



Responsible Business Policies

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Animal Welfare Policy Position Statement

www.kingfisher.com/AnimalWelfarePolicy

Policy vision

We seek to promote animal welfare in line with the 'five freedoms' for animal husbandry.^{1,2}

The Policy

- We will not commission or carry out animal testing of finished products.³
- We will not use any fur in our products.
 - To avoid the risk of real fur being sold as faux fur, we will implement controls to check the fibre composition of faux fur to ensure that only synthetic fibres are used.
- We will ensure that products that may contain feather and down (e.g. duvets, pillows) meet the following sourcing requirements:
 - Use synthetic fibre as a substitute for feather and down **or**
 - The feather and down is certified (we accept certification to the Responsible Down Standard, Global Traceable Down Standard or Downpass Standard).
- We will ensure that products that may contain leather (e.g. workwear gloves and boots) meet the following sourcing requirements:
 - Use synthetic leather as a substitute for real leather **or**
 - Specify to suppliers that any leather products should only be made from cow, buffalo, sheep, goat or pig that are bred for meat and dairy production.
- We will seek to promote animal welfare in our food sourcing for our own canteens and store cafés where possible.
- We also aim to enable customers to create gardens with products that promote wildlife and nature conservation: see our Environmental Policy at www.kingfisher.com/EnvironmentalPolicy.

Our Responsible Business teams will be responsible for approving any animal-derived products to ensure they are not from controversial sources and comply with the requirements set out in this policy.

Related documents

Kingfisher's Responsible Business policies are available on our website at
www.kingfisher.com/ResponsibleBusinessPolicies

Support and questions

If you have any questions about this policy, please email: responsiblebusiness@kingfisher.com

¹ Developed by the UK Farm Animal Welfare Council, and set out in the World Organisation for Animal Health (WOAH, formerly OIE) guiding principles on animal welfare (see [chapter 7 of the Terrestrial Animal Health Code](#)).

² Products sold by third-party sellers on our online marketplace are not part of the scope of this policy. These products should comply with our marketplace Terms and Conditions. More specifically, products must comply with applicable laws, including consumer protection laws, product safety laws and advertising laws. In addition, products sold by third-party sellers on our online marketplace should not include items which are part of the prohibited items list outlined in our marketplace Terms and Conditions.

³ Although Kingfisher does not itself commission or carry out animal testing, it should be noted that some testing of ingredients/products may be carried out in our extended supply chain, in order to meet regulatory requirements, which is outside of our control.

Chemicals Policy Position Statement

www.kingfisher.com/ChemicalsPolicy

Policy vision

Through responsible use of chemicals, we aim to reduce their impact on people and the environment. We believe that the products we sell should be safe to use and responsibly manufactured and sourced.¹

The Policy

We aim to go beyond regulatory requirements by controlling certain chemicals used in some of our Own Exclusive Brand (OEB) products – focusing on three key areas:

Transparency

- We aim to better understand the chemicals used in our products, how they can affect human and environmental health, and to make more informed decisions as a result.
- We aim to improve transparency through our supply chain, particularly for substances that are potentially harmful to people and/or the environment.²

Chemical management

- We take a focused approach to controlling chemicals used in our products and supply chain. This includes addressing substances² that may not yet be regulated, or are currently only partially regulated, but where credible concerns or emerging evidence suggest the need for proactive measures.
- In our products, we prioritise areas that present a higher risk of containing these substances. Where such substances are identified, we support the shift to safer alternatives or explore opportunities for phase-out.

Supplier collaboration

- We collaborate closely with our suppliers to improve transparency and promote responsible chemical use and management throughout our supply chain. By encouraging the consideration and adoption of safer alternatives and sustainable practices, we aim to drive continuous improvement. We recognise the growing availability of safer, more sustainable chemical solutions in the market and we support the adoption of these innovations in our products where it is feasible to do so.

Related documents

Kingfisher's Responsible Business policies are available on our website at
www.kingfisher.com/ResponsibleBusinessPolicies

Support and questions

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1 Products sold by third-party sellers on our online marketplace are not part of the scope of this policy. These products should comply with our marketplace Terms and Conditions. More specifically, products must comply with applicable laws, including consumer protection laws, product safety laws and advertising laws. In addition, products sold by third-party sellers on our online marketplace should not include items which are part of the prohibited items list outlined in our marketplace Terms and Conditions.

2 One example includes per- and polyfluoroalkyl substances (PFAS).

Community Policy Position Statement

www.kingfisher.com/CommunityPolicy

Policy vision

Through our community programme, we strive for better homes for everyone in our communities.

The Policy

We believe everyone should have a home they can feel good about, and that's why we are striving for better homes for everyone in our communities.¹

Kingfisher and its retail banners will seek to tackle poor and unfit housing across our markets. This means we aim to:

- Align our charitable actions and activities to fix homes, share DIY skills and provide emergency support.
- Support community activities, including our banner foundations – i.e. through:
 - Our own contributions such as cash giving, employee time, product donations and other in-kind contributions.
 - Fundraising activities to encourage our colleagues and customers to contribute.
- Work with community organisations (e.g. registered charities) who can help us achieve our vision.
- Support projects that create a measurable and positive impact on the communities we serve.
- Support appropriate emergency relief efforts at times of crisis, within our markets or further afield, in line with our emergency relief protocol.²
- Support charities that are working to address issues of most concern to our colleagues and customers on an ad hoc basis.

This also means we will:

- Measure our community activities and report progress in our annual Responsible Business Report.
- Conduct due diligence on prospective strategic partners where our contribution is over £5,000 per annum.
- Not support charity or community initiatives relating to:
 - Political parties or causes.
 - Religious conflicts or organisations whose principal aim is to propagate a particular faith or belief.
 - Personal appeals by, or on behalf of, individuals.

Related documents

Kingfisher's Responsible Business policies are available on our website at
www.kingfisher.com/ResponsibleBusinessPolicies

Support and questions

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¹ This will be measured from 2016/17 when we set the target.

² The emergency protocol is an internal document that summarises Kingfisher's approach and the factors that need to be assessed when responding to disaster events (including human-made and natural disasters).

Environmental Policy Position Statement

www.kingfisher.com/EnvironmentalPolicy

Policy vision

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. We aim to make sustainable living easy and affordable for our customers while also reducing our own environmental footprint.

The Policy

We recognise that our planet is facing unprecedented environmental challenges, including climate change and biodiversity loss. We are committed to helping find solutions to these challenges and as part of that commitment we are aligning our sustainability strategy to global targets on climate change, nature and biodiversity. We support the UN Sustainable Development Goals and are signatories to the UN Global Compact.

As a retailer, we can address our environmental footprint by reducing the impact of our own operations, through the services we offer and through the products we sell, for example, the product design or the way the product is sourced. We seek to make greener and healthier homes more affordable by providing our customers with Sustainable Home Products (SHP). These products must meet at least one of our sustainability attributes criteria, which are set out in our Sustainable Home Product Guidelines at www.kingfisher.com/SHPGuidelines.

This policy applies across Kingfisher plc, which includes the activities of Group functions and our retail banners, covering both our Own Exclusive Brand (OEB) and non-OEB products. We will also seek to work with partners to apply relevant parts of the policy to business partnerships.¹

We are committed to taking action to address key impacts across the following areas:

Climate change

We are committed to playing our part in reducing greenhouse gas emissions in both our direct operations and our wider value chain. Our approach is aligned with the Paris Agreement to keep global warming below 1.5°C by achieving net zero emissions by 2050.

Across the Group, we will:

- Be net zero across our operations (Scope 1 and 2 emissions) by 2040/41 and our Scope 3 emissions by 2050/51 in line with the criteria of the Science-Based Targets initiative's Corporate Net Zero Standard.
- Use our voice as a major European retailer to advocate for climate policy and action consistent with the aims of the Paris Agreement.
- Promote cross-sector climate action through our partnerships and by sharing our insights with governments and others to encourage progress towards net zero.

To fulfil our targets and commitments we will:

- Continue to embed the recommendations of the Task Force on Climate-related Financial Disclosures.
- Continually improve energy efficiency across our buildings and transport.
- Procure 100% of our purchased electricity from renewable sources where it is available.

¹ Products sold by third-party sellers on our online marketplace are not part of the scope of this policy. These products should comply with our marketplace Terms and Conditions. More specifically, products must comply with applicable laws, including consumer protection laws, product safety laws and advertising laws. In addition, products sold by third-party sellers on our online marketplace should not include items which are part of the prohibited items list outlined in our marketplace Terms and Conditions.

- Work closely with logistics partners to minimise the carbon footprint across our store and home delivery channels.
- Work with vendors to reduce supply chain emissions.
- Enable our customers to reduce the carbon footprint of their homes through low carbon products and services (see further details below).

For our customers, we will:

- Provide innovative and affordable lower carbon products and services.
- Seek to improve the energy and water efficiency of products.
- Provide information to help customers identify products that could help reduce the environmental impact of their homes.
- Collaborate with suppliers to reduce the carbon footprint of key materials/products that have the most significant impact on our carbon footprint (see notes below in the vendor section).

For our vendors, we will require:

- All vendors to meet one of three targets, depending on the scale of their impact on Kingfisher's Scope 3 emissions:
 - For Kingfisher's 100 biggest vendors by Scope 3 emissions, to create a Science-Based Targets initiative (SBTi) aligned roadmap and decarbonisation target by 2028/29;
 - For the next 450 vendors to create an SBTi-aligned roadmap and decarbonisation target by 2030/31; and
 - For the remaining vendors to set a climate reduction plan by 2030/31.
- All vendors to join the Manufacture 2030 platform (or other low carbon manufacturing platform or programme) and provide visibility of their carbon footprint, carbon targets and decarbonisation roadmap to net zero.

All vendors, as part of their decarbonisation roadmaps, will support Kingfisher's net zero targets and transition plan which may include reducing the carbon footprint of products through moving to new lower carbon technology and phasing out fossil fuel-powered ranges, improving the efficiency of our energy using ranges, incorporating lower carbon materials into product design and enhancing product longevity.

Nature, forests and biodiversity

Our work includes action in our value chain to reduce the impact our products have on our natural world, as well as investing in partnerships to increase biodiversity, and protect and restore natural habitats, including forests and peatland.

Across the Group, we will:

- Aim to achieve our Forest Positive commitments; for further details see our Forest Positive Policy at www.kingfisher.com/ForestPositivePolicy.
- Drive continuous innovation through our Sustainable Home Product (SHP) programme to lower the environmental impact of the products that customers buy for their homes (in line with our SHP Guidelines at www.kingfisher.com/SHPGuidelines).
- Seek to develop products that support nature at home as well as promote biodiversity and nature conservation across green spaces at our stores, offices and distribution centres.

For our customers, we will:

- Enable customers to support nature at home, including creating gardens with products that promote wildlife and nature conservation.
- Ensure all wood and paper we sell and use is sustainably sourced, in line with our Forest Positive Policy at www.kingfisher.com/ForestPositivePolicy.
- Move towards zero harm gardening including:
 - Ensuring that gardening products do not contain neonicotinoids,² metaldehyde, glyphosate, or 2,4-D.³
 - Removing peat across all our OEB products by 2025/26, including bags of compost and growing media used for nursery products.

² Our position on neonicotinoids only applies to Kingfisher's Own Exclusive Brand (OEB) products.

³ We are also committed to working with suppliers to ensure that the flowering plants we sell are not grown using neonicotinoids.

- Increasing use of biodegradable plant pots and seeking to ultimately eliminate single use plastic plant pots in our garden centres.
- Not selling any plants, seeds or bulbs that are non-native invasive species.⁴
- Offer products which are more water efficient (e.g. showers and toilets) and products that enable efficient water use (e.g. tap aerators and garden mulch).
- Aim to continue to reduce volatile organic compounds (VOCs).

Waste management

Across the Group, we will:

- Seek to minimise waste and aim for zero waste to landfill.
- Increase our recycling rate to 90% by 2025/26.

For our customers, we will:

- Champion innovative products and services that are designed in line with circular economy principles that will make better use of resources, reduce waste, and promote reuse, composting and recycling, to help address growing resource scarcity.
- Aim to empower customers to repair products, either themselves or through a repair service, helping to keep products in use for longer where possible.
- Strive to improve the sustainability of our packaging (primary, secondary and tertiary). We will do this by reducing the volume of packaging materials, ensuring cardboard and wood are sustainably sourced (in line with our Forest Positive Policy at www.kingfisher.com/ForestPositivePolicy), and seeking to eliminate the use of plastic packaging over the long term; see our Sustainable Packaging Policy at www.kingfisher.com/PackagingPolicy for further details.
- Gradually reduce the environmental impact of checkout/till receipts by offering customers, where possible, the option of an electronic receipt and seek to eliminate the use of bisphenol chemicals in thermal paper.
- Minimise the environmental impact of plastics by:
 - Reducing the amount of plastic in products.
 - Avoiding the use of plastic for carrier bags at checkouts (single use or limited use plastic bags are prohibited).
 - Seeking to substitute single use plastic products and those which contribute to plastic pollution.
 - Establishing customer take-back schemes in the UK for recycling plastic plant pots (where we have garden centres) and plastic paint containers.

For our vendors, we will:

- Require all primary, secondary and tertiary packaging for our OEB products to follow the Sustainable Packaging Policy at www.kingfisher.com/PackagingPolicy.

To deliver on this policy, we will:

- Regularly assess our environmental impacts, risks and opportunities and set external targets and internal milestones to drive improvement.
- Ensure we have dedicated internal resources and expertise to manage environmental issues.
- Monitor performance against our environmental commitments and report progress annually in our suite of ESG reporting (e.g. Annual Report and Accounts, Responsible Business Report and Performance Data Appendix).
- Engage our colleagues, suppliers, customers and other stakeholders to achieve our environmental commitments.

This policy is endorsed by our senior management team and responsibility for overseeing the policy lies with our governance groups including but not limited to the Responsible Business Committee (a committee of Kingfisher's Board) and the Group Climate Committee.

⁴ See our Sustainable Home Product Guidelines at www.kingfisher.com/SHPGuidelines for our list of non-native invasive plant species.

Related documents

- Sustainable Home Product Guidelines
www.kingfisher.com/SHPGuidelines
- Kingfisher's Responsible Business policies are available on our website at
www.kingfisher.com/ResponsibleBusinessPolicies

Support and questions

If you have any questions about this policy, please email: responsiblebusiness@kingfisher.com

Forest Positive Policy Position Statement

www.kingfisher.com/ForestPositivePolicy

Policy vision

Forests are vital to the health of our planet – mitigating climate change, promoting biodiversity and providing livelihoods. We are continuing with our journey to become Forest Positive through responsible sourcing, avoiding deforestation and protecting and restoring forests as set out below.¹

The Policy

Wood is the most widely used natural resource used across Kingfisher and is found in a wide range of our products, e.g. flooring, building materials, garden furniture, kitchen units and wallpaper.

In line with our Forest Positive aim, we are committed to:

- Ensuring there is no deforestation across our supply chain by 2025/26, including no human-induced forest degradation or conversion of natural ecosystems. We use the Accountability Framework initiative (AFi) to help define what this means for our business.²
- Protecting forest landscapes including those in High Conservation Value areas, High Carbon Stock forests, and those which are part of an Intact Forest Landscape.

We recognise that forest communities and indigenous peoples play a vital role in protecting forests around the world and aim to support projects that empower these communities to safeguard critical forest landscapes. We are committed to protecting human rights across our forest supply chain, in line with our Human Rights Policy at www.kingfisher.com/HumanRightsPolicy. We aim to ensure that the way we operate is consistent with the UN Declaration on the Rights of Indigenous Peoples and seek to work with our vendors across our supply base to ensure they:

- Identify and respect the legal and customary rights of indigenous peoples and local communities, and ensure Free, Prior and Informed Consent prior to any activity where those rights are affected.
- Cooperate in remediation through appropriate measures reflecting the negotiated outcomes of the Free, Prior and Informed Consent process.

Our Forest Positive commitment covers three areas of work:

1. Responsible sourcing of wood and paper

Kingfisher's most significant impact on forests is through the sourcing of goods containing wood and/or paper. It is vital that we only source from forests that meet our responsible purchasing criteria for wood and paper (as set out below) to ensure we have a continued supply of wood over the long term and to be sure that we are delivering on our commitments.

¹ Products sold by third-party vendors should comply with our marketplace Terms and Conditions. More specifically, products must comply with applicable laws, including consumer protection laws, product safety laws and advertising laws. In addition, products sold by third-party vendors on our online marketplace should not be part of the prohibited items list outlined in our marketplace Terms and Conditions.

² See [Forest Positive Policy: Vendor Guidelines](#) Appendix 1: Definition of terms: based on the definitions set out in the EU Deforestation Regulation and where they do not contradict the EUTR, the <https://accountability-framework.org>. Note: All products containing wood and paper must comply with our responsible purchasing criteria and we will not accept products containing wood and paper that have been produced on land which has been subject to deforestation or conversion since 2010.

Kingfisher responsible purchasing criteria for wood and paper:

We require that all goods containing wood and/or paper are from one of the following responsible sources:

- **Recycled:** Verified/certified as recycled or reused (including pre-consumer or post-consumer sources).³
- **Responsibly managed** (shown below in order of preference):
 - **FSC®** (Forest Stewardship Council®) with full Chain of Custody throughout the supply chain.⁴ Note: FSC is the only accepted certification scheme for wood and paper harvested from tropical countries or made of vulnerable and endangered tree species (see notes below).
 - **PEFC** (Programme for the Endorsement of Forest Certification) with full Chain of Custody throughout the supply chain.⁵

Note about sourcing from tropical countries:

- We recognise that there may be greater risk of deforestation when sourcing timber from tropical countries and therefore currently only accept FSC certification with full Chain of Custody for wood and paper harvested from tropical countries.⁶

Note about 'endangered' and 'vulnerable' tree species:

- We recognise there are also risks associated with sourcing tree species classified as 'endangered' or 'vulnerable' under the IUCN Red List,⁷ or protected by listing on CITES⁸ Appendix III. To mitigate this risk, any products that are made from these tree species must carry FSC certification with full Chain of Custody. Kingfisher does not accept Appendix I and II listed species. A CITES Appendix III listed species must also carry a CITES export permit or certificate of origin.

Note about 'FLEGT'⁹ licences:

- Any products containing timber exported from a country that has ratified a FLEGT Voluntary Partnership Agreement (VPA) with the EU must carry a FLEGT licence where applicable.

2. No deforestation through other materials we use

We seek to ensure that we do not contribute to deforestation through other (non-wood and paper) materials we use that have an impact on forests.

In addition to responsible sourcing of wood- and paper-based materials, we are committed to regularly reviewing deforestation risks by identifying materials in products that may be derived from forests or linked to deforestation.

Our products must comply with relevant due diligence regulations, and we will work with our vendors to ensure that due diligence is in place to effectively manage the risk of deforestation and illegality in our supply chains.

Our policy approach complies with the requirements of due diligence regulations including the:

- EU Deforestation Regulation (EUDR)¹⁰ for in-scope products containing wood, natural rubber, leather (from bovine cattle), soy, palm and cocoa; in force from 2026.

3 This includes FSC® recycled and PEFC recycled. To enable products to carry the FSC® and/or PEFC recycled labels on product, we accept FSC® Recycled Credit, FSC® Recycled % (min 70% for timber), and 70% PEFC Recycled (or higher).

4 Full Chain of Custody is required for all goods for resale and catalogue paper. It is our preference for other goods not for resale and construction materials.

5 Full Chain of Custody is required for all goods for resale and catalogue paper. It is our preference for other goods not for resale and construction materials.

6 See the [Forest Positive Policy: Vendor Guidelines](#) and Appendix 2 which provides a list of Tropical Countries.

7 IUCN Red List of Threatened Species: www.iucnredlist.org

8 CITES is the shorter name for Convention on International Trade in Endangered Species of Wild Fauna and Flora.

9 **Forest Law Enforcement, Governance and Trade.** The EU's FLEGT Action Plan was established in 2003. It aims to reduce illegal logging by strengthening sustainable and legal forest management, improving governance and promoting trade in legally produced timber.

10 More information is available on the European Commission's website at https://environment.ec.europa.eu/topics/forests/deforestation/regulation-deforestation-free-products_en

- EU Timber Regulation (EUTR) for in-scope products containing commodity timber (including bamboo); in force until December 2026.
- UK Timber Regulation (UKTR) for in-scope products containing wood, paper and bamboo.
- UK Environment Act for in-scope products containing leather (from bovine cattle), cocoa, palm and soy.

For products in scope of the above regulations, we carry out due diligence to ensure they are produced, traded and exported in accordance with applicable legislation in the country of production.

For products in the scope of the EUDR we carry out due diligence to ensure products are 'deforestation free', which means they were produced on land that has not been subject to deforestation or forest degradation.

Any products containing timber exported from a country that has ratified a FLEGT Voluntary Partnership Agreement (VPA) with the EU and UK, must carry a FLEGT licence¹¹ where applicable.

For products where the regulations do not apply, we require information on the species, country of harvest, and country of export to assess the risk of policy non-compliance. For higher-risk products we may require additional information and evidence to carry out due diligence.

We have identified a small number of product ranges where there are deforestation risks and we seek to take a responsible approach to sourcing materials for these products. We continue to refine our approach for these products including ongoing data and certification monitoring:

- Leather (e.g. workwear gloves and boots). We require our vendors to ensure the sourcing of this material does not contribute to deforestation.
- Candles which may contain palm oil. We require any palm oil used in candles to be Roundtable on Sustainable Palm Oil (RSPO) certified.
- Products that contain Non-Timber Forest Products (NTFPs), including bark, bamboo (e.g. flooring), cork (e.g. cork boards), rattan (e.g. baskets and fence screens) and natural rubber (e.g. gloves). Certification for bark is mandatory. For all other NTFPs, products should carry independent responsible sourcing certification, and where this is not possible, we require these to be from known legal sources.

3. Protecting and restoring forests

We support forest restoration projects as part of our ongoing Forest Positive commitments.

We work in partnership with organisations to support projects that have a long-lasting and positive impact on forests. We seek to:

- Protect and restore forests and ecosystems that are critical because they are (or were) in a High Conservation Value area, a High Carbon Stock forest, or part of an Intact Forest Landscape.
- Support an approach which places indigenous peoples and local communities at the heart of safeguarding and restoring forests.
- Strengthen livelihoods from forest product value chains, supporting smallholders and enabling forest communities to build strong local economies while also protecting the natural resources they depend upon.
- Support forest communities to adapt to and mitigate climate change.

To deliver on this policy, we will:

- Regularly assess our impacts, risks and opportunities on forests and related ecosystems and set external targets and internal milestones to drive improvement.
- Monitor performance against our Forest Positive commitments and report progress annually in our suite of ESG reporting (e.g. Annual Report and Accounts, Responsible Business Report and Performance Data Appendix).

¹¹ **Forest Law Enforcement, Governance and Trade.** The EU's FLEGT Action Plan was established in 2003. It aims to reduce illegal logging by strengthening sustainable and legal forest management, improving governance and promoting trade in legally produced timber.

- Engage our colleagues, vendors, customers and other stakeholders to achieve our Forest Positive commitments.
- Collaborate with our vendors to help build their capacity to achieve our aims.

This policy applies across Kingfisher plc, which includes the activities of Group functions and our retail banners. We will also seek to work with partners to apply relevant parts of the policy to business partnerships.

Related documents

- Forest Positive Policy: Vendor Guidelines
www.kingfisher.com/ForestPositiveGuidelines
- Kingfisher's Responsible Business policies are available on our website at
www.kingfisher.com/ResponsibleBusinessPolicies

Support and questions

If you have any questions about this policy, please email: responsiblebusiness@kingfisher.com

Human Rights Policy Position Statement

www.kingfisher.com/HumanRightsPolicy

Policy vision

We are committed to respect and uphold the human rights (fundamental rights and freedoms) of every individual affected by our business activities including our customers, employees, workers in our supply chain, and local communities.

The Policy

We aim to ensure our approach to human rights is 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, and the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work.

Scope and application

This policy applies across Kingfisher plc which includes all activities of Group functions and our retail banners.¹ We will also seek to work with partners² to ensure relevant parts of the policy are applied.

We commit to:

- Regularly review human rights risks associated with our business, including risks across our own operations and our supply chain. This includes taking an approach to risk assessment which:
 - Identifies actual and potential impacts to individuals and ways we can minimise these impacts.
 - Assesses risks of new business acquisitions, restructuring or disposals.
 - Regularly assesses ongoing risks associated with existing business activities.
- Promote respect for human rights in our Code of Conduct at www.kingfisher.com/CodeofConduct which applies to all Kingfisher colleagues and third parties.³
- Make it easy for anyone to report to us any concerns about human rights, including provision of a confidential whistleblowing service for colleagues and third parties; see our [Whistleblowing Policy](#).
- Take swift action to address any concerns raised about human rights including:
 - Fully investigate any alleged breaches of human rights impartially and with due consideration to confidentiality.
 - Enable access to remedy for any victims of human rights abuses connected to our business.
- Within our own operations, our priority is to create an inclusive workplace where everyone feels valued and respected, can be themselves and reach their potential. We seek to achieve this through our People and Culture Plan, which includes our Diversity and Inclusion strategy.
- Provide training to Kingfisher colleagues to ensure awareness of our commitment and approach to human rights and the risks in our supply chain.
- Carry out due diligence to prevent or mitigate risks and remediate impacts across our own operations and supply chain. Our most significant human rights risks are across our supply chain and we seek to address these risks through our ethical sourcing commitments (see further details below).

1 Kingfisher's Retail Banners include B&Q, Castorama, Brico Dépôt, Screwfix, TradePoint and Koçtaş.

2 This applies to our franchise partners and other business models (e.g. B&Q marketplace).

3 By **third party**, we mean all suppliers, vendors, service providers, intermediaries, agents, business partners, external consultants, charities, advisors or entities contracted or proposed to be contracted or engaged by Kingfisher.

- Work with business partners (e.g. franchise partners and online marketplace) to promote human rights across business partnerships, as we expect all our partners to share our commitment on human rights and to uphold the same standards.
- Regularly monitor performance on key human rights issues (including ethical sourcing and diversity and inclusion) and report progress annually in our Responsible Business Report, our Modern Slavery Statement (required under UK law) and Devoir de Vigilance Statement (required under French law).

Ethical sourcing

We have identified our supply chain as a key area of risk and seek to address this through ethical sourcing. We commit to:

- Require all suppliers to comply with our Supply Chain Workplace Standards⁴ as stated in our Code of Conduct.
- Monitor performance of suppliers to address key risks; see details below for the approach we take to ethical and environmental assurance for Goods For Resale (GFR) and services and Goods Not For Resale (GNFR).
- Work in partnership with external stakeholders (including other companies and non-governmental organisations) to find solutions to human rights issues across our supply chain – taking an approach that goes 'beyond audit'.

Ethical and environmental assurance – Goods For Resale (GFR)

We require all our suppliers to comply with our Supply Chain Workplace Standards and we are committed to monitoring performance of our Goods For Resale (GFR) suppliers. We commit to conduct an integrity assessment of new GFR suppliers using the Dow Jones Risk Centre platform.

We expect our suppliers to:

- Use collaborative platforms (Sedex, amfori BSCI, EcoVadis) to share supply chain information with us, including details of ethical risks and audits.⁵
- Engage with us so that we can assess the risk of all production sites that supply us with finished goods. Our risk assessment takes into account responses to self-assessment questionnaires, country risk and sector risk. This is to enable identification of high-risk sites.
- Have a valid ethical audit of high-risk production sites; see our Ethical Sourcing Vendor Guidelines at www.kingfisher.com/EthicalSourcingGuidelines for details of how we define high-risk sites and what we require for an ethical audit to be valid, e.g. type of audit we accept, timescales for audit.
- Act on the audit findings to close out non-conformance issues (in line with timescales outlined by the auditor) with a particular focus on Business Critical and Critical issues. Business Critical graded issues are those that pose a serious and immediate risk for workers and we expect suppliers to take decisive and swift action where these are identified.

Business partners:

- International Brand suppliers that meet the internal eligibility criteria for classification as an 'International Brand Supplier' are invited by Kingfisher to submit a signed Letter of Conformance.⁶
- For suppliers with a low turnover (sub £50k p/a) we also follow a Letter of Conformity approach. Eligibility is decided by and is based on elements including turnover, production locations and risk to Kingfisher.

⁴ Our Supply Chain Workplace Standards are aligned to the Ethical Trading Initiative (ETI) Base Code and additional requirements included in the standards set by Sedex and amfori BSCI.

⁵ This applies to Kingfisher's 'Own Exclusive Brand' and 'Other/Unbranded' products. Please see Ethical Sourcing Requirements: Vendor Guidelines for more information on these products.

⁶ Letters of Conformance confirm that the International Brand has a compliance programme in place, and they are responsible for the risk assessment and monitoring of their site's compliance.

- For marketplace sellers, we require them to agree and have processes in place to manage the anti-slavery and anti-bribery requirements of Kingfisher's marketplace terms and conditions in particular on the following:
 - The seller shall not engage in any activity, practice or conduct that would constitute an offence under sections 1, 2 or 4 of the UK Modern Slavery Act 2015 (if such activity, practice or conduct were carried out in the UK).
 - The seller has in place and shall maintain adequate procedures, methodologies and structures to prevent persons associated (including subcontractors or other members of its supply chain) with it from undertaking conduct which might amount to a breach of the anti-slavery requirements and to respond to and deal with the actual or potential breaches of the anti-slavery requirements.

The detailed process we follow to monitor suppliers is tailored according to the type of products supplied to us – Own Exclusive Brand (OEB), International Branded and Unbranded. Further details are set out in our [Ethical Sourcing Vendor Guidelines](#).

Ethical and environmental assurance – Services and Goods Not For Resale (GNFR)

We use many suppliers for services such as logistics, IT, facilities management and construction. We also buy Goods Not For Resale (GNFR) such as staff uniforms, stationery and home delivery packaging. We commit to conduct an integrity assessment of new GNFR suppliers using the Dow Jones Risk Centre platform.

We commit to:

- Conduct due diligence checks on new suppliers (with whom we have an annual recurring or one-off estimated spend anticipated to exceed £5,000 or equivalent in local currency, or if there is a specific risk in engaging a supplier because of the nature of the goods/services to be provided) and existing suppliers where there have been changes in the terms and conditions of their engagement.
- Regularly assess the environmental and ethical performance of our key suppliers.⁷ We currently use EcoVadis to assess suppliers. The EcoVadis assessment covers four areas – labour and human rights, environment, ethics and sustainable procurement. We aim to work with suppliers that demonstrate a strong commitment to sustainability by requiring suppliers to have an EcoVadis assessment as a minimum within 12 months of working with us. Vendors may be asked to complete a letter of conformance.
- Carry out an ethical audit for high-risk suppliers of services and Goods Not For Resale (GNFR) which meets our detailed audit requirements (set out in our Ethical Sourcing Vendor Guidelines at www.kingfisher.com/EthicalSourcingGuidelines).⁸ Kingfisher's risk assessment takes into account the sector risk, country risk and spend. We work with NGOs and other stakeholders to regularly review risks and these are approved by relevant Directors on a periodic basis.⁹

This policy applies across Kingfisher plc which includes the activities of Group functions and our retail banners. We will also seek to work with partners to apply relevant parts of the policy to business partnerships.

⁷ We define our key GNFR suppliers as those where our annual spend is over £75,000.

⁸ Full details of our audit requirements are set out in our Ethical Sourcing Vendor Guidelines. We endeavour to use the GFR audit requirements for auditing new uniform suppliers, and for service providers we follow the approach set out in the SMETA supplement for service providers.

⁹ On a periodic basis, the high-risk areas for GNFR are reviewed and confirmed by the Group Responsible Business Director, together with the Chief Financial Officer and Group Procurement Director.

Related documents

- Supply Chain Workplace Standards
www.kingfisher.com/SCWorkplaceStandards
- Code of Conduct
www.kingfisher.com/CodeofConduct
- Ethical Sourcing Vendor Guidelines
www.kingfisher.com/EthicalSourcingGuidelines
- Supplier guidance note on how to register on Sedex
www.kingfisher.com/SedexGuidance
- Kingfisher's Responsible Business policies are available on our website at
www.kingfisher.com/ResponsibleBusinessPolicies

Support and questions

If you have any questions about this policy, please email: responsiblebusiness@kingfisher.com

Sustainable Packaging Policy Position Statement: Own Exclusive Brands

www.kingfisher.com/PackagingPolicy

This document sets out our Sustainable Packaging Policy Position Statement and details of how we will implement the policy.

Our Policy position

Policy vision

Recognising the increasing concern around the environmental impacts of unsustainable packaging materials, we aim to continuously strive to improve the sustainability of our packaging whether through Kingfisher or vendor-led initiatives.¹

Objectives

Our Own Exclusive Brand (OEB) product packaging must have the lowest possible environmental impact while protecting, delivering and presenting our brands in perfect condition to our customers. Packaging is functional for our business and should always be fit for purpose. This means we aim to:

- Minimise packaging waste within our supply chain.
- Never overpackage our products.
- Adopt reusable alternatives to traditional packaging formats where possible.
- Maximise the use of **recycled** materials in our packaging.
- Eliminate problematic and unnecessary packaging materials.
- Use materials which are widely recycled.
- Have any recyclable packaging waste generated throughout our business recycled using the most efficient processes.
- Explore any viable closed loop recycling schemes for our packaging waste.
- Seek to replace and ultimately eliminate all single use plastics in our packaging.

¹ Products sold by third-party vendors on our online marketplace are not part of the scope of this policy. These products should comply with our marketplace Terms and Conditions. More specifically, products must comply with applicable laws, including consumer protection laws, product safety laws and advertising laws. In addition, products sold by third-party vendors on our online marketplace should not be part of the prohibited items list outlined in our marketplace Terms and Conditions.

How we will implement the Policy

Scope of the Policy

All primary, secondary and tertiary packaging for our OEB products.

Policy requirements

All packaging supplied for our OEB products (whether primary, secondary or tertiary) must meet the following requirements:²

All material requirements:

- All Kingfisher packaging must be domestically widely recycled, or on a path to becoming so through specific country infrastructure investment, and must include the appropriate recycling labelling.
- Any printed packaging should be produced using sustainable inks, varnishes and adhesives, minimising the use of solvents, and must not contain harmful chemicals or mineral oils. See 'Definitions' for further details.
- Any adhesive labels attached to packaging components must not exceed 30% of the packaging surface area and should be constructed from the same material as the packaging it is adhered to, where applicable.
- Where current materials meet the above requirements, we must avoid excessive material usage and explore ways of optimising secondary and tertiary/transit packaging where possible.
- All our packaging must be compliant with current and upcoming UK and EU legislation.

Fibre-based specific requirements:

- Fibre-based packaging (i.e. paper and board) is our preferred packaging material and must be sustainably sourced in line with Kingfisher's Forest Positive Policy at www.kingfisher.com/ForestPositivePolicy; see 'Definitions' for details of how we define and measure this.
- Where plastic coating or lamination is functionally necessary, we will only accept single-sided coatings.
- Where adhesive labels are necessary and attached directly to a fibre-based component, they must be produced on a paper substrate.
- We will not accept any silicone, greaseproof, waxed or glassine papers.

Plastic specific requirements:

- Where the use of plastic packaging is unavoidable and serves a necessary purpose:
 - We will only accept packaging constructed solely from one of the below single core polymers, in order of preference:
 1. Both Rigid and Flexible Polypropylene (PP).
 2. Rigid Polyethylene Terephthalate (PET).
 3. Both Rigid and Flexible High-Density Polyethylene (HDPE), Low-Density Polyethylene (LDPE).
- All plastic packaging must contain a minimum of 35% post-consumer recycled content, with a preference of 50%; see 'Definitions' for details of how we define and measure this.
- Plastics that are not widely recycled or on a path to becoming so are not acceptable. These include but are not limited to: polyvinyl chloride (PVC), expanded polystyrene and other expanded polymers (EPS, EPE, EPP), oxo-degradable, and non-detectable near infrared (NIR) black pigmented plastics.
- Some bio-based plastics, which are domestically widely recycled or certified as home compostable in the markets we operate in, may be accepted; however, these are only to be used if pre-approved by the Kingfisher Packaging team.

² This is not an exhaustive list. If the nature of the product requires a specific type of packaging material which is not covered in this policy (e.g. chemical products), exceptions can be made but are subject to approval by the Kingfisher Packaging team.

- Where the use of flexible plastics is unavoidable, we will only accept Polyethylene (PE) and Polypropylene (PP) based materials. We will not accept flexible Polyethylene Terephthalate (PET).
- We will aim to remove single use plastic from our packaging; this includes hybrid packaging formats that combine multiple non-separable materials such as traditional blister packaging.

Packaging commitments for Own Exclusive Brand (OEB) products

- All OEB plastic packaging to contain a minimum 35% post-consumer recycled content.
- Remove all EPS and PVC packaging from OEB products.
- 5% reduction in all OEB plastic packaging by weight on a true like-for-like basis, year-on-year.
- All paper and board packaging used on OEB products to be sustainably sourced.

Data collection and validation

To review and validate that the packaging supplied by our OEB vendors complies with our Sustainable Packaging Policy, Kingfisher regularly carries out scheduled Packaging Sustainability Data collections throughout the year. All OEB vendors will be provided advanced notice for when these occur. OEB vendors are required to submit accurate and complete packaging information to Kingfisher when requested, via Kingfisher's Packaging Sustainability Application. If vendors have included any claims of recycled content and/or certified materials, vendors will be asked to submit valid supporting evidence and proof of supply documentation to validate these claims.

As Kingfisher uses the information provided to us by our OEB vendors for sustainability reporting, taxation calculations etc., all data provided must accurately match actual physical packaging specifications. To validate accuracy, vendors may be requested to participate in Kingfisher's Vendor Internal Packaging Audit (VIPA) programme where Kingfisher will check the physical makeup of the packaging materials against the information provided in the packaging submissions. Participation in the VIPA programme is mandatory, and vendors will receive advance notice if they have been selected to participate, and which SKUs will be audited.

Failure to provide data or a failed audit result, may result in vendors receiving financial penalties.

Definitions

Own Exclusive Brand (OEB) products

Our own brands (e.g. Site, Mac Allister) or products made exclusively for us. These will have one of the following addresses on the product and/or packaging and will also carry a Kingfisher issued EAN:

- Kingfisher International Products Limited, 1 Paddington Square, London, W2 1GG, United Kingdom
- Kingfisher International Products B.V., Rapenburgerstraat 175E, 1011 VM Amsterdam, The Netherlands

Primary packaging

Primary packaging is any material that is used to contain and protect the finished product, including any internal inserts or parts, and that is disposed of by the end consumer.

Secondary packaging

Secondary packaging is any material that is used in addition to the primary product packaging to protect Group product units or display the product and its primary packaging during transit and/or merchandising in store. This includes shelf ready packaging (SRP) and is most often seen by the end consumer.

Tertiary/transit packaging

Transit packaging is any material that is used to protect and aid handling of individual products or secondary packaging during shipment and distribution of the product. This includes pallets, strapping and stretch wrap and is rarely seen or handled by the end consumer.

Sustainable inks, varnishes and adhesives

Inks, varnishes and adhesives used should preferably be water-based, where technically feasible, and must be free from harmful chemicals, including but not limited to those listed in the European Printing Ink Association (EuPIA) Exclusion Policy. Inks must contain less than 0.1% mineral oil saturated hydrocarbons (MOSH) and mineral oil aromatic hydrocarbons (MOAH) content by mass of ink. Kingfisher must be supplied with documentation when requested to validate the percentage of mineral oils present in printing inks and/or recycled materials.

Forest Positive

In 2020, Kingfisher made a commitment to become Forest Positive. See our Forest Positive Policy at www.kingfisher.com/ForestPositivePolicy.

Plastic packaging

Where the use of plastic packaging is unavoidable, you must only use one of the below widely recycled core polymers with a minimum of 35% post-consumer recycled content, in order of preference:

1. Both Rigid and Flexible Polypropylene (PP).
2. Rigid Polyethylene Terephthalate (PET).
3. Both Rigid and Flexible High-Density Polyethylene (HDPE), Low-Density Polyethylene (LDPE).

The following plastics are not acceptable as packaging materials for products supplied to Kingfisher and must be replaced with widely recycled alternatives:

1. Expanded Polystyrene (EPS), Polystyrene (PS).
2. Polyvinyl Chloride (PVC).
3. Other expanded polymers such as EPP and EPE.
4. Oxo-degradable plastics that break down to create microplastics.
5. Plastics coloured using non-detectable near infrared (NIR) carbon black masterbatch pigment.

35% recycled content in plastics

A minimum of 35% post-consumer recycled content is required in any plastic material used in our packaging by 2027, rising to 40% by 2030. This may be calculated using a mass balance approach. Kingfisher must be provided with suitable evidence of any recycled content claims upon request.

Bio-based plastics

Compostable bioplastics that are safe to be home composted or bio-based plastics that are domestically widely recycled may be suitable alternatives to conventional plastic packaging materials. Bioplastics that require industrial composting environments to degrade will not be accepted in regions where the infrastructure is not widely available. The use of any bio-based plastic, including PLA, must be agreed by the Kingfisher Packaging team: structuralpackaging@kingfisher.com

Hybrid packaging

Hybrid packaging is any packaging solution that is produced using a combination of different materials that cannot be easily separated by the end consumer to recycle efficiently. Hybrid packaging solutions and materials must be replaced with suitable mono-material packaging solutions that are widely recycled.

Domestically widely recycled

Domestically widely recycled means that the material is accepted through the majority of kerbside recycling schemes. All Kingfisher packaging materials must be produced using widely recycled materials, or on a path to becoming so through specific country infrastructure investment, ensuring the best possibility that our packaging will get recycled efficiently.

Post-consumer

Post-consumer recycled (PCR) waste is waste material produced by the end consumer and collected through domestic recycling schemes after the material has served its purpose, that would otherwise end up in landfill or incineration.

Post-industrial/Pre-consumer

Post-industrial or pre-consumer recycled (PIR) waste is waste material produced through the manufacturing process before the material has reached the consumer and served its purpose. This must have been reprocessed by a separate facility.

Sustainably sourced paper and board (i.e. fibre-based packaging)

Any paper and board used in packaging must be sustainably sourced in line with Kingfisher's Forest Positive Policy at www.kingfisher.com/ForestPositivePolicy. Kingfisher defines this as being one of the following in order of preference:

- **Recycled:**
 - **FSC® or PEFC™ certified recycled**, with full Chain of Custody.
OR
 - **Verified recycled content (preferably post-consumer)** – minimum of 50%, with a preference for 70%; any remaining fibre must come from Controlled sources as set out in our Vendor Guidelines on Responsible Sourcing of Wood and Paper at www.kingfisher.com/ForestPositiveGuidelines. Recycled fibre must contain less than 0.1% mineral oil saturated hydrocarbons (MOSH) and mineral oil aromatic hydrocarbons (MOAH) content by mass of material. Kingfisher must be supplied with documentation when requested to verify the recycled content and percentage of mineral oils present.
- **Sustainably managed (in order of preference):**
 - **FSC® certification** with full Chain of Custody; note – this is the only certification scheme we accept for paper and board packaging harvested from tropical countries.
 - **PEFC™ certification** with full Chain of Custody.

All suppliers of packaging must also comply with requirements set out under the UK Timber Regulation and EU Timber Regulation, EU Deforestation Regulation and UK Environment Act.

FSC® (Forest Stewardship Council®)

www.fsc.org/en/chain-of-custody-certification

PEFC™ (Programme for the Endorsement of Forest Certification)

www.pefc.org/standards-implementation

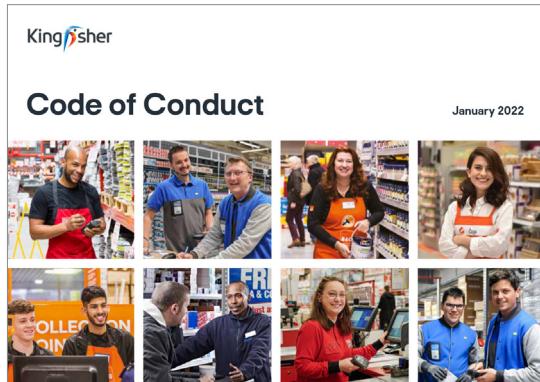
Support and questions

If you have any questions about this policy, please email: structuralpackaging@kingfisher.com

Other related documents

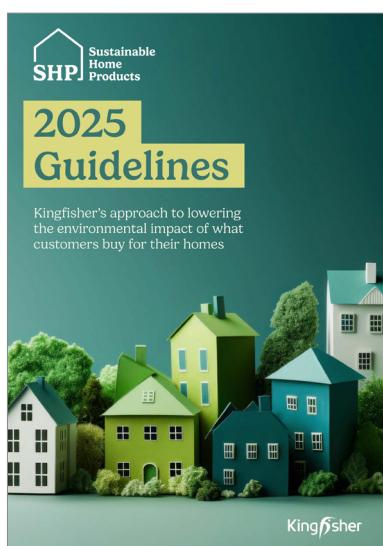
Code of Conduct

www.kingfisher.com/CodeofConduct



Sustainable Home Product Guidelines

www.kingfisher.com/SHPGuidelines



Supply Chain Workplace Standards

www.kingfisher.com/SCWorkplaceStandards



Approved by **Group Executive members: Chief Executive Officer, Chief Offer and Sourcing Officer, Chief People Officer, Chief Financial Officer.**
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castorama The castorama logo, featuring the word "castorama" in blue with a yellow swoosh icon, followed by a red "M" icon.



SCREWFIX

