323,766	359,024		143,771
4.1	Sea and air freight	tonnes CO_2e	**53,423**	58,172	79,215		65,713
4.2	Third-party road deliveries to stores	tonnes CO_2e	**31,448**	35,141	35,854		32,228
4.3	Deliveries by rail and canal	tonnes CO_2e	**2,485**	3,332	4,178		2,166
4.4	Supplier logistics	tonnes CO_2e	**65,470**	210,056	203,618		
4.5	Third-party road deliveries to customer homes (all banners)	tonnes CO_2e	**36,334**	17,066	36,159		43,664
Category 5	Waste generated in operations	tonnes CO_2e	**14,153**	12,717	12,492		13,342
Category 6	Business travel	tonnes CO_2e	**9,743**	3,982	2,891		8,529
Category 7	Employee commuting	tonnes CO_2e	**86,919**	64,948	70,326		65,436
Category 8	Upstream leased assets	tonnes CO_2e	**5,025**	9,661	13,186		21,942
Downstream Scope 3 emissions							
Category 9	Downstream transportation and distribution	tonnes CO_2e	**1,037,727**	1,045,731	1,090,131		1,494,877
Category 10	Processing of sold products	tonnes CO_2e	**-**	-	-	-	
Category 11	Use of sold products	tonnes CO_2e	**13,640,218**	15,618,779	17,658,668	21,032,118	
11.1	Energy using products	tonnes CO_2e	**13,507,213◊**	15,405,531	17,346,517	20,748,907	
11.2	Fuel and feedstocks	tonnes CO_2e	**133,005**	213,248	312,151	283,211	
Category 12	End-of-life treatment of sold products	tonnes CO_2e	**44,271**	27,572	30,706		21,591
Category 13	Downstream leased assets	tonnes CO_2e	**1,122**	1,239	1,477		4,534
Category 14	Franchises*	tonnes CO_2e	**u/a**				
Category 15	Investments†	tonnes CO_2e	**7,261**	5,085	6,830		11,148

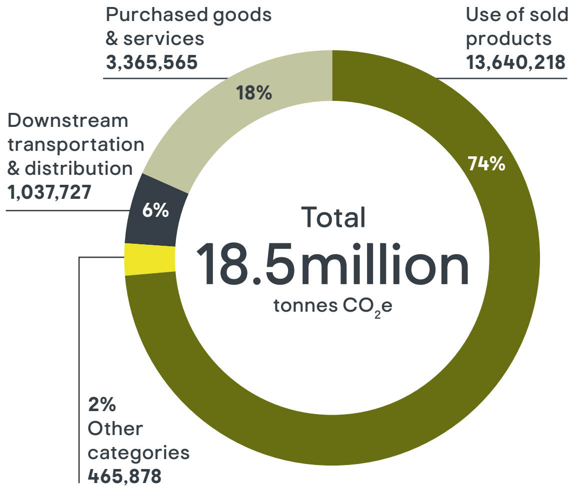
In 2022/23 our emissions calculation methodology was updated for category 1: Purchased goods and services (goods for resale & goods not for resale), category 2: Capital goods, category 3: Fuel and energy related activities, category 6: Business travel, and category 11: Use of sold products. 2016/17, 2017/18 and 2021/22 data reported has been restated to show progress against our target; however, years 2018/19 to 2020/21 are not comparable as a different methodology was used.

	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Emissions outside of Greenhouse Gas Protocol scopes									
Outside of scope‡	tonnes CO_2e	**10,852.22**	10,310.37	9,678.77	7,252.19	3,417.63	2,834.45	3,054.54	1,278.55

Emissions outside of scope: The increase in emissions outside of GHG Protocol scopes is due to the use of BioLNG at B&Q for 50 dedicated fleet trucks.

* Two B&Q franchise stores opened in the Middle East in 2022/23. Data collection processes are currently being implemented for these sites. The franchise stores and support office functions are fully operated and staffed by the Al-Futtaim Group.
† Data covers 50% of Scope 1 and 2 emissions from our Koçtaş joint venture.
‡ Data covers forecourt fuels containing biofuel for our markets in the UK and France.
◊ Limited assurance provided by DNV.
u/a unavailable.

Our Scope 3 emissions 2023/24
tonnes CO_2e (%)



Breakdown of other categories

Upstream transportation and distribution **189,159 1.02%**
Capital goods **53,225 0.29%**
Employee commuting **86,919 0.47%**
Fuel- and energy-related activities (not included in Scope 1 or 2) **54,999 0.30%**
End-of-life treatment of sold products **44,271 0.24%**
Waste generated in operations **14,153 0.08%**
Upstream leased assets **5,025 0.03%**
Investments **7,261 0.04%**
Business travel **9,743 0.05%**
Downstream leased assets **1,122 0.01%**

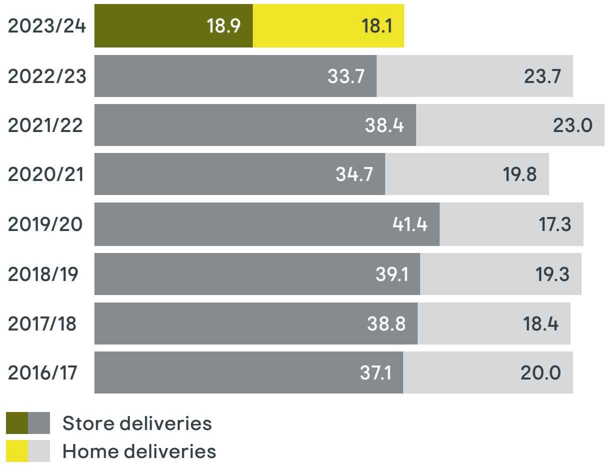
	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Haulage: Scope 1 haulage breakdown – dedicated fleet vehicles									
Dedicated fleet vehicles – store deliveries									
Fuel: Diesel	thousand litres	**4,204**	13,061	15,133	13,537	15,319	14,900	14,941	14,197
Fuel: Biofuel and gas (LNG and CNG)	thousand litres	**8,290**	4,334	2,322	1,796	892	27	32	33
GHG emissions Scope 1	tonnes CO_2 equivalent	**18,898◊**	33,711	38,356	34,654	41,356	39,114	38,835	37,140
Distance travelled	thousand km	**33,873**	48,512	57,376	49,765	52,902	49,106	48,593	46,408
Volume of products delivered	thousand m^3	**3,778**	4,058	4,538	3,923	4,034	3,245	3,627	3,666
Loading efficiency	litres of fuel used per m^3 of product delivered to stores	**4.13**	4.29	3.85	3.91	4.02	4.60	4.13	3.88
Dedicated fleet vehicles – home deliveries									
Fuel: Diesel and petrol	thousand litres	**7,086**	9,142	8,983	7,650	6,583	7,342	6,999	7,501
Fuel: Gas (LNG and LPG)	thousand litres	**8**	5	2	0	0	0	76	183
GHG emissions Scope 1	tonnes CO_2 equivalent	**18,075◊**	23,689	23,027	19,762	17,272	19,329	18,372	20,017

We have dedicated store deliveries in our UK, French and Polish markets.

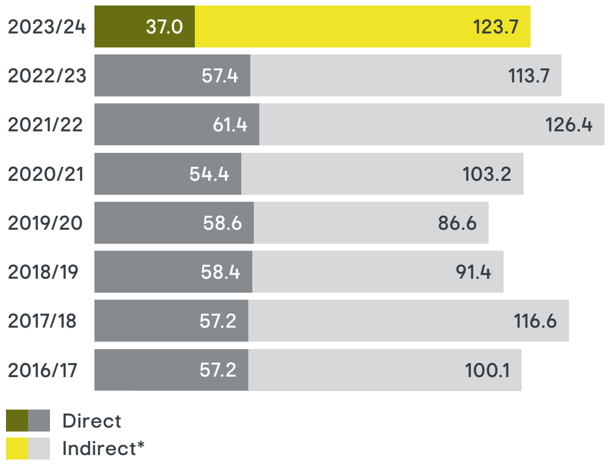
We have dedicated home deliveries for B&Q, Castorama France and Castorama Poland.

Around 43% of our Scope 1 and 2 carbon footprint comes from the transport, distribution and delivery of our products. Reducing absolute emissions from transport is challenging since our business is growing, we are transporting more of our products ourselves and we are making more home deliveries as online shopping increases. Our focus is on improving efficiency, working closely with our logistics partners. This includes measures to improve route planning, optimising how products are packed onto pallets and into lorries, exploring alternative fuels, and investing in more efficient fleets. Emissions from indirect haulage (road, rail, air and sea freight) are reported in the Scope 3 emissions data.

Carbon emissions direct haulage
thousand tonnes CO_2 equivalent from dedicated store and home delivery fleets



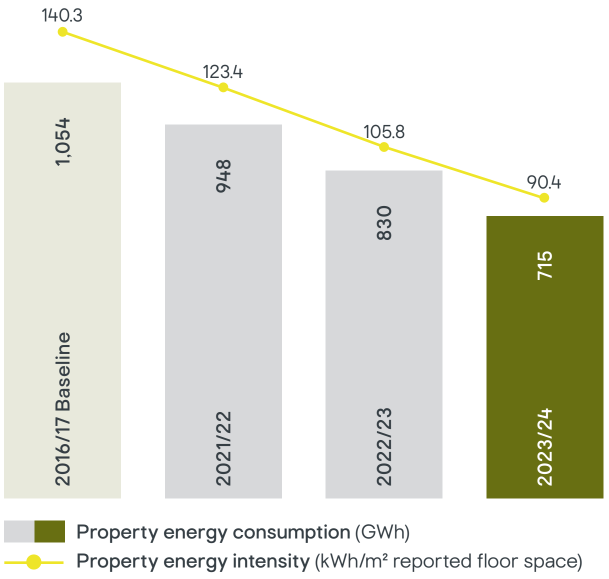
Carbon emissions direct and indirect haulage
thousand tonnes CO_2



* Indirect haulage includes data on canal freight and third-party deliveries for all banners in 2022/23 and Screwfix parcels in 2021/22.
◊ Limited assurance provided by DNV.

	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Property electricity/renewables: Scope 2 market-based breakdown – property electricity and heat									
Onsite renewables	% kWh	**3**	2	2	2	2	2	1	1
Purchased zero carbon renewables	% kWh	**87**	92	77	46	44	44	31	2
Purchased electricity with a tariff-specific conversion factor	% kWh	**3**	1	1	33	4	4	13	53
Purchased electricity for which a national residual mix carbon conversion factor is available (countries inside Europe)	% kWh	**3**	2	17	16	47	47	53	43
Purchased heat for which the same conversion factor has been used as in our location-based emissions	% kWh	**4**	3	3	3	3	3	2	1
We continue to work with our suppliers to obtain tariff-specific carbon conversion factors to further improve the accuracy of our market-based Scope 2 emissions.									
Energy use: Energy consumption									
Property energy	GWh	**715**	830	948	895	952	1,038	1,031	1,054
Logistics energy	GWh	**238**	281	282	244	241	236	233	230
Total energy consumption	**GWh**	**953◊**	**1,111**	**1,230**	**1,139**	**1,193**	**1,274**	**1,264**	**1,284**
Property energy intensity	kWh/m² reported floor space	**90.4**	106	123	116	124	135	134	140
Total energy intensity	kWh/m² reported floor space	**120◊**	142	160	148	155	166	165	171

Our property energy use and intensity



	Units	B&Q	Brico Dépôt France	Brico Dépôt Iberia	Brico Dépôt Romania	Castorama France	Castorama Poland	KITS UK	Screwfix	Screwfix International	**Total**
Energy consumption by retail banner 2023/24											
Property energy	GWh	299	82	16	37	88	119	2	68	4	**715**
Property all sites: energy intensity	kWh/m²	106	71	68	156	59	96	2,863	91	289	**90.4**

◊ Limited assurance provided by DNV.

Planet: We will continue our journey to become Forest Positive

Target: Become Forest Positive by 2025/26.

We continued to invest in six forest projects in key tropical sourcing regions as a founding member of the Rainforest Alliance Forest Allies. These cover over 189,206 hectares and support the livelihoods of 5,323 people across 43 communities. We expanded our UK partnership with the Woodland Trust, investing in two protection and restoration projects in Snaizeholme, Yorkshire and King Settle, Dorset and supported local partnerships in France and Poland, with our colleagues taking part in tree planting initiatives.

Target: Achieve 100% responsibly sourced wood and paper for our products and catalogues by 2025/26.

We sourced 96.6% of the wood and paper used in our products from responsible suppliers (2022/23: 94.5%) and 99.9% catalogue paper.

	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19
Responsibly sourced wood and paper products							
Total wood and paper (B&Q, Brico Dépôt France and Castorama France)	number of SKUs purchased	**18,434**	17,083	17,201	17,849	17,890	19,014
Total wood and paper (all banners)	number of SKUs purchased	**30,345**◊	28,065	29,703	30,730		
Responsibly sourced wood and paper (B&Q, Brico Dépôt France and Castorama France)	number of SKUs purchased	**18,084**	16,489	15,780	16,177	16,878	17,803
Responsibly sourced wood and paper (all banners)	number of SKUs purchased	**29,320**◊	26,510	25,912	24,965		
Responsibly sourced wood and paper (B&Q, Brico Dépôt France and Castorama France)	% of SKUs purchased	**98**	97	92	91	94	94
Responsibly sourced wood and paper (all banners)	% of SKUs purchased	**97**◊	94	87	81		

We now measure compliance with our responsible sourcing policy through counting the number of wood and paper products sourced during the year, rather than the volume of wood and paper sold. This makes the data collection process more straightforward and reduces errors. However, it does mean that we are not able to compare performance with years prior to 2018/19.

For 2018/19 and 2019/20 the scope of reporting was limited to products purchased by B&Q, Brico Dépôt France and Castorama France. In 2020/21, we expanded our data collection to include our banners in Poland, Romania, Iberia and Screwfix. In 2021/22 reporting, PO source data covers 11.5 months of the reporting period.

◊ Limited assurance provided by DNV.

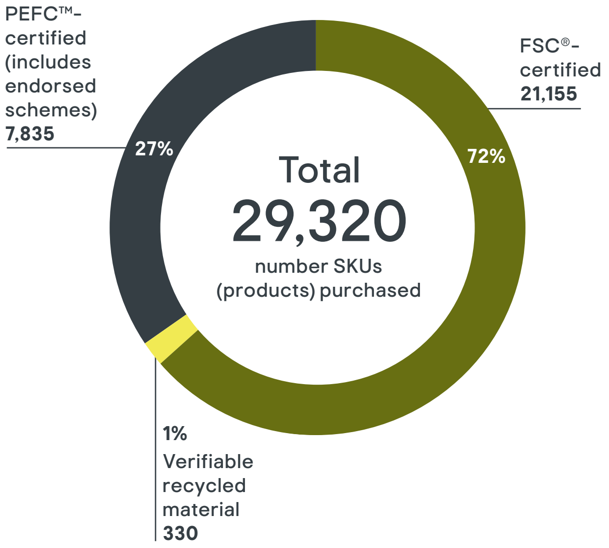
	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19
Responsibly sourced wood and paper products – breakdown by category							
FSC®-certified	number of SKUs purchased	**21,155**	19,505	18,486	15,872	9,507	10,278
PEFC™-certified (includes endorsed schemes)	number of SKUs purchased	**7,835**	6,850	6,931	8,602	6,649	7,356
Verifiable recycled material	number of SKUs purchased	**330**	155	495	491	722	169
Total responsibly sourced	**number of SKUs purchased**	**29,320**	**26,510**	**25,912**	**24,965**	**16,878**	**17,803**

Data includes all products or materials containing wood, timber, paper and wood fibre. This will include all products purchased during the year, including seasonal items. Data for 2018/19 and 2019/20 is reported for the following markets: B&Q, Brico Dépôt France and Castorama France. Data for 2020/21 onwards covers all banners.

	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Responsibly sourced wood and paper products in catalogues									
Total catalogue paper purchased	tonnes	**12,949**	16,026	22,114	27,518	36,365	31,082	51,154	56,231
Responsibly sourced catalogue paper purchased	tonnes	**12,937**	16,026	22,114	27,518	36,365	31,082	51,074	54,043
Responsibly sourced catalogue paper purchased	% of total	**99.9**	100	100	100	100	100	99.8	96.1

From 2018/19 onwards, data includes catalogue paper only as this accounts for the majority of paper purchased. Data prior to this year covers paper used in catalogues, customer marketing materials and office paper.

Our responsibly sourced wood and paper by category 2023/24
number SKUs (products) purchased



Customers: We will help make greener, healthier homes affordable

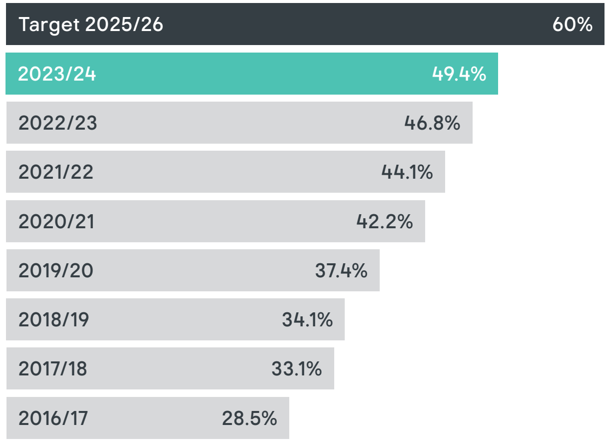
Target: Attain 60% of Group sales from our Sustainable Home Products (SHP), including 70% of sales for our Own Exclusive Brand products (OEB) by 2025/26.

We achieved 49.4% of total Group sales from Sustainable Home Products (SHP) that help create greener, healthier homes (2022/23: 46.8%). SHP now accounts for 60.1% of OEB sales (2022/23: 56.4%). This puts us on track to achieve our target.

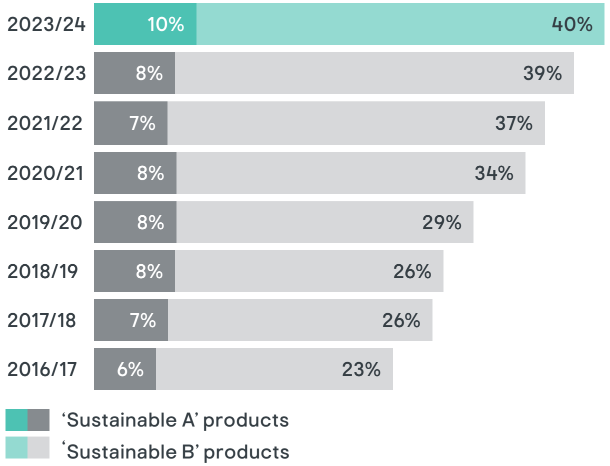
	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Sustainable Home Product sales (total)									
Our Sustainable Home Products help customers to create a greener, healthier home									
All Sustainable Home Products	sales £m	**£6,432.5◊**	£6,227.0	£5,825.9	£5,134.5	£4,186.9	£3,855.3	£3,726.4	£3,099.3
	% of retail sales	**49.4◊**	46.8	44.1	42.2	37.4	34.1	33.1	28.5
OEB (Own Exclusive Brand) Sustainable Home Products	sales £m	**£3,480.3**	£3,342.5	£3,222.7					
	% of OEB retail sales	**60.1**	56.4	54.7					
Figures have been restated for previous years to exclude Castorama Russia. 2018/19 has also been amended due to improvements in our wood and paper data systems and processes.									
Sustainable Home Product sales (Sustainable A, Sustainable B)									
We have two levels of Sustainable Home Products. These include 'Sustainable B' products, those with at least one sustainable feature or benefit, and 'Sustainable A' products meeting multiple standard sustainability attributes or one higher sustainability attribute.									
'Sustainable A' – products meeting more than one Standard Sustainability Attribute or one Higher Sustainability Attribute	sales £m	**£1,276.5**	£1,047.9	£966.4	£995.4	£928.9	£901.4	£813.4	£601.5
	% of retail sales	**10**	8	7	8	8	8	7	6
'Sustainable B' – products that have a Standard Sustainability Attribute	sales £m	**£5,156.0**	£5,179.1	£4,859.5	£4,138.7	£3,257.8	£2,953.9	£2,912.9	£2,497.9
	% of retail sales	**40**	39	37	34	29	26	26	23

◊ Limited assurance provided by DNV.

Sustainable Home Products
% of retail sales



Sustainable Home Products
% of retail sales



	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18
Sustainable Home Product categories								
To be considered a Sustainable Home Product, a product must meet all of Kingfisher's sustainability policies, not have any Watch List attributes and have one or more Sustainability Attributes as described in our Sustainable Home Product Guidelines.								
Saving energy at home	% of retail sales	**7.4**	8.0	7.7	7.1	7.1	6.2	6.7
Saving water at home	% of retail sales	**2.7**	2.6	2.6	2.0	2.0	1.7	1.7
Extending product lifecycles	% of retail sales	**13.3**	8.8	7.8	6.7	6.9	5.8	3.1
Protecting health at home	% of retail sales	**8.2**	8.2	8.2	9.3	8.0	7.5	5.8
Supporting nature at home	% of retail sales	**1.7**	1.6	1.7	1.7	1.6	1.5	0.4
Made from responsibly sourced materials	% of retail sales	**19.4**	17.5					
Made from alternative materials	% of retail sales	**0.5**	0.3					
Made from recycled materials	% of retail sales	**0.9**	0.8					
Made using lower carbon manufacture	% of retail sales	**2.1**	0.8					

Products may have more than one sustainable attribute and, if so, will be included in multiple categories. The total of all categories is therefore not the same as the total Sustainable Home Products % listed in the table above.

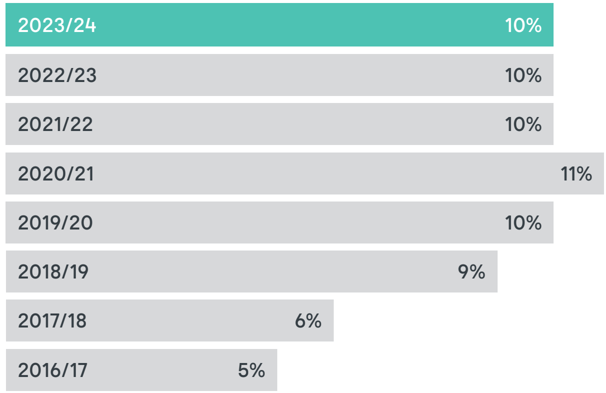
	Units	B&Q	Brico Dépôt France	Brico Dépôt Iberia	Brico Dépôt Romania	Castorama France	Castorama Poland	Screwfix
Sustainable Home Product categories by retail banner 2023/24								
Saving energy at home	% of banner sales	4.2	8.5	14.7	7.5	6.9	6.7	12.5
Saving water at home	% of banner sales	2.4	2.6	4.2	2.2	2.8	3.4	3.1
Extending product lifecycles	% of banner sales	13.3	18.2	10.7	8.0	12.3	13.4	13.5
Protecting health at home	% of banner sales	15.3	5.0	5.4	3.0	7.0	5.1	6.3
Supporting nature at home	% of banner sales	4.7	0.2	0.1	3.3	0.6	1.7	0.1
Made from responsibly sourced materials	% of banner sales	29.2	26.8	33.8	13.9	20.4	18.5	2.1
Made from alternative materials	% of banner sales	1.3	0.1	0.8	0.2	0.5	0.3	0.0
Made from recycled materials	% of banner sales	1.4	0.7	0.5	0.4	0.8	0.7	0.9
Made using lower carbon manufacture	% of banner sales	2.0	1.0	1.3	1.0	1.2	1.2	5.2

Sales that have enabled customers to create safer, healthier homes

	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Create safer and healthier homes and connect with nature									
Product sales that will enable our customers to create safer and healthier homes and connect with nature	% of retail sales	**10**	10	10	11	10	9	6	5

Products that will enable our customers to create safer and healthier homes and connect with nature

% of retail sales



Sustainable materials: Peat

In 2023/24, for the first full year, B&Q has been 100% peat free in all bagged growing media. While peat-free removal is commonplace in some markets, like the UK, other markets have further to go to achieve this. Despite market challenges, all our banners are working hard to reduce the amount of peat-based compost we sell, and we have a goal to remove it in its entirety by 2025.

	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Peat alternative in bagged growing media									
Peat bagged growing media (B&Q only)	% of volume sold	0	3	28	39	52	38	33	32
Peat bagged growing media (B&Q UK, Castorama France, Brico Dépôt France and Castorama Poland)	% of volume sold	18	21	35	48	59			
Peat bagged growing media (B&Q UK, Castorama France, Brico Dépôt France, Castorama Poland and Brico Dépôt Romania)	% of volume sold	20	22	36					
Peat bagged growing media (all banners)	% of volume sold	20	22						
Peat alternative in bagged growing media (B&Q only)	% of volume sold	100	97	72	61	48	62	67	68
Peat alternative in bagged growing media (B&Q UK, Castorama France, Brico Dépôt France and Castorama Poland)	% of volume sold	82	79	65	52	41			
Peat alternative in bagged growing media (B&Q UK, Castorama France, Brico Dépôt France, Castorama Poland and Brico Dépôt Romania)	% of volume sold	80	78	64					
Peat alternative in bagged growing media (all banners)	% of volume sold	80	78						

Bagged growing media: includes bags and containers of compost, mulches, soil improvers and additives, and growing bags. Responsibly sourced alternative materials to peat: includes green waste, bark, coir, and wood fibre.

In 2022/23, data is reported for all banners. We added Brico Dépôt Romania to the reporting scope in 2021/22, and added Brico Dépôt Iberia and Screwfix to the reporting scope in 2022/23. B&Q, our biggest seller of peat in terms of sales volume, sold its final bag of peat-based compost in October 2022.

Communities: We are striving for better homes for everyone in our communities

Target: Help more than two million people whose housing needs are greatest by 2025/26.

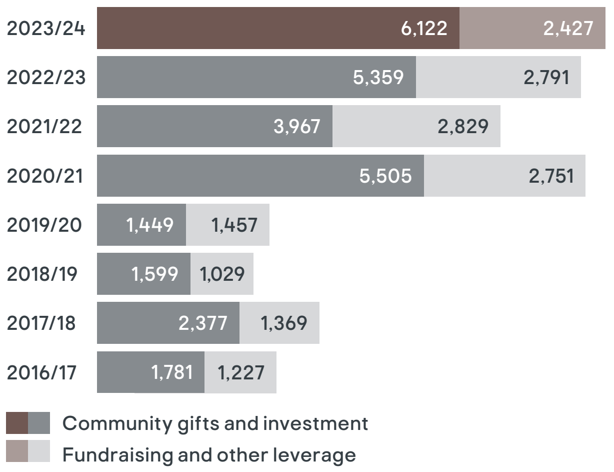
Since 2016/17 we have reached over 3.2 million people, surpassing our target of 2 million. We updated our Communities mission to "Striving for better homes for everyone in our communities" to further align with our new corporate purpose. While our work hasn't changed, our new mission statement more accurately reflects the diversity of our projects and contributions within local communities.

	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
People and organisations helped									
Number of people who directly benefited from our community contributions	number	1,166,910◊	478,854	804,112	442,016	171,343	58,571	62,292	59,342
Number of organisations that directly benefited from our community contributions	number	1,192	1,031	830	1,102	440	317	u/a	u/a
Community investment (£ donated)									
Cash donations	£ thousand	3,895◊	3,644	3,047	1,591	787	671	1,499	1,353
In-kind contributions	£ thousand	953◊	974	405	2,991	120	77	576	106
Employee time	£ thousand	591◊	377	148	68	232	280	59	69
Management costs	£ thousand	683◊	365	367	855	310	571	243	253
Total community investment	£ thousand	6,122◊	5,359	3,967	5,505	1,449	1,599	2,377	1,781
Total community investment – company input as a % of pre-tax profit	%	1.08	0.71	0.42	0.70	0.26	0.28	0.34	0.24
Community investment (donation type)									
Charitable gifts	£ thousand	1,550	364	376	3,160	717	611		
Community investment	£ thousand	3,499	4,602	3,225	1,474	254	417		
Commercial initiatives in the community	£ thousand	189	28	0	0	168	0		
Total community investment	£ thousand	5,238	4,994	3,601	4,634	1,139	1,028		

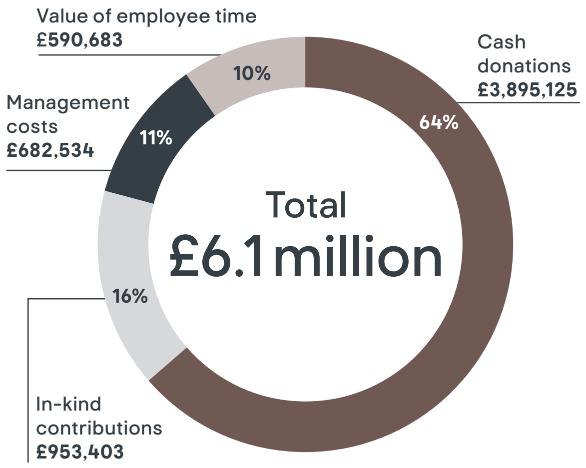
For our community investment we also include how our giving breaks down between charitable gifts, community investment and commercial initiatives in the community. Management costs are excluded from this section.
The number of people who directly benefited from our community contributions includes 241,647 in 2023/24 and 127,965 in 2021/22, supported via digital campaigns run in partnership with Shelter.

◊ Limited assurance provided by DNV.
u/a unavailable.

Community investment
£ thousand



Community investment: details of company giving 2023/24
£ thousand



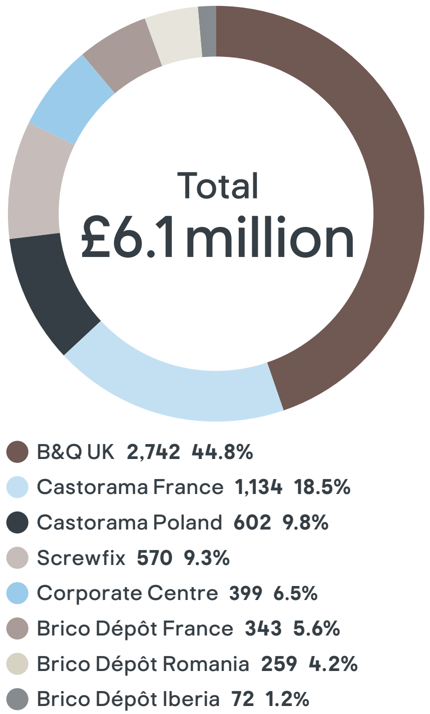
	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Value of employee and customer giving									
Fundraising and other leverage	£ thousand	**2,427◊**	2,791◊	2,829	2,751	1,457	1,029	1,369	1,227

Community investment refers to our direct corporate donations whether cash, in-kind or time. In addition to our own giving, we encourage and facilitate customers and employees to raise money for charities. Our data on employee and customer giving includes money raised through in-store collections, payroll giving and fundraising events. We refer to the total amount donated (including our own, employee and customer) as our total community contribution.

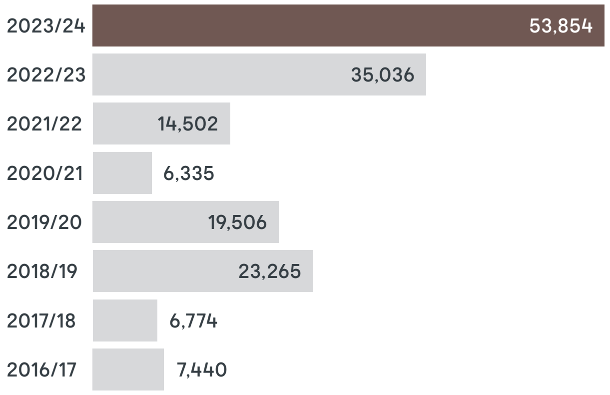
	Units	B&Q	Brico Dépôt France	Brico Dépôt Iberia	Brico Dépôt Romania	Castorama France	Castorama Poland	Corporate Centre	Screwfix	Total
Community investment by market 2023/24										
Community investment	£ thousand	2,742	343	72	259	1,134	602	399	570	**6,122**

	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Colleague involvement									
Number of colleagues that actively participated in community activities in paid working time	number of colleagues	**4,634**	1,718	915	567	1,845	1,125	1,233	1,674
Time contributed by colleagues during company time	number of hours	**53,854**	35,036	14,502	6,335	19,506	23,265	6,774	7,440

Community investment by market 2023/24 £ thousand



Time contributed by colleagues during company time number of hours



◊ Limited assurance provided by DNV.

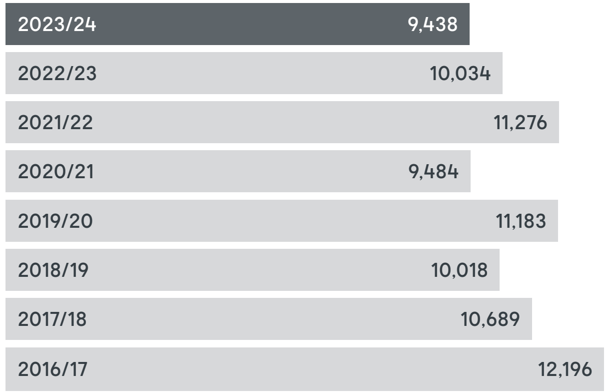
Fundamentals: Health and Safety at work

In 2023/24 our total employee injury incident rate was 9,438 (2022/23: 10,034), a 6% reduction year-on-year. We believe this improvement reflects our efforts to foster a stronger safety culture and enhance our processes for identifying and addressing safety issues.

	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Employee accidents – fatalities									
Work-related fatalities	number	**0**	0	1	0	0	0	0	0
Work-related employee accidents									
Accident numbers									
All work-related employee accidents/injuries	number	**6,060**	6,394	7,467	5,923	6,904	6,208	6,486	7,370
Accident rate									
Rate for 'all work-related' accidents	number per 100,000 full-time equivalent employees	**9,438**	10,034	11,276	9,484	11,183	10,018	10,689	12,196
Workdays lost									
Total number of workdays lost as a result of all work-related employee accidents/injuries	number	**29,232**	57,378	49,606	47,637	44,904	74,539	93,496	80,554

From 2023/24, we report workdays lost for accidents which occurred during the year, excluding the date of the accident. This aligns with the Eco-online system now in use to improve accident reporting.

Employee safety rate
number of 'all work-related' accidents per 100,000 full-time equivalent employees



Fundamentals: Responsible sourcing

Our policy is to ensure all suppliers meet our ethical and environmental standards. To monitor progress against our policy, we require high-risk production sites of finished GFR to have an ethical audit. In 2023/24, there were 2,154 high-risk GFR production sites listed on Sedex. Of these 1,783 production sites have had an ethical audit in the past two years, which equates to 83%.

	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Supplier assessments – GFR									
Total number of suppliers	number	**2,739◊***	2,727	3,102	2,991	3,253	2,841	4,310	59,342
Total number of declared production sites supplying us with finished goods	number	**4,226◊**	2,801	2,055	2,824	2,973	3,657	5,504	u/a
Total number of production sites with high inherent risk	number	**2,154**	1,307	1,012	1,318	1,333	1,158	995	1,353
High inherent risk production sites that have completed an audit at some stage in the past two years	number	**1,783◊**	905	830	960	904	548	479	106
High inherent risk production sites that have completed an audit at some stage in the past two years	%	**83**	69	82	73	68	47	48	69
Total number of declared production sites which meet audit and disclosure requirements	number	**3,598◊**							
Declared production sites which meet audit and disclosure requirements	%	**85**							

In 2022/23 Kingfisher updated the scope of reporting for production sites to cover Own Exclusive Brand (OEB) and Non-Own Exclusive Brand (non-OEB) products, therefore comparison to previous years is not representative of performance.

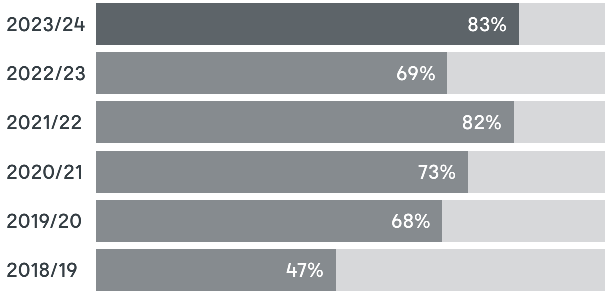
	Units	2023/24	2022/23	2021/22	2020/21
Audit non-conformances					
Number of sites that have had at least one business critical non-conformance or equivalent‡ in the past two years	number	**97◊**	41	14	49
Number of sites that have had at least one business critical non-conformance or equivalent‡ in the past two years that have had their non-conformances verified closed out	number	**77**	30	9	34
Percentage of all non-conformances closed out within the last calendar year	%	**48**	45	40	

Audit grades are for the production sites that have had an audit in the past two years. It includes the results from the latest full audit at each site. It therefore does not reflect any corrective actions taken or results from follow-up audits. We work with sites graded as business critical to resolve the issues.

	Units	2023/24	2022/23
Top five non-conformances by category – GFR			
Health, safety & hygiene	number	**4,234**	4,247
Working hours	number	**806**	784
Wages	number	**508**	489
Environment	number	**365**	333
Management systems	number	**325**	307
All other non-conformances categories	number	**747**	652

* Includes 34 suppliers of international brands.
‡ Four or more critical non-conformances within an audit are considered equivalent to a business critical non-conformance.
◊ Limited assurance provided by DNV.
u/a unavailable.

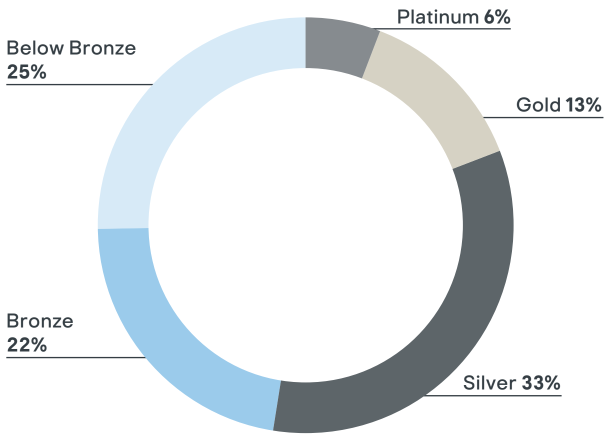
Supplier production site audits
% of declared production sites with high inherent risk that have completed an audit at some stage in the past two financial years



	Units	2023/24	2022/23	2021/22	2020/21
Supplier assessments – EcoVadis (GNFR)					
Proportion of GNFR suppliers (with whom we spend over £75,000) that have completed an EcoVadis assessment	%	**75**	79	85	60
Supplier assessments – EcoVadis assessment results (GNFR)					
GNFR suppliers that achieved the score Platinum	number	**49**	44	68	44
GNFR suppliers that achieved the score Gold	number	**98**	78	77	91
GNFR suppliers that achieved the score Silver	number	**252**	178	158	100
GNFR suppliers that achieved the score Bronze	number	**164**	115	98	54
GNFR suppliers that resulted in a score below Bronze	number	**192**	140	98	44

All suppliers who do not meet the EcoVadis Bronze level must put an action plan in place to improve. They are required to redo the assessment within 12 months to demonstrate that they now meet at least Bronze level. We will be supporting low scoring suppliers to make improvements.

EcoVadis assessment results (GNFR) 2023/24 by rating



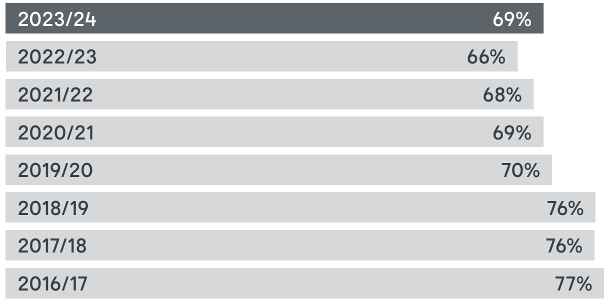
Fundamentals: Waste, recycling and water

In 2023/24 our business activities generated 174,343 tonnes of waste (2022/23: 193,189 tonnes). This 10% reduction was due to less waste being generated. Recycling rates are up by 2% to 69%.

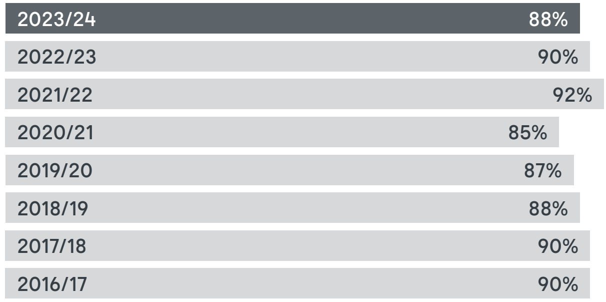
	Units	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Waste disposal									
Waste disposed to landfill	thousand tonnes	**21**	19	17	26	24	23	21	20
Waste disposed to incineration	thousand tonnes	**29**	34	49	29	30	24	29	24
Waste recycled	thousand tonnes	**120**	128	144	122	129	147	157	149
Waste disposed by other methods	thousand tonnes	**5**	11						
Total waste generated	**thousand tonnes**	**174**	193	211	177	183	193	207	193
Landfill diversion rate	% of total waste generated	**88**	90	92	85	87	88	90	90
Recycling rate	% of total waste generated	**69**	66	68	69	70	76	76	77
Breakdown of materials recycled									
Wood	thousand tonnes	**49**	56	64	53	51	61	75	72
Cardboard/paper	thousand tonnes	**34**	35	38	34	33	35	37	35
Plastic	thousand tonnes	**5**	6	6	6	6	6	6	7
Metal	thousand tonnes	**3**	4	5	4	6	5	4	4
Rubble	thousand tonnes	**19**	19	24	18	23	24	19	19
Other	thousand tonnes	**10**	9	8	7	9	16	16	12
Water used at our sites									
Water use	thousand m^3	**1,149**	1,342	1,320					

	Units	B&Q	Brico Dépôt France	Brico Dépôt Iberia	Brico Dépôt Romania	Castorama France	Castorama Poland	Corporate centre	Screwfix	Total
Water use by retail banner 2023/24										
Water use	thousand m^3	446	90	41	52	144	218	1	157	**1,149**

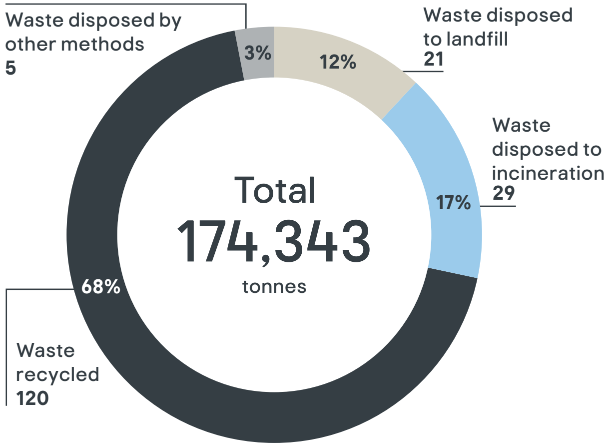
Waste recycled %



Waste diverted from landfill %



Waste recycling and disposal 2023/24
thousand tonnes



Assurance statement

Independent Limited Assurance Report to the Directors of Kingfisher plc

Kingfisher plc ("Kingfisher") commissioned DNV Business Assurance Services UK Limited ("DNV", "us" or "we") to conduct a limited assurance engagement over Selected Information presented in their Responsible Business Report 2023/24 and the Performance Data Appendix 2023/24 (together the "Report") for the reporting year ended 31st January 2024.

Our Conclusion

On the basis of the work undertaken, nothing came to our attention to suggest that the Selected Information is not fairly stated and has not been prepared, in all material respects, in accordance with the Criteria.

This conclusion relates only to the Selected Information, and is to be read in the context of this Independent Limited Assurance Report, in particular the inherent limitations explained overleaf.

Certificate number: DNV-2024-ASR-C676859

Our Observations

Our observations and areas for improvement will be raised in a separate report to Kingfisher's Management. Selected observations are provided below. These observations do not affect our conclusion set out above.

- **Carbon footprint – Scope 1 emissions:** We found an error in the data consolidation of B&Q's LPG/propane used in forklift trucks, leading to a 51% understatement of the LPG consumption figure for this banner, which was corrected prior to inclusion of the data in this Report. This adjustment did not have a material impact on the overall Group-level GHG Scope 1 emissions data.
- **Responsibly sourced wood and paper in products:** We noted positive improvements in the governance, banner engagement and data collection process of Kingfisher's responsibly sourced wood and paper compliance in 2023/24.

  We also note Kingfisher's Chain of Custody (CoC) evidence checking found non-material errors in the supplier claims, which resulted in a non-material restatement of EAN compliance status. These were not updated in Kingfisher's Wood and Paper Compliance Summary, signalling less effective controls to restate the vendor CoC or product certification claim. The restatements were actioned by Kingfisher prior to inclusion in this Report. We recommend Kingfisher documents its controls to oversee changes in compliance status.
- **Supplier ethical audits:** We noted a 51% increase in declared production sites compared to the previous reporting cycle, demonstrating strong efforts to increase visibility of Kingfisher's supply chain. Whilst we have noted this positive progress in 2023, we recommend Kingfisher continues to develop its strategic roadmap with time-bound objectives to gradually increase supply chain visibility further.

Selected Information

The scope and boundary of our work is restricted to selected 2023/24 key performance data included within the Report (the "Selected Information"), listed in the Appendix.

Colleagues
- Gender diversity (page 17)

Planet: Climate change
- Property portfolio carbon intensity (page 19)
- Carbon emissions from direct haulage (dedicated store and home delivery fleets) (page 22)
- Carbon footprint – Scope 1, 2 and selected Scope 3 emissions (pages 19–21)
- Energy use (page 23)

Planet: Forest Positive
- Responsibly sourced wood and paper in products (page 24)

Customers
- Sustainable Home Products sales (page 26)

Communities
- Community investment (page 29)

Fundamentals: Responsible sourcing
- Supplier assessments (page 32–33)

Sustainability Targets
- Progress towards Sustainability Targets (page 6), with the exclusion of the below targets:
  - Training and apprenticeship,
  - Catalogue paper,
  - Forest Positive.

To assess the Selected Information, which includes an assessment of the risk of material misstatement in the Report, we have used Kingfisher's Sustainability Data Collection Methodology 2023/24 (the "Criteria"), which can be found here.

We have not performed any work, and do not express any conclusion, on any other information that may be published in the Report or on Kingfisher's website for the current reporting period or for previous periods.

Standard and Level of Assurance

We performed a limited assurance engagement of specified data and information using the 'Greenhouse Protocol – A Corporate Accounting and Reporting Standard' (revised 2015) and international assurance best practice including the International Standard on Assurance Engagements (ISAE) 3000 – 'Assurance Engagements other than Audits and Reviews of Historical Financial Information' (revised) issued by the International Auditing and Assurance Standards Board. To ensure consistency in our assurance process, we conducted our work in accordance with DNV's assurance methodology, Verisustain™, applying only the pertinent sections of the protocol relevant to the specific purpose of the activity. This methodology ensures compliance with ethical requirements and mandates planning and execution of the assurance engagement to obtain the desired level of assurance.

DNV applies its own management standards and compliance policies for quality control, which are based on the principles enclosed within ISO IEC 17029:2019 – Conformity Assessment – General principles and requirements for validation and verification bodies, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

The procedures performed in a limited assurance engagement vary in nature and are shorter in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained if a reasonable assurance engagement had been performed.

Disclaimers

The assurance provided by DNV is limited to the selected indicators and information specified in the scope of the engagement. DNV has not conducted an assessment of the reporting organisation's overall adherence to reporting principles or the preparation of the report. Therefore, no conclusions should be drawn regarding the reporting organisation's compliance with reporting principles or the quality of the overall report. The assurance provided by DNV is based on the selected indicators and information made available to us at the time of the engagement. DNV assumes no responsibility for any changes or updates made to the indicators or information after the completion of the assurance engagement.

Use and Distribution of Our Independent Limited Assurance Report

This report is intended solely for the information and use of the Directors of Kingfisher and is not intended to be and should not be used by anyone other than these specified parties. DNV expressly disclaims any liability or co-responsibility for any decision a person or an entity may make based on this Independent Limited Assurance Report.

Basis of Our Conclusion

We are required to plan and perform our work in order to consider the risk of material misstatement of the Selected Information; our work included, but was not restricted to:

- Conducting remote interviews with Kingfisher management to obtain an understanding of the key processes, systems and controls in place to generate, aggregate and report the Selected Information;
- Remote and onsite meetings with teams from two retail banners, Brico Dépôt (France) and B&Q (United Kingdom), to review processes and systems for preparing retail banner level data consolidated at Group level. For community investment, remote meetings were conducted with Brico Dépôt and B&Q, and the Group team responsible for Group reporting. We were free to select retail banners and they were chosen on the basis of materiality and frequency of audit visit over the past five years;
- Remote meetings with Head Office personnel to review processes and systems for preparing and consolidating Group level data;
- Performing limited substantive testing on a selective basis of the Selected Information to check that data had been appropriately measured, recorded, collated and reported;
- Reviewing whether Kingfisher followed its stated process in the Criteria to determine progress towards its Sustainability Targets;
- Assessing the appropriateness of the Criteria for the Selected Information;
- Reviewing that the evidence, measurements and their scope provided to us by Kingfisher for the Selected Information is prepared in line with the Criteria; and
- Reading the Report and narrative accompanying the Selected Information within it with regard to the Criteria.

In performing these activities, we did not come across limitations to the scope of the agreed assurance engagement.

We found a limited number of non-material errors and these were corrected prior to inclusion in the Report.

DNV

For and on behalf of DNV Business Assurance Services UK Limited
London, UK
25 June 2024

Deepthi Kumar Sugumar
Deepthi Kumar Sugumar
Lead Verifier
DNV Business Assurance Services UK Limited

Laura Dombi
Laura Dombi
Technical Reviewer
DNV Business Assurance Services UK Limited

DNV Business Assurance

DNV Business Assurance Services UK Limited is part of DNV – Business Assurance, a global provider of certification, verification, assessment and training services, helping customers to build sustainable business performance.

Our competence, independence and quality control

DNV established policies and procedures are designed to ensure that DNV, its personnel and, where applicable, others are subject to independence requirements (including personnel of other entities of DNV) and maintain independence where required by relevant ethical requirements. This engagement work was carried out by an independent team of sustainability assurance professionals. DNV holds other contracts with Kingfisher none of which is in conflict with the scope of this work in the reporting period that could compromise the independence or impartiality of our work. Our multi-disciplinary team consisted of professionals with a combination of environmental and sustainability assurance experience.

Inherent limitations

All assurance engagements are subject to inherent limitations as selective testing (sampling) may not detect errors, fraud or other irregularities. Non-financial data may be subject to greater inherent uncertainty than financial data, given the nature and methods used for calculating, estimating and determining such data. The selection of different, but acceptable, measurement techniques may result in different quantifications between different entities.

Our assurance relies on the premise that the data and information provided to us by Kingfisher have been provided in good faith.

Responsibilities of the Directors of Kingfisher and DNV

The Directors of Kingfisher have sole responsibility for:
- Preparing and presenting the Selected Information in accordance with the Criteria;
- Designing, implementing and maintaining effective internal controls over the information and data, resulting in the preparation of the Selected Information that is free from material misstatements;
- Measuring and reporting the Selected Information based on their established Criteria; and
- Contents and statements contained within the Report and the Criteria.

Our responsibility is to plan and perform our work to obtain limited assurance about whether the Selected Information has been prepared in accordance with the Criteria and to report to Kingfisher in the form of an Independent Limited Assurance Conclusion, based on the work performed and the evidence obtained. We have not been responsible for the preparation of the Report.

Appendix: Selected Information

The scope and boundary of our work is restricted to the Selected Information, listed below.

Pillar	Area	Indicator	Reported Value	Unit
Colleagues	Gender	**Diversity – senior management: Gender**		
		Board – men (headcount)	56	%
		Board – women (headcount)	44	%
		Senior management total – men (headcount)	71	%
		Senior management total – women (headcount)	29	%
		Diversity – all employees: Gender		
		Total employees – men (headcount)	57	%
		Total employees – women (headcount)	43	%
		All management positions – men (headcount)	60	%
		All management positions – women (headcount)	40	%
Planet – Climate Change	Carbon footprint – Scope 3 GHG emissions	Category 1 Purchased goods and services Category 1.1 Purchases and procurement (GFR)	3,117,473	tonnes CO_2e
		Category 11 Use of sold products Category 11.1 Energy using products	13,507,213	tonnes CO_2e
	Carbon footprint – intensity	Property market-based footprint relative to floor space	8.90	kg CO_2e/m^2 reported floor space
		Scope 1 and 2 market-based carbon footprint relative to floor space	13.6	kg CO_2e/m^2 reported floor space
	Carbon footprint detail: Carbon footprint – Scope 1 and 2	**Scope 1**		
		Property: gas and other fuels	59,890	tonnes CO_2e
		Haulage: dedicated store and home deliveries	37,043	tonnes CO_2e
		Scope 2		
		Property: purchased electricity and heat (market-based)	10,763	tonnes CO_2e

Pillar	Area	Indicator	Reported Value	Unit
Planet – Climate Change	Total footprint: Carbon footprint – totals by Greenhouse Gas Protocol scope	**Total footprint: Carbon footprint – totals by Greenhouse Gas Protocol scope**		
		Scope 1 total	96,933	tonnes CO_2e
		Scope 2 total (market-based)	10,763	tonnes CO_2e
		Scope 1 and 2 total (market-based)	107,696	tonnes CO_2e
		Total energy consumption	953	GWh
		Total energy intensity	120	kWh/m^2 reported floor space
	Haulage: Scope 1 haulage breakdown – dedicated fleet vehicles	**Dedicated fleet vehicles – store deliveries**		
		GHG emissions Scope 1	18,898	tonnes CO_2e
		Dedicated fleet vehicles – home deliveries		
		GHG emissions Scope 1	18,075	tonnes CO_2e
Planet – Forest Positive	Responsibly sourced wood and paper in products	Total wood and paper (all banners)	30,345	number of SKUs purchased
		Responsibly sourced wood and paper (all banners)	29,320	number of SKUs purchased
		Responsibly sourced wood and paper (all banners)	96.6	% of SKUs purchased
Customers	Sustainable Home Product sales (total)	All Sustainable Home Products, Sales £m	6,433	£ million
		All Sustainable Home Products, % of retail sales	49.4	%
Communities	Community investment (£ donated)	Cash donations	3,895	£ thousand
		In-kind contributions	953	£ thousand
		Employee time	591	£ thousand
		Management costs	683	£ thousand
		Total community investment	6,122	£ thousand
		Total fundraising and other leverage	2,427	£ thousand
	People and organisations helped	Number of people who directly benefited from our community contributions	1,166,910	number
Responsible Sourcing	Supplier assessments – GFR	Total number of suppliers	2,739	number
		Total number of declared production sites supplying us with finished goods	4,226	number
		High inherent risk production sites that have completed an audit at some stage in the past two years	1,783	number
		Total number of declared production sites which meet audit and disclosure requirements	3,598	number
	Audit non-conformances	Number of sites that have had at least one business-critical non-conformance or equivalent in the past two years	97	number

	Pillar	Target	Kingfisher Summary
Sustainability Targets	**Colleagues**	Improve gender balance to 35% women in senior leadership and 40% women in management by 2025/26.	We've now reached 28.6% women in senior leadership (2022/23: 25.8%) and 39.6% in management (2022/23: 38.9%).
	Planet	Deliver our science-based targets for 2025/26 to reduce Scope 1 and 2 emissions by 37.8% in absolute terms and Scope 3 by 40% per £m of turnover compared with 2016/17 and 2017/18 respectively.	We have reduced absolute Scope 1 and 2 (market-based) emissions by 62.0% since 2016/17. We are currently exceeding our target. We have reduced our Scope 3 emissions intensity from the supply chain and customer use of products by 41.6% since 2017/18. We are currently exceeding our target.
		Reach net zero emissions for our operations (Scope 1 and 2) by the end of 2040/41.	Achieving our science-based carbon reduction target is the first step towards net zero.
		Achieve 100% responsibly sourced wood and paper for our products and catalogues by 2025/26.	96.6% of wood and paper in our products was responsibly sourced (2022/23: 94.5%).
	Customers	Attain 60% of Group sales from our Sustainable Home Products (SHP), including 70% of sales for our Own Exclusive Brand products (OEB) by 2025/26.	In 2023/24, 49.4% of our total Group sales came from SHP (2022/23: 46.8%). For our OEB ranges, the figure is 60.1% (2022/23: 56.4%).
	Communities	Help more than two million people whose housing needs are greatest by 2025/26.	Our projects have reached over 3.2 million people since 2016/17.

Read more

Our Responsible Business website:
kingfisher.com/responsible-business

Annual Report and Accounts:
kingfisher.com/annualreport

Our Responsible Business Report:
kingfisher.com/responsible-business-report

Our Responsible Business Data Collection Methodology:
kingfisher.com/datamethodology

Our Responsible Business GRI Index:
kingfisher.com/GRI-index

Our Responsible Business Databook:
kingfisher.com/databook

Our Sustainable Home Product Guidelines:
kingfisher.com/shpguidelines

Our Modern Slavery Act Statement:
kingfisher.com/Modern-Slavery

Contacts

What do you think about our performance? We'd love to hear your views on Responsible Business at Kingfisher at
responsiblebusiness@kingfisher.com

Kingfisher

B&Q castorama BRICO DEPOT SCREWFIX TRADE POINT koçtaş