



One Planet HomeTM
at B&Q
**Sustainability
Review 2014-15**



ONE
PLANET
LIVING



An
initiative
by Bioregional

Introduction

Welcome to B&Q's One Planet Home review 2014/15. This report is undertaken by Bioregional to review B&Q's progress against its One Planet Home commitments. The report highlights key achievements, along with areas where progress has been more challenging.

B&Q launched its multi-award winning sustainability programme One Planet Home in 2007 because it wanted to 'do the right thing' in its own operations, and enable customers to make greener choices for their homes. It was developed in partnership with Bioregional and forms part of the global **One Planet Living initiative** which aims to enable people to live happy, healthy lives within the natural limits of the planet.

Today One Planet Home remains central to B&Q's operations and is its chief means of delivering leadership within Kingfisher's Net Positive programme. While the focus of the business in 2014/15 has been to simplify and grow, there have still been a number of key achievements which have been highlighted overleaf.



Sue Riddlestone, Chief Executive, Bioregional
Seven years into the One Planet Home programme, B&Q continues to innovate and showcase sustainable retail in action. While there has been a plateau in carbon emissions, the B&Q team has made significant strides by increasing eco product sales, opening an innovative eco

store at Merthyr Tydfil, successfully launching easyGrow™ and continuing to ensure that all timber and paper is responsibly sourced. Despite the various challenges B&Q remains on-track to achieve the majority of its ambitious One Planet Home targets and should be proud of its achievements over the past year.



Mandy Winser, Head of Omni-logistics and CSR, B&Q

Our One Planet Home programme has had another strong year and contributed well to the wider Kingfisher Net Positive goals. We continue to make progress in our peat dilution programme; and our Greener Gardening initiative saw us

working in partnership with Friends of the Earth on a citizen science project to get people spotting and counting bees with the Bee Count app. Our efforts were recognised at the Retail Week awards where we were awarded the CSR Initiative of the Year.

Operationally, we continue to progress toward our longer term targets, with recycling and waste to landfill both going in the right direction, energy use continuing to reduce and the logistics teams managing the difficult act of maintaining our carbon reduction goals whilst sales volumes increased. A number of projects are starting as we go to press, which will ensure that we continue to innovate and work on reducing our impact, our suppliers' impact, and ultimately helping our customers reduce their impact, thereby achieving our One Planet Home goals.



B&Q continues to be recognised as a sustainability leader within the industry, winning a number of awards in 2014/15:

Ethical Corporation Awards

- Head of Sustainability of the Year (Matt Sexton)
- Highly Commended in the Best Consumer Engagement Campaign category

Sustainability Leaders Awards 2014

- Sustainable Packaging Innovation
- Carbon Management
- Stakeholder Engagement

Retail week Awards

- CSR Initiative of the Year - Greener Gardens



31% carbon footprint reduction
compared to 2006/07 baseline



£115m
saved since 2006



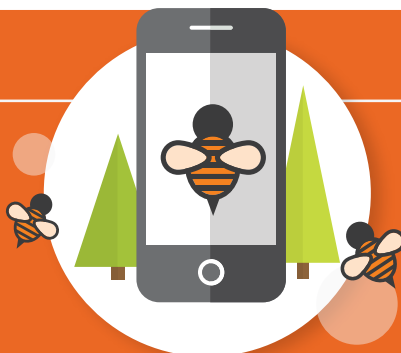
98,000 tonnes carbon saved
since 2006/07 (523 tonnes in past year)



96% diversion
from landfill compared to 2006 baseline



497 million litres
of peat alternative sold in 2014, enough to fill almost 200 Olympic sized swimming pools



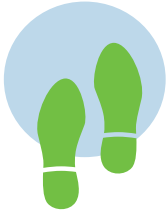
Over 823,000 bees
have been spotted by more than 20,000 people who used the Great British Bee Count app developed by B&Q and Friends of the Earth



Improvement in recycling
from 72% to 77%

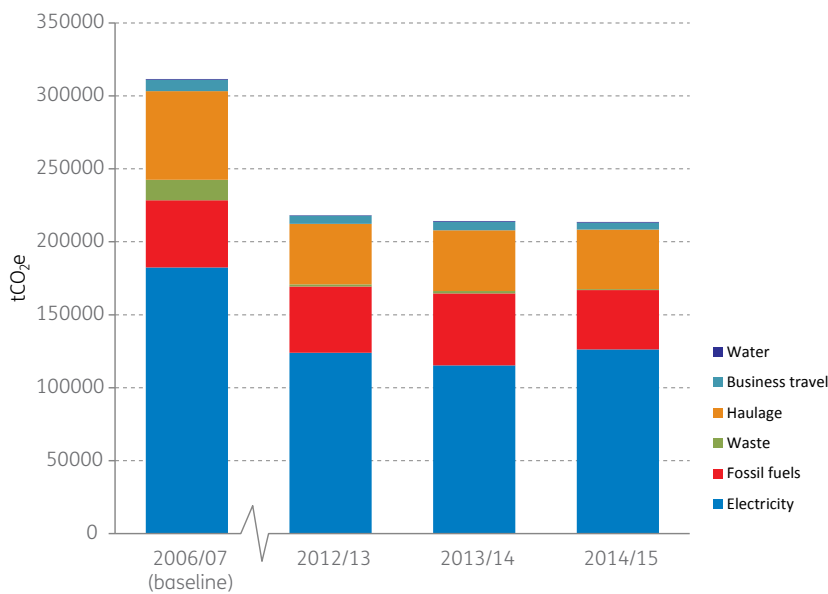


Sustainability awards won



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. This year B&Q maintained a 31% CO₂e absolute reduction against a 2006/07 baseline. Whilst certain areas of the business became more efficient there were certain factors which meant that its carbon footprint remained constant, for example an increase in the carbon intensity of UK grid electricity.



Since 2006/2007

31%

reduction in emissions from property electricity use

12%

reduction in emissions from property fossil fuels

33%

reduction in emissions from haulage and business travel

96%

reduction in emissions from waste to landfill

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

We have compared B&Q's performance to 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 achieved an absolute emissions reduction from store energy use of 28% compared to an average saving of 13% by BRC initiative members
- B&Q has achieved an absolute emissions reduction from store deliveries of 37% compared to an average of 13% by BRC initiative members
- B&Q achieved 96% diversion from landfill compared to 93% diversion from landfill by the retail sector

The One Planet Living initiative challenges its members to set ambitious, yet realistic targets, enabling members to deliver strong sustainability results and commercial value. Through setting bold targets B&Q's reduction in the impacts of energy, transport and waste has saved them an additional £52million compared to the savings that would have been achieved had they reduced their impacts at an equivalent level to others in the BRC initiative.

¹ A Better Retailing Climate Progress Report 2015. Available [here](#).

² Reductions covered by the British Retail Consortium are based on a baseline year of 2005 and represent savings up to the end of 2013. Reductions achieved by B&Q are based on a baseline year of 2006 and represent savings up to the end of 2014. Comparisons are therefore indicative as it was not possible to compare to the same periods of time based on the data available.



Zero carbon

Summary of activity and progress in 2014



OVERALL IMPACT



32% electricity reduction against baseline (kWh)



9% gas saving against baseline (kWh)



£51m saved since 2006



Estimated electricity saving of 7.6% per year for one store with Measure My Energy trial

LED lighting

LED lighting has been introduced to a further nine stores; taking the total number of installations to 22 stores across the estate.

Renewables

B&Q installed an innovative 'Transpired Solar Collector' (TSC) at its new Merthyr Tydfil store. The TSC uses solar radiation to heat the air supply to the building; reducing carbon emissions and heating bills by up to 50%. See case study ([page 17](#)) for further examples of energy saving and other eco initiatives in this new store. B&Q is also continuing to explore options for PV installation with landlords across the estate.

Store energy efficiency

A new system called 'Measure-My-Energy' was trialled at Nursling store which helps the energy team and store manager see how much each appliance is costing to run; from the lighting display down to each socket in the kitchen. The trial will be extended to additional stores. Highlights from the Nursling trial include:

- An estimated electricity saving of 7.6% per year
- E-mail alerts when usage is high
- Outside lights are no longer on 24/7
- Payback for this store 1 year

The energy team has also worked closely with store communications to ensure heaters are turned off across the estate during summer. A number of broken heaters were fixed this year which may result in increased gas use in 2015.



Zero waste



OVERALL IMPACT



26% reduction total waste generation compared to 2006



77% recycling



96% diversion from landfill



£21m landfill tax saved since 2006



13 tonnes wood waste saved through bearer take back project

Reducing waste

B&Q generated 75,000 tonnes of waste in 2014/15; a 26% reduction in total waste compared to 2006.

Wood waste is one of B&Q's biggest waste streams and in 2014/15 a number of opportunities were identified to reduce its generation. Metsa Wood, one of B&Q's largest timber suppliers, now takes back and reuses its bearers (pieces of wood used instead of pallets to transport timber products). The project returned 13 tonnes of timber in the second half of the year.

Increasing recycling

B&Q continues its ongoing programme of store engagement to ensure waste is segregated; particularly hard plastic which is a relatively new recycling stream.

All stores in Scotland now have segregated Dry Mix Recycling (DMR) in their office/back of store area. This is being phased in across the rest of the estate to increase recycling still further.

B&Q has identified that it has not been accurately capturing reuse data, for example the reuse of wood pallets has not been tracked or recorded in the past. As more initiatives like the bearers take back project are launched B&Q will ensure that the material reused is offset against waste data to account for reductions in overall waste total.

B&Q has also been working with National Community Wood Recycling Project to maximise wood reuse and recycling (see case study [pg 16](#)).



Sustainable
transport



OVERALL IMPACT



**Logistics absolute
carbon footprint
has reduced by
33% compared to
2006**



**Business travel
carbon footprint
has reduced by
39% compared to
2006**



**£42 million in fuel
costs saved since
2006**

Store deliveries

Despite a 6% increase in the volume of products delivered to store, B&Q managed to maintain fuel use levels through a strong focus on capacity utilisation and route optimisation. The dual fuel biomethane trucks launched in 2012/13 now perform better in terms of fuel economy, operating at a lower cost per mile than the equivalent diesel-only models.

Indirect supply chain transport

B&Q is mapping its wider supply chain transport emissions with a view to setting reporting boundaries and reporting indirect emissions in a quantifiable form. In the meantime B&Q has undertaken some initiatives to measure and reduce its indirect transport emissions including:

- EasyGrow™ - moving from non stacking EPS trays to nesting PET trays has reduced the number of lorries delivering packaging to growers tenfold
- Major long haul logistics partners now provide monthly CO₂ reporting, allowing the B&Q imports team to measure efficiency

Customer transport emissions

B&Q began work with Bioregional to measure total customer transport emissions to store. Initial figures suggest that the customer transport footprint is higher than B&Q's own total carbon footprint. Over the coming year B&Q will explore how new business models such as Click & Collect can reduce customer footprint and trial initiatives to enable more sustainable modes of customer transport. B&Q has already teamed up with Hertz 24/7 to offer customers a convenient hourly van hire service to transport purchases home.



Sustainable materials



OVERALL IMPACT



Average g/l VOC has reduced by 17% since 2010



Mean RSR score improved by 1.4% in 2014/15

Circular economy

B&Q's easyGrow™ launched this year and has caused a real stir in the market. The product has a significantly lower carbon footprint compared to traditional bedding plants, uses responsibly sourced coir in place of peat, and makes it far easier for customers to get gardening. The product was assessed as having “closed loop” credentials via the Closed Loop calculator developed with The Ellen MacArthur Foundation, Bioregional and Kingfisher.

Improving products

The Range Sustainability Rating (RSR) remains the prime means by which B&Q engages the buying teams in sustainability. RSRs provide a straightforward means of understanding the key sustainability issues and give suggestions on mitigating risk, increasing sales or profit opportunities, and following B&Q buying standards and policies. In 2014/15, RSRs were delivered for every buying area with the mean score improving by 1.4%. Highlights have included new eco products – such as Rooftrade living roof kits for sheds (see case study **pg 15**) and bio-based XCP lubricant, as well as significant progress on sandpaper's sourcing credentials. The process has also helped to improve buyers' awareness of transparency within their ranges' supply chains

Chemicals

In 2014 B&Q worked with Kingfisher on a Group Chemicals policy and is supporting the Group to develop a technical platform which will enable identification of substances. In recent years B&Q has taken action on the removal of several chemicals ahead of legislative requirements, including DEHP from branded and own brand hosepipes and PVC from shower curtains, the replacement of Bisphenol A with a safer alternative in till rolls, and leading the market on removing certain harmful neonicotinoids from pesticides.

VOCs

There has been little change in VOC content across B&Q's range of own brand paints and coating products. Last year there was a change in the sales mix of own brand and branded paint products as a result of promotions on branded paint products. This had the effect of increasing the total VOC g/litre content across all own brand products by 6% in 2014.



Sustainable
packaging



OVERALL IMPACT



**Lighting packaging
optimisation project
to save £600,000 over
first two years**

Optimisation

The Kingfisher Group Packaging team has identified opportunities to reduce packaging whilst improving performance, sustainability and brand equity. The first main category to be targeted is lighting, where B&Q's top five vendors in packaging volume were prioritised. Improving the packaging design for these vendors alone will save B&Q approximately £600,000 over the first two years of implementation through reducing material use and the volume of products. It has the additional benefit of reducing waste for the end customer. This will be rolled out to the rest of the lighting portfolio within B&Q and Kingfisher. Other areas identified with opportunities for significant savings in packaging include bathroom accessories, home delivered paint, door furniture, radiators and copper piping.

Responsibly sourced packaging

The rise of internet shopping presents organisations with both challenges and opportunities. One challenge faced by B&Q is how to deliver paint orders in a safe and environmentally sound way. Currently paint delivered to home comes with a large amount of foam packaging; this is soon to be replaced with a recycled and fully recyclable alternative material.



Sustainable
water



OVERALL IMPACT



**4% reduction in water
use per m² (against
2007 baseline)**

Sustainable water

B&Q continues to focus on installing water meters and tracking consumption in more detail in order to respond quickly to usage spikes and identify potential leaks. B&Q now has 37 stores with smart meters. There was a small increase in total water use this year (ca. 3%) due to two stores now being invoiced which previously had not been measured. A significant proportion of B&Q's water use is due to watering needs at garden centres; B&Q continues to engage and train staff around efficient watering techniques. Rainwater harvesting systems have also been installed at seven stores and at its head office – where rainwater is used in place of potable water for toilet flushing requirements.



Natural habitats
& wildlife



OVERALL IMPACT



**63% peat dilution
equal to 497 million
litres of alternative
compost material**



**100% responsibly
sourced paper and
timber**



**Verve Multipurpose
Peat-free Compost
(12-litre bag)
recommended as
a Which? Best Buy
compost**

Timber

B&Q continues to work hard on ensuring all paper and timber is responsibly sourced. Its focus is now shifting to ensuring that all Goods Not For Resale (GNFR) products and materials comply with the timber and paper buying standard. Having identified the GNFR departments within the business which buy timber and paper for B&Q's own use rather than sale, B&Q's timber policy advisor is now working with each area to deliver relevant certification. This will ensure that in the future all GNFR – from in-store shelf racking, displays and store fit outs to store trolleys – are compliant with the Timber and Paper Buying Standard. B&Q has established a process for verifying the sourcing standards for timber used in major construction projects. As a result all timber used in the construction and fit out of the Merthyr Tydfil store is responsibly sourced.

Peat

In 2014 B&Q's Verve Multipurpose Peat-free Compost (12-litre bag) was recommended by consumer magazine Which? as a Best Buy compost for sowing seeds and raising young plants. Although no change to overall dilution rates per product were made in 2014/15, the sales mix resulted in an improvement in the overall dilution rate for total volume.

Natural materials

Whilst timber and peat are B&Q's largest areas of virgin material use it has also been investigating responsible sourcing of leather and cotton. Leather is increasing in volume through B&Q's work wear range; B&Q has established that no leather is sourced from areas of tropical deforestation. Cotton supply chains are also coming under increasing scrutiny globally; B&Q is exploring and looking at certification and verification schemes and marks that help companies to develop a sustainable cotton supply chain.



Culture and
community



OVERALL IMPACT



Children in Need –
aim to raise £1m
by Jan 2016



Generated
charitable
donations of just
over £1million



Staff have
volunteered
18,000 hours in
the community



Around 14,000
people benefitted
directly from
B&Q's community
projects

Community strategy

2014 has been a year of review and reformulation of B&Q's community strategy which will be rolled out in 2015. A new way of enabling stores to undertake projects in support of local charities and community groups is being developed. This will involve each store choosing a project for which they will be given funding.

To sustain sharing of skills between neighbours, **StreetClub** will be merging with likeminded community platform Streetbank, early in 2015. Together Streetbank and StreetClub will have over 35,000 UK members nationwide.

Charity partnerships

B&Q worked with Children in Need to complete a makeover project in Leatherhead. Store colleagues spent two days painting an apartment and donating lamps and other soft furnishings, ready for a family to move in.

In 2014 B&Q became the first major UK retailer to donate 100% of proceeds from their standard plastic bag levy to charity. In addition, one third of the cost of bags for life and wallpaper bags are also donated. B&Q is aiming to raise £150,000 from the scheme for Children in Need over a 12 month period to September 2015. B&Q also has a charitable partnership with the Royal British Legion – over £62,000 was raised in 2014 through the sale of poppy seeds.

B&Q's distribution centre in Worksop supported Hope, a local charity that provides accommodation to the homeless. Staff donated resources including a new kitchen and spent over 500 hours decorating six rooms and giving the garden a complete makeover with a new fence, patio and 75m of turf. At Christmas B&Q's Branston distribution centre collected a large number of toys and £500 for children (aged 0-15) who would be in at the Burton Children's Hospital over Christmas. The team also collected over £250 worth of food and £350 cash towards local food banks. B&Q also continues to support the Ellen MacArthur Foundation as its main charity partner, donating £150,000 in 2014/15 towards their work on supporting the circular economy.

DIY skills

Beyond the 16 You Can Do It centres across the UK and Ireland, B&Q has been working hard to share DIY skills advice by harnessing the power and reach of social media via **YouTube**, **Facebook** and **Twitter**. In 2014/15 B&Q reached over 4 million people on Facebook and Twitter alone; with over 7.5 million views on YouTube over the same period. B&Q has also published all Kids Can Do It workshop lesson plans online allowing children to make items such as toys, bird boxes and small household items at home.



Equity and
fair trade



OVERALL IMPACT



**Over 600 workers now
have better labour
conditions through TFT**



**85% Tier 1 Suppliers
linked to B&Q on Sedex**



**45% of direct
suppliers received an
onsite audit in the past
three years.**

Supplier audits

In 2014 B&Q increased the scale of its audit programme with 197 desktop and onsite audits of suppliers against B&Q's environmental and ethical sourcing criteria (as part of its QUEST (Quality Environment and SafeTy) programme). Principle areas of non-conformance (i.e. not complying with B&Q's QUEST requirements) were around supply chain transparency and packaging requirements. Visibility of the supply base through to finished goods suppliers increased overall via Sedex. 85% of Tier 1 suppliers (i.e. direct suppliers) have now submitted ethical data to B&Q via Sedex.

Training in ethical sourcing

A new vendor training programme was launched which includes great content on Sedex and QUEST.

Responsible stone

B&Q maintains an active role in the TFT Responsible Stone Group (RSG) with both audits and capacity building programmes in place at a number of quarries. B&Q's work last year focussed on two quarries and three major stone factories in India, improving the labour conditions of over 600 workers. B&Q also initiated investigatory work on supply chains involved in sourcing tin, tantalum, tungsten, diamonds and cotton, and undertook deep dive studies into the coir sourcing in line with the easyGrow™ launch.



Employee engagement



Employee engagement

In 2014 the employee engagement survey saw high levels of participation with 84% of staff completing the survey. The average score has improved for the third year to 4.11, just below the best practice standard of 4.2. Employee engagement has also been proven to translate to commercial success for B&Q with trends showing a direct correlation between stores with higher reported engagement and improved sales.

Culture of sustainability

B&Q produces an internal monthly video magazine 'In the Know'. In The Know informs and engages staff with the latest news and insights coming out of the retail sector and includes One Planet Home features, for example the **journey of sustainable timber** and **25 years of responsible retailing at B&Q**. B&Q's intranet news page 'Intercom' also regularly features sustainability stories throughout the year, including articles on peat-free compost and B&Q's strong performance in the British Retail Consortium climate survey in 2014/15.

Every new starter at B&Q undergoes e-learning modules on Forest Friendly (covering its timber programme) and One Planet Home. In 2014/15 both modules were updated and re-launched. Over 30,000 people have completed the modules in the past two years.

Training and development

Around 2,000 B&Q customer advisors are taking part in the Rising Stars programme – a self-led learning programme, supported by a B&Q produced workbook. Staff are supported by their managers to explore how they work, the experience given to customers and the B&Q business plan at a tailored pace.

In 2014/15, B&Q staff completed almost 92,000 hours of training. B&Q has also developed and launched a new diversity training module called 'Diversity Inclusion and You (DIY)' to be completed by all new employees

B&Q is running a programme with The Forces Career Transition Partnership to integrate people from the military into the business and promote B&Q as a potential second career for people leaving the military.

OVERALL IMPACT



One Planet Home and Forest Friendly training programmes



Almost 92,000 hours staff training



Around 2,000 staff taking part in the Rising Stars programme

YOUR HOME



OPH PRODUCT SPOTLIGHT

Rooftrade Living Roof Kits

In 2014/15 B&Q introduced Rooftrade living roof kits for sheds. The kit contains a low maintenance, drought resistant, ready to lay sedum vegetation blanket grown in the UK. The sedum blanket comprises sixteen varieties of sedum, pre-grown into a recycled crushed brick growing medium and biodegradable felt mat made from recycled British textiles. The sedum blanket has been specially designed to provide a variety of plants throughout the year whilst enhancing biodiversity, and has been awarded the RHS Perfect for Pollinators label.

B&Q continues to focus on providing customers with products, help and advice to enable desirable, sustainable homes at an affordable price. This is achieved through a range of almost 4,000 best in class eco products, along with practical advice available online and through its brochures. New products included easyGrow™ bedding plants, expansion of LED lighting and greenroof kits for sheds.

4.5% OF SALES IN 2014/15

were from products that fulfil "Best in Class" criteria based on the **Kingfisher Eco Product Guidelines** developed by Bioregional.

B&Q also undertakes specific initiatives aimed at encouraging customers to take action on key issues; in 2014 these included:



New LED lightbulb

- **Water Label:** Introducing the Water Label for its bathroom products, allowing customers to see which products are most efficient in terms of water usage
- **Electrical appliances:** B&Q has now started to give annual cost to run information alongside prices on appliances in catalogues and on its website. This enables customers to compare product performance and chose the most efficient appliances
- **Point of sale:** B&Q has successfully incorporated One Planet Home messaging throughout its new Glasgow store reaching customers at various touch points and helping them to buy greener and live greener lifestyles

CASE STUDIES FROM 2014



1 B&Q bee programme

B&Q united with Friends of the Earth and the RHS with a common goal in mind – to positively impact bee health. This included launching the **Great British Bee Count** – a citizen science project which gathers data on bee populations to help inform the National Pollinator Strategy Group. An app was developed allowing people to log bees they encounter by identifying the species and geo-tagging their location. The app also gives access to discounts on Perfect for Pollinator plants at B&Q, and offers tips on how to create a bee-friendly garden. Over 823,000 bees have been spotted by more than 20,000 people and 800 participating schools. It has caused a ‘buzz’ online with over a million social media views.



2 The Great Energy Race

In 2014 B&Q launched the Great Energy Race at the Observer Ethical Awards to find the nation’s ‘Bright Spark’ – a householder committed to slashing their energy use and encouraging others to do the same. Nine homes were chosen to take part, with each given a £250 voucher by B&Q and a visit from one of its energy assessors. Then it was over to the householders to slash their energy bills and future-proof their homes in just a few weeks. Nine homeowners took part and shared their top tips across social media platforms, including putting pillows in the freezer to make it work more efficiently and activating energy saving buttons on games consoles.

3 Wood recycling

A wood recycling project is underway in 34 stores across the B&Q estate, in partnership with the **National Community Wood Recycling Project (NCWRP)**. The NCWRP was founded in 2003 to help set up and develop a nationwide network of wood recycling social enterprises. The NCWRP aims to create sustainable jobs, as well as training and volunteering opportunities for local people. The stores involved do not have a wood skip for collection by B&Q’s waste provider – the wood is instead collected by the NCWRP. The wood is then sold in one of NCWRP’s **30 stores** across the UK, or reused



to make 'shabby chic' furniture items such as household and garden furniture, worktops, decking, bird/animal boxes and giftware. To date NCWRP have collected 237 tonnes of wood that would otherwise have been sent for waste to energy.

4 Merthyr Tydfil eco store

B&Q's new 'eco-learning' store, opened in Merthyr Tydfil in 2014 features a range of sustainable initiatives. Merthyr is the first retail store in the UK to install an innovative 'Transpired Solar Collector' system which provides renewable heat, significantly reducing the heating energy consumed and carbon footprint of the store. Other key design features which will be evaluated over the next year to determine how they could be rolled out to other stores include:

- LED lighting both internally and externally
- Ecologically diverse plant rich green roof to enhance biodiversity
- Grasscrete in place of tarmac on certain parts of the car park allowing water to soak away and grass to grow
- 100% sustainable timber use in construction and GNFR equipment
- 23% reduction in embodied carbon relative to industry bench mark standards for similar retail developments
- 50% water consumption provided by rainwater harvesting system
- Locally procured materials to reduce transport carbon emissions and benefit the local economy
- 90% of construction waste diverted from landfill



PRIORITIES AND INITIATIVES FOR 2015

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 2015, including:

- A review and update of B&Q's One Planet Home Action Plan
- Install Measure my Energy in additional stores
- Replacing 50 of the least efficient vehicles in the fleet
- Investigating opportunities to change consumer behaviour and enable more sustainable modes of transport to stores
- B&Q to launch an exclusive re-usable pallet scheme, which will use wood from known sources and reduce the creation of waste wood
- FSC e-learning to be offered to all vendors with a particular focus on trademark use
- Launch of B&Q's new community strategy across all 350 stores along with a number of bespoke programmes including:
 - Completing a further six Children in Need home makeovers
 - Creating bee friendly habitats and installing beehives across a network of six Distribution Centres
 - Launching a road safety campaign with schools local to at least four distribution centres in October 2015
- Evaluating whether or not community engagement at B&Q has a positive and significant impact on staff morale and performance
- Exploring development of YouTube videos to engage vendors in ethical issues
- Undertaking environmental and ethical audits (QUEST 6-10) for 200 vendors
- A new initiative to increase transparency of energy running costs for consumers
- Working on updating B&Q's definition and target for helping customers to create One Planet Homes.





GOVERNANCE OF ONE PLANET HOME

B&Q is part of the Kingfisher plc group – the largest DIY retail group in Europe and third largest globally.

At a Kingfisher Group level sustainability is integrated through the Net Positive strategy which sets ambitious targets across the business until 2020 and focuses on four priority areas: timber, energy, innovation and communities. Since the launch of Net Positive B&Q has integrated its goals into the One Planet Home (OPH) programme which allows it to maintain its existing sustainability framework whilst ensuring it also delivers group goals.

The Kingfisher Group Sustainability Committee (GSC) monitors progress, provides direction on the development of the Net Positive plan and oversees its implementation. Members actively sponsor sustainability at a senior level within their Operating Company. B&Q is represented by Dave Lowther (Logistics and IT Director) who is responsible for the sponsorship and delivery of the OPH programme.

B&Q's Corporate Social Responsibility team drives the OPH programme forward, drawing on support and expertise from across the business, particularly the members of the OPH Leaders Group. Each member is a principle stream lead for one of the One Planet Home principles and is responsible for the promotion, development and reporting of that principle, along with the delivery of its specific target.

One Planet Home is integrated into B&Q's management systems as follows:

- The key themes of the plan are built into the B&Q three year strategic plan
- A proportion of the CEO's performance bonus is linked to personal objectives, one of which is directly related to sustainability. Last year this involved relaunching and refreshing One Planet Home
- The One Planet Home sustainability policy is signed off by Dave Lowther and included in the Vendor Manual
- The B&Q CSR team's objectives are solely based on the delivery of the One Planet Home plan. Members of the OPH Leaders Group also have sustainability in their objectives
- Buyers agree to follow B&Q's buying policies which are ratified by the Board in its approval of the Vendor Manual
- Key store staff have specific objectives such as recycling procedures built into their role profiles

B&Q's sustainability policy is available for download [here](#).

Data assurance

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.

B&Q's performance against the Kingfisher Net Positive KPIs is subject to both an internal Kingfisher review and external assurance. KPMG LLP provides limited assurance over selected aspects of the Net Positive report which will be completed in June 2015. In 2014/15 this includes B&Q's energy, eco products and community data. An assurance statement will be made available following publication on the **Net Positive website**.



About B&Q

B&Q is the largest home improvement and garden centre retailer in the UK with 360 stores employing around 29,000 people nationwide, around a fifth of whom are over 50 years of age.

B&Q is part of Kingfisher plc, the world's third largest home improvement retailer with 1,120 stores in nine countries in Europe and Asia.

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.

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

*For more information about Kingfisher's Net Positive programme, please see **www.kingfisher.com/netpositive***



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***

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