

Responsible Business at a glance

2023/24

Kingfisher



**Better Homes. Better Lives.
For Everyone.**

**At Kingfisher, we believe a
better world starts with better
homes and we strive to help
make that happen.**

Leading the industry in Responsible Business and energy efficiency is an important part of bringing to life that purpose and is also one of the eight pillars of our 'Powered by Kingfisher' strategy.

Responsible Business practices have been a priority for us for over 30 years and they're integrated into everything we do. Our four Responsible Business priorities are our colleagues, planet, customers and communities. As an international home improvement company, we can use our size and scale to bring about positive change in each of these areas. We continue to monitor progress against an established set of key performance indicators and are working hard to meet our ambitious targets.



Our Responsible Business four priorities

	Targets and performance in 2023/24	Key actions in 2023/24	Future actions
<div></div> <div><h2>Colleagues</h2><p>We will be a more inclusive company</p></div>	<div>Women in senior leadership 2023/24 performance 28.6% 2025/26 target 35.0%</div> <div>Women in management 2023/24 performance 39.6% 2025/26 target 40.0%</div> <div>Enable more colleagues to complete an apprenticeship, traineeship or formal qualification 2023/24 performance 5,017 number of colleagues 20,000 2030/31 target</div>	<ul style="list-style-type: none">– Launched a Group-wide allyship campaign, communicating a clear and consistent set of behaviours expected from all colleagues and creating a truly inclusive culture.– Worked to diversify our leadership team and build a healthy talent pipeline throughout our business.– Developed a new target that focuses on the impactful stages of career development and continued to invest in opportunities for colleagues to learn and grow.	<ul style="list-style-type: none">– Further embed and foster active allyship behaviours and drive inclusivity across the business.– Continue to work towards a workforce more representative of our customer base at all levels.
<div></div> <div><h2>Planet</h2><p>We will help tackle climate change and continue our journey to become Forest Positive</p></div>	<div>Committed to net zero emissions for our operations (Scope 1 & 2) by end of 2040/41</div> <div>Reduce Scope 1 & 2 emissions¹ 2023/24 performance 62.0% 2025/26 target 37.8%</div> <div>Reduce Scope 3 emissions² 2023/24 performance 41.6% 2025/26 target 40.0%</div> <div>Become Forest Positive by 2025/26</div> <div>Wood & paper responsibly sourced 2023/24 performance 96.6% 2025/26 target 100.0%</div>	<ul style="list-style-type: none">– Sustained reductions in our operational emissions through the adoption of energy efficiency measures for our property portfolio and switching to more efficient vehicles across our delivery fleets.– Continued our work on supply chain and product decarbonisation to reduce Scope 3 emissions.– Supported forest projects as a founding member of the Rainforest Alliance Forest Allies initiative and supported local forest partnerships in UK, France and Poland.	<ul style="list-style-type: none">– Continue the development of our climate transition plan.– Develop our next set of near-term science-based targets beyond 2025.– Develop our Scope 3 net zero target.– Continuing to work towards our responsible wood and paper sourcing target.– Engage with our suppliers on improved guidelines including specific certification and data requirements for non-timber forest products.
<div></div> <div><h2>Customers</h2><p>We will help make greener, healthier homes affordable</p></div>	<div>SHP as % sales of Group sales 2023/24 performance 49.4% 2025/26 target 60.0%</div> <div>SHP as % sales of OEB sales 2023/24 performance 60.1% 2025/26 target 70.0%</div>	<ul style="list-style-type: none">– Introduced our green star mark online and in stores to make it easier for customers to identify and purchase products with a lower impact on the environment.– Improved sustainability performance across several product ranges.– Increased our use of recycled plastic and alternative materials in products and packaging.	<ul style="list-style-type: none">– Expand the number of green star products available to our customers and aim to have 12,000 SKUs live in 2024/25.– Further embed sustainability in the design and development of new OEB product ranges.
<div></div> <div><h2>Communities</h2><p>We are striving for better homes for everyone in our communities</p></div>	<div>Helping those whose housing needs are greater 2023/24 performance 3.2 million people 2025/26 target 2 million</div>	<ul style="list-style-type: none">– Continued our partnerships with national charities in the UK, France and Romania.– Renewed our mission to more accurately reflect the diversity of our projects.– Our banners have also responded to emergencies globally and locally.	<ul style="list-style-type: none">– Continue to support initiatives improving homes and community facilities aligned to the Group's Community strategy through our network of seven banner Foundations.

1 Against 2016/17 baseline year.

2 Against 2017/18 baseline year.

Our ESG ratings, indices and benchmarks performance

We continue to rank highly in external benchmarks and indices consistently outperforming against sector averages. For the latest information about our ESG performance, visit our [website](#).



MSCI

We rank as a **'Leader'**, having received the highest-possible **'AAA'** score.

Industry benchmark: The 'AAA' score is achieved by only 9% of companies in the Retail – Consumer Discretionary sector.



Workforce Disclosure Initiative

We received a disclosure score of **88%**.

Industry benchmark: We scored higher than the average consumer discretionary sector of 60% and average disclosure score (all companies) of 62% and average UK company score of 71%.



CDP Climate Change

We achieved a leadership score of **'A-'**.

Industry benchmark: We scored higher than the average discretionary retail score of 'B-'.
CDP Forests

CDP Forests

We have continued to maintain a score of **'B'**.

Industry benchmark: We scored higher than the average discretionary retail score of 'C'.



ISS ESG Corporate Rating

We achieved a **'C+' rating**.

Industry benchmark: The rating is supported by our 'Prime' status, which is given to companies that are perceived to be sustainability leaders in their industry.



Sustainalytics

We have a risk rating score of **9.6 (Negligible risk)**.

Industry benchmark: We rank second out of 44 in home improvement retail sub-industry and fourth out of 516 in the wider retailing industry.



FTSE4Good

FTSE4Good

We are listed in this index with a rating of **4.3 out of 5**.

Industry benchmark: We are rated higher than the home improvement average rating of 2.8 out of 5.

Read more

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

Contacts

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

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castorama



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