

Our strength is in our partnerships

Meet the people involved in our sustainability story last year



Read our full report at johnlewispartnership.co.uk/sustainabilityreport

John Lewis | Waitrose

Contact us

Further information about sustainability at the John Lewis Partnership and our full report are available online at johnlewispartnership.co.uk. If you have any comments regarding our report, please contact:

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What makes us different?

The uniqueness of our business comes from the Partnership's co-ownership model and our constitution.

Our values and culture allow us to balance social, ethical and environmental principles with sound business practice for sustainable, commercial success.

We believe that our model is a better way to do business and enables us to achieve our ultimate purpose – the happiness of all our members through their worthwhile and satisfying employment in a successful business. Because the Partnership is owned in trust for all members, we democratically and collectively share the responsibility, rewards, profit, knowledge and power of co-ownership. Our long-term view and the loyalty and dedication of our Partners are the source of our competitive advantage.

The Partnership spirit is an intrinsic part of how we operate and is now, more than ever, crucial to our better and more sustainable way of doing business.

Our business

The John Lewis Partnership is one of the UK's leading retailers and the largest employee-owned company in the UK.

With 81,000 Partners (our employees), first-class brands and a unique business model, we are well placed to continue our success and to take advantage of the changing market.

Our business includes:

- 29* John Lewis department stores
- 8* John Lewis at home shops
- 285* Waitrose food shops in the UK and Channel Islands
- online stores johnlewis.com and waitrose.com

*as at end September 2012

About our report

Our co-ownership structure, built on the principles of openness and transparency, supports our commitment to open and honest disclosure and reporting.

We produce our sustainability report annually as a point in time record of the progress we have made in pursuit of our business sustainability targets. Our full report focuses on our activities from summer 2011 to summer 2012.

Our report includes information of greatest interest to, and which has the potential to affect the perception of, those stakeholders who wish to make informed decisions and judgements about our commitment to sustainability. We profile the steps being taken in the areas that matter most:

- our people
- our communities
- our environment
- our products and suppliers
- our customers.

This year we have evolved our Partnership-wide report into an online format for the first time. Read our full report at www.johnlewispartnership.co.uk/sustainabilityreport

“We respect the interests of all the people touched by our business – our Partners, customers, suppliers and the wider community. Building strong relationships with people inside and outside our business is key to delivering our vision for sustainability and long-term business success.”



Gemma Lacey
Head of Corporate Social Responsibility

The Partnership view

Here's a taster of our achievements, challenges and aims for the future.

Our products and suppliers

"The Partnership aims to source products from long-term sustainable supply chains."



Charlie Mayfield
Chairman

Achievements

- £465 million retail value of UK manufactured products sold in John Lewis in 2011/12.
- Continued progress in increasing certified sustainable raw materials such as palm oil, timber and fish.

Challenges

- Working locally and globally with suppliers to embed and drive improvements in their operations and the sustainability of our products.

Looking ahead

- Improve the sustainability of John Lewis own-brand clothing and textiles, electrical appliances and all own-brand paper and wooden products.
- 100% of the palm oil and soya in our Waitrose own-brand products to be from certified sources.
- Continue to champion British-made products.

Sourced from the UK

91%

of John Lewis carpets

71%

of John Lewis mattresses and divans

40%

of Waitrose cut flowers

100%

of Waitrose own-brand chicken eggs

Our customers

"We listen carefully to our customers and we strive to serve them even better."



Bina Kantaria
Customer Excellence Manager

Achievements

- Calorie labelling introduced in all Waitrose cafes and Love life nutritionally balanced range launched.
- John Lewis launched a 'Made in UK' product identifier for more than 4,000 products and introduced a sustainable product identifier to more than 1,000 products.

Challenges

- Increasing customer and Partner understanding and appetite for making more sustainable lifestyle choices.

Looking ahead

- Continually provide greater choice and flexibility for our customers through our shops and online formats.
- Focus on developing a customer recycling strategy.

Serving our customers

+6.4%

Gross sales up 6.4% to £8.7 billion

32

Opened 32 new stores 2011-12

Named 'Retailer of the Year'

at Oracle Retail Week awards 2011

Our people

"The world in which we live is changing, and the way we want to work and interact is changing too."



Tracey Killen
Director of Personnel

Achievements

- 84% of Partners recommend the Partnership as a great place to work.
- John Lewis Partnership accredited by the Corporate Research Foundation as one of Britain's Top Employers 2012.

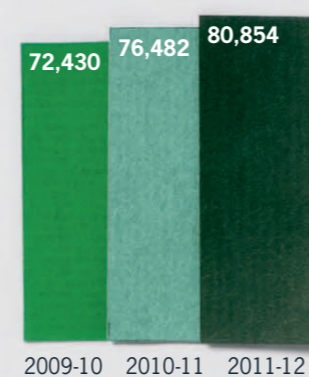
Challenges

- Energising our processes, tools and technology to support Partners in their jobs.
- Driving changes in Partner behaviour to support delivery of our sustainability goals.

Looking ahead

- Implement our new Partnership performance management framework.
- Implement the Partnership's health services strategy for Partners.

Total number of Partners



Our communities

"Our vision is to bring people together to create happier, healthier communities."



Tina Varns
Community Investment Manager

Achievements

- Waitrose Community Matters scheme won a Big Society Award in 2012.
- Community Matters was extended to all John Lewis shops.
- Community Rooms launched in John Lewis and extended to Waitrose shops.

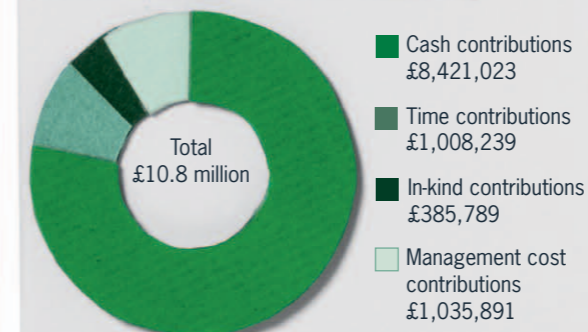
Challenges

- Our locally empowered community investment model makes it more challenging to measure our total community impact and value.
- The sheer breadth of activity can be confusing to Partners and community groups looking to engage with us.

Looking ahead

- Donate around 75,000 hours to good causes through the Waitrose Partner volunteering scheme.

Value of contributions to charities and community groups in 2011/12



Our environment

"By making responsible choices we can help protect the planet – it's good for our business, our Partners and our customers."



Nigel Keen
Director of Property Services

Achievements

- Waitrose Stratford City awarded first Retail BREEAM post-construction 'Outstanding' certification in the world.
- Won a Gold Award in the Transport for London Fleet Operator Recognition Scheme.
- Awarded Carbon Trust Standard recertification.

Challenges

- Understanding and assessing the complex sustainability implications of alternative transport fuels.
- Evolving our energy centre model to provide secure, sustainable and renewable energy for our operations.

Looking ahead

- Pioneer trials of new technology to further drive our carbon reduction plans.
- Work towards exclusively recycling in the UK.

Partnership GHG emissions (CO₂e tonnes per £m sales)

