

M&S Plan A 100 commitments supporting DEFRA Clothing sustainability ‘road map’

Marks & Spencer’s 100 Plan A environmental and social commitments were launched in January 2007 and run until 2012. Below we have detailed those which are appropriate to the DEFRA Clothing sustainability roadmap alongside the **2008/09** performance updates.

Commitment marked ‘**’ have been independently assured by Ernst & Young.



Climate Change

Helping reduce emissions in our supply chain	
22. Green factories - Supporting the development of ‘green’ factories with our suppliers.	Performance: Achieved To date, M&S suppliers have opened two new ‘green’ factories and refurbished two existing facilities. The two new factories, which opened in April 2008, manufacture M&S clothing. The third, which makes M&S furniture in Wales was refurbished in July 2008; the fourth, an upgraded clothing factory in China, opened in May 2009. These ‘green’ factories use around half the energy and less than half the water required by traditional factories
Helping our customers to address climate change	
28. The Climate Group campaign – Working with the Climate Group on a major educational campaign in 2007 encouraging people to wash clothes at 30C degrees to cut energy use and CO2 emissions.	Performance: Achieved Run as part of the Climate Group’s ‘Together’ campaign, our ‘Wash at 30’ initiative has persuaded increasing numbers of customers (up from 23% in April 2007 to 38% in September 2008) to reduce wash temperatures, saving around 50,000 tonnes of CO2 as a result. In January 2009 we developed this initiative into ‘The Plan A way to save’ campaign, offering advice on clothing care to wash at 30C and promoting energy efficient high speed spin cycles and air drying.



Waste

Reducing packaging and ensuring that its	
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<p>easy to recycle</p> <p>37. **Packaging (reduction) - Reducing the weight of non-glass packaging by 25%.</p>	<p>Performance: On plan</p> <p>General merchandise By the end of 2008/09 we'd reduced our non-glass packaging usage by 15% to *33g per item sold (2006: *39g per item).</p> <p>During the year we launched 15 major packaging reduction projects, including a new design for three-pair socks and underwear featuring a removable plastic hanger. We aim to extend this design across more multipack products in 2009/10.</p> <p>* Data based on calendar year</p>
<p>38. **Packaging (sustainable raw materials) - Increasing the amount of packaging made from more sustainable raw materials such as recycled materials and Forest Stewardship Council wood pulp.</p>	<p>Performance: On plan</p> <p>General Merchandise: In 2008, around * 10% of the board we used for general merchandise sales packaging was produced from board containing recycled or FSC materials (a further 34% was from other independent certification schemes).</p> <p>In 2009/10 we plan to start using material made from recycled PET drinks bottles to make skin contact care labels in M&S clothing.</p> <p>* Data based on calendar year</p>
<p>39. **Packaging (recycling and composting) - Ensuring that all packaging can be easily recycled or composted accepting that in some case this may require the use of heavier materials.</p>	<p>Performance: Ahead of plan</p> <p>Based on weight, some 98% of our General Merchandise packaging can be recycled where facilities were available.</p>
<p>40. Packaging (WRAP logos) - Labelling all our packaging with the WRAP and Recycle Now symbols.</p>	<p>Performance: Ahead of plan</p> <p>80% of our General Merchandise sales packaging now carries standardised WRAP recycling labels. We initiated work with WRAP to develop these labels in 2006 and were then joined by other retailers before forming the Packaging Reduction Action Group (PRAG), which also included local authorities and national government.</p>
<p>Reducing waste from our products and making them easy to recycle</p>	
<p>43. Clothing hangers - Extending hanger recycling with a customer awareness campaign to build on the 50 million we currently recycle and reuse each year.</p>	<p>Performance: Achieved</p> <p>In 2008/09 we increased the number of clothing hangers collected for re-use or recycling to around 125 million. We also reduced the range of hangers we use by around 50% to make re-use even easier.</p>
<p>44. **Customer recycling services - Introducing a range of recycling services for our customers including a project for used clothing.</p>	<p>Performance: Achieved</p> <p>In addition to coat hanger recycling and office based Food To Go packaging recycling we've also introduced;</p> <p>M&S and Oxfam Clothes Exchange</p> <p>Following a successful six-month trial launched in January 2008, the M&S and Oxfam Clothes Exchange ran throughout 2008/09, nearly doubling the quantities of M&S clothing usually received by Oxfam to more than 1,500 tonnes. Over 875,000 M&S customers have participated, returning around 3.2 million garments. The Exchange has raised around £1.9m for Oxfam and we aim to include home products in 2009/10.</p>

Sustainable raw materials



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<p>54. Sustainable textiles – Reducing the environmental impact of the textiles we sell by trialling new fibres such as bamboo, renewable plastics and new ways of producing fibres such as organic cotton, linen and wool.</p>	<p>Performance: On plan In February 2009 we participated in the launch of DEFRA's Sustainable Clothing Roadmap; this includes projects to evaluate new raw materials. We'll continue to develop environmental standards for wood based synthetic fabrics during 2009/10.</p>
<p>55. Cotton - Launching a sustainability strategy covering all our cotton including initiatives such as Fairtrade, Organic and the international cotton industry 'Better Cotton Initiative' by 2008.</p>	<p>Performance: On plan We've developed an M&S Cotton Sourcing strategy, setting out our aspirations to improve the sustainability of all cotton used to make our clothing and in 2009/10 we hope to work with partners, including WWF, BCI (Better Cotton Initiative) and the Shell Foundation to develop a detailed implementation plan. We're already funding a project with WWF to help cotton farmers in India improve their profitability while reducing their use of pesticides and water.</p>
<p>Man-made materials</p>	
<p>60. Polyester - Using recycled plastic (e.g. used bottles) to make polyester, rather than using oil. Make ranges of men's, women's and children's polyester fleeces from recycled plastic within a year. Extend to other polyester ranges such as trousers, suits and furniture 'fill' by 2012.</p>	<p>Performance: Achieved We've increased the proportion of dyehouses covered by recent environmental and health & safety standards audits from 63% to *82%. *Data based on calendar year</p>
<p>Animal Welfare</p>	
<p>61. Clothing standards - Improving traceability in our non-food supply chains for animal derived raw materials and work with animal welfare groups to develop sourcing policies on animal welfare for leather and wool.</p>	<p>Performance: On plan During the year we conducted an assessment of possible risks to animal welfare standards in our supply chains for clothing raw materials. Our priorities in 2009/10 are to develop plans to eliminate 'mulesing', a painful process involved in wool production, and to address animal welfare standards in leather production. In 2008, we won three RSPCA Good Business Awards, as the best large fashion retailer, best large supermarket and for our 'commitment to change' on cosmetics.</p>
<p>Water Use</p>	
<p>66. Water efficiency (suppliers) - Working with our suppliers to improve the efficiency of water use during the production of raw materials and products.</p>	<p>Performance: On plan After working with WWF to establish a water footprint for our clothing business and five food product supply chains, we've identified water 'hotspots' - including water used to grow raw materials and during production processes. We're working with suppliers to address water use in cotton production, dyehouses, clothing manufacture and food production. We aim to develop a wider plan, incorporating targets, best practice initiatives and training, during 2009/10.</p>