

Achieving more through collaboration

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

John Lewis Partnership



John Lewis | Waitrose

About the Partnership

The John Lewis Partnership is a visionary and successful way of doing business – we put the happiness of Partners (our employees) at the centre of everything we do.

With 84,700 Partners and a huge range of first-class products provided through our retail brands, John Lewis and Waitrose, we are a leading force in UK retailing.



39 John Lewis stores and 290 Waitrose branches



Multi award-winning retailing brands



Around 350,000 product lines sold through John Lewis and around 9,700 own-label food products sold by Waitrose



Gross sales up 9.3 per cent to £9.54 billion in 2012/13



Over 1.5 million more customers choosing to shop with Waitrose or John Lewis than last year

17%

Partner bonus paid in 2012/13

The Waitrose way

The Waitrose way helps us share our Waitrose sustainability vision and goals with key audiences – it captures our philosophy and defines our focus, it is:

- Championing British produce
- Treating people fairly
- Living well



Bringing Quality to Life

In John Lewis we are Bringing Quality to Life every day, in simple important ways through:

- A better way of doing business
- Encouraging sustainable living
- Engaging with our communities



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 this report, please contact:

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A message from the Chairman

At the John Lewis Partnership we measure success through our ability to sustain and enhance our position both as an outstanding retailer and a thriving example of employee ownership.

Our strategy has always been to remain at the forefront of retail today while preparing the Partnership for tomorrow and, for this reason, we have embedded sustainability and responsibility into our business plan, an approach which is delivering tangible results.

Yet we recognise that there is still more to do as the scale of the challenges we face becomes more evident. Our world is one of increasing climate instability, biodiversity loss, resource scarcity and economic tension but I have confidence that the unique relationships we have with our suppliers, our customers and the communities we trade in will serve us well in working together to meet this challenge.

When John Spedan Lewis started his bold experiment in employee ownership, he understood that more could be achieved when people worked in collaboration with each other. By staying true to his vision and working together we will continue to meet our responsibilities to society and the environment in an increasingly complex, interdependent world.

Sir Charlie Mayfield, Chairman,
John Lewis Partnership

About this report

This summary provides a taster of some of the highlights from our 2013 Sustainability Report.

There is much more, including full progress reports on all of our targets, commitments and programmes at: www.johnlewispartnership.co.uk/sustainabilityreport

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Sir Charlie Mayfield, Chairman,
John Lewis Partnership

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Discover five ways we collaborated in 2012/13

Getting priority groups into work

Youth unemployment in the UK is currently at 20.5 per cent, and 1.65 million 18 to 24 year olds are economically inactive (not in work and not looking for work)¹. Nearly half of young people not in employment, education or training in England have no experience of sustained work and many find it difficult to shift from study to work.

3,800
Net new jobs created

The Partnership provides access for young people and the long-term unemployed to get into work – and we want them to stay and build meaningful and successful careers by working with us. Our work experience programmes are designed to deliver great opportunities and prospects across a range of sectors.

This year, Waitrose and The Prince's Trust 'Get into' work programme resulted in placements for 80 young people. The programme provides delegates with the opportunity to gain experience across the Waitrose estate – in retail, logistics and administration – to develop their skills and build their confidence in the workplace. Many of the graduates from the scheme are offered permanent positions within the Partnership. The courses are also a great way for Partners who act as mentors to give something back to their communities and to learn new skills themselves.

¹ Youth Unemployment Statistics: February to April 2013 – Commons Library Standard Note; www.parliament.uk/briefing-papers/sn05871

Bringing farmers into the fold



Underlining our commitment to British farming, Waitrose has launched the Waitrose Farming Partnership (WFP) as the umbrella for all our farmer-focused initiatives.

We asked for suggestions about how we could help farmers build their businesses, and as a result, central to the programme's remit is research that will help farmers to better manage costs. Two major projects are underway.

The first is a four-year project, focused on sustainable protein production. Waitrose livestock suppliers are working with bean breeder Wherrys and others to assess the use of Faba beans as an alternative to soya in animal feed.

The second initiative is a £2 million, five-year, match-funded project which looks at Waitrose ruminant livestock suppliers. It aims to develop ways to incorporate home-grown protein into feeding regimes.

We firmly believe the Waitrose Farming Partnership will deliver, to our farmers and growers, real practical benefits to help their businesses thrive, building on our already market-leading commitment to British farming

Heather Jenkins, Director of Agricultural Strategy, Waitrose



Transport and buildings

Changes in weather patterns, depletion of fossil fuels and scarcity of resources – these are just some of the issues that continue to drive us in playing our part in mitigating the worst impacts of climate change.

Through our carbon plan, we have identified significant actions to bring carbon emissions down against the backdrop of a growing business. Our target is to deliver a 15 per cent absolute reduction in operational carbon dioxide equivalent (CO₂e) emissions (2010/11 baseline) by year end 2020/21.

This year we have gained greater confidence on how to deliver our plan for 2020 and the role technology will play. For example, during 2012/13, we have specified LED lighting as standard throughout the Waitrose and John Lewis estate for new and refurbished shops. LEDs will provide a saving of 45 per cent of the electricity required for lighting in Waitrose and 60 per cent for John Lewis. We intend to trial further on-site energy generation in 2013 following our energy centre installations at our Waitrose shops in East Cowes and Bracknell.

We engage in trials and academic research to help identify emissions saving initiatives in our transport fleet such as through use of alternative fuels and improving the aerodynamic performance of our vehicles, so there is a process of continuous improvement and innovation.

This year we received the Anglo American Responsible Supply Chain Award Big Tick 2012 from Business in the Community for our transport initiatives.



John Lewis Foundation cotton

John Lewis has launched its first range of bath mats made using John Lewis Foundation cotton.

The crop is the product of a three-year project, set up last year by the John Lewis Foundation in association with CottonConnect, to help cotton farmers in Morbi, in the Rajkot area of Gujarat, western India, to reduce their input costs and increase their livelihoods.

Farmers were trained, both in classrooms and in the field, on areas such as reducing water usage, understanding the impact of pesticides and fertilisers and encouraging biodiversity. Subjects covered included using insects that are natural predators of cotton pests as an alternative to chemical pesticides.

It was great meeting the farmers and seeing the impact that our project has made on their lives. It was my first visit to a cotton farm and it left an impression on me, especially the realisation that once the project finishes these farmers will continue to follow the procedures that we have taught them. The difference the project has made will be long-lasting

Neha Singh, HR Business Partner, John Lewis's Indian Sourcing Office



Supporting inclusive theatre

9%
Increase in time donated through partner volunteering

We believe that volunteering can help Partners to hone their skills, improve their adaptability and create satisfying and meaningful careers.

The Golden Jubilee Trust is our flagship volunteering programme, established in 2000. Since that time, more than 240,000 hours have been dedicated to volunteering and resulted in 610 Partners participating in temporary assignments with UK charities.

The Chickenshed Theatre Trust, a renowned inclusive theatre company based in North London, was the beneficiary of a John Lewis Partnership secondment providing the Trust with a Partner's support for one day a week over 21 weeks.

Dominic De Bruxelles, a Visual Merchandiser at Peter Jones, helped the Trust's new theatre in Kensington and Chelsea to improve its production values at their 2013 Spring Show and Fundraising Gala. Their objective was to improve the performance for participants and audience members alike and to maximise the fundraising from supporters and potential donors.

Working for a charity made me realise how lucky we are to have all the resources we have in our business

Dominic De Bruxelles, a Visual Merchandiser at Peter Jones



Up to 5,000
Work placements offered across the Partnership

3.2%
Reduction in transport related CO₂e emissions per £million sales

1,500
Cotton farmers trained in more sustainable farming practices

3.09%
Of our pre-tax profits invested in charities & community groups

