



Kingsher



Performance Data Appendix

2021/22

At Kingfisher, we believe a better world starts with better homes. We help make better homes accessible for everyone.

We prioritise Responsible Business with a commitment to lead our industry in four areas: being an inclusive company; helping to tackle climate change and become Forest Positive; making greener and healthier homes affordable; and working with charity partners to fix bad housing.

About this appendix

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 2021/22, providing detailed data and a summary of progress against our targets.

Our Appendix summarises how our reporting aligns with external frameworks including the United Nations Global Compact, the United Nations Sustainable Development Goals and the Sustainability Accounting Standards Board (SASB).

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

About Kingfisher

Kingfisher plc is an international home improvement company with over 1,470 stores in eight countries across Europe.

We operate under retail banners including B&Q, Castorama, Brico Dépôt, Screwfix, TradePoint and Koçtaş, supported by a team of 82,000 colleagues.

We offer home improvement products and services to consumers and trade professionals who shop in our stores and via our ecommerce channels.

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Our Responsible Business strategy

We have been prioritising Responsible Business for over three decades and, today, Responsible Business is one of the key elements in our ‘Powered by Kingfisher’ strategy.

Our Responsible Business priorities

We focus on four key priorities where we can use our experience, scale and influence to bring about positive change. We have set ambitious targets in each area and we monitor progress against an established set of KPIs.

This year we are integrating Responsible Business measures into our long-term incentive plan (known as the Kingfisher Performance Share Plan), which will be granted to members of our senior leadership team.

We selected our four priorities based on research with our customers, the findings of our materiality assessment and external frameworks such as the UN Sustainable Development Goals.

Our targets and measurement approach have been developed with leading sustainability organisation Bioregional, who are experts in the development of sustainable communities and in measuring and monitoring sustainability performance.

Our Responsible Business Fundamentals

Our four priorities are underpinned by our Responsible Business Fundamentals – the issues and impacts we measure and manage to ensure we continue to operate responsibly across our business. We have clear policies and guidance in each of these areas.



Colleagues

We will be a more inclusive company

We will become an inclusive company, by breaking down barriers to employment and progression and building skills for life.



Planet

We will be Forest Positive and help tackle climate change

We will become Forest Positive by creating more forests than we use, and investing in forest projects. We will help tackle climate change by reducing carbon emissions from our business, products and supply chains.



Customers

We will help make greener, healthier homes affordable

We will help millions of customers have a greener, healthier home – one that is resource-efficient, uses planet-friendly materials and is free from harmful chemicals.



Communities

We will fight to fix bad housing

We will donate our products, expertise and time to help people whose housing needs are greatest in the communities we serve.

Underpinned by our Responsible Business Fundamentals

Employee safety	Responsible sourcing	Waste and recycling	Ethical conduct
Tax governance and risk management	Public policy	Pensions	

Guided by Governance including stakeholder engagement and materiality

About our data

Our Responsible Business data covers the period 1 February 2021–31 January 2022. It provides a summary of performance for all our wholly-owned retail banners.

Our approach

Sustainability experts Bioregional coordinate our head office data review process and monitor our progress on sustainable home product innovation.

Detailed information on the scope of the data and the methodologies used to calculate our data are explained in our [Responsible Business Data Collection Methodology](#) document.

Our Responsible Business 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 24). 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](#).

Changes to our targets are summarised on page 6.

Audit and assurance

Our Responsible Business performance data and the qualitative statements included in our Annual Report and Accounts, Responsible Business Report and Performance Data Appendix are reviewed by our internal Responsible Business teams, and by Bioregional.

We appointed DNV to provide a limited assurance opinion on selected information within this report. The information marked throughout the report with the symbol ◊ indicates the scope of their work.

Further details on the work they performed and their conclusion are set out in their independent assurance statement on page 36.

Reporting frameworks

We are members of the United Nations Global Compact and include an index on page 13. We aim to support progress on the UN Sustainable Development Goals and include an index on page 9 indicating where we can have the most impact.

We are aligning our reporting with the Sustainability Accounting Standards Board (SASB) standards for Multiline and Speciality Retailers and Distributors. Our [SASB Index](#) shows where relevant data and disclosures can be found.

We aim to report in line with the recommendations of the Task Force on Climate-Related Financial Disclosure (TCFD), see our [Annual Report and Accounts](#) page 23 to 29.

We disclose our performance to CDP and the Workforce Disclosure Initiative (WDI). 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 2021/22

We continued to perform well against our four key Responsible Business priorities and our Fundamentals, improving performance across our targets in 2021/22. We have committed to a net-zero target for our scope 1 and 2 emissions by 2040 and set up a new ambitious target for Sustainable Home Product sales.

Colleagues

A more inclusive company

We continue to implement our Group and banner Inclusion and Diversity action plans. In 2021/22, we had 25.2% women in senior leader roles (2020/21: 23.2%), against our target of 35% by 2025/26. There were 37.7% women in management (2020/21: 36.1%), compared with our 40% target. We are pleased to have increased the percentage of women year on year but know we need to accelerate progress to meet our target. Results from our colleague engagement survey showed a score of 8.6 out of 10 for inclusion.

Colleagues completed 2.3 million hours of skills for life learning during 2021/22 bringing the total number of hours completed since 2019/20 to 3.9 million, meaning we are on track to achieve our target.

We will continue to provide great learning opportunities for all our colleagues across the Kingfisher Group, as well as increasing our focus on inclusive youth employment.

Planet

Becoming Forest Positive and helping to tackle climate change

In 2021/22, 87.2% of the wood and paper used in products sourced during the year (per number SKUs purchased) met our responsible purchasing criteria. This data covers all banners. In B&Q, Castorama France and Brico Dépôt France, we've reached 92.4% responsibly sourced wood and paper (2020/21: 91%).

100% of catalogue paper met our responsible purchasing criteria (2020/21: 100%).

As a founding member of the Rainforest Alliance Forest Allies initiative, we are investing in six projects in key forest geographies across the globe covering over 300,000 hectares and supporting the livelihoods of 7,400 people.

We have reduced direct greenhouse gas emissions (scope 1 and 2) by 24.5% against our 2016/17 baseline, on track to achieving our science-based carbon reduction target.

During 2021/22, we invested £19.6 million in energy efficiency projects including the installation of LED lighting, building energy management systems and insulation and heating improvements. Since 2016/17, efficiency investments have reduced our energy intensity by 6.4%.

We buy electricity from zero carbon sources, supported by Guarantee of Origin certificates. This now covers our operations in the UK, Iberia, Poland, Romania and France – 100% of purchased electricity.

For our scope 3 emissions, we have reduced intensity of our emissions from the supply chain and customer use of products by 19.7% since 2017/18, meaning we are on track to our overall scope 3 target of a 40% emissions intensity reduction by 2025.

We also published a new target to reach net-zero for our operations (scope 1 and 2) by the end of 2040/41, see page 6.

Removing peat

Removing peat from our garden ranges is one of the most important actions we can take to help tackle climate change.

This year for the UK, Ireland, France, Poland and Romania 63.8% of bagged growing media used alternative non-peat materials (2020/21: 52.2%*). Most compost and other growing media are sold by B&Q (around 77% of our total), who have committed to be 100% peat-free across bagged growing media by 2023. In 2021, they reached 71.5%.

* Romania was not included in the reporting scope in 2020/21.

Customers

Making greener, healthier homes affordable

In 2021/22, 44.1% of our total Group sales came from SHP products – helping more customers create greener, healthier homes (2020/21: 42.2%), making progress towards our 60% target. For our OEB ranges, the figure is 54.7%.

Sales of our Sustainable Home Products generated £5.8 billion for the business.

We've made progress on integrating sustainability in many product categories – including improving water efficiency for our taps, responsible sourcing of wood and paper products, switching to LED lighting, removing harmful chemicals from key ranges and switching to water-based paints. Some of our next challenges include developing our approach to responsible sourcing for metals and minerals as well as products such as cement.

Removing harmful chemicals

We're working with suppliers and partners to phase out chemicals of concern ahead of regulation and to identify commercially viable sustainable chemicals that can replace potentially harmful substances. Priority projects in 2021/22 have included testing a different type of glue for particle board, developing a set of standards for chrome plating factories, piloting a new chemicals management software system and training colleagues and suppliers on best practice in chemicals management.

In 2022/23 our focus will be on updating our chemicals roadmap, taking into account trends in sustainable chemistry and expected regulatory changes.

Sustainable packaging

We have started to make good progress on packaging with action plans in place to drive continuous improvement towards our targets. However, we still have a lot to do. Currently around 28% of paper and board used in our packaging and around 13% of the plastics used in our packaging meet our responsible packaging standards. 92% of plastic used in our packaging is recyclable. With improvement initiatives already in place, we expect to significantly improve performance in 2022 and beyond.

Communities

Fighting to fix bad housing

Our community projects help to improve homes and community spaces and have reached over 1.5 million people since 2016/17.

Our community investment was worth £4.0 million in 2021/22 (2020/21: £5.5m) and directly supported 830 organisations. That includes cash donations, employee time and in-kind contributions such as product donations.

Our giving was equivalent to 0.4% of underlying pre-tax profits (2020/21: 0.7%). Our giving shows a reduction year on year reflecting the above average donations we made in 2020/21 to support people affected by the pandemic.

We now have a charitable foundation in every banner – supporting local organisations working to improve housing and community spaces. We've also responded to the crisis in Ukraine, giving funds and other support to help people who have had to leave their homes.



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Responsible Business Fundamentals

Employee safety

Our total employee accident rate (number of all work-related accidents per 100,000 full-time equivalent employees) was 11,276 (2020/21: 9,484). More stores were allowed to remain open during periods of lockdown across all markets compared to 2020/21, and we believe this increased activity has had an impact on safety performance.

We were deeply saddened by the death of a colleague at one of our Brico Dépôt stores in France, following an accident involving a forklift truck. Internal procedures, training and awareness surrounding forklift safety were immediately reviewed across all our banners.

Responsible sourcing

During 2021, 961 production sites* (294 OEB and 667 non-OEB production sites) were identified as 'high risk' (this equates to 50% of production sites disclosed to us via Sedex or other platforms). Of these, 804 production sites* had completed an ethical audit within the past two years. This equates to 84% of the 'high risk' sites disclosed to us (92% of sites supplying OEB products and 80% for non-OEB products).

We met our target to assess 85% of our GNFR spend (with suppliers with whom we spend over £75,000). The average supplier score was 59 out of 100, a Silver rating.

* Production sites of our 24 major international brand suppliers are not included.

Waste and recycling

Our activities generated 210,000 tonnes of waste in 2021/22 (2020/21: 177,000). This is a 19% increase compared to an increase in like-for-like sales of 8%. This reflects new store openings and the impact of the pandemic including changes to ways of working and increased PPE use.

Overall, 68.4% of our waste was recycled (2020/21: 68.8%) and we diverted 91.8% from landfill (2020/21: 85.2%). The significant improvement in our landfill diversion is primarily due to improvements in waste management at our French banners. Our recycling rate was consistent with previous years and we hope to improve this further in future through our engagement with waste management contractors and updates to our waste contracts in some markets.

Changes to our targets

Since publishing our previous Performance Data Appendix we have introduced some new targets.

Our new commitments are to:

- **Planet** – Reach net-zero emissions for our operations (scope 1 and 2) by the end of 2040/41. This means we will reduce absolute emissions by at least 90% against our 2016/17 baseline, and neutralise our residual emissions, in line with the requirements of the Science Based Target initiative's (SBTi) Corporate Net-Zero Standard.
- **Customers** – 60% of Group sales to be from our Sustainable Home Products by 2025/26, including 70% of sales for own exclusive brand products (OEB).

We extended our target for 100% responsibly sourced wood and paper for our products and catalogues to 2025/26.

Our previous commitments relating to responsible sourcing, waste, chemicals and sustainable materials have been embedded into our policies and are no longer included in our list of targets. We continue to report progress on our key performance indicators for these subjects.

Progress against targets

Target	Trend	Summary	Performance
Colleagues			
Improve gender balance to 35% women in senior leadership and 40% women in management by 2025.	↑	We've now reached 25.2% women in senior leadership (2020/21: 23.2%) and 37.7% in management (2020/21: 36.1%).	On track
Provide five million hours of skills for life learning by 2025.	↑	Colleagues completed 2.3 million hours of skills for life learning during 2021/22 bringing the total number of hours completed since 2019/20 to 3.9 million.	On track
Planet			
100% responsibly sourced wood and paper for our products and catalogues by 2025.	↑	87.2% of wood and paper in our products was responsibly sourced (2020/21: 81.2%) and 100% of catalogue paper.	On track
Become Forest Positive by 2025.	↑	As a founding member of the Rainforest Alliance Forest Allies initiative, we are investing in six projects in key forest geographies across the globe.	On track
Achieve our approved science-based carbon reduction target by 2025: Reduce scope 1 and 2 emissions from property and transport by 38% 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 reduced absolute scope 1 and 2 greenhouse gas emissions by 24.5% since 2016/17. We have reduced intensity of our scope 3 emissions from the supply chain and customer use of products by 19.7% since 2017/18.	On track (scope 1 and 2) On track (scope 3)
Reach net-zero emissions for our operations (scope 1 and 2) by the end of 2040.	New target	This is a new target. Achieving our science-based carbon reduction target is the first step towards net-zero.	On track
Customers			
60% of Group sales to be from our Sustainable Home Products by 2025, including 70% of sales for own exclusive brand products (OEB).	↑	In 2021/22, 44.1% of our total Group sales came from SHP products (2020/21: 42.2%). For our OEB ranges, the figure is 54.7%.	On track
Communities			
Help more than two million people whose housing needs are greatest by 2025.	↑	In 2021/22, our community investment was worth £4.0 million. Our projects have reached over 1.5 million people since 2016/17.	On track

Trend: ↑ YOY progress ↓ YOY regress

Limited assurance provided by DNV as they relate to the Selected Information included in the scope of their work.

Governance

We've embedded Responsible Business into our governance and management structures to enable progress against our goals and targets.

Executive oversight

Our Responsible Business Committee (RBC) is a sub-committee of Kingfisher's Board.

It supports the governance of Responsible Business and monitors performance against our priorities, and met three times during 2021. The RBC is chaired by Sophie Gasperment, a non-executive director (NED) of the Board, and includes a further NED, our Group CEO, and other members of the Group Executive.

The Board receives regular updates on our performance and sustainability risks and reviews our Responsible Business KPIs each quarter as part of its governance duties.

We have a three-year Responsible Business plan for the Group that is reviewed by the Group Executive and the Kingfisher Board of Directors twice a year.

Embedding Responsible Business

Our central Responsible Business team, led by our Group Director of Corporate Affairs, is responsible for developing strategy, targets, governance and reporting and communication on Responsible Business. Our Group Director of Corporate Affairs reports to the Chief People Officer who is a member of the Group Executive Committee.

We also have Responsible Business experts in our Group functions who are responsible for driving and embedding Responsible Business practices. For example, within our Offer & Sourcing function, they embed sustainability into our own exclusive brand product ranges and support banners as a centre of excellence.

Each of our banners has appointed a Responsible Business lead. They are supported by our central team and the sustainability experts within Group functions. Banners are integrating our Responsible Business targets into their three-year plans.

Integrating Responsible Business performance measures

In 2021/22, the annual bonus for the executive directors and colleagues was linked to performance against our wood and paper and D&I targets. More details are on page 93 of our [Annual Reports and Accounts 2021/22](#).

From 2022/23, we are integrating Responsible Business measures into the Kingfisher Performance Share Plan which will be granted to members of our senior leadership group.

In 2021/22 we entered into a £550m three-year revolving credit facility with a group of our relationship banks. The facility is linked to our Responsible Business targets, including the delivery of our 1.5°C targets for scope 1 and 2 emissions. This enables us to benefit from a lower interest rate if we deliver on our Responsible Business targets.

Responsible Business 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 aim to review our policies regularly and update them when necessary. Significant updates to our policies are approved by our Group Executive.

We made a number of updates to our policies in 2021/22 to further embed our 'Powered by Kingfisher' strategy and Responsible Business strategy, taking into account feedback from internal and external stakeholders. Key changes included integrating our Ethical Sourcing and Supplier Workplace Ethical and Environmental Assurance (SWEEA) Policy into our Human Rights Policy, clarifying the different roles, responsibilities and processes for ethical sourcing between our Group teams and banners. We also published our first Forest Positive Policy, combining content from our previous Wood and Paper and Deforestation policies, added a section on biodiversity to our Environment Policy and made minor updates to our policies on animal welfare, chemicals, community and packaging.

Fines and prosecutions

There were no prosecutions or fines relating to health, safety or the environment during 2021/22.

Our business and the UN 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 and policies

Improve gender balance to 35% women in senior leadership and 40% women in management by 2025.

Provide five million hours of skills for life learning by 2025.



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

- Increasing the number of colleagues receiving training and promoting apprenticeships.
- Working to improve gender balance in line with our Group and banner level Inclusion and Diversity action plans.

Planet: We will be Forest Positive and help tackle climate change

Our targets and policies

100% responsibly sourced wood and paper for our products and catalogues by 2025.

Become Forest Positive by 2025.



Achieve our approved science-based carbon reduction target (scopes 1, 2 and 3) by 2025.

Reach net-zero emissions for our operations (scope 1 and 2) by the end of 2040.



Sustainable management and efficient use of key resources.



UN SDG targets

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.

SDG 12.2 By 2030, achieve the sustainable management and efficient use of natural resources.

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.

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.

SDG 7.3 By 2030, double the global rate of improvement in energy efficiency.

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 13.2 Integrate climate change measures into national policies, strategies and planning.

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.

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.

SDG 12.2 By 2030, achieve the sustainable management and efficient use of natural resources.

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.

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.

Our direct contribution

- Responsible sourcing of wood and paper from well-managed forests.
- Investing in reforestation projects through our partnership with Rainforest Alliance.
- Our science-based carbon reduction targets.
- Energy efficiency measures for all our buildings.
- 81% electricity purchased from renewable sources.
- Cleaner transport fuels.
- Reducing emissions from energy-using products.
- Engaging with suppliers to reduce supply chain emissions.

- Responsible sourcing of wood and paper from well-managed forests, see above.
- Commitment to provide peat-free growing media.
- Sustainable packaging strategy.
- Being a member of the Leather Working Group.
- Becoming a member of the Better Cotton Initiative.

Customers: We will help make greener, healthier homes affordable

Our targets and policies

60% of Group sales to be from our Sustainable Home Products by 2025, including 70% of sales for own exclusive brand products (OEB).



Achieve transparency of harmful chemicals in key supply chains, phase out the highest priority hazardous and high-risk chemicals of concern and introduce more sustainable alternative substances.



Communities: We will fight to fix bad housing

Our targets and policies

Help more than two million people whose housing needs are greatest by 2025.



UN SDG targets

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.

SDG 7.3 By 2030, double the global rate of improvement in energy efficiency.

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 12.2 By 2030, achieve the sustainable management and efficient use of natural resources.

SDG 12.8 By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.

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.

UN SDG targets

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.

SDG 10.1 By 2030, progressively achieve and sustain income growth of the bottom 40 per cent of the population at a rate higher than the national average.

SDG 11.1 By 2030, ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums.

Our direct contribution

- Increasing sales from products that help customers to create better, more sustainable homes using our Sustainable Home Product Guidelines.
- Promoting water-efficient products.
- Promoting energy-efficient products.
- Increasing our range of energy saving and low carbon energy generation products.
- Increasing the proportion of our save energy range that meet our exceed or excite criteria.

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

Our direct contribution

- Our network of charitable foundations.
- Strategic partnerships including with Shelter, Abbé Pierre Foundation, Habitat for Humanity and Macmillan Cancer Support.
- Being an advocate on the issue of unfit housing.
- Promoting volunteering opportunities.

Fundamentals: Human rights and supply chain

Our targets and policies

UN SDG targets

Our direct contribution

Ensure suppliers meet our ethical and environmental standards.



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.

- Onboarding of suppliers onto the Sedex platform (and Ecovadis for suppliers of goods not for resale).
- Ethical audits for supplier production sites.
- Working with Slave Free Alliance to strengthen modern slavery due diligence.

Fundamentals: Waste and circular products

Our targets and policies

UN SDG targets

Our direct contribution

Work towards zero waste to landfill and increase recycling.



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.

- Commitment to eliminate waste to landfill.
- Commitment to increase our recycling rate.
- Incorporating recycled plastics into our products.
- Rolling out repair and spares services for products.
- Packaging strategy to reduce packaging waste.

SDGs outside the scope of our Responsible Business strategy

SDG targets

Our contribution



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 eighth Communication on Progress against the Global Compact Principles, covering our financial year 2021/22. This table summarises our approach and shows where information on our targets and progress for each principle can be found in our Responsible Business Report and other documents.

All page references are for the Responsible Business Report unless otherwise stated.

“Kingfisher remains a committed member of the UN Global Compact initiative. We continue to uphold its 10 principles on human rights, labour practices, the environment and anti-corruption, integrating these into our culture, policies and practices.”

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 employees and suppliers. We respect the rights of our employees 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 employees, customers and contractors.</p>	<p>Human rights and ethical sourcing, page 51</p>
<p>Principle Two make sure they are not complicit in human rights abuses.</p>	<p>Our Human Rights Policy sets out our commitment to respect human rights, 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; the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work; the Children's Rights and Business Principles; and UN conventions on the elimination of discrimination.</p>	<p>Ethical conduct, page 53</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 have identified the salient human rights issues for our business and supply chains, as defined by the UN Guiding Principles Reporting Framework.</p>	<p>Colleagues, page 9</p>
<p>Principle Four the elimination of all forms of forced and compulsory labour;</p>	<p>We do not tolerate any form of modern slavery. Our Responsible Business Committee (RBC) leads and oversees delivery of our Responsible Business strategy and has overall oversight of modern slavery risks. We are rolling out a programme of ethical audits for high-risk production sites.</p>	<p>Safety at work, page 50</p>
<p>Principle Five the effective abolition of child labour; and</p>	<p>Employees 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. We have trained a network of internal investigators to deal with whistleblowing reports and switched to a new hotline provider to enable us to better track the types of cases being reported and to identify evolving trends.</p>	<p>Modern Slavery Act Transparency Statement</p>
<p>Principle Six eliminate discrimination in respect of employment and occupation.</p>		

Principles	Summary of approach	Location in our Responsible Business Report
Environment		
<p>Principle Seven Business should support a precautionary approach to environmental challenges;</p>	<p>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.</p>	Customers, page 31
<p>Principle Eight undertake initiatives to promote greater environmental responsibility; and</p>	<p>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.</p>	Planet, page 19
<p>Principle Nine encourage the development and diffusion of environmentally friendly technologies.</p>	<p>We have set ambitious targets to cut greenhouse gas emissions that have been approved by the Science Based Targets initiative (SBTi). Our target is consistent with a 1.5°C trajectory. We are also working to reduce waste, use resources efficiently and source sustainable raw materials.</p>	Chemicals, page 40
	<p>We support a precautionary approach, for example through our work to identify and remove chemicals of concern.</p>	Waste and recycling, page 52
		Sustainability Policy
		Sustainable Home Product Guidelines
Anti-corruption		
<p>Principle 10 Businesses should work against corruption in all its forms, including extortion and bribery.</p>	<p>We will not tolerate bribery or corruption in any form. Our Code of Conduct helps to promote a culture of transparency, honesty and fairness. It helps us to comply with regulation such as the UK's Bribery Act.</p>	Ethical conduct, page 53
	<p>Our Code of Conduct applies to all Kingfisher colleagues and third parties. Everyone in the business is required to complete annual training on our Code of Conduct. This covers the key principles of the Code and how to raise concerns. Colleagues working in sensitive areas of the business or in higher risk roles also complete additional training.</p>	Code of Conduct
	<p>Our Group Ethics and Compliance Committee meets every quarter to review our ethical compliance processes, and to discuss any investigations and sensitive whistleblowing reports. It is chaired by the Kingfisher Chief Financial Officer. We have a Local Ethics and Compliance Committee and local compliance officers in each banner.</p>	Policies and supplier resources
	<p>Our internal audit function provides additional assurance on compliance to key aspects of the Code, using a risk-based approach to plan their work. The Audit Committee of the Board of Directors receives regular updates on the outcomes of our whistleblowing channel and sensitive investigations.</p>	

Sustainability Accounting Standards Board index

We aim to align our reporting with the Sustainability Accounting Standards Board (SASB) standards for Multiline and Speciality Retailers and Distributors. The table summarises our approach and shows where SASB criteria can be found in our reporting.

Code	SASB criteria		Our approach
CG-MR-130a.1	Energy Management in Retail & Distribution	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	(1) We consumed 1,230 GWh energy for our property and logistics in 2021/22. (2) Of this, 35% was purchased grid electricity, (3) 81% of our purchased electricity was from renewable sources through contracts in the UK, Iberia, France, Poland and Romania. Responsible Business Report page 23 Performance Data Appendix page 26
CG-MR-230a.1	Data Security	Description of approach to identifying and addressing data security risks	Our approach includes robust policies and governance procedures, internal and external audit and colleague training. Responsible Business Report page 59
CG-MR-230a.2		1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	We report this information to the relevant regulatory authorities but do not currently include it in our public reporting.
CG-MR-310a.1	Labour Practices	(1) Average hourly wage and (2) percentage of in-store employees earning minimum wage, by region	Kingfisher complies with all local legislation in relation to minimum wages in all countries in which it operates. We do not currently collect and disclose this data at a Group level.
CG-MR-310a.2		(1) Voluntary and (2) involuntary turnover rate for in-store employees	Our employee turnover rate was 30.5% (2020/21: 25%). This includes voluntary and involuntary leavers. It includes all colleagues, not just in-store employees. Responsible Business Report page 17 Performance Data Appendix page 19
CG-MR-310a.3		Total amount of monetary losses as a result of legal proceedings associated with labour law violations	We do not currently include this information in our public reporting.

Code	SASB criteria		Our approach
CG-MR-330a.1	Workforce Diversity & Inclusion	Percentage of gender and racial/ethnic group representation for (1) management and (2) all other employees	<p>Women accounted for 25% of senior leadership, 38% of all managers and 43% of all employees.</p> <p>We do not currently collect data on ethnic diversity in our workforce. We are working on improving our data.</p> <p>Responsible Business Report page 14</p> <p>Performance Data Appendix page 18</p>
CG-MR-330a.2		Total amount of monetary losses as a result of legal proceedings associated with employment discrimination	There were no monetary losses due to legal proceedings associated with employment discrimination during 2021/22.
CG-MR-410a.1	Product Sourcing, Packaging & Marketing	Revenue from products third-party certified to environmental and/or social sustainability standards	<p>Some of the materials we use are certified to third-party standards including 87.2% of our wood and paper (FSC® and PEFC™), and some cotton (Better Cotton). We do not currently disclose data on revenues from products containing certified materials.</p> <p>44.1% of our sales came from our Sustainable Home Products, which generated £5.8 billion for the business in 2021/22. To be classified as a sustainable home product, a product must be assessed against our industry-leading Sustainable Home Product Guidelines, developed with experts Bioregional, and meet at least one criteria.</p> <p>Responsible Business Report page 36</p> <p>Performance Data Appendix page 27</p>
CG-MR-410a.2		Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products	<p>We are working to: achieve transparency of chemicals used in products and key supply chains; to phase out high priority chemicals; and identify green chemical alternatives.</p> <p>Responsible Business Report page 40</p>
CG-MR-410a.3		Discussion of strategies to reduce the environmental impact of packaging	<p>Our packaging strategy for own exclusive brand products includes targets to reduce the volume of packaging used, increase our use of recycled plastic, ensure wood and paper complies with our sustainable sourcing policy, design out single use plastic and reduce packaging waste.</p> <p>Responsible Business Report page 38</p>

Activity metrics

Code	SASB criteria	Our approach
CG-MR-000.A	Number of: (1) retail locations and (2) distribution centres	<p>1,474 stores</p> <p>49 locations in our logistics network*</p>
CG-MR-000.B	Total area of: (1) retail space and (2) distribution centres	6,906,413m ² retail space 775,760m ² distribution centres

* This includes 17 distribution centres (DC), 28 regional consolidation centres (RCC) and 4 fulfilment centres (FC). Please note, this includes 2 locations where the RCC are in the same locations as an existing DC or FC.

Detailed performance data

This appendix contains our performance data. We also publish a Responsible Business Data Collection Methodology document, available online at www.kingfisher.com/datamethodology.

This provides further details on the methodology we use to calculate our data, including conversion factors and definitions.

We appointed DNV 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 36. The information marked throughout the report with the symbol ◊ indicates the scope of their work.

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Colleagues: We will be a more inclusive company

Target: Improve gender balance to 35% women in senior leadership and 40% women in management by 2025.

In 2021/22, we had 25.2% women in senior leader roles and 37.7% women in management. We are pleased to have increased the percentage of women year on year but need to further accelerate progress to meet our target.

Target: Provide five million hours of skills for life learning by 2025.

Colleagues completed 2.3 million hours of skills for life learning during 2021/22 bringing the total number of hours completed since 2019/20 to 3.9 million, on track to our target.

	Units	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Diversity – senior management							
Gender							
Board – men (headcount)	%	56	56	45	62	56	50 ^o
Board – women (headcount)	%	44	44	55	38	44	50 ^o
Senior management total – men (headcount)	%					77	75 ^o
Senior management total – women (headcount)	%					23	25 ^o

Diversity – all employees							
Total employees – men (FTE)	%	61	61				
Total employees – men (headcount)	%			58	58	57	57 ^o
Total employees – women (FTE)	%	39	39				
Total employees – women (headcount)	%			42	42	43	43 ^o
All management positions – men (FTE)	%	67	66				
All management positions – men (headcount)	%			64	65	64	62 ^o
All management positions – women (FTE)	%	33	34				
All management positions – women (headcount)	%			36	35	36	38 ^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:

This year we have updated the scope of reporting for senior management. The senior management population now reflects those executive leaders included in our Alignment Share plan (see ARA 2021/22 for more detail). 2020/21 data reported has been re-based to show progress against our target; however, years prior to this are not comparable as a different definition was used.

^o Limited assurance provided by DNV.

Gender diversity

% of female employees based on headcount

Total workforce

2021/22	43.1%
2020/21	42.6%

Senior management[†]

2021/22	25.2%
2020/21	23.2%

All management positions

2021/22	37.7%
2020/21	36.1%

[†] Senior management covers executive leaders included in our Alignment Share plan.

	Units	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Employee turnover							
Employees who left	number	23,491	24,044	25,676	23,796	18,776	25,210
Rate of employee turnover	%	32	32	34	32	25	31
Involuntary turnover rate	%	7	6	8	6	5	4
Voluntary turnover rate	%	26	26	26	25	20	26

Our turnover is in line with relevant industry benchmarks in the countries where we operate. In 2020/21 it was artificially depressed due to the pandemic.

Employee training							
Employee training hours	number of hours					1,683,476*	2,264,474

Data covers voluntary and involuntary leavers.

Employee training

Details of data scope, employee training includes:

- Digital modules.
- Self-development resources.
- Physical workshops (internal and external) including first aid training, leadership/management training.
- Virtual learning sessions.
- Funded external qualifications.
- Leadership and talent programmes.

* We have restated the total number of training hours completed in 2020/21. This is due to an error in the data reported last year identified after our Responsible Business Report 2020/21 was published.

Planet: We will be Forest Positive

Target: 100% responsibly sourced wood and paper for our products and catalogues by 2025.

We are making good progress towards our target. 87.2% of the wood and paper used in products sourced during the year (per number SKUs purchased) met our responsible purchasing criteria. 100% of catalogue paper in all retail banners met our responsible purchasing criteria.

Target: Become Forest Positive by 2025.

We're partnering with Rainforest Alliance as a founding member of its Forest Allies initiative investing in six projects in key forest geographies across the globe covering over 300,000 hectares and supporting the livelihoods of 7,400 people.

	Units	2018/19	2019/20	2020/21	2021/22
Responsibly sourced wood and paper products					
Total wood and paper (B&Q, Brico Dépôt France and Castorama France)	number SKUs purchased	19,014	17,890	17,849	17,201
Total wood and paper (all banners)	number SKUs purchased			30,730	29,703 ^o
Responsibly sourced wood and paper (B&Q, Brico Dépôt France and Castorama France)	number SKUs purchased	17,803	16,878	16,177	15,780
Responsibly sourced wood and paper (all banners)	number SKUs purchased			24,965	25,912 ^o
Responsibly sourced wood and paper (B&Q, Brico Dépôt France and Castorama France)	% of SKUs purchased	94	94	91	92
Responsibly sourced wood and paper (all banners)	% of SKUs purchased			81	87 ^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 makes the data collection process more straightforward and reduces errors. However, it does mean that we are not able to compare performance with years prior to 2018/19.

For 2018/19 and 2019/20 the scope of reporting was limited to products purchased by B&Q, Brico Dépôt France and Castorama France. In 2020/21, we expanded our data collection to include our banners in Poland, Romania, Iberia and Screwfix.

In 2021/22 reporting, PO source data covers 11.5 months of the reporting period.

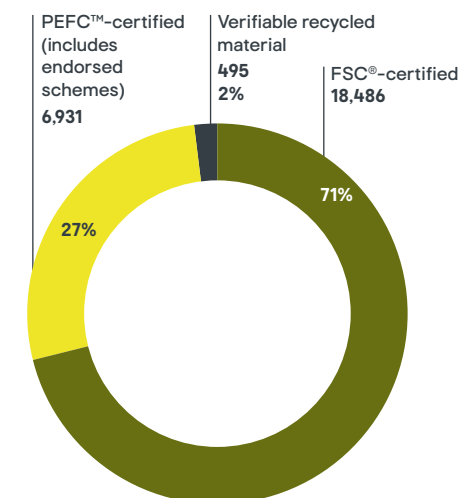
Responsibly sourced wood and paper products – breakdown by category

FSC®-certified	number SKUs purchased	10,278	9,507	15,872	18,486
PEFC™-certified (includes endorsed schemes)	number SKUs purchased	7,356	6,649	8,602	6,931
Verifiable recycled material	number SKUs purchased	169	722	491	495
Total responsibly sourced	number SKUs purchased	17,803	16,878	24,965	25,912

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 for 2018/19 and 2019/20 is reported for the following markets: B&Q, Brico Dépôt France and Castorama France. Data for 2020/21 and 2021/22 covers all banners.

Our responsibly sourced wood and paper by category 2021/22 number SKUs (products) purchased



	Units	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Responsibly sourced wood and paper in catalogues							
Total catalogue paper purchased	Tonnes	56,231	51,154	31,082	36,365	27,518	22,114
Responsibly sourced catalogue paper purchased	Tonnes	54,043	51,074	31,082	36,365	27,518	22,114
Responsibly sourced catalogue paper purchased	% of total	96.1	99.8	100	100	100	100

From 2018/19 onwards, 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.

Sustainable materials: Peat

In 2021/22, 63.8% of bagged growing media sold in the UK, Ireland, France, Poland and Romania used alternative non-peat materials (2020/21: 52.2%). Peat-free sales increased across all banners due to the introduction of our GoodHome compost, and sales of peat reduced in the UK and France.

	Units	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Peat alternative in bagged growing media							
Peat bagged growing media (B&Q only)	% of volume sold	32	33	38	52	39	28
Peat bagged growing media (B&Q UK, Castorama France, Brico Dépôt France and Castorama Poland)	% of volume sold				59	48	35
Peat bagged growing media (B&Q UK, Castorama France, Brico Dépôt France and Castorama Poland, Brico Dépôt Romania)	% of volume sold						36
Peat alternative in bagged growing media (B&Q only)	% of volume sold	68	67	62	48	61	72
Peat alternative in bagged growing media (B&Q UK, Castorama France, Brico Dépôt France and Castorama Poland)	% of volume sold				41	52	65
Peat alternative in bagged growing media (B&Q UK, Castorama France, Brico Dépôt France and Castorama Poland, Brico Dépôt Romania)	% of volume sold						64

'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. In 2021/22 we have added Brico Dépôt Romania to the reporting scope.

Peat-free sales increased across all banners with our GoodHome compost, and sales of peat reduced in the UK and France.

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 38% 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 a 24.5 % reduction in scope 1 and 2 emissions since 2016/17, on track to our target of 38% by 2025.

We have reduced emissions from energy-using products by 1.4 million tonnes of CO₂e since 2017/18. This takes account of a product's estimated lifetime carbon emissions from energy use. We have reduced intensity of our scope 3 emissions from the supply chain and customer use of products by 19.7% since 2017/18.

Target: Reach net-zero emissions for our operations (scope 1 and 2) by the end of 2040.

	Units	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Total footprint							
Carbon footprint – totals by Greenhouse Gas Protocol scope							
Scope 1 total	tonnes CO ₂ e	143,360	146,335	153,215	145,688	139,326	153,133 ^o
Scope 2 total (market-based)	tonnes CO ₂ e	140,336	105,299	79,627	82,457	66,441	61,122 ^o
Scope 2 total (location-based)	tonnes CO ₂ e	190,013	162,609	138,204	126,154	110,604	105,056
Scope 1 and 2 total (market-based)	tonnes CO ₂ e	283,696	251,634	232,842	228,146	205,767	214,255 ^o
Scope 1 and 2 total (location-based)	tonnes CO ₂ e	333,373	308,944	291,419	271,843	249,930	258,189

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.

The total scope 1 emissions (property gas & other fuels, haulage) increased by 10% in 2021/22 compared to 2020/21. This is partly due to operations returning to normal levels after the significant impact of the pandemic in 2020.

The total market-based scope 2 emissions decreased by 8% in 2021/22 compared to 2020/21. This is due to improvements in our green energy tariff procurement in France.

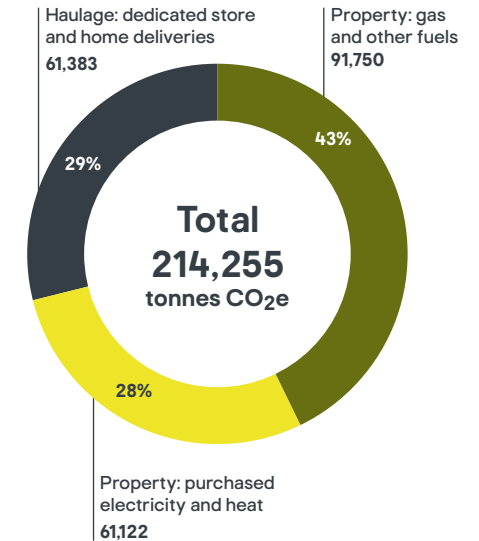
Carbon footprint – intensity

Property market-based footprint relative to floor space	kg CO ₂ e/m ² reported floor space	30.2	25.3	22.7	22.0	19.7	19.9 ^o
Scope 1 and 2 market-based carbon footprint relative to floor space	kg CO ₂ e/m ² reported floor space	37.8	32.8	30.3	29.6	26.7	27.9 ^o
Scope 1 and 2 market-based carbon footprint relative to sales	tonnes CO ₂ e per £m retail sales	26.1	22.4	20.6	20.4	16.9	16.3
Emissions from customer use of products and key supply chain relative to sales (scope 3)	tonnes CO ₂ e per £m retail sales		1.076		1.077	885	865

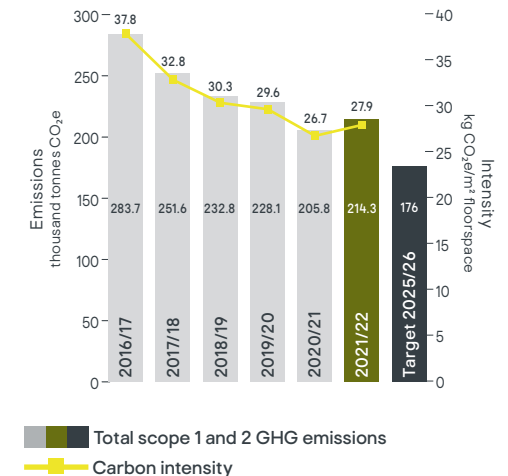
Customer use of products has been updated to include fuel and feedstocks.

^o Limited assurance provided by DNV.

Our scope 1 and 2 carbon footprint (market-based) 2021/22 tonnes CO₂e



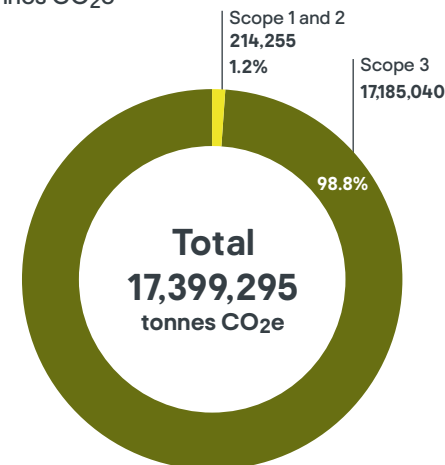
Our carbon emissions (scope 1 and 2) absolute and intensity



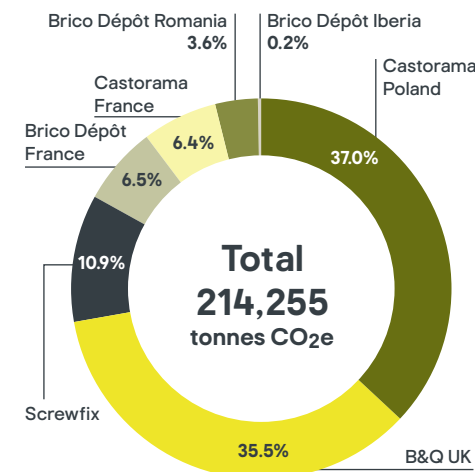
	Units	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Carbon footprint detail							
Carbon footprint – scope 1, 2 and 3							
Scope 1							
Property: gas & other fuels	tonnes CO ₂ e	86,203	89,128	94,772	87,061	84,910	91,750 ^o
Haulage: dedicated store & home deliveries	tonnes CO ₂ e	57,157	57,207	58,443	58,628	54,416	61,383 ^o
Scope 2							
Property: purchased electricity & heat (market-based)	tonnes CO ₂ e	140,336	105,299	79,627	82,457	66,441	61,122 ^o
Property: purchased electricity & heat (location-based)	tonnes CO ₂ e	190,013	162,609	138,204	126,154	110,604	105,056
Scope 3							
Scope 3 total	tonnes CO ₂ e						17,185,040

	Units	B&Q	Brico Dépôt France	Brico Dépôt Iberia	Brico Dépôt Romania	Castorama France	Castorama Poland	Screwfix UK	Group Total
Carbon footprint 2021/22 – Scope 1 and Scope 2 (by retail banner)									
Scope 1 total	tonnes CO ₂ e	75,783	13,867	524	5,883	13,349	20,969	22,757	153,133
Scope 2 total (market-based)	tonnes CO ₂ e	200	0	0	1,857	264	58,270	531	61,122
Scope 1 and 2 total (market-based)	tonnes CO ₂ e	75,984	13,867	524	7,740	13,613	79,239	23,288	214,255

Total emissions split 2021/22
tonnes CO₂e



Carbon footprint by retail banner (scope 1 and 2 market-based) 2021/22
tonnes CO₂e



^o Limited assurance provided by DNV.

	Units	2016/17 baseline year	2017/18 baseline year	2021/22
Carbon footprint – Scope 3 GHG emissions				
Upstream scope 3 emissions				
Category 1: Purchased goods and services	tonnes CO ₂ e	7,726,757		8,881,094
Category 2: Capital goods	tonnes CO ₂ e	54,447		39,128
Category 3: Fuel- and energy-related activities (not included in scope 1 and 2)	tonnes CO ₂ e	63,071		52,371
Category 4: Upstream transportation and distribution	tonnes CO ₂ e	143,772		359,025
4.1: Sea and air freight	tonnes CO ₂ e	65,713		79,215 ^o
4.2: Third-party road deliveries to stores	tonnes CO ₂ e	32,228		35,854 ^o
4.3: Deliveries by rail and canal	tonnes CO ₂ e	2,166		4,178 [†]
4.4: Supplier logistics	tonnes CO ₂ e	u/a		203,618
4.5: Third-party road deliveries to customer homes	tonnes CO ₂ e	43,664		36,159
Category 5: Waste generated in operations	tonnes CO ₂ e	8,232		12,492
Category 6: Business travel	tonnes CO ₂ e	20,908		3,826
Category 7: Employee commuting	tonnes CO ₂ e	65,436		70,326
Category 8: Upstream leased assets	tonnes CO ₂ e	21,942		13,186
Downstream scope 3 emissions				
Category 9: Downstream transportation and distribution	tonnes CO ₂ e	1,494,877		1,090,131
Category 11: Use of sold products	tonnes CO ₂ e		8,040,165	6,624,448
11.1: Lifetime carbon / energy using products	tonnes CO ₂ e		7,782,283	6,308,402 ^o
11.2: Fuel and feedstocks	tonnes CO ₂ e		257,881	316,046
Category 12: End-of-life treatment of sold products	tonnes CO ₂ e	21,591		30,706
Category 13: Downstream leased assets	tonnes CO ₂ e	4,534		1,477
Category 15: Investments*	tonnes CO ₂ e	11,148		6,830

Operational scope 3 emissions have been reported annually in previous years, alongside scope 3 categories relating to our SBTi target (use of sold products and purchased goods and services). In 2021/22, we have completed a full update of our scope 3 emissions across all relevant GHG Protocol scope 3 categories. Our use of sold products baseline figure was updated in 2021 to include use of fuels and feedstocks.

	Units	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Emissions outside of Greenhouse Gas Protocol scopes							
Outside of scope [‡]	tonnes CO ₂ e	1,279	3,055	2,834	3,418	7,252	9,679

^o Limited assurance provided by DNV.

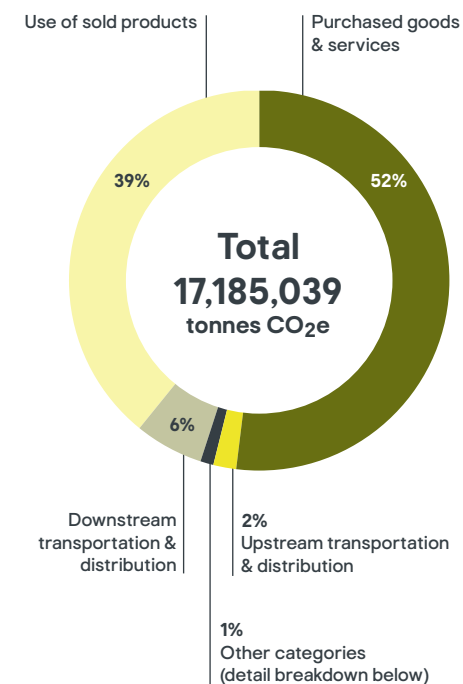
[†] Rail emissions are 3,747^o tCO₂e and canal emissions are 431 tCO₂e

* 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.

u/a unavailable.

Our scope 3 emissions 2021/22 tonnes CO₂e (%)



Other categories detail breakdown

Employee commuting **0.41%**
 Fuel- and energy-related activities (not included in scope 1 or 2) **0.30%**
 Capital goods **0.23%**
 End-of-life treatment of sold products **0.18%**
 Upstream leased assets **0.08%**
 Waste generated in operations **0.07%**
 Investments **0.04%**
 Business travel **0.02%**
 Downstream leased assets **0.01%**

We calculated our full scope 3 carbon footprint in 2021/22: the split between the categories is shown above. The chart includes reporting on all scope 3 emissions categories (see our data appendix and methodology for detail).

% figures displayed above have been rounded.

Units 2016/17 2017/18 2018/19 2019/20 2020/21 2021/22

Haulage

Scope 1 haulage breakdown – dedicated fleet vehicles

Dedicated fleet vehicles – store deliveries

Fuel: Diesel	thousand litres	14,197	14,941	14,900	15,319	13,537	15,133
Fuel: Biofuel and gas (LNG and CNG)	thousand litres	33	32	27	892	1,796	2,322
GHG emissions scope 1	tonnes CO ₂ equivalent	37,140	38,835	39,114	41,356	34,654	38,356 ^o
Distance travelled	thousand km	46,408	48,593	49,106	52,902	49,765	57,376
Volume of products delivered	thousand m ³	3,666	3,627	3,245	4,034	3,923	4,538
Loading efficiency	litres of fuel used per m ³ of product delivered to stores	3.88	4.13	4.60	4.02	3.91	4

Dedicated fleet vehicles – home deliveries

Fuel: Diesel & petrol	thousand litres	7,501	6,999	7,342	6,583	7,650	8,983
Fuel: Gas (LPG)	thousand litres	183	76	0	0	0	0
GHG emissions scope 1	tonnes CO ₂ equivalent	20,017	18,372	19,329	17,272	19,762	23,027 ^o

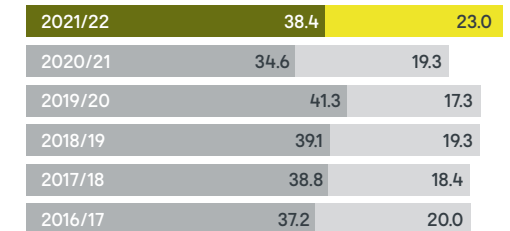
We have dedicated store deliveries in our UK, French and Polish markets.

We have dedicated home deliveries for B&Q, Castorama France and Castorama Poland.

Around 26% of our scope 1 and 2 carbon footprint 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. Emissions from indirect haulage (rail, air and sea freight) are reported in the scope 3 emissions data.

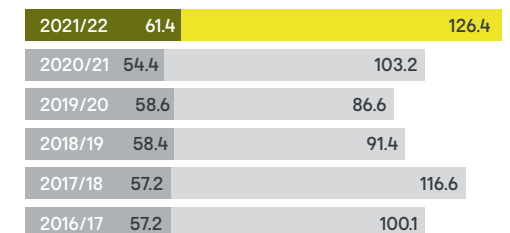
Carbon emissions direct haulage thousand tonnes CO₂e from dedicated store and home delivery fleets

■ Store deliveries
■ Home deliveries



Carbon emissions direct and indirect haulage thousand tonnes CO₂e

■ Direct
■ Indirect*



*Indirect haulage includes data on canal freight and third-party deliveries for Screwfix parcels in 2021/22.

	Units	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Property electricity/renewables							
Scope 2 market-based breakdown – property electricity and heat							
Onsite renewables	% kWh	1	1	2	2	2	2
Purchased zero carbon renewables	% kWh	2	31	44	44	46	77
Purchased electricity with a tariff-specific conversion factor	% kWh	53	13	4	4	33	0.5
Purchased electricity for which a national residual mix carbon conversion factor is available (countries inside Europe)	% kWh	43	53	47	47	16	17
Purchased heat for which the same conversion factor has been used as in our location-based emissions.	% kWh	1	2	3	3	3	3

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

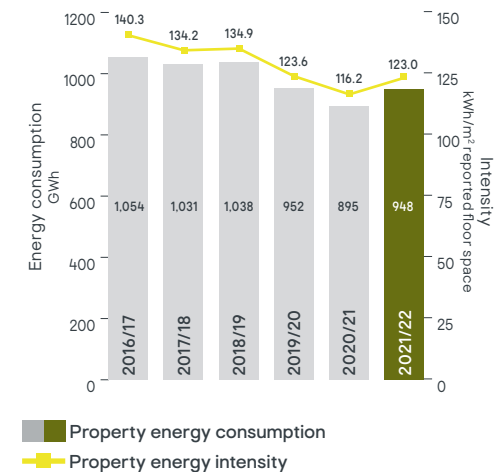
Energy consumption

Property energy	GWh	1,054	1,031	1,038	952	895	948
Logistics energy	GWh	230	233	236	241	244	282
Total energy	GWh	1,284	1,264	1,274	1,193	1,139	1,230^o
Property energy intensity	kWh/m ² reported floor space	140	134	135	124	116	123
Total energy intensity	kWh/m ² reported floor space	171	165	166	155	148	160 ^o

	Units	B&Q	Brico Dépôt France	Brico Dépôt Iberia	Brico Dépôt Romania	Castorama France	Castorama Poland	Group reporting (KITS)	Screwfix UK	Group Total
Energy consumption (by retail banner)										
Property energy	GWh	394	126	17	54	138	136	2	81	948
Property all sites: energy intensity	kWh/m ²	139.0	110.6	72.5	178.5	87.2	151.0	3,350.9	118.0	123.4

^o Limited assurance provided by DNV.

Our property energy consumption absolute and intensity



Customers: We will help make greener, healthier homes affordable

Target: 60% of Group sales to be from our Sustainable Home Products by 2025, including 70% of sales for own exclusive brand products (OEB).

44.1% of Group sales were from products that help create a more sustainable home in 2021/22. In 2021/22 we updated our SHP target to focus on own exclusive brand products.

This year 54.7% of our own exclusive brand products met the Sustainable Home Product criteria. We are on track to meet our 60% target by 2025.

Units 2016/17 2017/18 2018/19 2019/20 2020/21 2021/22

Sustainable Home Product sales (total)

Our Sustainable Home Products help customers to create a greener, healthier home.

		2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
All Sustainable Home Products	sales £ million	£3,099.3	£3,726.4	£3,855.3	£4,186.9	£5,134.5	£5,825.9 ^o
	% of retail sales	28.5	33.1	34.1	37.4	42.2	44.1 ^o
OEB (own exclusive brand) Sustainable Home Products	sales £ million						£3,222.7
	% of OEB retail sales						54%

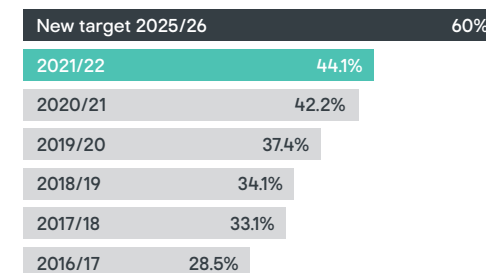
Figures have been restated for previous years to exclude Castorama Russia. 2018/19 has also been amended due to improvements in our wood and paper data systems and processes.

Sustainable Home Product sales (Sustainable A, Sustainable B)

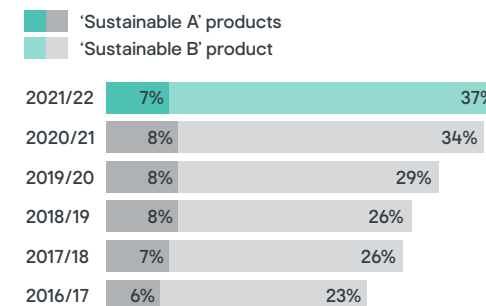
We have two levels of Sustainable Home Products. These include 'Sustainable B' products, those with at least one sustainable feature or benefit, and 'Sustainable A' products meeting multiple standard sustainability attributes or one higher sustainability attribute.

		2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Sustainable A – products meeting more than one Standard Sustainability Attribute or one Higher Sustainability Attribute	sales £ million	£601.5	£813.4	£901.4	£928.9	£995.4	£966.4
	% of retail sales	6%	7%	8%	8%	8%	7%
Sustainable B – products that have a Standard Sustainability Attribute	sales £ million	£2,497.9	£2,912.9	£2,953.9	£3,257.8	£4,138.7	£4,859.5
	% of retail sales	23%	26%	26%	29%	34%	37%

Sustainable Home Products % of retail sales



Sustainable Home Products % of retail sales



Units 2016/17 2017/18 2018/19 2019/20 2020/21 2021/22

Sustainable Home Product categories

We group Sustainability Attributes into six categories. Products may have attributes from more than one category.

	Units	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Save energy	% retail sales		0.4	6.2	7.1	7.1	7.7
Save water	% retail sales		5.8	1.7	2.0	2.0	2.6
Live smarter	% retail sales		3.1	5.8	6.9	6.7	7.8
Sustainable materials	% retail sales		6.7	11.7	12.8	15.4	17.8
Health & wellbeing	% retail sales		1.7	7.5	8.0	9.3	8.2
Connect to nature	% retail sales		14.8	1.5	1.6	1.7	1.7

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 Brico Dépôt France Brico Dépôt Iberia Brico Dépôt Romania Castorama France Castorama Poland Screwfix UK

Sustainable Home Product categories (by retail banner)

Sustainable Home Product categories by retail banner

	Units	B&Q	Brico Dépôt France	Brico Dépôt Iberia	Brico Dépôt Romania	Castorama France	Castorama Poland	Screwfix UK
Save energy	% retail banner sales	4.48	8.85	9.38	7.25	7.30	6.42	13.53
Save water	% retail banner sales	2.57	2.12	2.75	1.73	2.51	2.76	2.91
Live smarter	% retail banner sales	6.06	8.72	0.00	4.10	6.07	6.11	13.81
Sustainable materials	% retail banner sales	25.49	20.62	4.91	12.71	17.80	16.64	2.58
Health & wellbeing	% retail banner sales	13.17	5.14	3.53	1.32	7.15	4.28	7.50
Connect to nature	% retail banner sales	4.29	0.20	0.11	2.47	0.62	1.11	0.13

Customer energy use through our products, services and advice

	Units	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Customer energy saving							
Lifetime energy savings from customer use of energy saving and energy-using products	TWh			41.1	39.4	38.2	41.7

Customer energy use							
Lifetime customer energy use from energy-using products	TWh		41.7	u/a	43.0	36.8	40.3

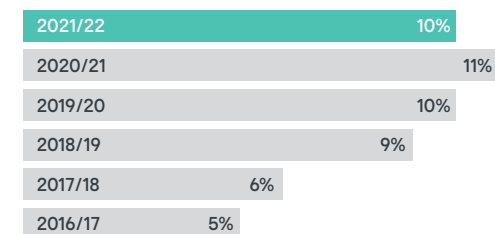
For calendar year 2021, compared to FY 2020/21, energy use and carbon emissions rose in absolute terms as product sales also increased. Carbon emissions from customer use of heating products rose by 6%, and those from lighting and cooling fell by 1% and 2% respectively. However, in intensity terms the emissions per £million turnover fell slightly.

Sales that have enabled customers to create safer, healthier homes

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	10	11	10

Products that will enable our customers to create safer and healthier homes and connect with nature

% of retail sales



Communities: We will fight to fix bad housing

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

Almost 1.6 million people have benefited from our donations since 2016/17, and we are on track to meet our target.

	Units	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
People and organisations helped							
Number of people who directly benefited from our community contributions	number of people	59,342	62,292	58,571	171,343	442,016	804,112* ^o
Number of organisations that directly benefited from our community contributions	number of organisations	u/a	u/a	317	440	1,102	830
Community investment (£ donated)							
Cash donations	£ thousand	1,353	1,499	671	787	1,591	3,047 ^o
In-kind contributions	£ thousand	106	576	77	120	2,991	405 ^o
Employee time	£ thousand	69	59	280	232	68	148 ^o
Management costs	£ thousand	253	243	571	310	855	367 ^o
Total community investment	£ thousand	1,781	2,377	1,599	1,449	5,505	3,967^o
Total community investment – company input – as a % of pre-tax profit.	%	0.24	0.34	0.28	0.26	0.70	0.42

Community investment (donation type)

	£ thousand	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Charitable gifts	£ thousand			611	717	3,160	376 ^o
Community investment	£ thousand			417	254	1,474	3,225 ^o
Commercial initiatives in the community	£ thousand			0	168	0	0 ^o
Total community investment	£ thousand			1,028	1,139	4,634	3,601

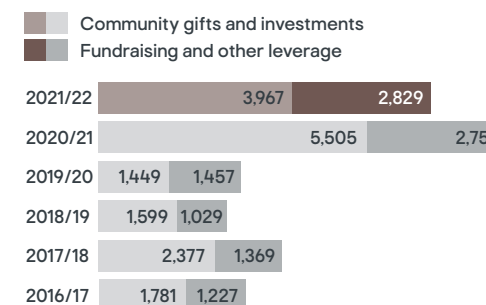
For our community investment we also include how our giving breaks down between charitable gifts, community investment and commercial initiatives in the community. Management costs are excluded from this section.

^o Limited assurance provided by DNV.

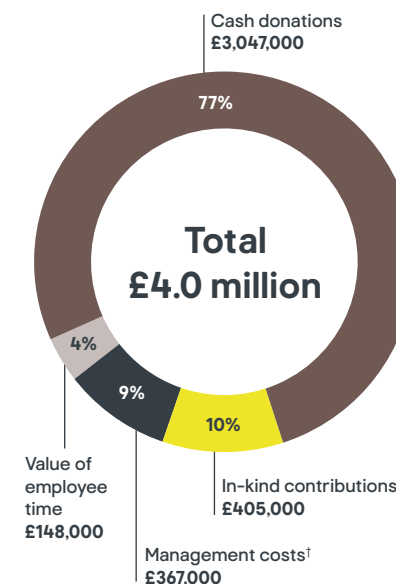
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* Included 127,965 people supported via two digital campaigns ran by the B&Q Community in partnership with Shelter.

Community investment £ thousand



Community investment: details of company giving 2021/22[‡] £



[‡] We follow the B4SI Framework for measuring community investment. See <https://b4si.net>

[†] Management costs are incurred when making a community investment. These include the salaries, benefits and other overheads of community affairs staff along with research and communications spend if used to help the community engage with the company.

Units 2016/17 2017/18 2018/19 2019/20 2020/21 2021/22

Value of employee and customer giving

	£ thousand	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Fundraising and other leverage		1,227	1,369	1,029	1,457	2,751	2,829 ^a

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 France	Brico Dépôt Iberia	Brico Dépôt Romania	Castorama France	Castorama Poland	Corporate Centre	Screwfix	Group Total
Community investment	£ thousand	1,728	243	15	19	596	228	837	301	3,967

Community investment by market 2021/22

	£ thousand	B&Q UK	Brico Dépôt France	Brico Dépôt Iberia	Brico Dépôt Romania	Castorama France	Castorama Poland	Corporate Centre	Screwfix	Group Total
Community investment		1,728	243	15	19	596	228	837	301	3,967

Target: New volunteering target will be launched for 2022/23 reporting.

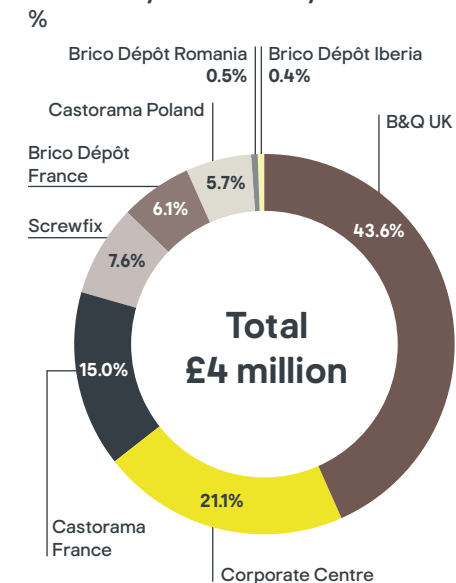
During the pandemic, it has been harder to organise volunteering events due to social distancing requirements and national lockdowns. However, colleagues have still found opportunities to get involved with support from our banners. We will be reviewing our volunteering target in 2022.

Units 2016/17 2017/18 2018/19 2019/20 2020/21 2021/22

Colleague involvement

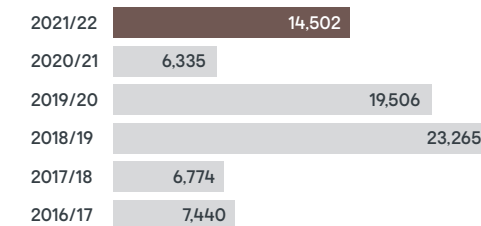
Number of colleagues that actively participated in community activities in paid working time	number of colleagues	1,674	1,233	1,125	1,845	567	915
Time contributed by colleagues during company time	number of hours	7,440	6,774	23,265	19,506	6,335	14,502

Community investment by market 2021/22



Time contributed by colleagues during company time

Number of hours



Fundamentals: Employee safety

We were deeply saddened by the death of a colleague at one of our Brico Dépôt stores in France, following an accident involving a forklift truck. Internal procedures, training and awareness surrounding forklift safety were immediately reviewed across all our banners.

	Units	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Employee accidents – fatalities							
Work-related fatalities	number	0	0	0	0	0	1
Work-related employee accidents							
Accident numbers							
All work-related employee accidents/injuries	number	7,370	6,486	6,208	6,904	5,923	7,467
Accident rate							
Rate for 'all work-related' accidents	number per 100,000 full-time equivalent employees	12,196	10,689	10,018	11,183	9,484	11,276
Work days lost							
Total number of work days lost as a result of all work-related employee accidents/injuries	number	80,554	93,496	74,539	44,904	47,637	49,606

Employee accident rate

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

2021/22	11,276
2020/21	9,484
2019/20	11,183
2018/19	10,018
2017/18	10,689
2016/17	12,196

Fundamentals: Responsible sourcing

Our policy is to ensure all suppliers meet our ethical and environmental standards. To monitor progress against our policy, we require high-risk production sites of finished GFR to have an ethical audit. In 2021/22, there were 1,012 high-risk GFR production sites* listed on Sedex. Of these, 830 production sites have had an ethical audit in the past two years, which equates to 82.0%.

	Units	2017/18	2018/19	2019/20	2020/21	2021/22
Supplier assessments – SEDEX (GFR)						
Total number of suppliers sourced from at the end of the calendar year	number	4,310	2,841	3,253	2,991	3,102 [‡]
Total number of known production sites sourced from at the end of the calendar year [†]	number	5,504	3,657	2,973	2,824	2,055 [‡]
Total number of active sites that have completed an audit at some stage in the past two financial years	number	1,178	995	941	1,034	963 [‡]
Total number of active sites that have completed an audit at some stage in the past two financial years	%	21	27	32	37	47 [‡]
Total number of production sites with high inherent risk	number	995	1,158	1,333	1,318	1,012* [‡]
High inherent risk production sites that have completed an audit at some stage in the past two financial years	number	479	548	904	960	830 [‡]
High inherent risk production sites that have completed an audit at some stage in the past two financial years	%	48	47	68	73	82 [‡]

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.

In 2021/22 reporting, source data covers 11.5 months of the reporting period. For more detail see our methodology.

In 2021/22 Kingfisher adopted a new methodology on supplier assessments and switched to calendar year reporting for selected KPIs above, therefore comparison to previous years is not representative of performance.

Top five non-conformances by category (GFR)		
Health, safety and hygiene	number	2,822
Working hours	number	537
Wages	number	341
Environment	number	225
Management systems	number	214
All other non-conformance categories	number	365

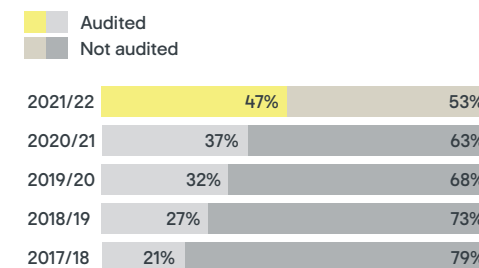
‡ Limited assurance provided by DNV.

* Includes production sites of our 24 major international brand suppliers.

† Data covers production sites that our Buying Offices source from directly, and those disclosed to us by suppliers through the Sedex and BSCI platforms.

Supplier production site audits

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



Units 2020/21 2021/22

Audit non-conformances (GFR)

Number of sites that have had at least one business critical non-conformance in the past two financial years	number	20	9 ^o
Number of sites that have had at least four critical non-conformances in the past two financial years	number	35	6
Number of sites that have had at least one business critical non-conformance and at least four critical non-conformances in the past two financial years	number	6	1
Number of sites that have had at least one business critical non-conformance and/or four or more critical non-conformances that have had their non-conformances verified closed out	number	34	9

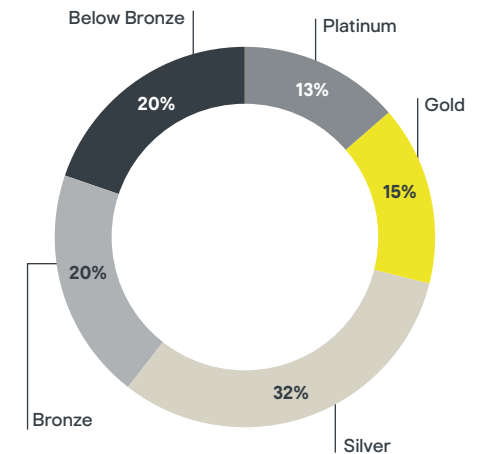
Supplier assessments – EcoVadis (GNFR)

Proportion of GNFR suppliers (with whom we spend over £75,000) that have completed an EcoVadis assessment	%	60	85
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Supplier assessments – EcoVadis assessment results (GNFR)

GNFR suppliers that achieved the score Platinum	number	44	68
GNFR suppliers that achieved the score Gold	number	91	91
GNFR suppliers that achieved the score Silver	number	100	100
GNFR suppliers that achieved the score Bronze	number	54	54
GNFR suppliers that resulted in a score below Bronze	number	44	98
Number of GNFR suppliers that have put improvement actions in place if they did not meet Bronze level	number		8

All suppliers who do not meet the EcoVadis Bronze level must put an action plan in place to improve. They are required to redo the assessment within 12 months to demonstrate that they now meet at least Bronze level. We will be supporting low scoring suppliers to make improvements.

EcoVadis assessment results (GNFR) 2021/22 by rating

Fundamentals: Waste and recycling

We significantly improved our landfill diversion in 2021/22, primarily due to improvements in waste management at our French banners. Our recycling rate was consistent with previous years and we hope to improve this further in future.

	Units	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Waste disposal							
Waste disposed to landfill	thousand tonnes	20	21	23	24	26	17
Waste disposed to incineration	thousand tonnes	24	29	24	30	29	49
Waste recycled	thousand tonnes	149	157	147	129	122	144
Total waste generated	thousand tonnes	193	207	194	183	177	210
Landfill diversion rate	% of total waste generated	90	90	88	87	85	92
Recycling rate	% of total waste generated	77	76	76	70	69	68

Breakdown of materials recycled

	Units	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Wood	thousand tonnes	72	75	61	51	53	63
Cardboard/paper	thousand tonnes	35	37	35	33	34	38
Plastic	thousand tonnes	7	6	6	6	6	6
Metal	thousand tonnes	4	4	5	6	4	5
Rubble	thousand tonnes	19	19	24	24	19	24
Other	thousand tonnes	12	16	16	9	6	8

Total waste generated increased year on year as disruption to business activities from the pandemic reduced. Castorama France and Brico Dépôt France both saw improvements in waste diverted from landfill and recycling rates as a result of updated contract requirements with waste management providers. We will continue to work on our waste management processes to improve recycling rates.

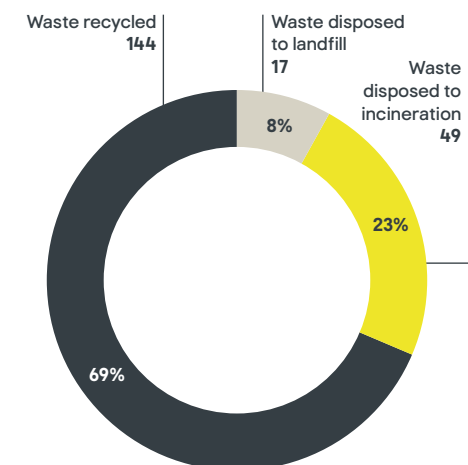
Waste diverted from landfill %

2021/22	92%
2020/21	85%
2019/20	87%
2018/19	88%
2017/18	90%
2016/17	90%

Waste recycled %

2021/22	68%
2020/21	69%
2019/20	70%
2018/19	76%
2017/18	76%
2016/17	77%

Waste recycling and disposal 2021/22 thousand tonnes



Assurance statement

Independent Limited Assurance Report to the Directors of Kingfisher plc

Kingfisher plc ("Kingfisher") commissioned DNV Business Assurance Services UK Limited ("DNV", "us" or "we") to conduct a limited assurance engagement over Selected Information presented in their Responsible Business Report 2021/22 and the Performance Data Appendix 2021/22 (together the "Report") for the reporting year ended 31st January 2022.

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 37.

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. Following our previous recommendation, we noted that data collection processes had been documented internally for some indicators. To ensure consistency each year in data preparation, we recommend that this process is completed for all indicators at Group and banner level.
- Many of the processes used to collect source data for entry into the Reporting Tool continue to rely predominantly on manual processes using spreadsheets. Some further improvements were noted this year, for example supplier ethical audits and wood and paper products. We repeat our recommendation to introduce automated processes and use systems-based solutions for data collection across all performance data areas, as part of the wider Kingfisher business systems review.
- Community investment: material errors were found in the Group reporting data return for 'payroll giving', 'other employee contributions' and 'management costs'. Kingfisher undertook additional checks at other banners and data for Brico Dépôt Romania and Group reporting was subsequently updated.
- Haulage: material errors were found in the Brico Dépôt France data return for 'Dedicated store delivery: distance travelled' and 'Dedicated store delivery: diesel used'. Kingfisher undertook additional checks at a sample level for other banners (Screwfix and Castorama Poland) and no further issues were found. The data for Brico Dépôt France was subsequently updated.
- Responsibly sourced wood and paper products: material errors were found in the Group wood and paper data due to overstatement of compliant products. Kingfisher subsequently updated the non-compliant SKUs purchased as a result of the wood and paper validation process (sample to source checks) prior to publication. We recommend Kingfisher updates its internal processes to ensure the outcomes of its validation process is consistently reflected in the Group data.
- Supplier ethical audits: we noted a proportion of OEB suppliers have not disclosed production sites to Kingfisher and this visibility for non-OEB suppliers was significantly lower. Kingfisher continues to focus on improving visibility of its direct and indirect supply chain, and compliance to its Supply Chain Workplace Standards. We recommend Kingfisher develops action plans to increase disclosure in collaboration with its banners and supply chain partners.

Selected Information

The scope and boundary of our work is restricted to selected 2021/22 performance data included within the Report (the "Selected Information"), as indicated with "∅" in the Performance Data Appendix 2021/22 for the following areas:

Colleagues

Gender diversity (page 18)

Planet: Forest Positive

Responsibly sourced wood and paper products (page 20)

Planet: Climate change

Carbon footprint – scope 1, 2 and selected scope 3 emissions (pages 22 to 24)
Haulage – dedicated fleet vehicles (page 25)
Energy use (page 26)

Customers

Sustainable Home Products sales (page 27)

Communities

Community investment (page 30)

Fundamentals: Human rights and ethical sourcing

Supplier ethical audits (page 33)

Sustainability Targets

Progress towards Sustainability Targets* (page 7)

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 2021/22 (the "Criteria"), which can be found [here](#). 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

* As they relate to the Selected Information included in the scope of our independent assurance.

Reviews of Historical Financial Information¹, 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 applies its own management standards and compliance policies for quality control, in accordance with ISO/IEC 17021-1:2015 – 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 remote 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;
- Remote meetings with teams from two retail banners, B&Q and Brico Dépôt France, to review processes and systems for preparing retail banner level data consolidated at Group level. For community investment, remote meetings were conducted with Brico Dépôt

France and the Group team responsible for Group reporting. We were free to select retail banners and they were chosen on the basis of materiality and frequency of audit visit over the past three years;

- Remote meetings with head office personnel to review processes and systems for preparing and consolidating Group level data;
- Additional testing was undertaken on the following due to material errors found in our initial sample testing:
 - Community investment: Kingfisher undertook additional checks at banners and data for one banner and Group reporting was updated;
 - Haulage: Kingfisher corrected the data at banner level and subsequent checks at two other banners identified no further issues;
 - Supplier ethical audits: Kingfisher updated the data at Group level and subsequent checks on a sample basis found no further issues;
 - Carbon footprint: Kingfisher undertook additional checks at two banners following a material finding which was subsequently resolved, no further issues were found;
- 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 established policies and procedures are designed to ensure that DNV, its personnel and, where applicable, others are subject to independence requirements (including personnel of other entities of DNV) and maintain independence where required by relevant ethical requirements. DNV conducts a review of its Modern Slavery Statement, which does not conflict with the scope of this work. 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 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

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 Business Assurance Services UK Limited

London, UK
5 July 2022



DNV Business Assurance

DNV Business Assurance Services UK Limited is part of DNV – Business Assurance, a global provider of certification, verification, assessment and training services, helping customers to build sustainable business performance. www.dnv.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 Responsible Business Data
Collection Methodology
www.kingfisher.com/datamethodology

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

Our Modern Slavery Act Statement
www.kingfisher.com/Modern-Slavery

Contacts

What do you think about our performance?

We'd love to hear your views on
Responsible Business at Kingfisher at
responsiblebusiness@kingfisher.com

Kingfisher



castorama



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