



Performance data appendix

2019/20



At Kingfisher, we're committed to being a responsible business and to having a positive impact on the lives of our customers, colleagues and communities.

Our Responsible Business Report performance data appendix provides a detailed insight into our environmental, social and governance (ESG) performance. It supplements our Responsible Business Report 2019/20, providing further data and a summary of progress against our targets.

Our Appendix also includes details of how our reporting aligns with external frameworks such as the United Nations Global Compact and the United Nations Sustainable Development Goals.

You can read our Responsible Business Report at www.kingfisher.com/responsible-business

About Kingfisher

Kingfisher plc is a home improvement company with over 1,350 stores in nine countries across Europe.

We employ 77,000 people and nearly six million customers shop in our stores and through our websites and apps every week.

At Kingfisher, our purpose is to make home improvement accessible to everyone.

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About our data

Our sustainability data covers the period 1 February 2019 –31 January 2020. It provides a summary of performance for all our wholly-owned retail banners.

Sustainability experts Bioregional coordinate our head office data review process. They monitor our progress on sustainable home product innovation and calculate our customer energy savings figures.

Detailed information on the scope of the data and the methodologies used to calculate our data are explained in our [sustainability data collection methodology](#) document.

Our sustainability data does not include joint ventures, except where stated. Data for our joint venture Koçtaş is included in our scope 3 greenhouse gas (GHG) emissions, category 15 'Investments' (see [page 19](#)). 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 sustainability performance data and the qualitative statements included in our Annual Report and sustainability reporting are reviewed by our internal sustainability teams, and by Bioregional.

We appointed DNV GL 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 32](#). The information marked throughout the report with the symbol \diamond indicates the scope of their work.

Please see [page 32](#), for their full independent limited assurance report which includes details on their scope, work performed and conclusion.

Reporting frameworks

We are members of the United Nations Global Compact and include an index on [page 12](#). We aim to support progress on the UN Sustainable Development Goals and include an index on [page 7](#) indicating where we can have the most impact.

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

How we performed in 2019/20

We improved or maintained performance in key areas during 2019/20, however, we need to accelerate the rate of change in some areas to address performance gaps.

We track our progress against quantified interim targets. This enables us to assess whether we are on track towards our targets for 2020/21 and 2025. With the introduction of our Responsible Business strategy, we have introduced some new targets, and removed others which are no longer our priority focus areas, see [page 4](#).

Colleagues

We have set new targets to help us increase colleague diversity and inclusion with a focus on increasing female representation among our senior management and executive leadership teams. We will stimulate progress through inclusion action plans in each of our businesses, which will draw on our Group Diversity and Inclusion principles. We have also set a new target to increase learning through our 'skills for life' programme.

Wood and paper

94% of wood and paper in our products for our three main retail banners (B&Q, Castorama France and Brico Dépôt France) is from proven, well-managed forests or recycled sources, making good progress towards our target. 100% of catalogue paper (from all retail banners) meets our responsible sourcing criteria. We will begin investing in new reforestation projects from 2021.

We've changed how we measure compliance with our responsible sourcing policy, now counting the number of wood and paper products sourced during the year, rather than the volume of wood and paper sold. This helps to reduce the risk of error in the data collection process.

Climate change

To reduce carbon from our operations we're improving the energy efficiency of our buildings, generating our own green energy and sourcing 42% of our purchased electricity from renewable sources.

As a result, we've reduced emissions from property and transport by 18% since 2016/17. That's on track to our target of 22% by 2025.

We have reduced emissions from energy-using products by 1.77 million tonnes of CO₂e since 2017/18. This takes account of a product's estimated lifetime carbon emissions from energy use. This improvement in energy efficiency has reduced our scope 3 footprint by 13% against our target of a 40% reduction per £million turnover. We are not yet able to report progress on the supply chain element of our target.

Sustainable Home Products

We're proud that well over a third (37%) of our sales come from our Sustainable Home Products. This generated £4.2 billion for the business in 2019/20. We are making good progress towards our 50% goal but may not achieve this by our target date of January 2021.

In 2019/20 products such as insulation and LED lighting enabled customers to achieve an

estimated 30% reduction in energy use in their homes. While our water saving products enabled a 42% improvement in home water efficiency. 9% of sales enabled customers to create safer, healthier homes and connect with nature.

Communities

In 2019/20, 172,419 people directly benefited from Kingfisher's community contributions; and 455 organisations. Over 355,000 people have benefited from our donations since 2016/17, on track to our target. Our employees spent over 19,600 working hours volunteering in their local communities. Due to the Covid-19 pandemic we have been unable to continue our volunteering programme across all markets, and anticipate that we will not now meet this target in 2020/21. Our total community contribution was worth £2.97 million including £1.5 million in corporate donations as well as colleague and customer fundraising.

Employee safety

Our total employee accident rate (number of all work-related accidents per 100,000 full-time equivalent employees) was 10,691, an increase of 12% year on year (2018/19: 9,549). We have seen an improvement in reporting for B&Q and Screwfix, as employees become more confident in using our reporting system. There were no work-related fatalities.

Sustainable materials

In 2019/20, 43% of UK, France and Poland bagged growing media (by volume sold) was peat-free. We are reporting data for France and Poland for the first time this year so cannot compare performance with previous years. We expect to see a reduction in peat use in 2020/21 with the launch of our peat-free compost. This has been developed over the last three years and is 100% peat-free, formulated using coir and other ingredients to replace peat. It was launched in B&Q and Castorama France in early 2020 under our GoodHome brand.

We are also working to reduce the environmental impact from our use of materials such as plastics and leather.

Responsible sourcing

904, or 68%, of our high-risk production sites have had an ethical audit in the past two years. We are, however, continuing to focus our efforts on auditing high-risk production sites, and we will review our approach in 2020/21 in line with our new strategy. We have piloted training for 93 workers from one of our ceramics suppliers in Turkey, one of our key sourcing regions, and we're exploring opportunities to extend this to further suppliers.

Chemicals

We have made progress on transparency and now ask suppliers to disclose the chemicals used in their supply chains for our new own-brand products via product ingredient lists and our sustainable chemicals transparency questionnaire. We also have detailed Restricted Substances Lists (RSL) and guidance for categories such as textiles, footwear and accessories and carry out product testing in key areas. We have a large supply chain and product range, so we use a risk-based approach to prioritise chemicals for phase out and are currently focused on phthalates, PFCs and halogenated flame retardants. We've also begun two pilots with manufacturers of green chemicals.

Waste and recycling

In 2019/20, we generated 198,000 tonnes of waste, a decrease of 5% year on year, compared to a decrease in sales of 1.5%. Our recycling rate was 67% (2018/19: 72%) and we diverted 82% of waste from landfill (2018/19: 83%). We are not currently on track to meet our targets of 90% recycling and zero waste to landfill. Our strongest performing retail banners are Screwfix and B&Q. While we are pleased that overall waste volumes fell during the year, more work is needed to reverse the drop in our recycling rate.

Updating our targets

In order to increase our focus on our key priorities and our new targets on inclusivity and forest positive, we have made the decision to no longer monitor progress against five of the original targets in our sustainable growth plan. We are still working hard in these areas and will continue to report on data and progress.

The first four targets support our 'Customers' target of generating '50% of sales from our Sustainable Home Products by the end of 2020/21'. For the fifth target, we will continue to support our colleagues through our new diversity and skills development targets within the 'Colleagues' pillar of our Responsible Business Strategy.

1. Enable a 50% reduction in customer energy use through our products, services and advice.

In 2019/20 we saw a 30% improvement in customer energy use through our products, services and advice.

2. Enable a 50% improvement in customer water efficiency through our products, services and advice.

In 2019/20 we saw a 42% improvement in customer water efficiency through our products, services and advice.

3. 20% of sales enable customers to create safer, healthier homes.

















9% of sales now enable customers to create safer, healthier homes.

4. 20 products or services that help customers get more from less, reuse or use longer.

We now have five circular value chains and will continue to look for opportunities to integrate closed loop processes and materials into our products. We have discontinued this target to allow us to focus on our work to reduce the environmental footprint of key materials such as plastics.

5. Support our colleagues to have a home they can feel good about.

With the introduction of three new colleague targets to our Responsible Business strategy we are now focusing on inclusivity and skills as our priorities and have discontinued this target. We will continue to support colleagues through our 'skills for life' programme, which we will be reporting on further in 2020/21.

	Progress in 2019/20	On track to target?*
Colleagues		
Develop an inclusivity action plan for each of our businesses in 2020/21.	 New target. We will report progress next year.	–
Improve gender balance in management in 2020/21.	 New target. Our current gender balance in management is 35% female and 65% male.	–
Provide five million hours of learning by 2025 through our 'skills for life' programme.	 New target. We will report progress next year.	–
Planet		
Source 100% sustainable wood and paper for our products and catalogues by 2020/21.	 94% of wood and paper in products and 100% of paper from catalogues is from proven well-managed forests and recycled sources; catalogue target was achieved two years ahead of target year.	Not on track
Become forest positive by 2025.	 New target. We will report progress from next year.	–
Achieve our approved science-based carbon reduction target by 2025: Reduce scope 1 and 2 emissions from property and transport by 22% in absolute terms by 2025, compared to 2016/17; and reduce scope 3 emissions from the supply chain and customer use of products by 40% per £million turnover by 2025, compared to 2017/18.	 We reduced absolute scope 1 and 2 (market-based) greenhouse gas emissions by 18%, compared with a 2016/17 baseline.  For scope 3 we have reduced emissions from energy-using products by 1.77 million tonnes of CO ₂ e since 2017/18, reducing our scope 3 emissions by 13%. We are not yet able to report progress on the supply chain element of our target.	On track
Customers		
50% of sales to be from our Sustainable Home Products by the end of 2020/21.	 37% of Group sales from products that help create a more sustainable home.	Not on track
Communities		
Help more than one million people whose housing needs are greatest by 2025.	 Over 355,000 people have benefited from our donations since 2016/17.	On track
Provide over 20,000 colleague volunteering hours to support housing and home improvement projects in 2020/21.	 Our employees spent over 19,600 working hours volunteering in their local communities in 2019/20. Due to Covid-19 and restrictions on social distancing, we will be unable to meet the target in 2020/21.	Not on track
Responsible business fundamentals		
Sustainable materials		
Ensure sustainable management and efficient use of key resources by 2025, including 100% responsibly sourced wood and paper and peat-free bagged growing media by 2020.	 43% peat-free bagged growing media. See above for performance on wood and paper.	Not on track
Responsible sourcing		
Ensure suppliers meet our ethical and environmental standards by 2020 and establish strategic community programmes to achieve positive change in key sourcing regions by 2025.	 904, or 68%, of our high-risk production sites have had an ethical audit in the past two years.  We have piloted training for 93 workers from one of our ceramics suppliers in Turkey, one of our key sourcing regions.	Not on track
Chemicals		
Achieve transparency of harmful chemicals in key supply chains, phase out the highest priority hazardous and high-risk chemicals of concern and introduce five green substances by 2025.	 We ask suppliers to disclose the chemicals used in their supply chains for our new own-brand products. We worked on a number of projects to remove phthalates, PFCs and halogenated flame retardants from own-brand products and began two green chemical pilots. This target was updated in 2019 to remove the 2020 milestone for transparency of harmful chemicals in key supply chains.	On track
Waste and recycling		
Zero waste to landfill by 2020 and 90% of waste recycled by 2025.	 82% of waste diverted from landfill. 67% of waste recycled.  Total waste generated fell by 5% year on year, however, recycling rates also fell slightly in most markets. B&Q improved reporting procedures for waste wood where previously it estimated the amount of waste wood recycled.	Not on track

Governance

We're strengthening our approach to managing Responsible Business issues, further embedding our commitments into our governance structures.

Senior oversight

In 2019/20 we established a new Responsible Business Committee (RBC), reporting to the Board. The RBC is a committee of the Board and will meet at least twice a year, with key priorities and risks reviewed at each meeting. The RBC will lead and oversee delivery of how we operate as a responsible business. The Committee is chaired by a non-executive director (NED) and includes the CEO and one more NED, as well as our Chief Offer & Sourcing Officer and our Chief People Officer. The seniority of the Committee members reflects our increased focus on these areas.

The RBC replaces our Group Sustainability Committee (GSC), a sub-committee of the Group Executive. Our Board of Directors receives regular updates about our performance and sustainability risks.

Our central sustainability team, led by our Director of Corporate Affairs, is responsible for developing strategy and for reporting and communication on sustainability. We have a sustainability team in our Offer & Sourcing function which is responsible for embedding sustainability into our product ranges.

Integrating ESG performance measures

For the first time in 2020, we will be including 'Responsible Business' targets as part of the annual colleague bonus scheme. These will help ensure we create a company that reflects the communities we serve, that is doing its part to help the planet by protecting forests and tackling climate change, whose colleagues help others to improve their homes, and that helps our customers afford to live in greener, healthier homes.

Sustainability 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 www.kingfisher.com/sustainabilitypolicies.

We review our sustainability policies regularly and update them where necessary. Significant updates to our policies are approved by our Group Executive.

We made minor updates to our policies on animal welfare, deforestation, environmental sustainability, ethical sourcing, packaging, and wood and paper during 2019/20.

Our business and the 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 British Retail Consortium (BRC) aimed at supporting the Goals.

Colleagues: We will be a more inclusive company

Our targets

Develop an inclusivity action plan for each of our businesses in 2020/21

Improve gender balance in management in 2020/21

Provide five million hours of learning by 2025 through our 'skills for life' programme

UN SDG targets

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

Our direct contribution





- Working to improve gender balance including training our senior colleagues to model inclusive leadership behaviours and training recruiters to minimise the impact of bias and ensure a fairer recruitment process
- We are working to increase the number of colleagues receiving training through our 'skills for life' programme






Planet: We will be forest positive and help tackle climate change

Our targets	UN SDG targets	Our direct contribution
<p>Source 100% sustainable wood and paper for our products and catalogues by 2020/21</p> <p>Become forest positive by 2025</p>   	<p>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</p> <hr/> <p>SDG 12.2 By 2030, achieve the sustainable management and efficient use of natural resources</p> <hr/> <p>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</p> <p>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</p>	<ul style="list-style-type: none"> – Responsible sourcing of wood and paper from well-managed forests – Begin investing in new reforestation projects from 2021
<p>Achieve our approved science-based carbon reduction target by 2025</p>   	<p>SDG 7.3 By 2030, double the global rate of improvement in energy efficiency</p> <hr/> <p>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</p> <hr/> <p>SDG 13.2 Integrate climate change measures into national policies, strategies and planning</p>	<ul style="list-style-type: none"> – Our science-based carbon reduction targets – Energy efficiency measures for all of our buildings – Increase energy purchased from renewable sources – Cleaner transport fuels – Reduce emissions from energy-using products – Reduce supply chain emissions






Customers: We help make greener, healthier homes affordable

Our target	UN SDG targets	Our direct contribution
<p>50% of sales to be from our Sustainable Home Products by the end of 2020/21</p>    	<p>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</p> <hr/> <p>SDG 7.3 By 2030, double the global rate of improvement in energy efficiency</p> <hr/> <p>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</p> <hr/> <p>SDG 12.2 By 2030, achieve the sustainable management and efficient use of natural resources</p> <hr/> <p>SDG 12.8 By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature</p>	<ul style="list-style-type: none"> – Promote water-efficient products – Increase the proportion of our save water range that meet our exceed or excite criteria – Promote energy-efficient products – Increase our range of energy saving and low carbon energy generation products – Increase the proportion of our save energy range that meet our exceed or excite criteria – Increase sales from products that help customers to create better, more sustainable homes using our Sustainable Home Product guidelines

Communities: We will fight to fix bad housing

Our targets	UN SDG targets	Our direct contribution
<p>Help more than one million people whose housing needs are greatest by 2025</p>	<p>SDG 1.2 By 2030, reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions</p>	<ul style="list-style-type: none"> – Strategic partnerships launched with Shelter, Abbé-Pierre Foundation and the Red Cross
<p>Provide over 20,000 colleague volunteering hours to support housing and home improvement projects in 2020/21</p>	<p>SDG 10.1 By 2030, progressively achieve and sustain income growth of the bottom 40 percent of the population at a rate higher than the national average</p>	<ul style="list-style-type: none"> – Launch a network of charitable foundations – Promote volunteering opportunities
  	<p>SDG 11.1 By 2030, ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums</p>	

Sustainable materials

Our targets	UN SDG targets	Our direct contribution
<p>Ensure sustainable management and efficient use of key resources by 2025 including 100% responsibly sourced wood and paper and peat-free bagged growing media by 2020</p>	<p>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</p>	<ul style="list-style-type: none"> – Responsible sourcing of wood and paper from well-managed forests, see above – Commitment to provide peat-free growing media – Our peat-free easyGrow bedding plants – Developing our approach to other materials such as plastic and leather
    	<p>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</p>	
	<p>SDG 12.2 By 2030, achieve the sustainable management and efficient use of natural resources</p>	
	<p>SDG 14.1 By 2025, prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, including marine debris and nutrient pollution</p>	
	<p>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</p>	

Responsible sourcing

Our targets

Ensure suppliers meet our ethical and environmental standards by 2020 and establish strategic community programmes to achieve positive change in key sourcing regions by 2025



UN SDG targets

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

SDG 10.4 Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality

Our direct contribution

- Onboarding of suppliers onto the Sedex platform (and Ecovadis for suppliers of goods not for resale)
- Ethical audits for supplier production sites
- Modern Slavery Steering Committee overseeing due diligence and disclosure on human rights and modern slavery

Chemicals

Our targets

Achieve transparency of harmful chemicals in key supply chains, phase out the highest priority hazardous and high-risk chemicals of concern and introduce five green substances by the end of 2025



UN SDG targets

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

Our direct contribution

- Working with suppliers and others to remove phthalates, PFCs and halogenated flame retardants from our own-brand products by 2025
- Adopting different approaches to increase transparency on chemicals use
- Piloting green chemicals

Waste and recycling

Our targets

Zero waste to landfill by 2020 and 90% of waste recycled by 2025



UN SDG targets

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

Our direct contribution

- Commitment to eliminate waste to landfill
- Commitment to increase our recycling rate
- Promote our circular products such as Métisse, Safe by Nature, ProGrow and easyGrow

SDGs outside the scope of our Responsible Business strategy

SDG targets	Our contribution
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Our targets do not contribute directly to this SDG. However, work on sustainable sourcing and labour practices in the supply chain can influence food security



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



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 10 principles covering the areas of human rights, labour, environment and anti-corruption.

This Report is our sixth Communication on Progress against the Global Compact Principles, covering our financial year 2019/20. This table summarises our approach and shows where information on our targets and progress for each principle can be found in our report and other documents.

“I am pleased to confirm Kingfisher’s continued support for the United Nations Global Compact and its principles on human rights, labour practices, the environment and anti-corruption. We will keep working to strengthen our approach in each of these important areas and to share our progress with our stakeholders.”

Thierry Garnier, Chief Executive Officer

Principles	Summary of approach	Location in our Responsible Business Report
Human rights and labour		
<p>Principle One Businesses should support and respect the protection of internationally proclaimed human rights; and</p>	<p>We take steps to protect the human rights of people affected by our business, including colleagues and suppliers. We respect the rights of our colleagues 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 colleagues, customers and contractors.</p>	<p>Human rights and supply chain, page 37</p>
<p>Principle Two make sure they are not complicit in human rights abuses.</p>	<p>Our Human Rights Policy and Code of Conduct provide the framework for our approach. These are supported by our Supply Chain Workplace Standards which explain the ethical standards we require from suppliers. Our policies reflect international human rights frameworks including the UN Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights, the International Labour Organization’s Declaration on Fundamental Principles and Rights at Work.</p>	<p>Ethical conduct, page 49</p>
<p>Principle Three Businesses should uphold the right to freedom of association and the effective recognition of the right to collective bargaining;</p>	<p>We do not tolerate any form of modern slavery. Our Modern Slavery Steering Committee oversees due diligence and disclosure on human rights and modern slavery. It will report to our new Responsible Business Committee, a sub-committee of our Board of Directors. We are rolling out a programme of ethical audits for high-risk production sites.</p>	<p>Colleagues: We will be a more inclusive company, page 8</p>
<p>Principle Four the elimination of all forms of forced and compulsory labour;</p>	<p>Our Human Rights Policy and Code of Conduct provide the framework for our approach. These are supported by our Supply Chain Workplace Standards which explain the ethical standards we require from suppliers. Our policies reflect international human rights frameworks including the UN Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights, the International Labour Organization’s Declaration on Fundamental Principles and Rights at Work.</p>	<p>Employee safety, page 31</p>
<p>Principle Five the effective abolition of child labour; and</p>	<p>We do not tolerate any form of modern slavery. Our Modern Slavery Steering Committee oversees due diligence and disclosure on human rights and modern slavery. It will report to our new Responsible Business Committee, a sub-committee of our Board of Directors. We are rolling out a programme of ethical audits for high-risk production sites.</p>	<p>Modern Slavery Act Transparency Statement, www.kingfisher.com/modern-slavery-statement</p>
<p>Principle Six eliminate discrimination in respect of employment and occupation.</p>	<p>Colleagues and suppliers can report concerns via our independently managed hotline. The number of open and resolved cases and the outcomes are reported to the Audit Committee of the Board of Directors.</p>	

Principles	Summary of approach	Location in our Responsible Business Report
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Environment

Principle Seven

Business should support a precautionary approach to environmental challenges;

We aim to be restorative to the environment, going beyond zero impacts to create positive change. We have set ambitious targets and report progress annually. Our approach is summarised in our Sustainability Policy.

Planet: We will be forest positive and help tackle climate change, page 12

Principle Eight

undertake initiatives to promote greater environmental responsibility; and

We have set ambitious targets to cut greenhouse gas emissions that have been approved by the Science Based Targets initiative (SBTi). We are also working to reduce waste, use resources efficiently and source sustainable raw materials.

Customers: We help make greener, healthier homes affordable, page 19

Principle Nine

encourage the development and diffusion of environmentally friendly technologies.

We invest in innovation to improve the environmental performance of our products and help customers adopt more sustainable lifestyles, using our Sustainable Home Product guidelines.

Chemicals, page 41

We support a precautionary approach, for example through our work to identify and remove chemicals of concern.

Waste and recycling, page 43

Responsible sourcing, page 34

Sustainability Policy, www.kingfisher.com/sustainabilitypolicies

Sustainable Home Product guidelines, www.kingfisher.com/shpguidelines

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 where transparency, honesty and fairness are the norm. It helps us to comply with regulation such as the UK's Bribery Act.

Ethical conduct, page 49

Our Code of Conduct forms part of the contractual terms and conditions for all new employees. We are rolling out a compulsory e-learning module to all employees on the Code, as well as more detailed training for colleagues in higher risk roles.

Code of Conduct, www.kingfisher.com/en/investors/corporate-governance/company-policies

We have a compliance network which includes a compliance officer in each retail banner to help us implement our Code of Conduct. Our internal audit function monitors compliance of businesses within Kingfisher to the requirements set by our Code, using a risk-based approach to plan their work. The Audit Committee of the Board of Directors receives regular updates on the outcomes from our internal audits.

Detailed performance data

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

DNV GL has provided limited assurance over selected performance data for the year 2019/20 marked with the symbol ∅. Their full assurance statement is published on page 32.

Where data is unavailable this has been indicated with 'u/a'.

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Colleagues: We will be a more inclusive company

Target: Develop an inclusivity action plan for each of our businesses in 2020/21.

Target: Improve gender balance in management in 2020/21.

Target: Provide five million hours of learning by 2025 through our 'skills for life' programme.

We set new inclusivity and skills training targets during 2020/21 and will report progress next year.

	Units	2015/16	2016/17	2017/18	2018/19	2019/20
Diversity – senior management						
Gender						
Board – men	%	56	56	56	45	62 ^o
Board – women	%	44	44	44	55	38 ^o
Senior management total – men (FTE)	%	80	80	80		
Senior management total – men (headcount)	%				77	76 ^o
Senior management total – women (FTE)	%	20	20	20		
Senior management total – women (headcount)	%				23	24 ^o

Diversity – all employees

Total employees – men (FTE)	%	61	61	60		
Total employees – men (headcount)	%				58	57 ^o
Total employees – women (FTE)	%	39	39	40		
Total employees – women (headcount)	%				42	43 ^o
All management positions – men (FTE)	%	69	67	66		
All management positions – men (headcount)	%				64	65 ^o
All management positions – women (FTE)	%	31	33	34		
All management positions – women (headcount)	%				36	35 ^o

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:

Senior management covers Board, directors and heads of department.

Employee turnover

Employees who left	number	18,376	24,717	25,320	27,111	25,280
Rate of employee turnover	%	24	32	33	34	32

Data covers voluntary and involuntary leavers.

^o Limited assurance provided by DNV GL

Gender diversity

% of female employees based on headcount

Total workforce

2019/20 43%

2018/19 42%

Senior management[‡]

2019/20 24%

2018/19 23%

All management positions

2019/20 35%

2018/19 36%

[‡] Senior manager covers Board, directors and heads of department

Planet: We will be forest positive

Target: Become forest positive by 2025.

This is a new target in 2020/21 and we will begin investing in new reforestation projects from 2021.

Target: Source 100% sustainable wood and paper for our products and catalogues by 2020/21.

We are making good progress but don't expect to achieve 100% by our target date.

Units 2015/16 2016/17 2017/18 2018/19 2019/20

Responsibly sourced wood and paper products

Total wood and paper	number SKUs purchased	19,014	17,890 ^o
Responsibly sourced wood and paper	number SKUs purchased	17,803	16,878 ^o
Responsibly sourced wood and paper sold	% of total	94	94 ^o

We've changed how we measure compliance with our responsible sourcing policy, now counting the number of wood and paper products sourced during the year, rather than the volume of wood and paper sold. This helps to reduce the risk of error in the data collection process. However, it does mean that we are not able to compare performance with years prior to 2018/19.

Responsibly sourced wood and paper products – breakdown by category

FSC-certified	number SKUs purchased	10,278	9,507
Formally working towards FSC certification	number SKUs purchased	u/a	u/a
PEFC-certified (includes endorsed schemes)	number SKUs purchased	7,356	6,649
Verifiable recycled material	number SKUs purchased	169	722
Total responsibly sourced	number SKUs purchased	17,803	16,878

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 is reported for the following markets: B&Q, Brico Dépôt France and Castorama France; we have focused on these retail banners as we believe they represent a significant proportion of our total Group purchases. We plan to extend the scope of our data reporting in future.

Responsibly sourced wood and paper in catalogues

Total catalogue paper purchased	million m ³ RWE	0.212	0.207	0.190	0.112	0.131
Responsibly sourced catalogue paper purchased	million m ³ RWE	0.170	0.199	0.189	0.112	0.131
Responsibly sourced catalogue paper purchased	% of total	80	96	99.6	100	100

Our 2018/19 and 2019/20 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.

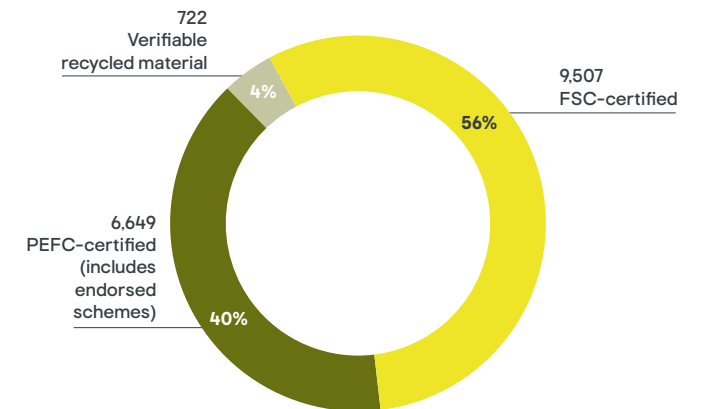
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^o Limited assurance provided by DNV GL

Our responsibly sourced wood and paper products % of timber purchased responsibly sourced

Target 2020/21	100%
2019/20	94.3%
2018/19	93.6%

Our responsibly sourced wood and paper by category 2019/20 number SKUs (products) purchased



Planet: We will help tackle climate change

Target: Achieve our approved science-based carbon reduction target by 2025:

- Reduce scope 1 and 2 emissions from property and transport by 22% in absolute terms by 2025, compared to 2016/17;
- and reduce scope 3 emissions from the supply chain and customer use of products by 40% per £million turnover by 2025, compared to 2017/18.

We have achieved an 18% reduction in scope 1 and 2 emissions since 2016/17, on track to our target of 22% by 2025. We have reduced emissions from energy-using products by 1.77 million tonnes of CO₂e since 2017/18. This takes account of a product's estimated lifetime carbon emissions from energy use. This improvement in energy efficiency has reduced our scope 3 footprint by 13% against our target of a 40% reduction per £million turnover.

Total footprint

	Units	2015/16	2016/17	2017/18	2018/19	2019/20
Carbon footprint – totals by Greenhouse Gas Protocol scope						
Scope 1 total	tonnes CO ₂ e	146,961	144,154	146,655	156,267	148,654 ^o
Scope 2 total (market-based)	tonnes CO ₂ e		164,116	128,963	104,044	102,712 ^o
Scope 2 total (location-based)	tonnes CO ₂ e	246,649	212,319	184,666	162,621	146,409
Scope 3 own operations	tonnes CO ₂ e	208,030	204,457	213,745	172,410	158,904
Scope 3 use of sold products	tonnes CO ₂ e			8,813,749	u/a	7,048,707

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. With the closure of our Screwfix Germany business, we have removed emissions associated with that business from previous years, including our 2016/17 baseline.

The total scope 1 emissions (property gas and other fuels, haulage) decreased by 5% in 2019/20 compared to 2018/19. This is driven by an 8% decrease year on year in the use of gas and other fuels.

The total market-based scope 2 emissions decreased by 1% in 2019/20 compared to 2018/19.

Carbon footprint – intensity

Property market-based footprint relative to floor space	kg CO ₂ e/m ² reported floor space		32.5	27.9	25.2	24.0 ^o
Direct market-based carbon footprint relative to floor space	kg CO ₂ e/m ² reported floor space		39.9	35.2	32.5	31.3 ^o
Direct market-based carbon footprint relative to sales	tonnes CO ₂ e per £m retail sales		27.5	23.7	22.3	21.8
Footprint from customer use of products and key supply chain relative to sales (scope 3)	tonnes CO ₂ e per £m retail sales			1,109	u/a	965

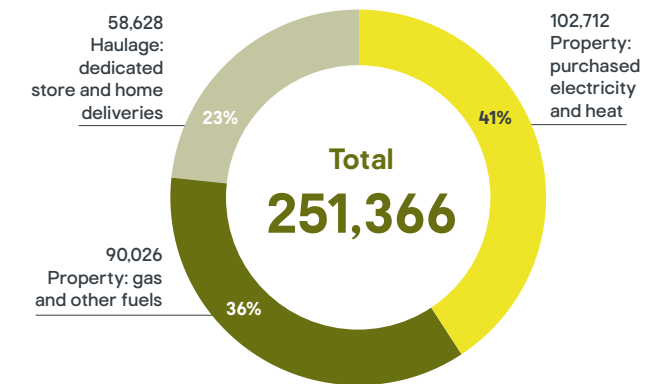
Our direct footprint refers to our scope 1 and 2 emissions.

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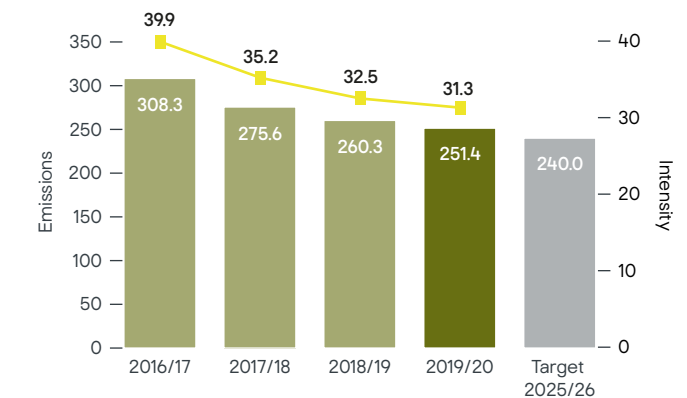
^o Limited assurance provided by DNV GL

Our scope 1 and 2 carbon footprint (market-based) 2019/20

tonnes CO₂e



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



■ Total scope 1 and 2 GHG emissions (thousand tonnes CO₂e)

◆ Carbon intensity (kgCO₂e/m² floor space)

Carbon footprint detail

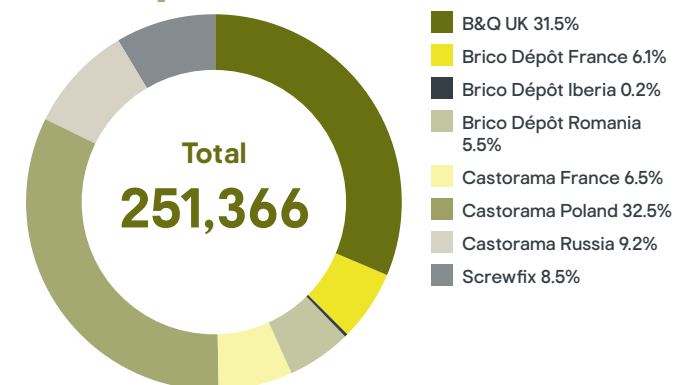
	Units	2015/16	2016/17	2017/18	2018/19	2019/20
Carbon footprint – breakdown by Greenhouse Gas Protocol scope						
Scope 1						
Property: gas and other fuels	tonnes CO ₂ e	89,000	86,997	89,448	97,824	90,026 ^o
Haulage: dedicated store and home deliveries	tonnes CO ₂ e	57,961	57,157	57,207	58,443	58,628 ^o
Scope 2						
Property: purchased electricity and heat (market-based)	tonnes CO ₂ e		164,116	128,963	104,044	102,712 ^o
Property: purchased electricity and heat (location-based)	tonnes CO ₂ e	246,649	212,319	184,666	162,621	146,409

	Units	B&Q UK	Brico Dépôt France	Brico Dépôt Iberia	Brico Dépôt Romania	Castorama France	Castorama Poland	Castorama Russia	Screwfix	Group Total
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Carbon footprint – scope 1 and scope 2 (by retail banner)

Scope 1 total	tonnes CO ₂ e	78,902	12,650	471	4,922	10,550	17,310	2,965	20,884	148,654 ^o
Scope 2 total (market-based)	tonnes CO ₂ e	314	2,758	102	8,901	5,678	64,293	20,255	411	102,712 ^o
Scope 1 and 2 total	tonnes CO₂e	79,216	15,408	573	13,823	16,228	81,603	23,220	21,295	251,366^o

Carbon footprint by retail banner scope 1 and scope 2 (market-based) 2019/20 tonnes CO₂e



Carbon footprint detail

	Units	2015/16	2016/17	2017/18	2018/19	2019/20
Carbon footprint – breakdown by Greenhouse Gas Protocol scope						
Scope 3 – own operations						
Haulage: 3rd party non-dedicated fleet deliveries from distribution centres to stores	tonnes CO ₂ e	37,598	44,686	43,580	44,434	43,213
Haulage: deliveries by rail	tonnes CO ₂ e	1,236	2,166	3,771	2,891	3,656
Haulage: estimated exports arranged by Kingfisher's sourcing offices	tonnes CO ₂ e	74,329	65,986	83,330	55,385	50,718
Waste	tonnes CO ₂ e	8,406	9,934	7,348	7,240	7,037
Water and effluent	tonnes CO ₂ e	1,217	1,163	1,167	u/a	u/a
Investments: proportional scope 1 and 2 emissions from investments†	tonnes CO ₂ e	10,652	11,148	10,311	8,385	7,782
Transmission and distribution (purchased electricity and district heating)	tonnes CO ₂ e	22,957	21,556	18,638	12,689	11,323
Well-to-tank emissions from energy	tonnes CO ₂ e	51,635	47,818	45,600	41,386	35,175
Scope 3 – use of sold products						
Lifetime emissions from energy-using products sold by Kingfisher	tonnes CO ₂ e			8,813,749	u/a	7,048,707

Emissions outside of Greenhouse Gas Protocol scopes

Outside of scope‡	tonnes CO ₂ e	3,009	1,279	3,055	2,834	3,418
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Our direct footprint refers to our scope 1 and 2 emissions.

Details on data scope of haulage:

- we have dedicated deliveries in our UK, French and Polish markets.
- non-dedicated deliveries include deliveries in the following markets: France, Spain, Portugal, Romania, Poland and Russia.
- rail deliveries occur in our UK, Polish, Romanian and Russian markets. Rail data for our French market has been unavailable for 2018/19 and 2019/20.
- estimated exports arranged by Kingfisher's sourcing offices includes data for air freight only for 2019/20. This means it cannot be compared with previous year's data which also included sea freight emissions.

Emissions from deliveries by rail increased due to: the increase in our dedicated store delivery fleet due to business unification; an increase in goods sourced and transported by Kingfisher rather than suppliers; an increase in the number of Screwfix stores; and an increase in the distance of goods transported by rail in Russia.

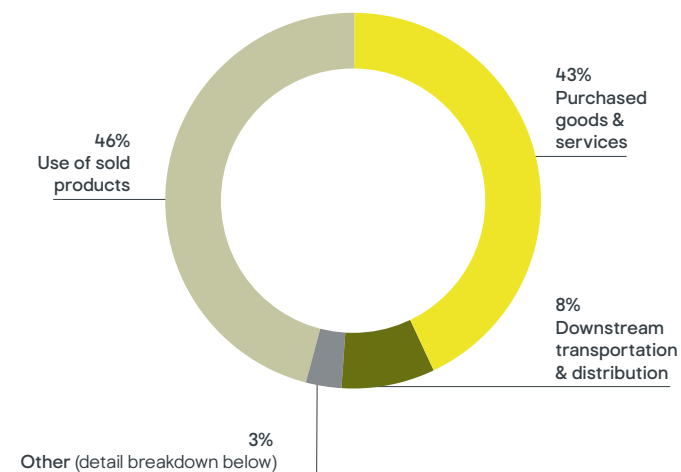
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† Data covers 50% of scope 1 and 2 emissions from our Koçtaş joint venture

‡ Data covers forecourt fuels containing biofuel for our markets in the UK and France

We calculated our full scope 3 carbon footprint in 2016/17: the split between the categories is shown in the graph. We have been reporting on the majority of our own operations for a number of years (see page 18) and have extended that to include emissions from purchased goods and services this year. We are not yet able to report on emissions from our supply chain.

Our scope 3 emissions thousand tonnes



- 0.82% Upstream transportation and distribution
- 0.75% End of life treatment of sold products
- 0.36% Employee commuting
- 0.36% Fuel and energy related activities
- 0.29% Capital goods
- 0.11% Business travel
- 0.11% Upstream leased assets
- 0.06% Investments
- 0.06% Waste generated in operations
- 0.02% Downstream leased assets

Haulage

	Units	2015/16	2016/17	2017/18	2018/19	2019/20
Scope 1 haulage breakdown – dedicated fleet vehicles						
Dedicated fleet vehicles – store deliveries						
Fuel: diesel	thousand litres	14,199	14,197	14,941	14,900	15,319
Fuel: biofuel and gas (LNG and CNG)	thousand litres	1,223	33	32	27	892
Carbon emissions	tonnes CO ₂ e	37,897	37,140	38,835	39,114	41,356 ^o
Distance travelled	thousand km	47,986	46,408	48,593	49,106	52,902
Volume of products delivered	thousand m ³	4,079	3,666	3,627	2,766	4,034
Loading efficiency	litres of fuel used per m ³ of product delivered to stores	3.78	3.88	4.13	5.40	4.02
Dedicated fleet vehicles – home deliveries						
Fuel: diesel and petrol	thousand litres	7,544	7,501	6,999	7,342	6,583
Fuel: gas (LPG)	thousand litres	221	183	76	0	0
Carbon emissions	tonnes CO ₂ e	20,064	20,017	18,372	19,329	17,272 ^o

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

We have dedicated home deliveries in our UK (B&Q only) and Polish markets.

Around 23% of our direct carbon footprint (scope 1 and 2) 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. Direct haulage emissions (those from our own dedicated delivery fleets and which are included in our carbon target) have increased by 2.6% against our 2016/17 baseline. This is due to an increase in deliveries to our stores. Emissions from home delivery reduced, however, this is largely due to a change in data scope since Castorama France no longer have a dedicated home delivery service. Emissions from indirect haulage are reported in the scope 3 emissions data.

Carbon emissions direct haulage thousand tonnes CO₂e from dedicated store and home delivery fleets

2019/20	41.3	17.3	58.6
2018/19	39.1	19.3	58.4
2017/18	38.8	18.4	57.2
2016/17	37.2	20.0	57.2

■ Store deliveries ■ Home deliveries

Carbon emissions direct and indirect haulage thousand tonnes CO₂e

2019/20	58.6	97.6	156.2
2018/19	58.4	102.7	161.1
2017/18	57.2	130.7	187.9
2016/17	57.2	112.8	170.0

■ Direct ■ Indirect

Property electricity/renewables

	Units	2015/16	2016/17	2017/18	2018/19	2019/20
Scope 2 market-based breakdown – property electricity and heat						
Onsite renewables	% kWh		1	1	2	2
Purchased zero carbon renewables	% kWh		2	28	39	38
Purchased electricity with a tariff-specific conversion factor	% kWh		45	9	4	3
Purchased electricity for which a national residual mix carbon conversion factor is available (countries inside Europe)	% kWh		39	48	40	42
Purchased electricity for which a grid-average conversion factor has been used (for our Russian market). Also includes a small element of purchased heat for which the same conversion factor has been used as in our location-based emissions.	% kWh		13	14	15	15

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

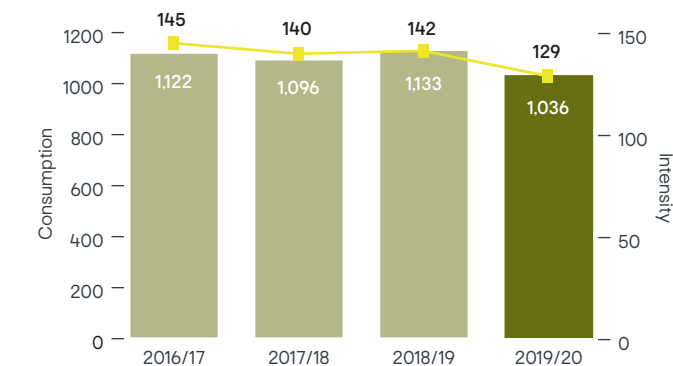
	Units	2015/16	2016/17	2017/18	2018/19	2019/20
Energy consumption						
Property energy	GWh	1,143	1,122	1,096	1,133	1,036
Logistics energy	GWh	245	232	234	236	241
Total energy	GWh	1,388	1,354	1,330	1,369	1,277^o
Property energy intensity	kWh/m ² reported floor space	147.3	145.3	140.1	141.5	129.1
Total energy intensity	kWh/m² reported floor space	179	175	170	171	160^o

	Units	B&Q UK	Brico Dépôt France	Brico Dépôt Iberia	Brico Dépôt Romania	Castorama France	Castorama Poland	Castorama Russia	Screwfix	Group Total
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Energy consumption (by retail banner) 2019/20

Property energy	GWh	403	118	18	49	156	128	84	80	1,036
Property all sites: energy intensity	kWh/m ²	143.2	106.1	76.1	156.6	90.6	143.8	258.7	129.4	129.1

Our property energy consumption absolute and intensity



■ Total property energy consumption (GWh)
 ■ Property energy intensity (kWh/m² floor space)

Customers: We help make greener, healthier homes affordable

Target: 50% of sales to be from our Sustainable Home Products by the end of 2020/21.

Whilst we recognise we are not on track for our target of 50% sales from sustainable home products by the end of 2020/21, we're proud that well over a third (37%) of our sales come from our Sustainable Home Products. This generated £4.2 billion for the business in 2019/20. During this year we will be reviewing and extending this target to 2025.

	Units	2015/16	2016/17	2017/18	2018/19	2019/20
Sustainable Home Product sales (total)						
Our Sustainable Home Products help customers to create a greener, healthier home.						
All Sustainable Home Products	sales £ million	£2,887.7	£3,138.1	£3,779.4	£3,707.1	£4,220.5 ^o
	(% retail sales)	(28%)	(28%)	(32%)	(32%)	(37%) ^o

Due to improvements in our wood and paper data systems and processes this year we are able to report on progress of our overall Sustainable Home Product sales for 2018/19 and 2019/20.

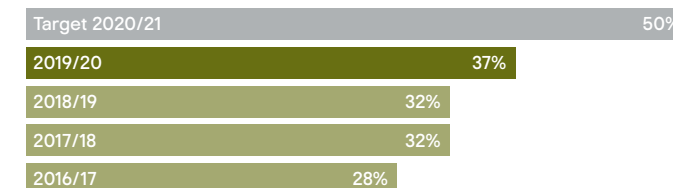
Sustainable Home Product sales (expect, exceed, excite)

We have three levels of Sustainable Home Products. These range from 'expect' products, those with at least one sustainable feature or benefit, to 'excite' products, our most innovative products or ranges.

'Excite' products – sustainable innovation that has the potential to achieve significant change	sales £ million					£0.2
	(% retail sales)					(0.002%)
'Exceed' products – products that can make a more significant difference to the sustainability of our customers' homes and/or the wider environment	sales £ million	£573.5	£618.8	£835.2	£916.4	£946.2
	(% retail sales)	(6%)	(6%)	(7%)	(8%)	(8%)
'Expect' products – products that have a sustainable feature and/or benefit	sales £ million	£2,314.2	£2,519.3	£2,944.2	£2,790.7	£3,274.1
	(% retail sales)	(22%)	(22%)	(25%)	(24%)	(29%)

We started reporting on our 'Excite' products in 2019/20.

Sustainable Home Products % of retail sales



Target: 50% of sales to be from our Sustainable Home Products by the end of 2020/21.

	Units	2015/16	2016/17	2017/18	2018/19	2019/20
Sustainable Home Product categories						
We classify our Sustainable Home Products according to six sustainability attributes. These are explained in our Sustainable Home Product guidelines.						
Connect to nature	% retail sales			0.4	1.4	1.6
Health & wellbeing	% retail sales			5.8	7.3	7.8
Live smarter	% retail sales			3.1	5.7	6.8
Save energy	% retail sales			6.7	6.1	7.0
Save water	% retail sales			1.7	1.7	1.9
Sustainable materials	% retail sales			14.8	10.0	12.5

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 UK	Brico Dépôt France	Brico Dépôt Iberia	Brico Dépôt Romania	Castorama France	Castorama Poland	Castorama Russia	Screwfix
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Sustainable Home Product categories (by retail banner)

Summary by retail banner 2019/20									
Connect to nature	% retail sales	1.25	0.03	0.003	0.02	0.12	0.12	0.02	0.01
Health & wellbeing	% retail sales	3.63	0.89	0.04	0.01	1.41	0.49	0.03	1.34
Live smarter	% retail sales	1.51	1.58	0.12	0.06	1.12	0.67	0.06	1.67
Save energy	% retail sales	1.37	1.41	0.12	0.07	1.38	0.61	0.08	1.94
Save water	% retail sales	0.64	0.25	0.05	0.02	0.31	0.29	0.03	0.35
Sustainable materials	% retail sales	6.34	2.60	0.22	0.02	2.41	0.66	0.03	0.19

Reduction in customer energy use through our products, services and advice

Our range of products can help customers reduce home energy use by almost one-third.

	Units	2015/16	2016/17	2017/18	2018/19	2019/20
Customer energy						
Reduction in customer energy use through products, services and advice	%		31	32	31	30 ^o
Lifetime energy savings from customer use of energy saving and energy-using products	TWh				43	41

We have restated our data for the reduction in customer energy use for 2018/19 to reflect a change in our scoring methodology. We no longer include insulation board in this calculation since this is primarily used for new build construction or extension projects rather than for improving the energy use of existing homes. The year on year reduction in energy saving potential is due to a change in ranges offered at some of our retail banners.

Altogether, our customers will save an estimated 41TWh of energy through the energy saving products purchased from us in 2019/20, over the lifetime of the products.

Improvement in customer water efficiency through our products, services and advice

Our range of products can help customers reduce home water use by 42%. Further reductions are challenging since ultra-low-flow products can affect performance for some customers.

	Units	2015/16	2016/17	2017/18	2018/19	2019/20
Customer water use						
Improvement in customer water efficiency through products, services and advice	%		44	45	42	42 ^o
Lifetime water savings from customer use of products	million m ³					380

Lifetime water savings relate to products purchased in the financial year. This is a new performance indicator so we cannot report data for previous years.

Customer energy savings

Reduction in customer energy use through our products, services and advice (%)



Customer water savings

Improvement in customer water efficiency through products, services and advice (%)



Sales that have enabled customers to create safer, healthier homes

We are on track to our target.

	Units	2015/16	2016/17	2017/18	2018/19	2019/20
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		5	6	9	9

Safer, healthier homes and connect with nature

Sales that have enabled customers to create safer and healthier homes and connect with nature (% of retail sales)

2019/20	9%
2018/19	9%
2017/18	6%
2016/17	5%

Communities: We will fight to fix bad housing

Target: Help more than one million people whose housing needs are greatest by 2025.

Over 355,000 people have benefited from our donations since 2016/17, on track to our target.

	Units	2015/16	2016/17	2017/18	2018/19	2019/20
People and organisations helped						
Number of people who directly benefited from our community contributions	number of people		59,342	62,292	61,487	172,419
Number of organisations that directly benefited from our community contributions	number of organisations				348	455

Community investment (£ donated)

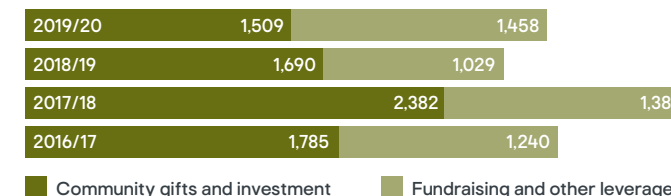
Cash donations	£ thousand	1,001	1,353	1,501	670	788 [◊]
In-kind contributions	£ thousand	441	109	579	168	178 [◊]
Employee time	£ thousand	172	70	59	281	233 [◊]
Management costs	£ thousand	53	253	243	571	310 [◊]
Total community contributions	£ thousand	1,667	1,785	2,382	1,690	1,509[◊]
Total community investment – company input – as a % of pre-tax profit	%	0.24	0.23	0.30	0.24	0.28

Community investment – why we contribute

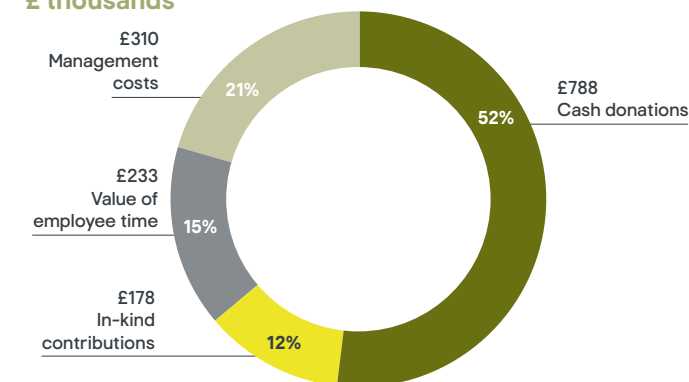
Charitable gifts	£ thousand			702	777 [◊]
Community investment	£ thousand			417	254 [◊]
Commercial initiatives in the community	£ thousand			0	168 [◊]
Total community investment	£ thousand			1,119	1,199[◊]

For our community investment we also include 'why we contribute', this shows how our giving breaks down between charitable gifts, community investment and commercial initiatives in the community. Management costs are excluded from this section.

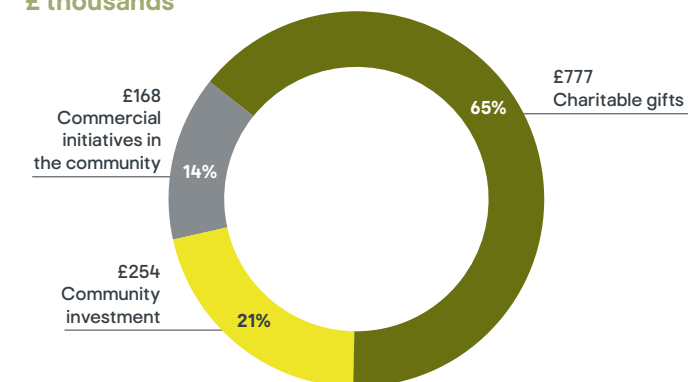
Community investment £ thousands



Community investment breakdown 2019/20 £ thousands



Community investment – why we contribute 2019/20 £ thousands



Units 2015/16 2016/17 2017/18 2018/19 2019/20

Value of employee and customer giving

	£ thousand	774	1,240	1,387	1,029	1,458 ^o
Fundraising and other leverage						

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 UK Brico Dépôt Romania Castorama France Castorama Poland Castorama Russia Screwfix Corporate centre and KITS Group Total

Community investment by market 2019/20

Community investment	£ thousand	282	22	354	36	60	155	600	1,509

Target: Provide over 20,000 colleague volunteering hours to support housing and home improvement projects in 2020/21.

Our employees spent over 19,600 working hours volunteering in their local communities. Due to the Covid-19 pandemic we have been unable to continue our volunteering programme across all markets, and anticipate that we will not now meet this target in 2020/21.

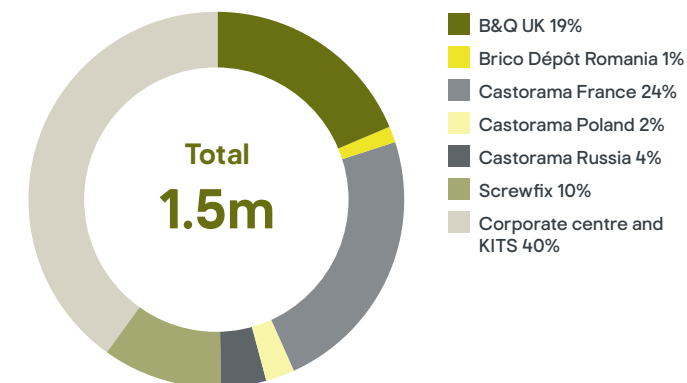
Units 2015/16 2016/17 2017/18 2018/19 2019/20

Colleague involvement

Number of colleagues that actively participated in community activities in paid working time	number of colleagues		1,907	1,507	1,203	1,876
Time contributed by colleagues during company time	number of hours		7,720	7,086	23,482	19,635

Community investment by market 2019/20

£



Time contributed by colleagues during company time number of hours

2019/20	19,635
2018/19	23,482
2017/18	7,086
2016/17	7,720

Employee safety

	Units	2015/16	2016/17	2017/18	2018/19	2019/20
Employee accidents – fatalities						
Work-related fatalities	number	0	0	0	0	0
Work-related employee accidents						
Accident numbers						
All work-related employee accidents/injuries	number	7,545	7,380	6,501	6,225	6,908
Accident rate						
Rate for 'all work-related' accidents	number per 100,000 full-time equivalent employees	12,120	11,599	10,184	9,549	10,691
Work days lost						
Total number of work days lost as a result of all work-related employee accidents/injuries	number	90,547	80,670	93,713	74,686	45,020

The fall in total number of work days lost reflects a reduction in accidents at Brico Dépôt France.

Employee accident rate

Number of 'all work-related' accidents per 100,000 full-time equivalent employees

2019/20	10,691
2018/19	9,549
2017/18	10,184
2016/17	11,599

Sustainable materials

Responsible Business Fundamental: Sustainable management and efficient use of key resources by 2025, including peat-free bagged growing media by 2020.

In 2019/20, 43% of UK, France and Poland bagged growing media was peat-free.

	Units	2015/16	2016/17	2017/18	2018/19	2019/20
Peat alternative in bagged growing media						
Peat in bagged growing media	% of volume sold	38	32	33	38	57
Peat alternative in bagged growing media	% of volume sold	62	68	67	62	43

'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, composted bark, coir, and wood fibre.

Data is reported for B&Q UK, Castorama France, Brico Dépôt France and Castorama Poland. We are reporting data for France and Poland for the first time this year so cannot compare performance with previous years.

Responsible sourcing

Responsible Business Fundamental: All suppliers meet our ethical and environmental standards by 2020.

904, or 68%, of our high-risk production sites have had an ethical audit in the past two years. We continue to work towards our target but do not expect to achieve it by our target date of January 2021.

	Units	2015/16	2016/17	2017/18	2018/19	2019/20
Supplier assessments						
Total number of suppliers	number			4,310	2,841	3,253 [◊]
Total number of finished goods production sites [†]	number			5,504	3,657	2,973 [◊]
Production sites that have completed an audit at some stage in the past two financial years	number			1,178	995	941 [◊]
Production sites that have completed an audit at some stage in the past two financial years	%			21	27	32 [◊]
Total number of production sites with high inherent risk	number			995	1,158	1,333 [◊]
High inherent risk production sites that have completed an audit at some stage in the past two financial years	number			479	548	904 [◊]
High inherent risk production sites that have completed an audit at some stage in the past two financial years	%			48	47	68 [◊]

Supplier assessments – site grades

Grade 1	number			187	38	54 [◊]
Grade 2	number			44	52	39 [◊]
Grade 3	number			272	43	26 [◊]
Grade 4	number			367	239	289 [◊]
Grade 5	number			294	552	525 [◊]
Grade Business Critical	number			14	54	4 [◊]

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.

◊ Limited assurance provided by DNV GL

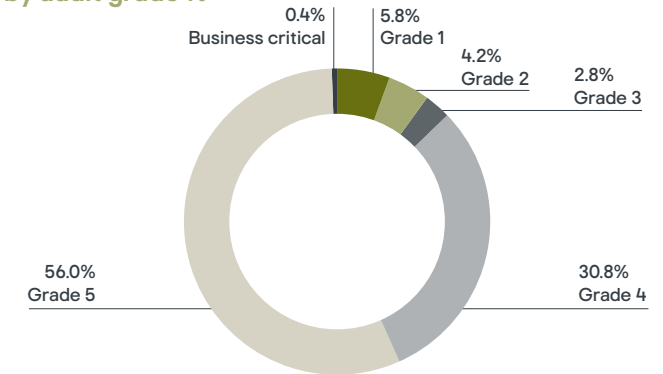
† Data covers production sites that our Buying Offices source from directly, and those disclosed to us by suppliers through the Sedex platform. We aim for all our suppliers to be using Sedex by the end of 2020, and to disclose to us all production sites that supply us with finished goods.

Supplier production site audits

% of known production sites that have completed an audit at some stage in the past two financial years



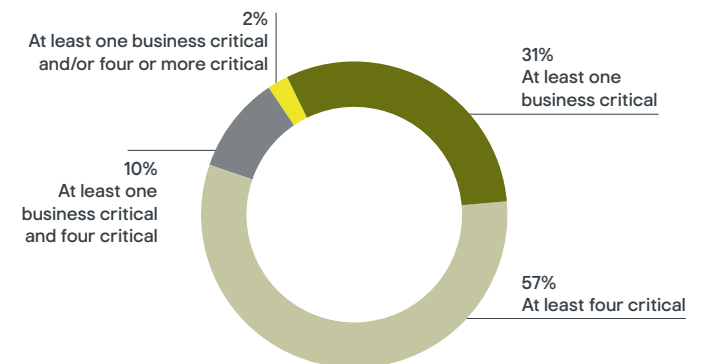
Supplier production sites – GFR 2019/20 by audit grade %



The chart shows the audit grades 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.

Audit non-conformances 2019/20

% breakdown of non-conformances audit



Waste and recycling

Responsible Business Fundamental: Zero waste to landfill by 2020 and 90% of waste recycled by 2025.

Although we reduced the volume of waste generated and recycling rate fell, we are not currently on track to meet our targets by 2025.

	Units	2015/16	2016/17	2017/18	2018/19	2019/20
Waste disposal						
Waste disposed to landfill	thousand tonnes	47	31	32	35	36 ^o
Waste disposed to incineration	thousand tonnes	25	24	30	24	30 ^o
Waste recycled	thousand tonnes	165	151	160	151	132 ^o
Total waste generated	thousand tonnes	237	206	222	210	198^o
Landfill diversion rate	% of total waste generated	80	85	86	83	82 ^o
Recycling rate	% of total waste generated	70	73	72	72	67 ^o

Breakdown of materials recycled

Wood	thousand tonnes	79	72	75	64	53
Cardboard/paper	thousand tonnes	39	37	39	36	35
Plastic	thousand tonnes	7	7	7	6	6
Metal	thousand tonnes	7	4	4	5	6
Rubble	thousand tonnes	26	19	19	24	23
Other	thousand tonnes	7	12	16	16	9

Total waste generated fell by 5% year on year, however recycling rates also fell slightly in most markets. B&Q, Castorama France and Brico Depot France account for the majority of our waste. B&Q improved reporting procedures for waste wood. Previously the amount of wood recycled included a proportion of wood that was unsuitable for recycling and was sent to energy from waste instead. That has been rectified this year with all waste wood recorded in the appropriate category.

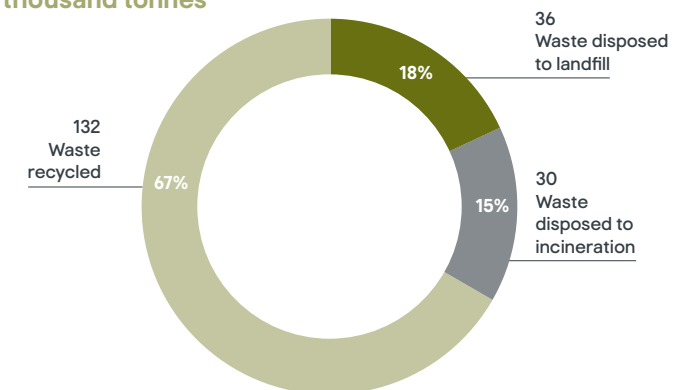
Waste recycled %



Waste diverted from landfill %



Waste recycling and disposal 2019/20 thousand tonnes



Assurance statement

Independent Limited Assurance Report to the Directors of Kingfisher plc

Kingfisher plc (“Kingfisher”) commissioned DNV GL Business Assurance Services UK Limited (“DNV GL”, “us” or “we”) to conduct a limited assurance engagement over Selected Information presented in their Responsible Business Report 2019/20 and the Performance Data Appendix 2019/20 (together the “Report”) for the reporting year ended 31 January 2020.

Our Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe 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 on page 33.

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 to the left.

- Kingfisher’s Sustainability Reporting Tool was supported by comprehensive internal data collection guidelines. We recommend data collection processes are documented internally for all indicators at group and operating company level, to ensure consistency each year in data preparation.
- We found that many of the processes used to collect data from source into the Reporting Tool relied predominantly on manual processes using spreadsheets. To reduce the risk of error in the data collection process, we recommend that Kingfisher introduce automated processes and use systems-based solutions where possible. This relates to the three areas of data discussed below and in addition: Sustainable Home Products, carbon footprint property data, haulage, energy use and waste disposal.
- Community investment: we found material manual data entry errors in the internal data collection spreadsheet for B&Q and that management costs had not been reported for all operating companies. These errors were corrected by Kingfisher and subsequent additional testing proved satisfactory.
- Supplier assessments: material errors were found in our sample testing of supplier site audit grades. As a result Kingfisher agreed to update the site grade guidance to match current working practice; and completed re-grading for all supplier site audit grades. Subsequent additional sample testing of an increased sample size proved satisfactory.
- Responsibly sourced wood and paper products:
 - We noted a number of limitations as the data consolidation process relied on manual creation of a core wood and paper data set. We recommend Kingfisher defines their business-as-usual data consolidation and collection methodology, involving the core purchasing and procurement business.
 - We noted the inherent risks related to the completeness of this data as it cannot be reconciled with an independent data source, such as products purchased data. We recommend that Kingfisher considers undertaking regular checks against products sold and other metrics on a sample basis to further increase confidence that the data is complete.

Selected Information

The scope and boundary of our work is restricted to selected 2019/20 performance data included within the Report (the “Selected Information”), as indicated with “◊” in the Performance Data Appendix 2019/20 for the following areas:

Colleagues

- Diversity (page 15)

Planet

- Responsibly sourced wood and paper products (page 16)
- Carbon footprint (page 17 and 18)
- Haulage – dedicated fleet vehicles (page 20)
- Energy use (page 21)

Customers

- Sustainable Home Products sales (page 22)
- Customer energy (page 24)
- Customer water use (page 24)

Communities

- Community investment (page 26 and 27)

Responsible sourcing

- Supplier assessments (page 30)
- Supplier assessments – site grades (page 30)

Waste and recycling

- Waste disposal (page 31)

Sustainability Targets

- Progress towards Sustainability Targets (page 5)

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 2019/20 (the “Criteria”), which can be found at [sustainability data collection methodology](#). 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 in accordance with the International Standard on Assurance Engagements (ISAE) 3000 Revised – 'Assurance Engagements other than Audits and Reviews of Historical Financial Information', issued by the International Auditing and Assurance Standards Board. This standard requires that we comply with ethical requirements and plan and perform the assurance engagement to obtain limited assurance.

DNV GL applies its own management standards and compliance policies for quality control, in accordance with ISO/IEC 17021:2011 – Conformity Assessment Requirements for bodies providing audit and certification of management systems, 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 timing from, and are less in extent than for, a reasonable assurance engagement; and the level of assurance obtained is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. We planned and performed our work to obtain the evidence we considered sufficient to provide a basis for Our Conclusion, so that the risk of this conclusion being in error is reduced but not reduced to very low.

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 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;
- Visiting to two operating companies, B&Q and Castorama Poland, to review processes and systems for preparing operating company level data consolidated at group level. We were free to select operating companies and they were chosen on the basis of materiality and frequency of audit visit over the past two years;
- Visiting head office to review processes and systems for preparing and consolidating group level data;
- Additional testing was undertaken on community investment and supplier assessments site grade data due to material errors found in our initial sample testing. Kingfisher undertook corrective actions and our subsequent sample testing proved satisfactory;
- 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.

Our competence, independence and quality control

DNV GL's established policies and procedures are designed to ensure that DNV GL, its personnel and, where applicable, others are subject to independence requirements (including personnel of other entities of DNV GL) and maintain independence where required by relevant ethical requirements. This engagement work was carried out by an independent team of sustainability assurance professionals. 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. DNV GL expressly disclaims any liability or co-responsibility for any decision a person or an entity may make based on this Assurance Statement.

Responsibilities of the Directors of Kingfisher and DNV GL

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.

DNV GL Business Assurance Services UK Limited
London, UK
24th August 2020



DNV GL Business Assurance

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

Read more

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

Annual Report and Accounts
www.kingfisher.com/annualreport

Our Responsible Business report
www.kingfisher.com/responsible-business-report

Our data collection methodology
www.kingfisher.com/datamethodology

Our Sustainable Home Product guidelines
www.kingfisher.com/shpguidelines

Contacts

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