



10 years of One Planet Home

B&Q Sustainability Review 2016/17



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Bioregional champions a better,
more sustainable way to live.
We work with partners to create
places which enable people to
live, work and do business within
the natural limits of the planet.
We call this One Planet Living.

Bioregional

Introduction

B&Q's leadership in sustainability started in 1991, with market changing policies on product sourcing, employment practices (such as its leadership with older workers) and strong community programmes.

In 2007 B&Q sought to harmonise and accelerate its approach to sustainability through the One Planet Living framework developed by Bioregional. Rooted in the science and metrics of ecological and carbon footprinting, the framework comprises ten One Planet principles to structure thinking and inform holistic action. It was used by B&Q to examine the sustainability challenges it faced, develop appropriate solutions and opportunities and to communicate progress. Through the programme B&Q expanded its thinking from focusing on doing 'less bad' to how to do 'more good'.

For ten years, B&Q has used the framework to develop a range of initiatives. Sustainability is now embedded into many of B&Q's core functions – ensuring that it continues to become more efficient itself and helps more customers create sustainable One Planet Homes.

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For the last two years B&Q's parent company Kingfisher has been restructuring the group to unify the way it operates and to harmonise buying. The B&Q sustainability team has continued to work closely with buyers in the new structure to ensure that ranges are planned and bought to the best sustainability standards, and that sustainability performance across the entire Kingfisher group is consequently improved.

This report presents a summary of B&Q's progress in the last year 2016/17 as well as looking back at the overall progress achieved. It also takes the opportunity to look back at the successes and challenges we've faced in the last ten years and look ahead to the future.

B&Q's One Planet Home principles are based on Bioregional's One Planet Living framework

-  Zero carbon
-  Zero waste
-  Sustainable transport
-  Sustainable materials and products
-  Sustainable packaging
-  Sustainable water
-  Natural habitats and wildlife
-  Culture and community
-  Equity and fair trade
-  Employee engagement



Welcome to Bioregional's review of B&Q's One Planet Home programme 2016/17. This report is undertaken by Bioregional to review B&Q's progress against its One Planet Home commitments. This section highlights key achievements, along with areas where progress has been more challenging.



Sue Riddlestone OBE, Chief Executive and co-founder at Bioregional

Ten years ago our mission to bring sustainability to the mainstream took a huge leap forward as we found ourselves launching our partnership with the UK's largest home and garden retailer. Working with B&Q has given us a huge opportunity to take our learning

from projects like our eco-community BedZED to the homes of millions of people. It's fantastic that as we mark the ten-year anniversary of One Planet Home, we see B&Q achieve some very important milestones and I am particularly impressed by its absolute carbon reduction and focus on increasing the sales of sustainable home products.

Reading this review, it is clear that an effective way to achieve change is to create 'accidental' environmentalists; by choice editing ranges, people are bringing better products into their homes often without even knowing it. As we move into the next phase of B&Q's sustainability journey, we can expect to see B&Q continuing to take that lead by developing its customer offer even further to make it easier for people to improve their homes in ways that benefit to the environment, peoples' finances and overall wellbeing.



Helena Feltham, HR Director at B&Q

As we mark ten years of One Planet Home at B&Q and our transition towards delivering our sustainability goals through the new One Kingfisher framework it seems fitting that this report celebrates the role of our people in delivering our successes to date. I am so proud of

what the B&Q team has achieved and how it has led our group and industry in setting the standard for sustainable retail.

Homes are an underestimated piece of our sustainable future, and helping everyone create good, sustainable One Planet Homes continues to be our driver. To date we have largely focussed on doing this through careful sourcing. Moving forward we will focus on helping our customers connect with this idea. We started this journey this year through our work on the Nature of Gardens. We looked at a huge problem and explored it to understand how we at B&Q can help. We discovered that our colleagues and customers are keen to connect with nature but see a succession of hurdles in their way. Understanding this will help us to help them and as we learn we will expand this thinking to other aspects of sustainable living because we are confident of the benefits for all.



B&Q's sustainability awards in 2016

Ethical Corporation Responsible Business Awards 2016

- Best Business to Business Partnership (for Green Pallet Scheme)

Eddie Environment & Energy Awards 2016

- Onsite Waste and Resource Management

Garden Retail and Garden Industry Awards 2017

- Greenest Garden Centre Award (second year running)

Guardian Sustainable Business 2016

- Unsung Hero of the Year Award (for Rachel Bradley, recognising her efforts on One Planet Home over the last 10 years)

WWF "Are You Sitting Comfortably" Report 2016

- Top scorer in WWF's 2016 report on the sustainability of timber across UK furniture retailers

The Ethical Company Organisation's Good Shopping Guide

- B&Q is currently ranked in 2nd place in the Furniture category with an Ethical Company Index of 95%.
- The same guide also gives B&Q a green tick in the Paint category, for its Colours range, which achieves an index of 84%.



41% carbon footprint reduction
compared to 2006/07 baseline



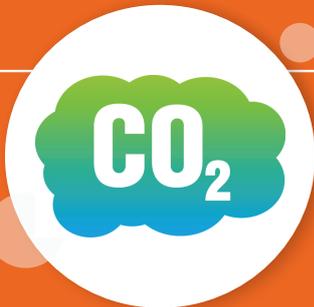
£164m saved
since 2006



762,546 tonnes carbon saved
since 2006/07 (135,000 tonnes in past year)



99% diversion
from landfill compared to 2006/2007 baseline



47% reduction
in electricity emissions since 2006/2007



40% of sales
from products with sustainability credentials (2016/17)



11,561 employees
completed sustainability training in 2016/17



Sustainability awards won
in 2016/17

Ten year reflections from B&Q and Bioregional

Not long out of University and a year into my role at Bioregional, I felt privileged to be given such an integral role in producing B&Q's One Planet Home Action Plan in 2007.

As an environmentalist that wants to bring sustainability into the mainstream, I was excited to help Bioregional use its One Planet Living framework with a business for the first time. Rachel was my window into the world of B&Q and together we improved our understanding of the key sustainability issues for their business.

This enabled us to set stretching targets, based on climate science, resource scarcity and best practice standards. We've worked in partnership since to deliver progress, with several key ingredients emerging for turning our aspirations into an award-winning programme:

Creating a culture of sustainability in everyday (working) life:

Several years ago, I made a list of the people I had worked with at B&Q – it was over 60 individuals from the director of logistics to the head office facilities manager and store colleagues. It was vital to understand their strategies, objectives and day-to-day roles and how we integrate sustainability into these. For example, when the facilities manager renegotiated the food contract for head office, she included a preference for free range eggs, more vegetarian options and fairly traded tea and coffee.

Credible research and analysis: Bioregional is fondly referred to by our partners as 'the people you go to for answers to the difficult questions'. And I've certainly been asked some challenging questions over the years. It's important to me and my team that we provide the best information we can to our partners to help inform their decisions and ensure we are focussing on the right things. I'm proud of the research we've done over the years, from assessing the embodied carbon of a B&Q store to understanding the water use of over 350 stores to establish best practice.

Getting your hands dirty: Often I find myself desk based or in meetings but I've learnt how important it is to also make time to get out into 'the real world'. I've looked in skips to see what waste was still going to landfill, toured old and new stores to audit energy use and quizzed suppliers about challenges and opportunities. Credible research and analysis is important, but you also need real-life understanding to devise the best solutions.

For example having been to stores to see where treated wood waste was arising, B&Q started to work with suppliers on take back of certain packaging items and developed a returnable pallets scheme which has reduced timber waste in stores.

I'm immensely proud of our achievements over the past ten years and look forward to the next chapter.



Hayley Baines-Buffery
Head of Sustainable
Business at Bioregional

Ten year reflections from B&Q and Bioregional

As we mark ten years of One Planet Home at B&Q, we also mark an important change in the way B&Q will approach sustainability as part of One Kingfisher. So, it feels like an opportune moment to reflect on what we have learned and how that will help us going forward.

Reflections like these almost always seem to focus on the importance of top level support for a successful sustainability programme, and that was the case for our programme too. Over the years, CEO support and intervention has been critical at key moments. But the support of managers and team leaders has been just as important.

The emphasis on CEO leadership often misses how team leaders create the culture and expectations for their team to deliver within the framework of wider business goals. In creating this culture, these leaders stimulate the opportunity for improvements that go beyond the normal and result in innovation. This is so much more engaging for everyone. I have been privileged to work with many such leaders over the last ten years and it's from there that our biggest wins have come.

We've watched leaders who understand how supporting the community can be a hugely effective route to team building and engagement. These leaders choose to engineer ways for their teams to work together to make a difference to others rather than opting for standard team building methods. They have effectively broken-down barriers and made their departments deliver more effectively together.

Supported leaders who have used sustainability as a lens through which to develop and deliver market changing innovation, such as EasyGrow.

Store managers who have rejected the notion that we ever need to throw wood away and have supported our business and the community by creating the environment for their teams to be inventive in how they made success happen.

Leaders who have created the environment for teams to try technology early and, when it hasn't gone as smoothly as hoped, have taken the learnings and gone on to look for new ways for us to become more efficient.

Managers who understand how motivating it can be for colleagues to realise the impact that their role can have on our customers' homes and let them find creative ways to make the sustainable choice that bit easier.

Of course, there have been lots of other factors that have contributed to our journey – a clear goal, stretching but realistic targets, challenging stakeholders, brilliant, resilient and creative colleagues, developments in technology, changes in policy frameworks, and of course our brilliant partner Bioregional. The list goes on. But in the end One Planet Living is all about people. Developments in technology are often held up as the solution to sustainability challenges and they play a vital role – but we forget the role of people in all of this at our peril.

The next phase of B&Q's sustainability journey will depend on the choices we all make and how effective B&Q can be at inspiring and motivating people to take sustainable steps.



Rachel Bradley
Sustainability Manager
at B&Q

B&Q milestones

Global events

2007

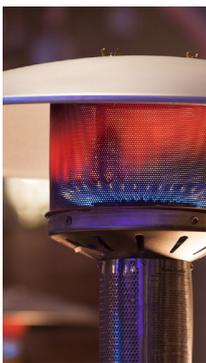


B&Q launches One Planet Home

Live earth 'concerts for a climate in crisis' brought together more than 150 musical acts in eleven locations around the world



2008



- B&Q discontinues patio heaters, 100% peat compost bales and PVC shower curtains due to their environmental impacts
- B&Q started its work as a founding member of TFT Responsible Stone Programme

Beijing Olympics - B&Q sponsored Team GB



2009



- Recycled plastic loft insulation launched with an average of 26 waste plastic bottles going to make each roll
- 2MW turbine installed at Workshop Distribution Centre
- Home energy retrofit for 67 homes in Sutton commences as a project with Sutton Borough

In his first year as president, Barack Obama addresses global leaders at the Copenhagen climate summit

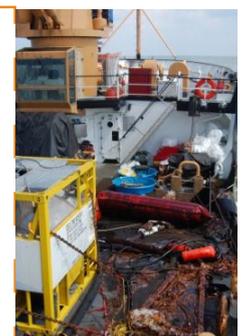


2010



- Observer Ethical Business of the Year
- General skips removed from 196 stores helping to increase B&Q's recycling rate to 80%

Deepwater Horizon drilling rig explosion considered the largest accidental marine oil spill in the world, and the largest environmental disaster in U.S. history



B&Q milestones

Global events

2011

- 100% compliance with Timber Policy is achieved
- New B&Q head office opens, achieving BREEAM excellent rating with biomass heating and natural ventilation system



Japanese earthquake triggers devastating tsunami and Fukushima nuclear disaster



2012



- Queen's Award for Enterprise: Sustainable Development
- Clean Spirit introduced – a non-toxic, water based alternative to white spirit

London 2012 Olympics hailed the greenest games of modern times.



2013

- RHS "Perfect for Pollinators" introduced on plant labels to help customers find the best flowers for bees and butterflies
- Rollout of LED lighting across the B&Q store estate begins
- B&Q ends sale of products that contain three worst neonic pesticides



Rana Plaza complex in Bangladesh collapses killing 1,229 people working in garment factories



2014

- easyGrow™ leads to expanded polystyrene and peat being removed from B&Q's bedding plants
- B&Q introduces 5p carrier bag charge ahead of Government legislation and donates all revenue to Children in Need



Nobel prize for physics awarded to the inventors of LEDs



B&Q milestones

2015

Global events

- B&Q works with Community Wood Recycling to get stores' wood waste reused with over 200 tonnes reused in the first year
- Launch of the Green Pallet scheme sees over 100,000 pallets reused in its first year



The Paris climate accord is agreed



- B&Q is named Greenest Garden Centre by Garden Retail and Garden Industry awards
- One Planet Home achieves 41% CO₂e reduction over the 10 year programme



2016

Red alert for the green economy as Britain votes to leave the EU



More than one million people join the 'March for Science', championing the role of science in creating a better world



2017

- "The Nature of Gardens" report is launched by B&Q with Bioregional, RSPB, RHS, Butterfly Conservation and the Wildlife Trusts
- B&Q Greenest Garden Centre for second year running
- B&Q commits to end the use of Neonicotinoids in the cultivation of all flowering plants



Photo credits

Live Earth - Richard Riley, Patio heater - Alan Wu, Beijing Olympics - Ajay Goyal, Deepwater Horizon - Deepwater Horizon Response, Tsunami - Vyacheslav Zagoruy, Rana Plaza - Solidarity Centre, March for Science - ness730



B&Q'S CARBON FOOTPRINT

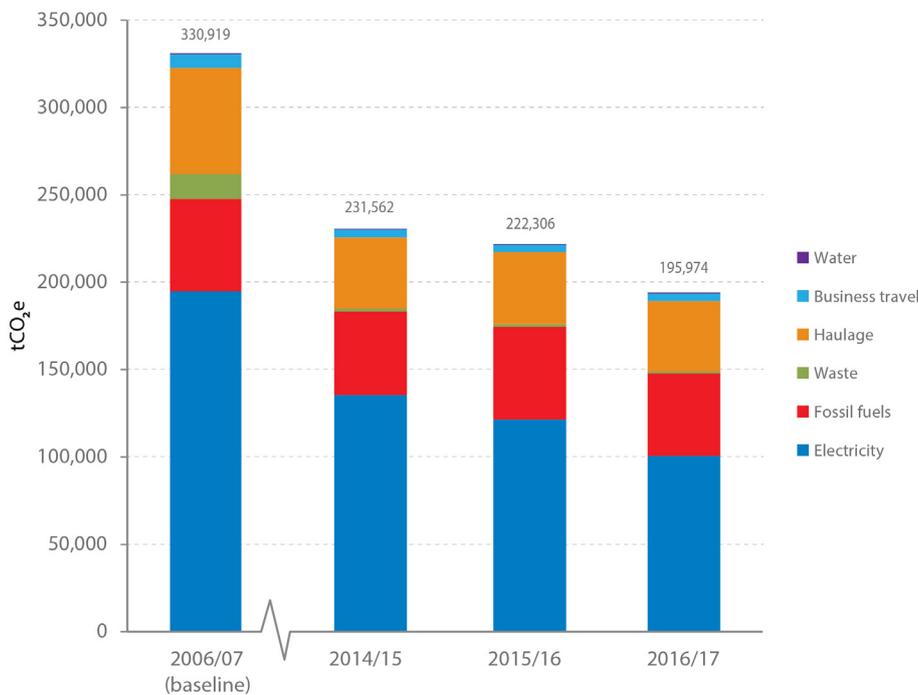
A key overarching target of the One Planet Home programme is to reduce the carbon footprint of B&Q's operations by 90% by 2023.¹ In 2016/17 B&Q achieved a further 12% year-on-year reduction, taking it to 41% absolute reduction of CO₂e against a 2006/7 baseline. This absolute reduction is the result of year-on-year improvements from a variety of initiatives including :

- Lighting upgrades starting with T5 replacements and more recently LED lighting upgrades saving 45% electricity use on average per store
- The most successful onsite renewable installations to date are solar PV arrays with four stores now fitted with solar panels and one DC now with solar PV arrays
- 99% waste diverted from landfill means waste now accounts for a minimal proportion of B&Q's carbon footprint. This has been predominantly achieved through huge increases in recycling, waste reduction and use of energy from waste where there are currently no recycling options
- Year on year improvements to the efficiency of logistics through investment in fleet, relocation of distribution centres, improvements to route planning, vehicle loading and driver training have all contributed to over a one-third reduction in transport carbon emissions.

B&Q has saved
762,546,000kgCO₂e
since 2006

That's equivalent to: More than 1.69million flights from London to New York

Source: <https://www.wearedonation.com/stats/generator/?stat=world&amount=762546000>



Since 2006/07

- 48%** reduction in emissions from property electricity
- 5%** reduction in emissions from property fossil fuels
- 34%** reduction in emissions from haulage
- 90%** reduction in emissions from waste

¹ Detailed data is published in the B&Q data appendix which can be found at: <http://www.diy.com/oneplanethome/>

How does B&Q's environmental performance compare to the retail sector?

We have compared B&Q's performance to other participants of the British Retail Consortium's Better Retailing Climate (BRC) initiative¹ to give an indication² of how B&Q's environmental performance compares to leading UK retailers. In summary B&Q has outperformed the sector with:

- an absolute emissions reduction from store energy use of 39%, compared to an average saving of 29% by BRC initiative members
- a reduction in haulage emissions of 34%, compared to an average saving of 22% by BRC initiative members
- a 99% diversion from landfill, compared to 96% diversion from landfill by the retail sector
- a reduction in energy, transport and waste impacts has saved an additional £44 million compared to the savings that would have been achieved had B&Q reduced its impacts at an equivalent level to others in the BRC initiative.

Ten year reflections: carbon footprint



Alex Spreadbury
B&Q Energy Buyer



“B&Q was at the forefront of the sustainable energy agenda when, in 2007, we announced our goal to achieve zero carbon electricity by 2023 as part of our overall carbon reduction commitment. A daunting prospect, but a cornerstone of our commitment to be a world leader in sustainability; basing our targets not on what we thought we could do, but what the science tells us we must.

Achieving zero carbon electricity is a cornerstone of our commitment to be a world leader in sustainability

Our approach to meeting this target has focussed on three key elements: energy efficiency, onsite renewables, and agreeing a REGO certified green energy tariff which ensures that we know our energy is supplied from genuine sources of renewables.

The latter element is the one that will get us to zero carbon electricity across the UK mainland in 2017, ahead of our target date. However, we will continue striving to reduce our energy consumption and maximise the amount of renewables we can incorporate into our store estate, in particular solar photovoltaic (PV) panels on our roofs.”

¹British Retail Consortium (2017) B&Q: A Better Retailing Climate Benchmark Report (Internal document)

² Reductions covered by the British Retail Consortium use a baseline year of 2005 and represent savings up to the end of 2016/17 FY. B&Q's figures use the baseline year 2006 and represent savings up to the end of 2016 FY. Comparisons are therefore indicative due to different time periods compared based on best available date.



One Planet Home
Annual Review 2016/17



Making buildings more energy efficient and delivering all energy with renewable technologies



OVERALL IMPACT



48% electricity reduction against 2006/07 baseline (kWh)



5% gas saving against 2006/07 baseline (kWh)



£77.5m saved from carbon reduction initiatives since 2006/07



4.1 GWh renewable energy generated in 2015/16

Progress on LED and smart meter installation has been slower than hoped this year, bringing little change in energy intensity compared to 2015/16. Gas measurement has been particularly difficult. Positive change is occurring including through new energy contracts, flagship projects and 'Learning Stores'.

Renewable energy

This year saw B&Q's largest PV installation so far, with enough PV panels to cover six tennis courts installed on the Poole store. These will reduce the store's grid energy consumption by 23% per year, equivalent to the energy used by 90 homes.

A new energy contract signed this year sees B&Q switch to green electricity for all UK mainland stores certified by Ofgem's REGO scheme.

Efficient energy use

B&Q has reduced its energy needs this year through two store 'Rightsizes' – resizing to use only the necessary space – and two revamps. Efficient LED lighting is included in both of these processes.

The company's new flagship store in Cribbs Causeway also received continuous strip LED, PV, and 'Measure My Energy' smart meters allowing live monitoring by staff. Three further 'Learning Stores' trialed a new lower cost LED.

Successful pilots like this are being rolled out across the UK, including LED and smart meters which were both installed in 17 more stores this year.



Sue Haywood
Energy Analyst at B&Q

“ The start of my One Planet Home programme was managing the database for energy and water across more than 300 stores and head office facilities through billing and receipt of half hourly data.

I've worked closely with Energy Managers and wider property teams using data gathered to carry out annual reporting and utilising the information to form energy management strategies. With stretching targets for energy reduction and the move to the

It's really satisfying when you find solutions that reduce both the cost to the business and our impact on the environment

Maintenance Department, I started to work even more closely with stores to identify high levels of consumption and implement solutions.

More recently, I've been really pleased with results we've seen in stores that have had a Measure My Energy System installed (a smart metering system). Starting with a trial in Nursling store, it shows the cost of each appliance from lighting displays to kitchen sockets. Highlighting that the stores lights (inside and out) were on full 24/7, the dark aisles were adjusted and outside lights switched off during the day; saving on average 60,000 kWhs per annum. That's enough electricity to power 19 homes for an entire year.*

Now installed in 31 stores, a recent roll out trial has seen savings up to 30% against baseline. It's really satisfying when you find solutions that reduce both the cost to the business and our impact on the environment.

* Assumption: 3 or 4 bedroom house electricity usage of 3,100kWh https://www.ukpower.co.uk/home_energy/average-energy-bill



Zero waste

Reducing waste, reusing where possible, and ultimately sending zero waste to landfill



OVERALL IMPACT



7% reduction in total waste generation in 2015/16



82% recycling



99% diversion from landfill



£34m landfill tax saved since 2006/07

B&Q now diverts 99% of its waste from landfill (up from 97% last year). The recycling rate has dropped to 82%, from 84% last year, due to contamination of staff recycling facilities. B&Q's logistical sites maintained last year's 'zero landfill' achievement.

Reducing waste to landfill

This year's reduction in landfill has come partly from redirecting more of the general waste into refuse-derived fuel. B&Q is now working with its contractor to keep all waste out of landfill.

New, clearer signage has been sent to all stores to maintain and improve segregation standards and reduce contamination. Six more streams are now sent back to DC, rather than directly to a waste contractor in order to establish the root cause of these waste streams and to further increase recycling.

External reuse and recycling

The Community Reuse scheme, which donates unsellable products to schools and community groups, has been reworked to make it easier to operate.



Laurence Turnbull
Sustainability specialist at B&Q

“

I am delighted to see the progress that has been made in B&Q's recycling rate and diversion from landfill over the past 10 years. We have increased our waste segregation in stores from 15 streams to over 30 separate waste streams, meaning very little general waste is generated and sent to landfill.

A combination of better segregation, increased donations, colleague communication and improvements to our data have helped to identify and focus on key remaining issues. Overall, we've increased recycling from 27% to 82% since 2006, now with 99% diversion from landfill.

Overall, we've increased recycling from 27% to 82%, with a 99% diversion from landfill.

We originally set a very ambitious target of achieving 90% reuse and recycling by 2012. One of the biggest challenges in meeting this target is dealing with timber. In 2015, we launched the award winning Green Pallet Scheme. This scheme has allowed us to work with suppliers to move them from one-use pallets to reusable ones, in the process reducing our timber waste arisings.

What we see on the ground is a vastly improved approach to eliminating waste and maximising use of resources, and this will only continue to improve.



Sustainable transport

Encouraging low carbon modes of transport to reduce emissions, reducing the need to travel



B&Q has accelerated its conversion towards cleaner vehicles and freight, more efficient deliveries, and supporting its drivers with ways to improve driving and thus reduce emissions. Store closures have impacted transport sustainability in contrasting ways. Some stem delivery journeys are now longer, because fleets are further away from some postcodes. However, delivery journeys to retail stores have been reduced due to fewer store destinations, and better planning of deliveries.

Cleaner fleet, cleaner freight

The expansion of cleaner freight has accelerated. Deliveries from ports to distribution centres are now made 49% by rail instead of road, more than double last year's rate of 19%. The Microlise telematics system has now been rolled out to the store fleet, with the balance of delivery routes planned for 2017. This monitors individual MPG and emissions from excessive acceleration and braking. Regular feedback and training, including the Safe and Fuel Efficient Driving technique, has significantly improved drivers' MPG performance.

Although many older vehicles were replaced with cleaner ones this year, there have been some setbacks in the transition to a cleaner fleet. LPG usage in dual fuel vans, which is cleaner than diesel, was reduced due to maintenance problems and engine damage. With this resolved, LPG usage is thought to have returned to 2015 levels by early 2017.

Loading & logistics

Three distribution centre workshops have focussed on maximising load per journey. Further up the supply chain, the highly successful Green Pallet Scheme has resulted in a total of 564 fewer trips this year between forests, sawmills and pallet factories.

As the network changes, so do B&Q's opportunities to save on emissions. The closure of one B&Q depot in 2016 resulted in a fall in the number of containers used for trunking. However, the logistics team continues to look for areas where efficiencies can be made, for example hauliers supporting with deliveries.

OVERALL IMPACT



34% reduction in haulage carbon footprint against 2006/07 baseline



41% reduction in business travel carbon footprint against 2006/07 baseline



£52 million in fuel costs saved since 2006/07



John Howarth
Distribution Manager
at B&Q

“

Serving more than 20 million customers a year across over 300 stores means that transport and logistics are a vital part of our business.

Every year we've continued to drive improvements in efficiency, as ultimately where there's cost there's carbon. So, whether it's improving route planning, vehicle loading or driver training, we are constantly finding ways to improve performance – and it's these initiatives that have made the biggest improvement to our transport carbon footprint.

Every year we've continued to drive improvements in efficiency, as ultimately where there's cost there's carbon

In addition, we trialled dual fuel vehicles (with biomethane) for a few years. With a limited number of suppliers of biomethane, this was a more expensive fuel for the business. However, we felt that a more competitive market would only come through a few early adopters like B&Q coming on board.

Sadly, with the fall in oil price in 2014, we had no choice but to put this project on hold. Still, we will be relying on alternative low/zero carbon fuels if we are to achieve our final target of a 50% reduction in our transport carbon footprint by 2023.



Sustainable materials & products

Using materials from sustainable sources and helping customer to create One Planet Homes by offering a range of sustainable products



OVERALL IMPACT



11% reduction in average g/l Volatile Organic Compounds (VOCs) content since 2015/16



100% of product categories have One Planet Home products identified in range



High score in WWF's Furniture Report 2016

B&Q was a top scorer in WWF's 2016 "Are You Sitting Comfortably" report on UK timber furniture retailers, and in the Ethical Shopping Guide index of furniture retailers.

Sourcing and product performance

In 2016, one major paving supplier signed up to the TFT Responsible Stone Programme, which requires environmental management standards. B&Q has also introduced building materials sourced according to BES6001 standard. BES6001 requires that manufacturers manage the environmental impacts from their products.

New eco-products were added to the range this year, including the Pro-Grow compost range made from household green waste. A range of improved sinks now sells wastepipes separately. This allows repair of the part most likely to break, avoiding replacement. Nearly all toilets sold now meet best practice criteria for reduced water use, as developed by Bioregional for Kingfisher Group.

LED technology is now offered in a wider range of light fittings and almost all bulb types. The range has been made more easy-to-shop and its packaging has been improved, making this low-energy technology more accessible and attractive. Consequently, LED has contributed to the increase in sustainable home product sales in 2016/17.

Mainstreaming eco-products

Sales of sustainable products continue to grow and in 2016/17 they represented 40% of B&Q's total sales (up from 37% last year).

Motivational training videos for showroom staff are further supporting the integration of eco-messaging, with staff being trained to understand sustainable timber and efficient flushing as product benefits.

B&Q has also reworked the One Planet Home pages on its website. This makes the One Planet Home principles more accessible to customers, providing tips for actions on each principle and highlighting the products that support them.



Gin Tidridge
Sustainability specialist at
B&Q

“ B&Q has learned a lot about selling sustainable products. Customers do not always notice signs, recognise logos, or read labels - but there is a lot of ‘trust’ and expectation that B&Q will do the right thing.

Customers do not naturally gravitate to a special ‘green’ area in a store – they are focused on finding the materials for their project. Making all home improvement more sustainable is a stretching target that B&Q is pursuing.

We have successfully promoted projects that excite customers. These have included growing produce in the smallest of gardens and attracting wildlife closer to home. Where the sustainable choice has clear benefits for the customer, we can see the impact in terms of sales performance – LED lighting for example.

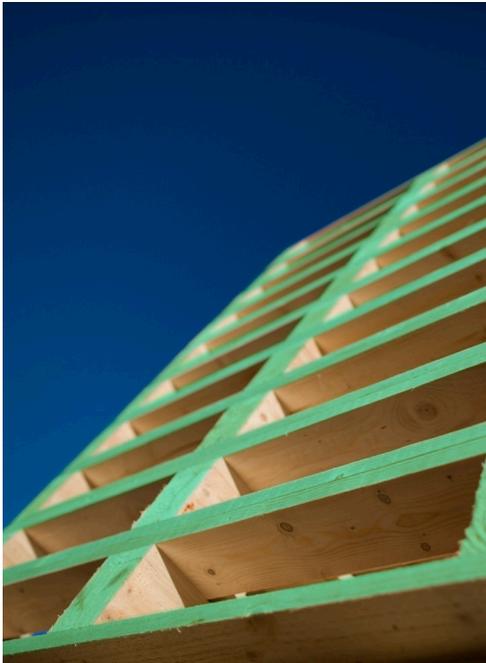
Where we have made mainstream DIY more sustainable, we have seen significant impact

Where we have made mainstream DIY more sustainable, we have seen significant impact. Only selling responsibly sourced wood, taking peat and expanded polystyrene out of bedding plant packs, developing better water based paints, improving the flush efficiency of toilets, and using recycled materials are successful examples of range editing.

Looking ahead, tackling the carbon emissions deriving from our homes must be a priority, not only for B&Q but for the UK. We also need to address the impact of climate change on our lives, innovating in flood protection for example. We need to find ways to make better use of resources. The One Planet Home vision is as relevant today as it was ten years ago.



Ensuring packaging is fit for purpose, made from renewable or waste resources and making it easy for packaging to be reused or recycled



Freight packaging

The Green Pallet scheme, partnering with Scott Pallets and launched in 2015, continues to use certified sustainable timber for its bespoke-sized pallets. These are repaired (if necessary) and reused, reducing virgin timber demand. Bespoke pallet sizes also allow B&Q to optimise the stacking of products on pallets for delivery.

Since the launch of the scheme, over 270,000 pallets have been reused throughout the supply chain. Green Pallet won Best Business to Business Partnership in 2016 at the Ethical Corporation Responsible Business awards, as well as the Edie Environment & Energy Award 2016 for Onsite Waste and Resource Management.

As this is achieved at no extra cost per unit, we urge B&Q to accelerate roll-out of this programme to the fullest possible extent.

OVERALL IMPACT



Green Pallet programme won Best Business to Business Partnership from Ethical Corporation awards in 2016.

Over 270,000 pallets have been reused since the launch of the program in 2015.

The packaging team has always tried to minimise the amount of packaging used, whilst still maintaining pack integrity and aesthetic appeal. Examples where this has driven a real benefit in 2016 included changes to kitchen tap packaging. By changing the packaging to maximise retail efficiency, it has also managed to increase the amount of products per shipping container. For taps, by changing the packaging on just 20 product lines the amount of packaging average pack size was reduced by 30%, which provided significant freight reduction and improved shelf fill.



Gordon Henman
Group Head of Packaging
at Kingfisher

“ Packaging has an important function in protecting our products, and if done incorrectly can lead to product damage. However, we also recognise that dealing with over-packaging or non-recyclable packaging is a pet hate for many of our customers. We therefore focus on optimising our packaging solutions by ensuring that packaging is fit for purpose.

For example, in 2012-2014 we worked with our suppliers to tackle both the use of expanded polystyrene in packaging and use of peat in bedding plants. We developed a new bedding plant product – where each plant is packed in the compost in a self-contained biodegradable “teabag” made from compostable corn starch and peat replaced with coir (a natural fibre extracted from coconut husks).

Our innovative bedding plants have prevented over 22,000m³ of polystyrene going to landfill every year

This allowed us to change from a non-recyclable polystyrene tray to a tray that is made from recycled plastic that is widely recyclable or can even be used as seed trays and propagators. This solution has prevented over 22,000m³ of polystyrene going to landfill every year, enough to fill 40 Olympic sized swimming pools! This is an example of how important it is to look at the product design and function as a whole in order to optimise packaging solutions – there is often a limited amount that can be done to improve packaging without also making changes to product design. The move to centralised group purchasing, and the associated increase in volumes, will continue to provide opportunities to design packaging that delivers optimised packaging, which is both sustainably sourced and fully recyclable.



OVERALL IMPACT



8% increase in water use per m² against 2007/08 baseline

This year's water use has been somewhat out of the ordinary. Long-term maintenance schedules brought a cleaning event to half of the B&Q estate in 2016. This included washing out the drainage channels, and cleaning the outside of the buildings. The drainage maintenance is necessary but water-intensive, and contributed to the increase in water use per square metre across the whole business.

A new watering schedule was introduced in 2016, where plants are watered morning and evening as well as on arrival in stores. This may also have contributed to water intensity, although it aims to reduce the loss and waste of plants. Reducing water consumption still remains a challenge for B&Q. New approaches and watering systems are being looked at to water plants in a more economical way.

Helping B&Q customers to save water has focused on bathroom, garden and kitchen products. In 2017 a new kitchen tap range was introduced with regulators fitted to over 90% of the products. Almost all of the toilets sold are dual flush and conversion kits are sold for older toilets. Water/butts and mulch help customers to manage water outside. B&Q has sold flood protection products for several years and gives advice to customers on how to reduce the risk of surface water flooding.



Sue Haywood
Energy Analyst at B&Q

“

Working with Bioregional, we realised that setting a target to reduce water consumption was not going to be easy, especially as in the two years previous B&Q had reduced our water use by 19%.

Most of B&Q's consumption arises from watering plants in garden centres. If we set a target to reduce water it could drive the wrong behaviour as plants must stay healthy and attractive to customers. Not watering means they could wilt and die leading to huge amounts of plant waste, potentially a much bigger environmental issue. B&Q has therefore focussed efforts on using the *right* amount of water, educating store staff on the best times to water to minimise evaporation.

[We've educated staff on the best times to water plants to minimise evaporation](#)

B&Q has installed a few rainwater-harvesting systems to flush toilets, and reviewed its water use to find leaky taps and stop underground leaks. We trialled half hourly meter reading in one region and with the opening of Water Competition, there is the potential to have our meters read monthly in the rest of the country so leaks can be quickly identified and repaired.



Gardens & Pollinators

In 2016, B&Q commissioned research into the role of gardens in supporting wildlife and helping people connect with it. This culminated in “The Nature of Gardens” report, which champions the way gardens in the UK can support biodiversity and human wellbeing through access to nature. It also examines why UK wildlife needs support, what gardeners can do to help, and the barriers they perceive to doing more. It gives ten tips to help people bring nature closer to home – tailored to the UK and designed for everyone regardless of their garden size.

B&Q also partnered with the Butterfly Conservation Society to raise awareness of the important role of butterflies and other pollinators, to promote ‘Perfect for Pollinators’ plants and peat-free compost, and to encourage people to participate in the UK Garden Butterfly Survey. This message was broadcast via marketing and social media, and was integrated into B&Q’s Outdoor Launch for 2017 (see case study on p.33).

The new Garden Butterfly Survey (GBS), run in association with B&Q, got off to a great start in 2016, its first year. An amazing 58,000 sightings were reported from 2,396 gardens across the UK, from the Isles of Scilly to Orkney, Kent to Co. Tyrone, using the new online system developed by Butterfly Conservation volunteer Peter Eeles.

Peat

Peat harvesting contributes directly to habitat loss and climate change. B&Q aims to phase out peat ahead of the government’s voluntary targets in 2020 (for bagged compost) and 2030 (for plants). Progress in 2016/17 has been mixed. The proportion of peat-free compost used in plants increased from 46% to 48%. However, B&Q sold slightly less peat-free bagged compost this year – 61.4% of the total, compared to 62% in 2015/16. Total peat dilution therefore remains at 61%.

Forests

B&Q’s wood and paper is now 99.96% responsibly sourced. The remaining 0.04% comprises discontinued items. The company has also identified which departments are buying timber for internal use. Work is underway with leaders in each department to ensure that sourcing complies with B&Q’s policy of 100% certified responsible timber.

OVERALL IMPACT



61% peat dilution



99.96% responsibly sourced timber



Winner of Garden Retail & Garden Industry Awards 2017: Greenest Garden Centre (second year running)



Julia Griffin
Responsible Sourcing
Specialist & Chain of
Custody Manager at B&Q

“

If you don't know where your wood comes from, you don't care'. This journalist's comment over 25 years ago catalysed the development of B&Q's timber policy, and was arguably the starting point of a much bigger journey.

For the first four years of the One Planet Home programme, I was focussed on enforcing our timber policy, only allowing compliant new products into the business. As with many initiatives, the final 10% proved the most challenging to deliver. In 2011 though, our CEO at the time Euan Sutherland made a business commitment to ensuring all timber and wood products were compliant and this strong statement from the top was invaluable in achieving the final few percent. This meant that when the EU Timber Regulation came into effect in March 2013, we were already well ahead of our competitors.

Our existing commitment meant that when EU Timber Regulation came into effect, we were already well ahead of our competitors

Moving away from peat use however is a different challenge. While we only need to address a few suppliers and products, it requires transitioning from a strong and minimally processed material to much more complicated (and expensive) alternatives. We've steadily progressed the dilution of peat material in our bagged compost using alternatives such as coir and green waste and worked to improve the quality to compete with peat.

While we continue to work on dilution, going peat free will remain a huge challenge without governmental support – and this is also needed for wider industry change.



Culture and community

Nurturing a culture of sustainability, community and sense of place



OVERALL IMPACT



Over £461,000 in charitable donations



Over 36.7 million views on B&Q's YouTube channel, providing 'How to' for DIY projects



Social media engagement: over 272,000 facebook page fans, 81,000 twitter followers

Supporting community resilience

Following previous experience helping charities and local councils to support communities during flooding, B&Q is proud to work with the British Red Cross as its emergency partner. As part of this partnership, B&Q has created emergency relief kits and will facilitate customer and colleague fundraising to help UK communities cope with the aftermath of emergencies (see page 35). This relationship supports a broader partnership between Kingfisher and the international Red Cross.

Neighbourhood sharing and making

This year, B&Q began trial partnerships with makerspaces, which provide a collaborative facility for creating and hands-on learning. This began by connecting local B&Q store managers with makerspace leaders, and B&Q has given £500 gift card donations to the three makerspaces to buy better tools.

B&Q has also re-worked its Community Reuse programme to make it easier for stores to operate. This scheme donates unsellable products to schools and community groups.



Caroline Silke
Interim Head of Community
at B&Q

“

At B&Q, we believe everyone should have a home they can feel good about. However, for people in difficult circumstances, having a home to feel good about may feel impossible.

That's why in 2017 we've launched a new community strategy to create good homes for the people most in need of our help. After several years of our colleagues leading local community engagement for causes of their choice, we're delighted to build on our strong community heritage with a focused campaign aligned to our core business.

We've launched a new community strategy to create good homes for the people most in need of our help

As well as our emergency partnership with the British Red Cross, we've launched a new charity partnership with Shelter, the leading charity tackling poor housing and homelessness, to improve the lives of thousands of people through practical DIY and home improvement help, and funding of frontline services.

Our work with Shelter will fund a network of specialist home improvement advisers, who will provide practical home improvement help to people as they settle into a new property after a period of homelessness, and help people at risk of homelessness to stay in their current home. This can include basic DIY skills such as how to put up blinds or paint walls, as well as improving home security.

As the UK's leading home improvement retailer, we are delighted to support this important initiative as part of our commitment to making home improvement accessible for all.



Equity and fair trade

Creating economies that support fair employment, inclusive communities and international fair trade



2016/17 has been a year of transition, as B&Q and its sister companies move towards a more centralised “unified” buying model. The responsibility for supply chain transparency and supplier working conditions is therefore being centralised. B&Q’s responsible sourcing team has supported the centralised supply chain and sustainability teams during the change.

The centralised standards ensure that all “unified” products are bought according to the highest standards in the group. With larger buying volumes, the group now has better leverage to ensure that the supply chain is transparent and ethical.

Supplier auditing and transparency

2016/17 was the final year for QUEST (Quality Environment and SafeTy) assessments at B&Q. This focussed on 40 suppliers who had not been assessed recently, or had previously performed poorly.

B&Q continued onboarding suppliers and their extended supply chains to Sedex, a platform for transparent reporting on ethical issues. This supports the new centralised Responsible Sourcing target to move all suppliers onto Sedex by 2020.

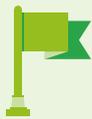
Responsible sourcing

2016/17 saw one of B&Q’s major paving suppliers join the TFT Responsible Stone programme, in which B&Q has played a leading role.¹ One of the supplier’s quarries achieved Level 1 in TFT’s grading system. B&Q also met with one of its cleaning contractors to assess how they would meet requirements, particularly on Modern Slavery Act reporting.

OVERALL IMPACT



40 suppliers assessed through QUEST programme



Supporting parent company’s sustainability team during ongoing transition to unified sourcing

¹ <http://www.tft-transparency.org/member/b-q/?product=stone>



George Padelopoulos
Ethical Trading Manager at
B&Q

“

When it comes to ensuring that all of our products are ethically sourced, the goal posts are always moving. Every year, ranges and therefore suppliers change, so it's been important to ensure that environmental and ethical requirements are built into our purchasing process.

All suppliers must now meet compulsory minimum standards before they can supply B&Q, and this has recently been adopted by Kingfisher Group.

It's important to ensure that environmental and ethical requirements are built into our purchasing process

From 2011, we required all suppliers to join Sedex, an online platform designed to drive improvements in responsible and ethical business practices in global supply chains. Since announcing this requirement, 82% of Tier 1 suppliers (i.e. direct suppliers) have now submitted ethical data to B&Q via Sedex. This has given us much better understanding of the ethical standards in our supply chains on which we will work with suppliers to improve.



Employee engagement

Ensuring everyone is involved in business decisions, have opportunities to develop, and promoting good health and wellbeing



76% of staff participated in the annual employee engagement survey. The average satisfaction score remains 4.32, which exceeds B&Q's own target (4.15) and Gallup's best practice standard (4.2).

Conscious action on diversity

This year B&Q launched a three-year plan for diversity and inclusion, to attract and develop employees of all backgrounds (see page 34). This aims to remove barriers to better diversity, considering facets such as gender, ethnicity, age, disability and orientation.

Personal career development

In 2016, 197 employees completed the Aspire Talent programme which offers six months of learning and development to help talented, driven individuals grow their career within B&Q. This is an increase from 2015/16, when 165 colleagues completed it.

Culture of sustainability

In 2016-2017, all role expectations were reviewed, weaving in One Planet Home principles. This includes actions such as offering customers greener product choices, and following core operational processes like recycling, and safe disposal of electronic waste. The One Planet Home training modules are now compulsory during induction of all new store staff. Eco-product information is now threaded into all ongoing DIY trainings, and a module on timber certification has been introduced for all store staff working with timber products.

To support the sustainability message, the Store Support Office and all stores have been targeted with 'colleagues as customers' communication campaigns, which link sustainability features at B&Q with what people can do at home.

OVERALL IMPACT



11,561 employees completed One Planet Home e-training



8.9 hours of training per employee



33% women at all management levels (% of all management positions)

50+

30% of workforce aged over 50



Rachel Bradley
Sustainability Manager at
B&Q

“

In 2007, we created a new Governance structure to deliver our One Planet Home commitments. Using the ten principles as a framework, we identified Board level sponsors and senior management champions in areas of the business most relevant to key areas of impact.

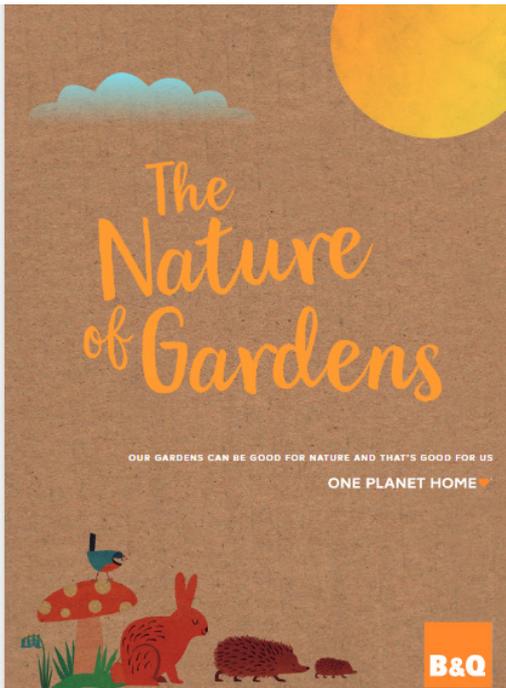
We also introduced a timetable of buying policy consultation and review to ensure that everyone had their chance to challenge policies but also to ensure everyone was clear when a “rule was a rule”. This structure was particularly important in the first five years of One Planet Home, to build sustainability into the day to day decision making within key departments.

It’s our job to make the benefits of One Planet Home products clear for both our staff and our customers

We piloted ‘environment champions’ in store but we didn’t find this an effective approach, getting sustainability right has to be everybody’s job. Instead we have developed sustainability training modules to introduce One Planet Home to every member of staff. We’ve then worked hard to build sustainability messaging into store communications, including on our intranet and as part of other training modules. For example, when garden teams receive training we include tips on effective watering.

There is no question that achieving our One Planet Home goals will involve everyone. Homes are responsible for a significant proportion of the countries carbon emissions and hold part of the key to supporting our native wildlife so engaging people in the journey is an important mission.

Making sustainable lifestyles appealing and the obvious choice is critical. Everyone in B&Q has a different role to play and so weaving this philosophy into the culture of B&Q is our next challenge.



The Nature of Gardens report:

helping gardeners support nature close to home

The UK's 24 million gardens are becoming increasingly important for conserving our threatened wildlife. They also play a critical role in enabling people to connect with nature, helping to protect our mental and physical health.

These are the findings of the report *The Nature of Gardens* by Bioregional, commissioned by B&Q and reviewed and supported by four leading gardening and nature conservation organisations – The RSPB, the Royal Horticultural Society, The Wildlife Trusts and Butterfly Conservation.

Alarming, UK wildlife continues to decline even though we have known for 50 years that humans are the main cause of this. But the report shows that our gardens, and even our balconies and front doorsteps, are places where we can fight back for nature. It's a time efficient solution, cost effective and enhances our garden space, making it more enjoyable for everyone. Bringing more nature into our outdoor space will do us good.

Its publication comes at a time when there are growing concerns about people – especially children – becoming increasingly cut off from nature, potentially making them less likely to want to conserve it. *The Nature of Gardens* finds that these fears are justified and argues that we should use our outdoor space to help reverse this trend. If we get closer to nature, we all benefit.

Among the declining species which our gardens are helping to support are the hedgehog, house sparrow, song thrush, starling, common toad and Britain's biggest insect, the stag beetle.

Yet their ability to support wildlife is under threat. New homes have much smaller gardens, and studies have found that our gardens are increasingly covered in hard surfaces like concrete and paving slabs.

The Nature of Gardens includes findings from research, commissioned by B&Q, into people's feelings and attitudes to nature in their gardens. And it's packed with striking statistics and facts including:

Our gardens, balconies and front doorsteps are places where we can fight back for nature



- Our gardens occupy around a quarter of the space in our towns and cities, and together cover an area about the same size as Norfolk – roughly 500,000 hectares
- At least a third of the UK populations of house sparrows, starlings, blackbirds and greenfinches live alongside us in towns, cities and villages
- 29 million trees grow in our gardens, nearly a quarter of all the trees found outside UK woodlands. More than 1,000 different species of plants and animals can live in an ordinary garden
- 74% of 5-12 year olds play outside for less than one hour a day.

The consumer research found that large majorities of people are worried about the decline in UK wildlife and want more nature in their gardens. People said that the main barriers to doing more to attract and support wildlife in gardens are a lack of time, a lack of money, a lack of knowledge and a lack of space.

B&Q has distilled the report's finding into ten top tips which can help everyone to attract wildlife and benefit from it – with an emphasis on those of us who are novice gardeners and wildlife-watchers, who have small gardens or no garden at all.

These top 10 tips have been used in extensive social media activity including an interactive infographic on Facebook and Twitter, which included a regular series of tweets featuring those top 10 tips and a Live Q&A on Facebook where we offered support and tips on these issues directly to our customers.



Pro-Grow

As well as minimising waste from its own processes, B&Q is taking action to turn household waste into useful products. The new Pro-Grow garden compost range has recently been launched in partnership with the waste management company Veolia. Pro-Grow is made from garden waste generated by households and parks, collected around the UK by Veolia including from many of B&Q's own customers. Veolia converts this waste into a rich compost ready to nurture plants, which is now being sold in B&Q stores. This means that B&Q customers can choose to green their gardens with a compost that is entirely sourced in the UK,



is 100% peat-free, contains no added chemicals, and saves garden waste from landfill. It offers an alternative to artificially produced fertilisers, linking customers in a virtuous cycle in the circular economy.

Employee diversity

This year saw B&Q launch its new three-year diversity and inclusion action plan, running through to 2020. The plan is built on in-depth data analysis of the workforce by Bioregional, to identify strengths and opportunities to improve. The analysis divulged the following insights for action:

- **Age:** B&Q maintains its strong track record in recruiting and retaining older workers, and 30% of its workers are now over-50. B&Q takes an “age neutral” approach to all policies and processes in the people lifecycle, ensuring that recruitment, performance, reward, development and progression are available to colleagues of any age by focusing on behaviours.
- **Disability:** B&Q continues its long-standing commitment to making employment accessible for people with disabilities. It has now attained Level 1 status in the government’s Disability Confident Employers programme, and continues to review ways to improve the experience for both customers and colleagues that are impacted by disabilities.
- **Gender:** While there is good gender diversity in stores and the central Store Support Office, this is not yet reflected at management level. This is a key target for improvement in the plan. Actions include trials of flexible working and part time retail management, internal networking and combatting unconscious bias.
- **Ethnicity:** The recent McGregor Smith Review outlines 26 recommendations for businesses in the UK to improve their Race diversity. B&Q is exploring these recommendations and using their internal colleague networks to help define actions in this area.
- **Sexual orientation:** B&Q has recently seen the creation of a colleague network that is committed to discussing and exploring LGBT issues. This is part of a broader Inclusion network that has seen rapid growth in 2017.



Preparing to help communities through disasters

Flooding has been the clearest manifestation of climate change in the UK throughout the duration of the One Planet Home partnership. Communities in locations including Surrey, Somerset, Cumbria and Yorkshire experienced this first-hand during the many devastating floods across the last decade.

To help communities become more resilient to these events and rebuild their homes and neighbourhoods afterwards, B&Q has established a partnership with the British Red Cross. Under this arrangement, B&Q has created emergency relief kits to support clean up efforts following emergencies.

These kits include buckets, mops and gloves and are held in our distribution centres for fast dispatch to any UK location when requested by the Red Cross. This builds on B&Q’s experience collaborating with charities and local authorities to support communities through previous disaster events in 2015. It also forms part of a wider collaboration between Kingfisher and the Red Cross internationally.





Key targets 2016/17 progress

Targets	Performance	Summary of progress
Carbon footprint		
90% reduction in absolute CO ₂ emissions by 2023	✓	Some progress on improving energy efficiency and onsite renewables including biomass heating. Total transport carbon footprint has plateaued in the last few years but is slightly down this year at a 34% reduction from the baseline. Step change will be seen in the coming year with zero carbon electricity.
Zero carbon		
All stores to be zero carbon by 2023	✓	REGO-certified 100% green energy contract signed and will kick in next year. Energy-related carbon emissions are down to a 40% reduction from baseline (including electricity-related emissions 48% reduced from baseline, and heating-related emissions 5% reduced from baseline). LED and renewables installed at 17 more stores. Planned installation of biomass heat systems to 3 distribution centres and 10 stores.
Zero waste		
90% reuse and recycling by 2023	✓	Total waste now 99% diverted from landfill, but this includes a lower rate of 82% recycling due to more waste-to-energy. Centralised Hippobag rerouting is helping to identify recurring problems. Including reuse of packaging and pallets would provide a more accurate picture of waste avoidance, and will be factored into future reporting if possible.
<2% to landfill by 2023	✓✓	Just 1% waste now sent to landfill
No more than 2% of 2006 tonnage sent direct to landfill by 2023	✓✓	1% of total 2006 waste was landfilled last year.



Substantially or entirely completed or a high degree of certainty over deliverability



On track for a long term target



Substantially incomplete, behind schedule or doubt over delivery

Sustainable transport		
50% reduction in absolute emissions from business travel and domestic haulage by 2023	✓	Total transport emissions reduced by 35% from baseline, improving from the 32% last year. Business travel emissions are slightly higher than last year, now 41% down from baseline.
Sustainable materials & products		
10% of sales from the most innovative sustainable products and services by 2020	✓	5.5% sales from innovative sustainable home products ('best in class'); an increase from last year's 4.9%. B&Q's sustainability team is working closely with product development teams to identify opportunities for new products.
50% of sales from products that help create a more sustainable home by 2020	✓	40% of sales are from products with eco credentials. B&Q's sustainability team is working closely with product development teams and Kingfisher unified sourcing OSC team, to identify opportunities to improve product ranges
Sustainable packaging		
All packaging will be fully recyclable by 2020	✗	No information available on recyclability of packaging.
100% of packaging which contains wood fibres will be responsibly sourced	✗	No data reported as yet, therefore difficult to assess whether B&Q can meet this target
Sustainable water		
10% reduction in water consumption per m ²	✗	This target is proving challenging to meet as a feasible option for rainwater harvesting has not been identified whilst leaks are challenging to detect and resolve. It is also important to ensure plants receive the right amount of water. Target still to be reviewed.
Natural habitats and wildlife		
All timber and paper products for sale and use in our operations publications and products will be compliant with timber policy by 2020	✓✓	Now 99.96% certified sustainable, very slight change from 99.97% last year, due to discontinued items resurfacing. Sourcing of timber and paper continues to meet B&Q's policy standard and work is in progress to resolve outstanding products.
All growing media for sale and use in our operations to be from sustainable sources ahead of the government 2020 and 2030 deadline	✗	No change in overall peat dilution at 61%. Improvement in plant ranges: now 48% peat-free growing media volume (up from 46% last year). Slight reduction of peat-free bagged growing media (61.4% of total bagged media volume sold, down from 62%). Bagged media has the earlier target deadline of 2020, and currently there is no roadmap for how the target could be achieved.



Substantially or entirely completed or a high degree of certainty over deliverability



On track for a long term target



Substantially incomplete, behind schedule or doubt over delivery

Culture and community		
Support nominated charities by generating total charitable donations of £1 million per annum	X	Over £461,000 charitable donations this year down from £540,000 last year. Strategy framework under review by parent company which appears to have stalled progress at B&Q. New partnership launched with Red Cross to create post-disaster cleanup kits ready for emergency.
Support community projects that support Better Homes, Better Lives	X	B&Q planned to introduce a new communities strategy in 2015. This is still on hold while Kingfisher revises the Group level strategy. Appointed interim Head of Communities to advise for 2017. Trial partnership with makerspaces and improvements to community waste item donation programme made.
Equity and fairtrade		
Ensure all direct suppliers (GNFR and GFR) exceed our minimum standards for ethical and environmental standards by 2020	X	It currently difficult to determine level of transparency and performance despite good progress in recent years. Some processes on hold due to transition to Kingfisher-level unified sourcing. Sedex onboarding continued for B&Q suppliers. Ongoing QUEST assessments concentrated on poor performers, those missed in previous 2 years, and those who will not fall under unified sourcing.
Employee engagement		
Maintain/improve participation in employee engagement survey and in engagement levels (min target of 4.15 and 80% participation)	✓✓	Participation is down for the employee survey this year (76%, compared to 87% last year). Average score remains at 4.32 which exceeds best practice. New diversity & inclusion action plan is a good example of progress made this year to strengthen B&Q's performance and improve equality.
Invest in opportunities for training and upskilling for staff	✓	258 employees completed Aspire Talent structured learning programme. Sustainability training continues to be offered and is now mandatory for new beginners during induction. 23,027 staff completed one or more of these modules (increase on last year) but training hours per employee slightly down (8.89). Diversity & Inclusion Action Plan includes plans for learning & development as part of the age inclusion target. Ambition for Level 2 Disability Confident status includes learning & development plans for trainees, apprentices and employees with disability.



Substantially or entirely completed or a high degree of certainty over deliverability



On track for a long term target



Substantially incomplete, behind schedule or doubt over delivery



Priorities and initiatives for 2017/18

B&Q remains committed to achieving the ambitious targets laid out under its One Planet Home programme. A number of key initiatives are already planned or underway in 2017, including:

- Biomass boilers to be installed at three B&Q distribution centre.
- Launch of zero carbon electricity contract.
- Garden Report launch and promoting top ten tips for supporting wildlife.
- Integrate sustainability messaging and information throughout B&Q training material.
- Continue to drive growth in sustainable home product sales.
- Investigate how to drive customer preference for more sustainable products in four areas
- Launch partnership with Shelter as part of our commitment to making home improvement accessible for all.



Materiality and stakeholder engagement

B&Q's One Planet Home programme was developed in 2007 in collaboration with Bioregional, using their One Planet Living framework covering ten principles. The process of applying the framework to inform the development of a sustainability action plan included:

- A carbon footprint analysis to understand direct impacts and set targets in line with latest carbon reduction trajectories being proposed by leading climate change scientists.
- A gap analysis of existing policies and initiatives. This exercise highlighted priority opportunity areas based on B&Q's overall impact potential in terms of generating sustainability, brand and financial benefit.
- Working with stakeholders from across the business to address gaps and build on existing initiatives to develop short and long term targets and actions.

The issues identified and how they are linked to B&Q's core business are rooted in the Action Plan that emerged from this process. The plan sought to address both B&Q's own operations ('our home') and its customers ('your home'). The Action Plan was signed off by the B&Q board in May 2008, and B&Q continues to deliver on the targets laid out within its One Planet Home action plan .

Material issues identified and opportunities to support its customers are summarised in the table below. The table also provides information on how B&Q's material issues are aligned to Kingfisher's Sustainability key themes and material sustainability issues and impacts.

One Planet Home Principle	Link to core business	Link to customer offer	Alignment with Kingfisher Sustainability⁶
Zero carbon	Property energy consumption	Helping customers to reduce energy use at home	Energy Climate change Fuel poverty
Zero waste	Store and office waste	Enabling reuse and recycling	Environment; Products and Innovation Natural resource use Waste
Sustainable transport	Store and home deliveries Business travel and commuting	No material issues that B&Q can help customers address	Environment Climate change
Sustainable materials and products	Closed loop supply chains Chemicals management	B&Q offers customers products made from lower impact materials	Products and Innovation; Wood and Paper Sustainable lifestyles Natural resource use Waste Deforestation
Sustainable packaging	Packaging optimisation	B&Q helps to reduce packaging and maximize recyclability of packaging associated with its products	Environment; Products and Innovation Water Natural resource use Sustainable lifestyles
Sustainable water	Store water use	Helping customers to reduce water use in their homes and gardens	Environment Water
Natural habitats and wildlife	Timber and peat sourcing and use	Helping customers create gardens that attract and nurture wildlife	Wood and Paper; Environment Deforestation Biodiversity Climate change Chemicals
Culture and community	Charitable giving and strategic partnerships: housing and emergencies	No material issues that B&Q can help customers address	Communities Community cohesion Skills
Equity and fairtrade	Supply chain transparency and working conditions	No material issues that B&Q can help customers address	Suppliers & Partners Human rights Labour standards Ethical conduct Anti-bribery and corruption
Health and happiness	Employee engagement	Reducing chemical use and pollutants in the home. Encouraging healthier lifestyles.	Employment Equality and diversity Training and development Health and safety

⁶ Kingfisher Group's Sustainability strategy and reporting is structured around seven themes: timber; energy; innovation; communities; employees; suppliers; and environment. Each theme relates to a number of material issues:



Stakeholder Engagement

B&Q has a great tradition in stakeholder engagement. B&Q maps its stakeholders and has and has multiple methods of engagement with its stakeholder community. Examples of B&Q's key stakeholders and methods of engagement include:

Employees

B&Q's 'People's Forum' is an employee led network of elected representatives which take an active role in engaging colleagues in B&Q's strategy and representing their colleagues in sharing ideas, influencing decision making and working with colleagues in building solutions to make B&Q a more successful business.

Customers

B&Q conducts surveys and interviews with customers on a wide range of subjects inform B&Q on what customers think about key issues.



Government

In partnership with Kingfisher, B&Q engages with governments on a variety of issues which help encourage policies that support sustainable business practices with a focus on issues such as energy, timber, and slavery. B&Q communicates with government departments and selected MPs on specific policy interventions (e.g. Department of Energy and Climate Change regarding the introduction of domestic Energy Display Certificates).

NGOs

B&Q engages with multiple NGOs about relevant sustainability issues. B&Q became a founding member of the Ellen MacArthur Foundation to support the organisation's mission to accelerate the transition to a circular economy through government engagement, collaboration between businesses and unilateral actions by B&Q and other Kingfisher companies. B&Q also has a strong tradition in collaborating with industry partners and has played a leadership role in sustainability as members of the British Retail Consortium. It has also been instrumental in founding initiatives such as FSC®, the Timber Retail Coalition and the Growing Media Task Force.



Data assurance **ONE PLANET HOME**

The One Planet Home annual review is undertaken by sustainability charity Bioregional which provides an independent, second party review of the progress B&Q has made towards its One Planet Home commitments. Unless stated otherwise, the baseline year for targets is 2006/07.

B&Q's performance against the Kingfisher Sustainability KPIs is subject to both an internal Kingfisher review and external assurance. Deloitte LLP provides limited assurance over selected aspects of the Sustainability report which will be completed in June 2017. In 2016/17 this includes B&Q's energy and selected transport data. An assurance statement is included in the sustainable report available on the Kingfisher website at: www.kingfisher.com/sustainability/files/reports/cr_report_2017/appendices.html

A data appendix to this 2016/17 B&Q One Planet Home review is available at: www.diy.com/one-planet-home.



About B&Q

B&Q is the largest home improvement and garden centre retailer in the UK employing around 27,000 people from all walks of life.

B&Q is part of Kingfisher plc, the world's third largest home improvement retailer with over 1,100 stores and growing omni channel operations in 10 countries across Europe, Russia and Turkey.

B&Q has a long heritage of social responsibility and environmental awareness. Its environmental achievements include developing a timber policy in 1991, being a founding FSC® member in 1993 and developing a policy to reduce and eliminate the use of peat. B&Q was also the first retailer to introduce a VOC labelling system on all paint in 1995, now an industry standard, and the first to offer affordable, renewable energy micro generation systems to the domestic market in 2006. B&Q continues to make strides as a pioneer in sustainability; in 2014 it developed easyGrow, a brand new innovation in bedding plants with significantly reduced environmental impacts.

For more information about B&Q please go to www.diy.com/aboutus

For more information about Kingfisher's Sustainability programme, please see <http://www.kingfisher.com/sustainability/>.



About Bioregional

Bioregional champions a better, more sustainable way to live. We work with partners to create better places for people to live, work and do business.

Our ambition is simple. We want our practical projects to inspire people to live happy, healthy lives within the natural limits of the planet, leaving space for wildlife and wilderness. We call this One Planet Living.

Bioregional, founded in 1994, is a registered charity and award winning social enterprise based in the UK, with offices in London, Oxford and Brighton. Bioregional has sister organisations or representative offices in South Africa, Canada, USA, Mexico, Greece and Australia.

For more information about Bioregional please go to [**www.bioregional.com**](http://www.bioregional.com)

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