

Working in Partnership for a happier world

Our Ethics & Sustainability strategy sets the direction for us to become a more sustainable and ethical business. In service of our refreshed Partnership Purpose, 'Working in Partnership for a happier world', we're committed to do all we can to improve the wellbeing of our communities and customers, protect and restore nature, and create a more sustainable future for generations to come.

JOHN LEWIS
PARTNERSHIP

COMMUNITY AND CUSTOMERS

£6.5m

The total amount donated by our Partnership to good causes, including support for families to give children a healthy, happy start in life, and for disaster relief overseas.

Diverted the equivalent of over 4.3m meals, via over 3,000 local charities, to thousands of vulnerable families supported by FareShare.

550,000

hard-to-recycle beauty product empties were diverted from landfill through the John Lewis BeautyCycle scheme, providing customers with a convenient solution for hard-to-recycle beauty empties.



Ethics & Sustainability Report Highlights 2021/22

TOWARDS NET ZERO

We committed to setting science-based targets for our operations and global supply chains, in line with avoiding the worst effects of climate change, and achieved a 22.18% reduction in greenhouse gas emissions across our operations.

We announced that our farm at the Leckford Estate will become a centre for innovation excellence in regenerative farming. We will share our learnings with our suppliers to support our ambition for our UK farm supply network to be net zero by 2035.



RAW MATERIAL SOURCING

UK No. 1: Our Partnership was rated top in the UK and second globally in WWF's Palm Oil Buyers Scorecard, reflecting our work to source more sustainable palm oil in our own-brand products.

59.8% of the cotton used in the Partnership's own-brand products now comes from more sustainable sources.



PEOPLE IN SUPPLY CHAINS

£2.4m

was generated by the Waitrose & Partners Foundation, supporting over 170 projects and benefitting 75,000 workers and their communities in our Waitrose own-brand supply chains.

50

suppliers took part in the Better Jobs programme: 29 in the UK covering 31 sites and 2,399 worker responses, and 21 in China covering 24 sites and 3,580 worker responses.

ANIMAL WELFARE

Waitrose maintained its top-tier position in the global Business Benchmark on Farm Animal Welfare for the 8th year in a row, demonstrating our leadership in maintaining the highest animal welfare standards

Waitrose won MSC UK Fish Counter of the Year for a fourth year in a row. Our counters had the highest number of MSC-certified fish on sale in the year preceding March 31st 2021.



CIRCULARITY AND WASTE

40m

fewer bags estimated to be produced annually by removing 10p bags for life from Waitrose core supermarkets and waitrose.com deliveries and collections.

What's Ahead?

Tracking the progress of our Circular Future Fund winners Polyester Infinity (University of Leeds), Pip and Henry, DAME and Lend and Mend (Scottish Library).

A Partnership Biodiversity Plan, bringing together our various initiatives supporting biodiversity into a single set of actions. The plan will outline how we intend to protect and restore nature.

Expanding our Better Jobs programme to two new countries, South Africa and India, and including suppliers in our produce, garment and home accessories categories.

In line with our UK Soy Manifesto commitment, we will develop and publish our action plan for the responsible sourcing of soya.

The launch of two new customer-facing food waste campaigns in 2022 as we continue to help customers halve their food waste by 2030.

We will continue to deliver more carbon reduction projects in line with our pledge to reach net zero in our operations by 2035. We will conduct further heat pump trials in our branches, and, if our success criteria are met, these trials will facilitate a wider rollout that moves us away from gas heating.

Continued work to reduce the amount of calories, salt, saturates and sugar across several product categories in line with government reformulation programmes.

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Find out more by downloading our full report ↓

