

# Responsible Business at a glance

2024/25

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.**

Aiming to lead the industry in Responsible Business and energy efficiency is an important part of bringing to life our 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. We have made strong progress this year against our four Responsible Business priorities - colleagues, planet, customers and communities - as well as continuing to deliver against the fundamentals that underpin our strategy. While we remain focused on delivering our existing targets, we are also developing the next iteration of our Responsible Business strategy and targets for 2030. This evolved strategy will build on our current priorities and the strong foundations we have in place and help us to continue to use our scale to bring about positive change and deliver our purpose.



# Our Responsible Business four priorities

	Targets and performance in 2024/25		Key actions in 2024/25	Future actions
 <h2>Colleagues</h2> <p>We will be a more inclusive company</p>	<h3>Women in senior leadership</h3> <p>2024/25 performance: 30.1%   2025/26 target: 35.0%</p>	<h3>Enable more colleagues to complete an apprenticeship, traineeship or formal qualification</h3> <p>2024/25 performance: 3,221* colleagues   2030/31 target: 20,000</p>	<ul style="list-style-type: none"> <li>Embedded our allyship campaign, 'Together. Stronger.' across all markets to emphasise the importance of allyship and inclusion.</li> <li>Continued to prioritise gender diversity and our work towards our new ethnicity target in the UK (16% by 2030 across our Group Executive and their direct reports – currently at 6.4%).</li> <li>Introduced our new e-learning platform, LEO, offering colleagues unlimited access to thousands of online courses to support their development.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to improve gender balance through initiatives that support women across the business to progress their careers and offer accelerated development programmes for those with leadership potential.</li> <li>Continue to work towards a workforce more representative of our customer base at all levels.</li> <li>Create opportunities and invest in colleagues' futures equipping them with the skills to grow their careers.</li> </ul>
 <h2>Planet</h2> <p>We will help tackle climate change and continue our journey to become Forest Positive</p>	<h3>Committed to net zero emissions for our operations (Scope 1 &amp; 2) by end of 2040/41</h3> <p>Reduce Scope 1 &amp; 2 emissions<sup>†</sup></p> <p>2024/25 performance: 66.0%   2025/26 target: 37.8%</p> <p>Reduce Scope 3 emissions<sup>‡</sup></p> <p>2024/25 performance: 38.7%   2025/26 target: 40.0%</p>	<h3>Become Forest Positive by 2025/26</h3> <p>Wood &amp; paper responsibly sourced</p> <p>2024/25 performance: 97.9%   2025/26 target: 100.0%</p>	<ul style="list-style-type: none"> <li>Announced new science-based emissions targets for 2030 across Scope 1, 2 and 3 and net zero for Scope 3 by 2050 as well as new decarbonisation targets for our suppliers.</li> <li>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.</li> <li>Continued our work on supply chain and product decarbonisation to reduce Scope 3 emissions.</li> <li>Supported forest projects as a founding member of the Rainforest Alliance Forest Allies initiative and through local forest partnerships in UK, France and Poland.</li> </ul>	<ul style="list-style-type: none"> <li>Work towards our climate action plan to achieve net zero focusing on the following initiatives: <ul style="list-style-type: none"> <li>Moving towards zero carbon stores.</li> <li>Decarbonising logistics operations.</li> <li>Improving energy efficiency of products and transitioning away from fossil fuel-using ranges.</li> <li>Using lower carbon materials in purchasing criteria and product design.</li> <li>Engaging vendors to drive and monitor upstream carbon reduction.</li> <li>Building circularity into business models including through the rental and refurbishment of products.</li> </ul> </li> <li>Continue our work towards our wood and paper responsible sourcing target.</li> </ul>
 <h2>Customers</h2> <p>We will help make greener, healthier homes affordable</p>	<h3>SHP as % sales of Group sales</h3> <p>2024/25 performance: 53.4%   2025/26 target: 60.0%</p>	<h3>SHP as % sales of OEB sales</h3> <p>2024/25 performance: 63.3%   2025/26 target: 70.0%</p>	<ul style="list-style-type: none"> <li>Rolled out our green star mark across all banners, making it easier for customers to navigate and shop for products with a lower impact or that help them save energy or water. There are currently over 10,000 Green Star SKUs.</li> <li>Improved sustainability performance across many ranges including the use of increased post-consumer recycled plastics, recycled timber and lower embodied carbon materials.</li> <li>Launched a refurbished product range on diy.com, expanded Screwfix refurb capabilities and grew our rental services in Poland and the UK.</li> </ul>	<ul style="list-style-type: none"> <li>Expand the number of Green Star products available to our customers and aim to have 20,000 SKUs live in 2025/26.</li> <li>Further embed sustainability in the design and development of new OEB product ranges.</li> <li>Continue to serve our customers better by offering them lower impact, repairable products and giving them access to more affordable refurbished products and rental offers.</li> </ul>
 <h2>Communities</h2> <p>We are striving for better homes for everyone in our communities</p>	<h3>Helping those whose housing needs are greater</h3> <p>2024/25 performance: Target achieved: Over 4 million people since 2016/17   2025/26 target: 2 million people</p>		<ul style="list-style-type: none"> <li>Invested £6 million in our communities with an additional £2.7 million raised by our colleagues and customers.</li> <li>Continued our partnerships with national charities in the UK, France and Romania.</li> <li>Added new charity partners in the UK (Habitat for Humanity), France (Les Restos du Cœur) and Iberia (HOGAR SÍ).</li> <li>Donated over £135,000 to disaster relief efforts across our geographies, including responses to floods in Spain and Poland.</li> </ul>	<ul style="list-style-type: none"> <li>Continue our efforts to support our communities and work with our Foundations to deliver projects that focuses on fixing homes, sharing DIY skills and providing emergency support.</li> </ul>

\* We have a total to 8,248 colleagues that have completed an apprenticeship, traineeship or formal qualification since the introduction of the target in 2023/24.

† Against 2016/17 baseline year.

‡ 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 environmental, social and governance (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 11% of companies in the Retail – Consumer Discretionary sector.



## Workforce Disclosure Initiative

We received a disclosure score of **90%**.

**Industry benchmark:** We scored higher than the average consumer discretionary sector of 65% and average disclosure score (all companies) of 62% and average UK company score of 72%.



## 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

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 **9.3 (Negligible risk)**.

**Industry benchmark:** We rank first out of 37 in the home improvement retail sub-industry and fifth out of 450 in the wider retailing industry.



## FTSE4Good

## FTSE4Good

We are listed in this index with a rating of **4.6 out of 5**.

**Industry benchmark:** We are rated higher than the home improvement average rating of 2.6 out of 5.

## Read more

Our Responsible Business website:  
[kingfisher.com/responsible-business](http://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](mailto:investorenquiries@kingfisher.com) and [responsiblebusiness@kingfisher.com](mailto:responsiblebusiness@kingfisher.com)

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