

BioRegional

solutions for sustainability

One Planet Living[®] at B&Q

Progress against targets in 2009

BioRegional Review



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Message from Sue Riddlestone

Executive Director and co-founder of
BioRegional



Achieving one planet living is the challenge of our times. Most people know that we have to take action but don't like the idea of having to cut back or go without. What we have found through our real-life sustainable communities and products is that it's more about being efficient and developing new ways of doing things. People are happier living a 'one planet' life. A sustainable future is nothing to be afraid of, but something we can all look forward to. We are delighted that B&Q has stepped up to the mark and said, 'we will do it and we will help our customers to do it too'.

B&Q have a strong heritage of sustainability but using the one planet living framework has meant that all of its existing programmes have been brought together under one unified approach. The action plan, developed in partnership between BioRegional and B&Q, builds on B&Q's heritage and identifies where additional actions and targets are needed for B&Q to become an exemplary one planet company.

Our review of B&Q's activities in 2009 clearly demonstrates their commitment to one planet living across their business. This is an honest evaluation of B&Q's progress and whilst clearly it will take longer than a year to achieve one planet living, it is important to understand what's worked well and what the key challenges are going forward. Together, we have set B&Q some really challenging targets and B&Q are already making great progress in developing solutions that will help to cut their carbon footprint and continue to set the standard for other businesses to follow.

Sue Riddlestone

Summary of B&Q's Sustainability Action Plan

Using the one planet living framework (see Appendix), B&Q's Sustainability Action Plan sets out the targets they will need to meet to reduce their carbon footprint. In addition, there are many issues that cannot be quantified in terms of their carbon footprint such as staff happiness, making this a plan that encompasses elements of sustainability from all areas of the business.

BioRegional worked with B&Q to develop a detailed Sustainability Action Plan. The table below summarises some of the key actions and targets both in the short and longer term. All percentage reduction targets are absolute reductions set against their 2006 baseline unless otherwise stated.

Principle	Short Term Objectives (2007 – 2012)	Longer Term Objectives (2013 – 2023)
Zero Carbon	Reduce energy use in line with CO ₂ reduction target of 20% by 2012 All new stores zero carbon by 2012	B&Q estate zero carbon by 2023
Zero Waste	By 2012, 90% of all waste will be reclaimed, recycled or composted 15% reduction in packaging by 2012	98% cut in waste to landfill by 2023
Sustainable Transport	Maximise efficiency of haulage and reduce fuel/m ³ stock by 15% by end 2009/10 Cut flights in Great Britain by 50% by 2012	50% cut in transport emissions by 2023 Introduce electric vehicles to home delivery fleet
Sustainable Materials	Establish a forum to review purchase of Goods Not For Resale (GNFR) Policy for low impact materials	Ensure all GNFR vendors are compliant with B&Q's policies and buying standards
Local and Sustainable Food	Develop food policy and buying standard Increase local, sustainable and fair trade options in cafes, canteen and vending	Ensure all vendors are compliant with B&Q's local and sustainable food policy
Sustainable Water	Smart metering in all stores by 2011 to detect leaks and inefficiencies	10% reduction in water use/m ² by end of 2012 (against 2007 baseline) Rainwater harvesting in all new stores
Land and Wildlife	All planting on B&Q sites to use peat free compost Promote wildlife and habitats to staff and customers	Green roofs on all new stores Enhance habitats and wildlife on store sites
Culture and Heritage	Launch One Planet Living Awards & Grants Environment Champions in all stores by end of 2008 to help deliver carbon savings	Outstanding community projects to be identified and promoted
Equity and local economy	All own brand vendors using SEDEX by 2011 Develop a strategy for regional projects	All vendors achieving Grade C in supply chain transparency by 2023
Health and Happiness	Introduce an environment question to the employee engagement survey Engender OPL across employee population	Main high levels of employee engagement and benchmark against other retailers
One Planet Home	Develop accreditation criteria for One Planet Home products At least 2,000 products to feature product branding by 2010	Help customers to reduce their eco footprint by 10% through B&Q products

B&Q's carbon footprint

B&Q's long term target is to reduce CO₂ emissions by 90% by 2023 (based on 2006 emissions). Figure 1 illustrates the activities that make up B&Q's carbon footprint and how this has changed compared to the baseline year of 2006. In 2009, there was an absolute reduction of 16% CO₂ against the 2006 baseline.

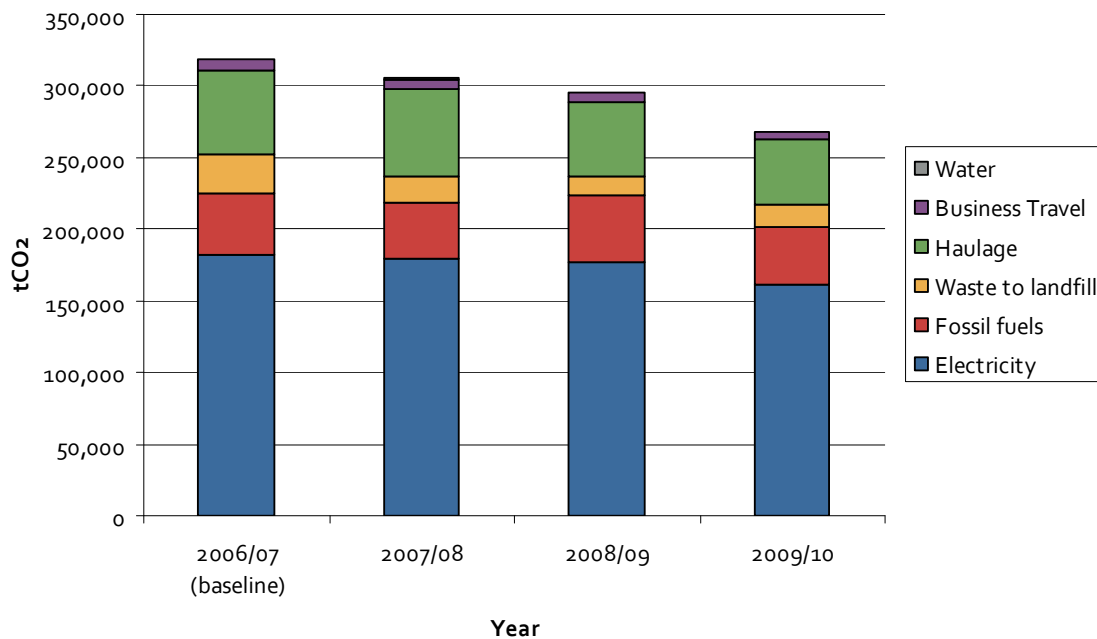
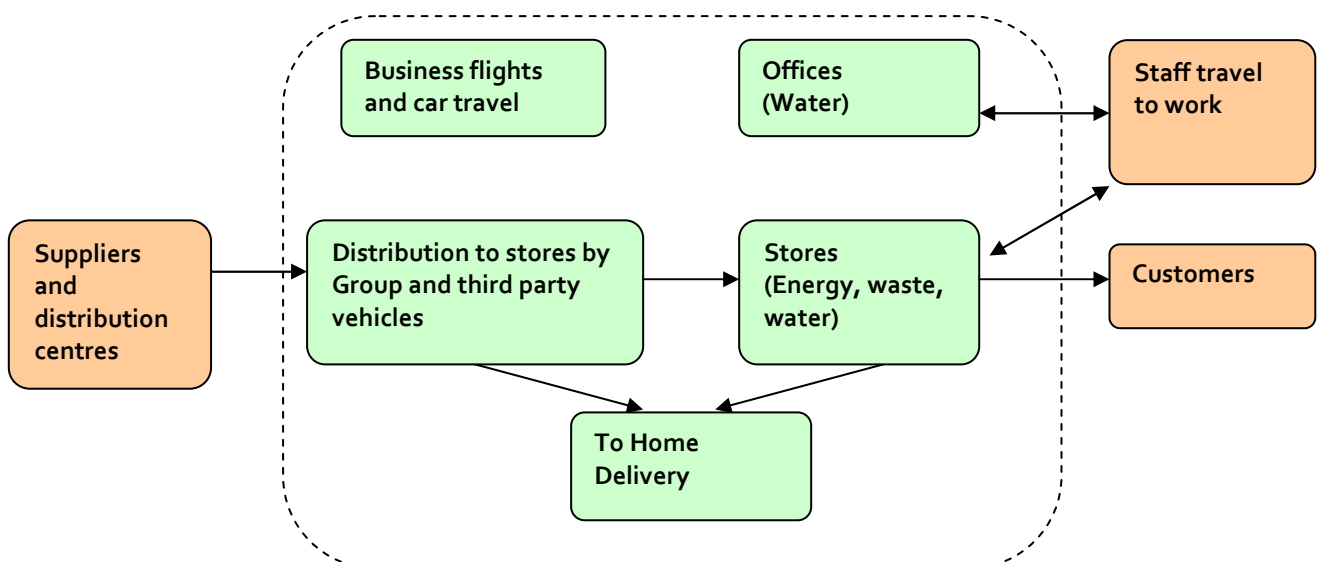


Figure 1: B&Q's carbon footprint from 2006 to 2009

Carbon dioxide footprint has been calculated using Defra's Guide To Company Reporting 2009. Emissions from waste to landfill use a conversion factor derived by Enviros from Warm v8 study. All figures are CO₂ in line with previous reporting however conversion factor for water is CO₂eq. as CO₂ alone is not included in the DEFRA guidance.

Measuring B&Q's carbon footprint

What we include in B&Q's carbon footprint:



Summary of Progress

BioRegional are impressed by the progress that has been made by B&Q to deliver one planet living across many areas of the business operations. We are pleased to see that absolute reductions in CO₂ emissions have been achieved across all activities included in the B&Q carbon footprint. In summary the following reductions have been achieved in 2009 (against the 2006 baseline)

- 12% reduction in CO₂ from electricity
- 7% reduction in CO₂ from gas and other fossil fuels used for store heating
- 40% reduction in CO₂ from waste to landfill
- 22% reduction in CO₂ from logistics
- 33% reduction in CO₂ from business travel
- 8% reduction in CO₂ from waster use

Achieving Zero Carbon across the existing estate will require that even greater absolute reductions in energy used in buildings are made through energy efficiency measures, renewable energy technologies retrofitted on site and that opportunities for new dedicated renewable energy farms such as wind farms or biomass plants are properly explored. The evidence base developed in 2009 is an important first step and in 2010 we look forward to working with B&Q to develop an implementation plan.

Although recycling rates have continued to improve, whilst in 2008 B&Q reduced their total waste by 29% compared to 2006 levels, this increased again in 2009 and is now 4% higher than 2006 levels. Whilst the priority target for B&Q is achieving a 90% recycling rate by 2012, recycled materials still have an impact and so waste minimisation should always be considered as part of any zero waste strategy.

B&Q took the lead back in 1991 as one of the first retailers to seriously address the issue of sustainable timber, and today 91% of timber sold is either FSC or PEFC certified. In the same vein, BioRegional would like to see B&Q taking more of a stand on the issue of peat which is an issue that is still not being addressed quickly enough by the industry.

There are some fantastic examples of how B&Q is engaging with customers and employees across a range of issues. BioRegional are particularly impressed by the number of staff that have either completed or enrolled in work-related qualifications this year.

This report explains whether B&Q are on track for meeting headline targets, the main activities that took place in 2009 and plans for the programme in the coming year.

Key



Target exceeded or on track to be met ahead of deadline



Target met or on track



Target not met or off track

Zero Carbon



Reduce energy use in line with CO₂ reduction target of 20% by 2012

New stores zero carbon by 2012

Zero carbon across existing estate by 2023 in line with 90% target



Key activities and achievements in 2009

- Rolled out half lighting solution to 40 stores
- Temperature set points reduced to 17°C for daytime and 15°C for night time
- Absolute reduction in CO₂ from store energy use of 11% compared to the 2006 baseline
- B&Q, BioRegional and Sutton Council were successful in securing £1 million funding from Department of Energy and Climate Change to trial a home energy retrofit across 100 homes in Sutton.

Summary of review

We are pleased with the overall reduction that has been achieved in CO₂ emissions from energy use across the store estate of 11% against the 2006 baseline, despite the long and cold winter we have just experienced. This compares to only a 1% reduction in 2008. Following the trial in 2008, the half lighting solution was rolled out across 40 stores in 2009. This involved the installation of photocells and a dimming system which switches to half lighting when there is sufficient daylight. This has prompted further energy savings in these stores. To reduce heating demands, temperatures were reduced to from 20°C to 17°C during the day and from 16°C to 15°C for night time. Reductions in energy use can also be attributed to tight attention being paid to store costs in 2009. BioRegional and B&Q have also worked on developing a full evidence base for the zero carbon strategy which identifies how B&Q could achieve zero carbon across the estate through a combination of energy efficiency, onsite renewables and allowable solutions. In 2010 the next steps will be to review the evidence base and develop an implementation plan for the coming years.

Case study: Pay As You Save

The Home Energy Pay As You Save pilots will give households the opportunity to invest in energy efficiency and microgeneration technologies in their homes with no upfront cost. Householders will make repayments spread over a long enough period so that repayments are lower than their predicted energy bill savings, meaning financial and carbon savings are made from day one. A total of around 500 homes across England will take part in the trial which will provide evidence of how to foot the bill for the Great British Refurb – the Government's plan to make the 22 million existing homes in the UK more energy efficient.

Plans for 2010

- Further initiatives to reduce the impacts of lighting
- Develop an implementation plan for zero carbon

Zero Waste



By 2012 at least 90% of waste by weight generated reclaimed, composted or recycled



By 2020 no more than 2% of waste by weight should be sent to landfill



Cut CO₂ emissions from waste to landfill by 98% against 2006 baseline (in line with 90% carbon reduction target)



Key activities and achievements in 2009

- CO₂ emissions from waste reduced by 40% against the 2006 baseline
- Signed up to the Home Improvement Sector Commitment to reduce packaging on B&Q own and exclusive label products by 15% by 2012 from a 2007 baseline
- General skips removed from 170 stores and replaced with 1100 litre recycling wheelie bins
- Removal of all desk bins at B&Q's Store Support Office

Summary of review

Whilst in 2008 B&Q reduced their total waste by 29% compared to 2006 levels, this increased again in 2009 and is now 4% higher than the 2006 baseline. It is understood that the increase in total waste production is due to several programmes that involved a large removal of stock and point of sale marketing materials from stores. Nonetheless, recycling rates have continued to improve and have now reached 56% (from a baseline of 29% in 2006) which is just short of the 60% interim target which would put B&Q on track for meeting the target of a 90% recycling rate by 2012. The improved recycling rate has been helped by the continued removal of general waste skips and the introduction of a recycling solution for MDF/treated timber and plasterboard across the store estate.

Going forward, BioRegional will be working with B&Q and potentially other stakeholders to gain a better understanding of the barriers to achieving the 90% recycling rate and how these might be overcome. Currently, B&Q stores donate end of line products through a number of local charities which B&Q could classify as reused materials as they would otherwise have been sent to landfill. Whilst capturing this waste stream may increase B&Q's total waste figure, it would provide a more accurate reflection of the amount of potential waste B&Q is diverting from landfill.

Case study: Home Improvement Sector Commitment

This is a voluntary agreement between WRAP and the UK Home Improvement sector which aims to reduce the environmental impact of home improvement products through optimising packaging. By working together, the Commitment's objectives will be achieved by reducing:

- the amount of resources required;
- packaging and product waste produced; and
- the amount of associated carbon dioxide emissions.

Signatories have agreed to work together for the first time to achieve a 15% packaging reduction and a 50% reduction in waste to landfill by the end of 2012, against a 2007 baseline. They will also look at ways of helping consumers to recycle more.

Plans for 2010

- Remove general skips from the rest of the store estate
- Develop a clear strategy for achieving 90% recycling rate by 2012

Sustainable Transport



50% cut in flights within Great Britain by 2012

50% CO₂ reduction by 2023 (06/07 baseline)

Roll out staff travel plans across all stores in 2009



Key activities and achievements in 2009

- Carbon footprint of car travel reduced by 39% in 2009
- 61 double deck trailers introduced to B&Q retail network
- Responsible travel guides rolled out to all stores to encourage alternatives to private car use

Summary of review

BioRegional are pleased to see further reductions in B&Q's CO₂ footprint from logistics and business travel. The largest reductions have come from retail network haulage where the introduction of double deck trailers and the continued savings from initiatives introduced in 2008 have resulted in a 24% reduction in CO₂ emissions against the 2006 baseline. Other notable reductions in CO₂ emissions have been seen in business travel, particularly the use of company and hire cars. B&Q made a 30% reduction in the travel budgets for both stores and head office at the beginning of last year. Events like Bruntingthorpe¹ were removed; saving up to 1000 – 1500 hire car rentals across the event which would usually happen at least twice a year. B&Q have also introduced a cap of 165gCO₂/km for all company cars. We would like to understand whether there is a plan to reduce this over time.

Whilst long haul flights continue to reduce, the number of domestic flights within Great Britain has increased compared to the baseline. This will therefore need to be a priority for 2010 to ensure the target of a 50% reduction by 2012 is achieved.

Case study: Responsible Travel Guide

In November 2009, B&Q produced a 'Responsible Travel Guide' (RTG) for all non-travel plans stores to encourage alternative modes of transport. Each store was sent an information pack which contained a covering letter, information guide, travel Survey, four generic posters to be displayed on the Social Responsibility notice board throughout the year. Stores were also sent an awards application form (B&Q offered £500/€600 to the store which did the best RTG launch activity). The winning store was East Kingsway who introduced their RTG via team briefs, promotional posters, and events such as 'leave your car at home' week. They have even introduced an electric car pool scheme whereby staff car pool in an employee's electric car.

Plans for 2010

- Introduce a further 59 double deck trailers
- Develop a clear strategy and implement measures to reduce the number of domestic flights
- Investigate suitable alternative fuels such as biomethane

¹ Bruntingthorpe was a week long exhibition that operations and commercial used to run fairly regularly (at least twice a year) to show the stores the new ranges that were coming in — representatives of all the stores would attend the event along with a number of suppliers.

Sustainable Materials



Supplier assessment procedure introduced for Goods Not for Resale (GNFR). All vendors assessed by 2010

Increase proportion of sustainable materials

Understand the full impacts of B&Q's supply chain



Key activities and achievements in 2009

- 120 out of 250 GNFR suppliers now through GNFR QUEST with rest due to complete by July 2010.
- Paint research has identified 80% of the impact is from raw materials
- Policy work with DEFRA to update the VOC directive and enlisting assistance of British Retail Consortium to support further reduction in VOC levels for interior gloss paint.

Summary of review

B&Q's work on sustainable materials in 2009 focussed on continuing with the programme of GNFR assessments and research with partners to understand the impacts of specific products and materials and develop lower impact alternatives. York University are conducting laboratory research to identify whether agricultural wastes such as wheat stalks and ash waste can be used to manufacture MDF boards. The aim of this project is to eliminate formaldehyde and move to an entirely bio-based product. Building on B&Q's existing work on reducing the use of chemicals, they have collaborated with Lancaster University to investigate chemicals in the interior environment which may uncover chemicals that could be phased out through product development. With millions of litres of paint being sold through B&Q stores, they are very well placed to address the embodied impacts of this product. Working with Manchester University and B&Q's supplier they have calculated the carbon footprint for generic paint formulations. B&Q are also currently working with partners to identify where waste generated by B&Q could be turned into materials for store fixtures and fittings. This important work on closed loop recycling is in early stages of development and will continue into 2010.

BioRegional proposed to undertake a Bottomline³ analysis which will calculate a complete carbon footprint of B&Q's supply chain. There has been a delay in B&Q releasing the financial data we require and as such the analysis was not completed in 2009 as planned. We are keen to make this a priority for 2010 as it is very important that B&Q understands their wider impacts which will help to inform the priorities for a wider 'climate change' strategy.

Case study: Reducing the impacts of Goods Not For Resale

In 2008, B&Q made a number of changes which has since reduced the impacts of GNFR:

- All paper is now FSC or PEFC certified (13,000 tonnes)
- Point of sale material now recyclable (formally PVC)
- Reduced carrier bag volume by 65%, 20% recycled material

Plans for 2010

- Ongoing collaborations with universities and other research bodies to increase the proportion of sustainable materials for Goods For Sale and Goods Not For Resale
- Bottomline³ analysis to assess full impacts of B&Q and identify 'hot spots'

Local and Sustainable Food



Develop a food sourcing policy that ensures food sourced is certifiably sustainable, fair trade and healthy

Understand the contribution food makes to the impacts of B&Q and encourage low impact and healthier diets

Promote a grow your own culture to help customers reduce their eco footprint



Key activities and achievements in 2009

- Monthly promotions of seasonal food in staff canteen
- Fair trade or Rainforest Alliance certified drinks in all vending machines

Summary of review

Given that this is an area of sustainability that B&Q had never looked to address before, it is great to see that progress has been made relative to the baseline. There is a strong commitment to fair trade and healthy eating. Suppliers to both B&Q canteens and cafes both have good policies on sustainable food sourcing which reflect B&Q's commitment to One Planet Living. Avenance who supply B&Q canteens use a number of local and sustainable food suppliers for example:

- Seafood is supplied by M&J seafood based in Dorset who were the winner of the sustainable future award at the seafood awards 2009
- Fruit and vegetables are supplied through Pauley's who are accredited with Red Tractor certification which demonstrates their commitment to British farming. Pauleys is also working with FareShare – the Community Food Network Charity to provide fresh produce to over 80 various community organisations in and around London

Free range eggs are still not used in B&Q products due to the increase in price. This really should be a key part of their commitment to local and sustainable food and it is believed that given the choice and with the support of a convincing argument, most people would choose free range at B&Q.

Going forward, BioRegional will be working with B&Q to help raise awareness of the importance of the food choices people make through regular articles in the Talking Shop magazine which will include the promotion of Fairtrade Fortnight.

Case study: B&Q cafes – Compass Group

As part of their commitment to the environment and local communities, Compass operates a policy of sustainable purchasing which means:

- No loaf of bread travels more than 30 miles to B&Q cafes
- All bananas are Fairtrade
- 95% of British vegetables are sourced directly from British growers

Plans for 2010

- More communication to B&Q staff about the importance of local and sustainable food
- Ambition to move to free range eggs and more locally sourced products where possible

Sustainable Water



Introduction of smart metering in all stores by 2011

10% reduction in water usage/ m² by 2011/12 (2007/08 baseline)

Installation of rainwater harvesting and green roofs in new stores



Key activities and achievements in 2009

- Water use questionnaire completed by 172 stores
- Embedded water study of B&Q products started by Waterwise

Summary of review

Unfortunately there has been an increase in water use against the 2007/08 baseline year of over 10,000 cubic meters. This can be attributed to some store leaks that occurred during the year, some of which were dealt with quickly, others are yet to be resolved. An inaccurate meter reading is also currently being investigated. This demonstrates the importance of automatic meter readings (AMR) for stores which would allow these issues to be resolved more quickly. Our understanding is that there are currently insufficient levels of resource within B&Q to proceed the roll out of AMR across the store estate. In line with previous recommendations, we have started to investigate best practice water use across the store estate through a questionnaire that was sent to all B&Q stores and over 50% of stores responded to the request for information. In 2010 we will use the data to analyse which stores are demonstrating best practice water use and how this is being achieved.

B&Q have commissioned Waterwise to complete an embedded water study of B&Q's supply chain. This will map any suppliers that might be operating in areas of the world that are experiencing water stress. Once these hot spots have been identified, B&Q will work to develop a strategy to reduce the embedded water of products.

Case Study: Advice given to store environment champions

Hints and tips – checking for water leaks:

- ◆ A 5mm drip from a single tap could cost more than £900 per year in water/wastewater treatment costs, when a repair may only cost £100!
- ◆ Broken taps – check taps in washrooms are in good condition, not broken and running constantly.
- ◆ External taps – Check every outside tap doesn't leak, external taps can sometimes be forgotten!
- ◆ One store found that by adjusting their urinal controls reducing the number of flushes in an hour saved £2,000 per year!

Plans for 2010

- Resolve the resource requirements for smart metering to ensure 2011 target is met
- Complete best practice study of water use in B&Q stores
- Finish first part of embedded water study.

Natural Habitats and Wildlife



Working towards eliminating peat in line with government target of 90% dilution by 2010



Ensure that 100% of timber bought is compliant with stated policy – legal and sustainable by 2010



Promoting land and wildlife through customer engagement



Key activities and achievements in 2009

- Increased peat dilution from 53% to 58%
- New commitment to achieving 100% compliance on sustainable timber sourcing by end of 2010 (achieved 84% in 2009)
- Working with RSPB to promote bird care in B&Q stores

Summary of Review

B&Q continue to hold their position as an exemplary retailer in sustainable timber sourcing with a recent commitment to ensuring that 100% of timber is compliant with B&Q's timber policy by the end of 2010. BioRegional highly commend B&Q for their ambition and the importance they place on sustainable timber sourcing. B&Q have recently revised their own target and are aiming to achieve a 90% reduction by 2015. Whilst we understand the challenges B&Q faces and we know they are working with partners to resolve this issue, it is a very important one and B&Q should still have an ambition to achieve the 90% reduction as soon as possible. Once B&Q are happy with the quality of their peat free compost mixture, we hope they will consider trialling a 'peat free' store that only sells peat free bagged growing media and really make a stand against the use of peat.

In January 2010 B&Q worked with RSPB on a trial demonstration programme to promote the bird care range, the RSPB Big Garden Bird Watch, peat-free gardening and their organisation. 33 stores received visits over a two week period by RSPB regional fundraisers. B&Q will increase activities in this area in 2010 through the promotion of other wildlife surveys. This replaces a previous target to improve habitats and wildlife on existing store sites. Although it is still an ambition, we recognise that B&Q have a much bigger potential to improve habitats and wildlife through customer engagement than through small modifications to store sites.

Case Study: Conserve Nature Grants

One Planet Living Grants for conserve nature were particularly popular in 2009 and from a total of 392 grants awarded 208 projects supported the 'conserve nature' criteria. Examples included: Dearne Valley store supported Shawlands Primary School to develop a waste ground into a haven for wildlife and so the children can watch it develop at first hand. Grimsby store supported Humberston Open Door project to help youths to learn joinery skills making bird boxes for the community.

Plans for 2010

- Enhance wildlife through active promotion of B&Q's conserve nature range and encourage staff and customers to participate in national biodiversity surveys
- Work with stakeholders to achieve 100% compliance on sustainable timber by end of 2010
- Clear strategy for achieving 90% peat dilution , preferably ahead of 2015

Culture and Heritage



Develop a consistent message to staff about the One Planet Living programme

One Planet Living Awards and Grants and encourage engagement in all stores

Develop community engagement programmes



Key activities and achievements in 2009

- Job Done! Basic skills educational programme developed and trialled
- One Planet Living e-learning module completed by 5791 staff including all new employees and environment champions

Summary of Review

There has been clear and consistent communication about one planet living across the business and the development of the One Planet Living e-learning module in 2008 exceeded our expectations in this area. In 2009 B&Q introduced a new column to the One Planet Living pages in B&Q's internal magazine Talking Shop - 'One Planet News with...Matt Sexton', Director of Business Development and Corporate Social Responsibility.

One Planet Living Awards and Grants were available again in 2009 and continued to support some great community projects. Whilst smaller One Planet Living Grants will still be available in 2010, the One Planet Living Awards are being withdrawn as B&Q believe the money can be used to achieve a lot more through a new educational programme, Job Done. BioRegional are happy with this decision and believe any community funding should be used to reach as many people as possible.

In 2009, B&Q appointed an educational marketing agency who identified an overwhelming need for a programme to help educate young people (11-14 years) who do not know the basic skills of DIY to fix and maintain things. This research led to the development of the programme JOB DONE! The Job Done! programme consists of five units: Health & Safety, Decorate it, Build it, Fix it and Grow it. B&Q has developed a teacher's pack, website www.diyjobdone.com, including downloadable resources and interactive whiteboard game, giveaways of toolboxes and tools and the opportunity to visit local store to see a decorating demonstration. A regional trial took place with 100 schools from September - December 2009 and 15 decorating demonstrations were held in stores. B&Q expect a national launch in March 2010 to 500 schools in the first year.

Case Study: Holywood Family Trust - £10,000 Winner of One Planet Living Award

Holywood Family Trust (HFT) provides facilities for the local community to advance education, promote health and generally improve the conditions of life for the inhabitants of Northern Ireland. The B&Q One Planet Living® Award of £10,000 was used to improve the centre's energy efficiency by replacing the existing heating system and installing loft insulation and draft excluders. Disabled access ramps were fitted as well as general renovation of the centre undertaken.

Plans for 2010

- Launch Job Done!
- Run regular eco tips in Talking Shop and the weekly bulletin sent to head office employees.

Equity and local economy



By 2011 all Own Brand vendors will be using SEDEX

All B&Q vendors to achieve Grade C and above by 2023

Develop a strategy for regional projects



Key activities and achievements in 2009

- Reassessed 105 vendors in 2009 of which 61% achieved a minimum of Grade C for Quest 8
- 99 employees (e.g. buyers/quality managers) and 70 individuals within the supply chain attended training workshops on factory working conditions or environmental issues
- Kingfisher's Pension Scheme was recently accredited a 'silver award' for socially responsible investment by the UKSIF (the sustainable investment and finance association) for leading the way in responsible investment practices.

Summary of Review

B&Q are clearly committed to monitoring and improving on vendor assessments and equity in their supply chains. In 2009, it was agreed that the progress being made towards all own brand vendors including second tier production sites using SEDEX by the end of 2011 will be monitored at a board level. This illustrates the importance B&Q is placing on ensuring their suppliers are providing data on their labour practices and their understanding of the reputational risks of not addressing this issue.

B&Q are active members of the quarry working group which has been set up to help drive improvements in the Indian quarrying industry. Going forward, the quarry working group assessment standard will be used as part of all supplier assessments for vendors supplying quarried products. In 2010, B&Q will be developing a specific strategy for a regional project, potentially looking at hand tools. B&Q are continuing to work closely with the Fairtrade Foundation to identify suppliers that could achieve Fairtrade certification. Whilst it is important to support initiatives such as Fairtrade, BioRegional will work with B&Q in 2010 to understand wider issues around how to support community projects in the Northern Hemisphere that are not recognised by the Fairtrade initiative and how to support developing countries without compromising environmental standards, for example where products could be sourced more locally but do not carry the Fairtrade mark.

Case Study: SEDEX

B&Q identified that SEDEX – the suppliers ethical data exchange is particularly useful system for managing data on labour practices in the supply chain. SEDEX was founded as a not for profit organisation in 2004, its purpose being to ease the burden on suppliers who were being audited multiple times and drive improvements in labour standards at sites of employment globally. SEDEX focuses on four pillars: Labour Standards, Health & Safety, Environment and Business Integrity.

Plans for 2010

- New generation vendor: B&Q, working in partnership with key vendors, to set new standards in cradle to cradle sustainability
- Ensure at least 30 vendors per quarter are added to SEDEX

Health and Happiness



Maintain/improve participation in employee engagement survey and in engagement levels



Develop communication strategy to engage and update staff on implementation of one planet living



Invest in opportunities for training and up skilling for staff



Key activities and achievements in 2009

- 86% employees participating in employee engagement survey
- 17,000 of B&Q employees have either enrolled on or completed a work-related qualification this year
- 126 childcare vouchers issued in 2009

Summary of Review

B&Q's employee engagement score and level of participation is very impressive. We are aware of the range of internal communications around one planet living and One Planet Living and One Planet Home continue to be part of the story list for internal publications. It would be great to see some of the success stories from the One Planet programme such as the new initiatives that have been introduced as a result and the hard work of the stream leads. A lot of work has gone into a programme called 'The Big Green Thing' which is an employee engagement piece around saving energy in the home. The aim is to help every staff member to get their home assessed & an action plan in place.

Following trials in 2008, B&Q have now introduced three new qualifications for staff. In 2009:

- 709 employees signed up to the NVQ Retail Skills Level 2 which has now been completed by 10,771 employees (10,000 places available per year)
- 121 employees signed up to the B&Q's retail apprenticeship programme (200 places available per year)
- 2699 employees signed up to the City and Guilds Home Improvement Knowledge Qualification which has now been completed by 6,356 employees (5,000 places available per year)

Case Study: B&Q's Retail Apprenticeship programme

In 2009 B&Q launched its apprenticeship programme, and with employees aged from 18 to 70, the scheme is believed to be the most diverse apprenticeship scheme in the industry. The Apprenticeship is a 12 month programme of learning and qualifications that they will complete while doing their job giving them the skills, knowledge and confidence to progress their career in their chosen field. Most company apprenticeship schemes are only open to ages 18-25 which also makes B&Q's scheme unique as there are no age limitations.

Plans for 2010

- Improve average score for environment question with target of 4.57
- Launch staff engagement programme on the environment

One Planet Home



Develop One Planet Home brand and roll out in stores with 2000 accredited products by 2010



Introduce new products to the range that will enable customers to reduce their footprint by 10%



Develop supportive mechanisms to make it easy for customers to choose One Planet Living



Key activities and achievements in 2009

- Over 4,200 products now in the One Planet Home range
- One Planet Home products represented 9.5% of B&Q's total sales, exceeding a board level target of 8.2% for 2009.
- Commitment made to introduce an eco shop and eco advisors to B&Q stores

Summary of Review

BioRegional are delighted that in 2009, B&Q developed a number of supportive mechanisms for One Planet Home that go beyond product accreditation. These include a commitment to have an Eco Advisor in every store in 2010 who will be able to give information to customers about how to reduce the impacts of their home or do DIY the greener way. B&Q have also developed the concept for an eco shop which will be trialled during the early part of 2010. This will be a 'shop within a shop' located in a B&Q store that showcases products from across the One Planet Home range. Building on the work of the Pay As You Save trial described under Zero Carbon, B&Q are also looking to set up a range of installed services around energy efficiency and in the longer term potentially looking to address other impacts such as water use.

The range of One Planet Home products continued to expand which included doubling the number of low energy light bulbs in 2009, complimented by an online 'Greener Lighting Guide' which contains information on the different types of lights available and an 'ask an expert' section. Grow your own products performed particularly well in 2009 with sales of vegetable seeds and organic plants up 29% on 2008 sales. BioRegional developed a number of range recommendations for B&Q in 2009 including sustainable building materials, kitchen appliances, heating and renewable energy. Following the phase out of patio heaters in 2008, further work will be taken in 2010 to identify other products that contravene B&Q's commitment to One Planet Living.

Case study: One Planet Living Calculator and Action Plan - <http://calculator.bioregional.com/>

In 2008, BioRegional developed an on-line One Planet Living Calculator and Action Plan so that people can work out their carbon and ecological footprints. BioRegional developed two calculator options; the quick and easy version (5 minutes) available on B&Q's website or the full calculator (15 minutes) which gives more accurate results and a detailed personalised action plan. The action plan contains hundreds of tips, suggestions and projects to help people to reduce their environmental impact and improve quality of life.

Plans for 2010

- Launch of Eco Shop and Eco Advisors
- Re-launch the One Planet Home pages on diy.com

Looking ahead

We are very proud of our partnership with B&Q and through our close working relationship a considerable amount has been achieved within the past two years. Whilst B&Q has a strong heritage of sustainability, our partnership has helped B&Q to realise the significant business opportunity of sustainable home improvement. This review demonstrates B&Q's commitment to the One Planet programme and they are clearly tackling the one planet living principles head-on. This second B&Q annual review has reaffirmed B&Q's commitment to all of the principles of One Planet Living and has identified huge progress that has been made – as well as highlighting what a challenge it is for an organisation to reduce their direct CO₂ emissions by 90% in a 15 year period.

In 2010, BioRegional will continue to work with B&Q to help deliver the One Planet Living objectives. Some key areas of activity will include:

- Continuing to assist B&Q with the PAYS pilot through conducting questionnaire surveys with participants, managing the reporting diary and reporting to the Energy Saving Trust (EST).
- Developing an implementation plan for zero carbon
- Complete best practice study of water use in B&Q stores
- Analysis using the software Bottomline3 to understand the full impacts of B&Q's supply chain
- Continue product accreditation and developing ideas for expanding the One Planet Home range

Appendix: About one planet living

In 2001, BioRegional came up with a way of describing sustainability which has caught on around the world - "One Planet Living". Globally we are consuming 40 per cent more renewable resources every year than the planet can regenerate, with carbon emissions forming the largest component of this. If everyone on earth consumed as much as we do in Europe we would need three planets to support us. If everyone lived an American lifestyle we would need five planets. BioRegional trademarked the phrase "One Planet Living" in 2002 to ensure that it would only be used for initiatives which demonstrate real, measured sustainability.

To be environmentally sustainable, we need to develop lifestyles that are consistent with 'one planet' ways of living. We use the 10 One Planet Living principles as a mechanism for developing and presenting solutions for sustainability.

Zero carbon	making buildings more energy efficient and delivering all energy with renewable technologies
Zero waste	reducing waste, reusing where possible, and ultimately sending zero waste to landfill
Sustainable transport	encouraging low carbon modes of transport to reduce emissions, reducing the need to travel
Sustainable materials	using sustainable and healthy products, such as those with low embodied energy, sourced locally, made from renewable or waste resources
Local and sustainable food	choosing low impact, local, seasonal and organic diets and reducing food waste
Sustainable water	using water more efficiently in buildings and in the products we buy; tackling local flooding and water course pollution
Land use and wildlife	protecting and restoring existing biodiversity and natural habitats through appropriate land use and integration into the built environment
Culture and heritage	reviving local identity and wisdom; supporting and participating in the arts
Equity and local economy	creating bioregional economies that support fair employment, inclusive communities and international fair trade
Health and happiness	encouraging active, sociable, meaningful lives to promote good health and well being

Sustainability Action Plans

The one planet living framework forms the basis of all Sustainability Action Plans which are developed in collaboration with BioRegional's clients or partners. These plans outline the targets that will need to be met if we are to realise our vision of a sustainable future and the mechanisms that will be needed in the short and longer term to meet the agreed targets. BioRegional and B&Q signed a three year environmental partnership agreement in November 2007. This includes the development and implementation of an action plan to reduce the impacts of their company operations, based on the ten principles of one planet living

About BioRegional

BioRegional is an entrepreneurial environmental charity which initiates and delivers practical solutions that help us to live within our fair share of the earth's resources – what we call one planet living. Since 1992, the projects and companies which BioRegional has helped to establish have won 22 awards in the UK and six international awards for outstanding practice in our field.

From locally-sourced charcoal to the UK's first large-scale eco village, BedZED, we have demonstrated that it is possible to significantly reduce the impacts of the goods we produce, and the way we live and do business. We are also working with government to break down barriers to true sustainability across the public, private and community sectors.



"The entrepreneurial spirit of BioRegional has catalysed real and lasting examples of how we can meet our needs in a sustainable way and play fair with the developing world. This is the new mainstream not an alternative lifestyle."

the late Anita Roddick OBE, Founder of The Body Shop

BioRegional is working in partnership with a number of organisations in the UK and internationally through our exemplary 'One Planet' programme which shows in different ways how we can live happy, healthy lives within our fair share of the earth's resources. The goods and services we need in our everyday lives are a significant part of our impact on the planet and so aligning the way companies do business with the principles of One Planet Living is a critical part of our vision for a sustainable future.

BioRegional's relationship with B&Q started back in 1995 when BioRegional's co-founder Pooran Desai agreed a contract to supply B&Q stores with locally-sourced charcoal and firewood. Since 2007, BioRegional have been working with B&Q to reduce the impact of their company operations, and to help their customers achieve one planet living in the home through the One Planet Home® range, eco guidance for customers and a web-based footprint calculator.

Internationally, our One Planet programme is building on the unprecedented success of BedZED with the continuing expansion of flagship One Planet Communities with eco-developments planned or on site in the UK, USA, Europe, China, Middle East and South Africa. Each of these developments generates considerable publicity for One Planet Living, reaching the general public through marketing campaigns, exhibition centres and local press coverage.

About B&Q

B&Q is the largest home improvement and garden centre retailer in the UK with 330 stores (321 stores in the UK and 9 in Ireland) employing around 30,000 people nationwide, more than a quarter of whom are over 50 years of age.

B&Q is part of Kingfisher plc, the world's third largest home improvement retailer with 760 stores in 10 markets in Europe and Asia. These include 60 B&Q stores in China, including B&Q Beijing, which is now the largest B&Q store in the world.

B&Q has a long heritage of social responsibility and environmental awareness. Its environmental achievements include developing a timber policy in 1991 and being a founding FSC member in 1993, and developing a policy to reduce and eliminate the use of peat by 2015, which has already been reduced by 50%. 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, energy-efficient products to the domestic market in 2006 including wind turbines and solar panels.

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

For more information about B&Q's social responsibility Key Performance Indicators, please see www.kingfisher.com, B&Q's parent company.

BioRegional
solutions for sustainability

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