Ethics & Sustainability Performance Data

Key Performance Indicators

On track to meet target

Not currently on track to meet target, some improvement needed

Not currently on track to meet target, significant improvement needed

Area	Target	End Date	Status	2024/25 Performance	2023/24 Performance
RAW MATERIALS SOURCING	100% of the cotton used in own-brand products to be from more sustainable or recycled sources.	2025		82.4%	80.0%◊
RAW MATERIALS SOURCING	100% of the palm oil and palm kernel oil-based ingredients and derivatives used in all own-brand products to be RSPO-segregated certified.	2025		82.5%	77.8%
RAW MATERIAL SOURCING	100% of the timber used in own-brand products will be from more sustainable or recycled sources.	2025		15.3%[1]	Reporting basis changing
AQUACULTURE & FISHERIES	100% of our own-brand fish and shellfish to come from third-party verified responsible sources.	2025		95.0%	93.6%
CIRCULARITY	All own-brand primary product packaging across our two brands to be widely recyclable, reusable or home compostable.	2025		John Lewis: 95.0% Waitrose: 96.7%	John Lewis: 93.1%◊ Waitrose: 96.9%◊
WASTE	85% of all operational waste across the Partnership to be recyclable.	2028		70.8%*	73.9%◊
WASTE	Waitrose to reduce operational food waste by 50% against a 2018 baseline.	2030		-28.2%*	-27.5%◊
CLIMATE ACTION	Net zero across our entire operations (Scope 1 & 2).[2]	2035		-24.3%*	-18.4%◊
CLIMATE ACTION	All electricity procured by the Partnership to be renewable certified.[3]	2028		92.9%	91.9%
HEALTH	Increase sales of healthy food and drinks to 65%, as a proportion of total volume.	2026		70.0%	61%

[1] This year we have made significant progress with our plans to manage timber more effectively, by introducing a new system for carrying out risk assessments, which enables us to report more accurately, and at a product rather than supply chain level (Progress percentage in 2024/25 is therefore not comparable to the previously reported figures from 2022/23). The system is now in place, however 69.6% of products are still 'in progress/unverified' due to embedding the new process, as well as suppliers improving supply chains in support of our target. This will be our focus for 2025..

[2] This is reporting our absolute market-based reduction in global greenhouse gas emissions (Energy & Industrial scopes 1 & 2 only), compared to a 2020/21 baseline of 146,762 tCO_2e. All carbon reporting is now against the revised baseline of 2020/21 JLP trading year following the validation of our science-based targets. This figure does not include any Forest, Land and Agriculture (FLAG) emissions as per our Energy & Industrial SBTi (targets). We will report against our Scope 1 FLAG science-based target that covers our Leckford Farm following the finalisation of the GHG Protocol Land Sector and Removals Guidance.

[3] This year we purchased fewer Renewable Electricity Generation of Origin (REGO) certificates to certify our power as renewable. The amount of REGO certificates purchased in 2024/25 enable us to remain on track to achieve our Science Based Targets (SBT).

* This year, KPMG LLP has issued an independent limited assurance opinion over the selected data highlighted in this table with an asterisk symbol (*) using the assurance standards ISAE (UK) 3000 and ISAE 3410. The assurance opinion can be found on www.johnlewispartnership.co.uk/csr/reporting/reports-policies-standards.html and the reporting criteria can be found on www.johnlewispartnership.co.uk/csr/reporting/reports-policies-standards.html.

◊ KPMG LLP has previously issued an independent limited assurance opinion over the selected data marked with a white diamond (◊) using the assurance standards ISAE (UK) 3000 and ISAE 3410. KPMG's conclusions for the current period does not cover this information. The previous period's assurance can be found in the 2023/24 E&S Report.

Ethics & sustainability data

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◇ KPMG LLP has previously issued an independent limited assurance over the selected data marked with a white diamond (◇) using the assurance standards ISAE (UK) 3000 and ISAE 3410. KPMG's conclusions for the current period does not cover this information. The previous period's assurance can be found in the 2023/24 E&S Report.

Raw Materials Target	2024/25	2023/24	2022/23
Key raw materials[4] in our own-brand products will be from more sustainable or recycled sources: by 2025 for cotton, timber, cashmere, soya, palm, cocoa, feather & down.[5]			
100% of the cotton used in own-brand products will be from more sustainable or recycled sources	82.4%[6]	80.0%◇	61.1%◇
100% of the timber used in own-brand products will be from more sustainable or recycled sources	Group Total (Better & Best): 15.3%[7] Best: 10.4% Better: 4.9% Good: 15.1% In Progress / Unverified: 69.6%[8]	Not reported	Group Total (Better & Best): 13% Best: 11% Better: 2% Good: 2% In Progress/Unverified: 85%
100% of the cashmere used in own-brand products will be from more sustainable or recycled sources	68.8%	63%	Not reported
100% of the soya used in Waitrose own-brand products will be verified deforestation and conversion-free	Deforestation- and conversion-free Total: 21.6% Certified Total[9]: 100% – Physically certified: 23.1% – Organic certified: 6.4% – RTRS Regional Credits: 56.3% – RTRS Credits (Other): 1.1% – Area Mass-Balance: 0.0% – Low Risk Origin: 13.1%	Deforestation- and conversion-free Total: 38.9% Certified Total: 100% – Physically certified: 17.9% – Organic certified: 8.6% – RTRS Regional Credits: 37.5% – RTRS Credits (Other): 11.8% – Area Mass-Balance: 0% – Low Risk Origin (USSAP): 24.1%	Deforestation- and conversion-free Total: 11.1%◇ Certified Total: 100% – Physically certified: 7.9% – Organic certified: 9.4% – RTRS Regional Credits: 58.4% – RTRS Credits (Other): 23.9% – Area Mass Balance: 0.4%
100% of the palm oil and palm kernel oil-based ingredients and derivatives used in all own-brand products to be RSPO-Segregated certified	Total: 100% – RSPO SG[10] (Segregated): 82.5% – RSPO MB[11] (Mass Balance): 17.4% – RSPO IS (Independent Smallholder)-Credit: 0.1% – RSPO Identity Preserved 0.0% Food products Total: 100% – RSPO SG: 98.8% – RSPO MB: 1.1% – RSPO IS-Credits: 0.1% – RSPO Identity Preserved 0.0%	Total: 100% – RSPO SG (Segregated): 77.8% – RSPO MB (Mass Balance): 21.8% – RSPO IS (Independent Smallholder)-Credit: 0.0% – RSPO Identity Preserved 0.4% Food products Total: 100% – RSPO SG: 95.6% – RSPO MB: 3.9% – RSPO IS-Credits: 0.0% – RSPO Identity Preserved 0.5%	Total: 100% – RSPO SG (Segregated): 71.7% – RSPO MB (Mass Balance): 28.3% – RSPO IS (Independent Smallholder)-Credit: 0.0% Food products Total: 100% – RSPO SG: 91.3% – RSPO MB: 8.7% – RSPO IS-Credits: 0.0%
100% of the cocoa used in own-brand products will be from certified sustainable sources	Total certified to third-party standards: 90.3% – Fairtrade MB: 40.2% – Fairtrade SG: 20.3% – Rainforest Alliance MB: 29.4% – Rainforest Alliance SG: 0.4% – Uncertified: 9.7%	Total certified to third-party standards: 71.5% – Fairtrade MB: 46.4% – Fairtrade SG: 1.1% – Rainforest Alliance MB: 23.9% – Rainforest Alliance SG: 0.1% – Uncertified: 28.5%	Total certified to third-party standards: 53.2% – Fairtrade MB: 35.3% – Fairtrade SG: 0.5% – Rainforest Alliance MB: 17.3% – Rainforest Alliance SG: 0.1% – Uncertified: 46.8%
100% of feather and down used in own-brand products to be from certified responsible sources	98.6%	92.9%	69.6%
Key raw materials in our own-brand products will be from more sustainable or recycled sources: by 2028 for polyester, leather and man-made cellulosics			
100% of polyester used in own-brand products to be from certified recycled sources	28.7%	Not reported	Not reported

[4] The Partnership's current key raw materials in scope of this target for 2025 are timber, cotton, soya, palm oil, cocoa, cashmere and feather & down. In addition, leather, polyester and man-made cellulosics are now in scope for 2028.

[5] Soya, palm oil and cocoa performance figures in the table are based on the calendar year.

[6] In the 2024/25 financial year 3,709 tonnes of cotton is Better Cotton, resulting in 79.6% of cotton being Better Cotton. The Partnership is not required to provide external assurance for the percentage and tonnage of cotton supporting Better Cotton's mission for the 2024/25 year. The next external assurance for Better Cotton will be due in 2025/26. Consequently, we removed this KPI from the scope of external assurance this year and instead we will seek external assurance for 2025/26, aligning with our target year.

[7] Performance figures in this table show progress % counted by product rather than supply chain. The percentages represent all own-brand products that were ordered and had a final date for risk assessment due within the 2024/25 reporting period. Progress % is non-comparable with previous reported figures from 2022/23. Best, Better and Good categories are defined in our Responsible Sourcing of Timber & Paper Policy. Only Better and Best categories contribute to our target for more sustainable and recycled sources by 2025.

[8] The percentage of products still 'in progress/unverified' is due to embedding a new system and process this year, as well as suppliers improving supply chains in support of our target. We will focus on tightening the process in 2025 so that every product due to be assessed during the year is awarded a final result.

[9] Physically certified soya: soya certified to a permitted sustainability standard using a mass balance or segregated supply chain model for chain of custody assurance, which has been bench marked by FEFAC as being deforestation and conversion free. Organically certified soya: soya certified to a permitted organic standard compliant with the EU Organic Regulation. RTRS Credits: purchased on the Round Table on Responsible Soy (RTRS) trading platform from soya farmers certified to the RTRS standard. RTRS Regional Credits: bought specifically from RTRS certified farmers located in the Brazilian Cerrado biome or in the Argentine Gran Chaco region, where there is a high risk of deforestation and clearance of native vegetation. Area Mass-Balance: certified soya where there is financial traceability of the sustainability premium paid for soya back through the supply chain to producers in a specific region, but who may not have produced any of the physical soya that has been purchased. This differs from regional credits only in the requirement for accounting and assurance of materials flows along the supply chain.

[10] SG: the Segregation supply chain model assures that RSPO-certified palm oil, palm kernel oil and derivatives delivered to the end user come only from RSPO-certified sources. It permits the mixing of RSPO-certified palm oil from a variety of sources in the supply chain but prohibits mixing with uncertified sources. This ensures that the palm materials used in products originate from certified growers.

[11] MB: the mass balance supply chain model administratively monitors and accounts for the volumes of RSPO-certified palm oil, palm kernel oil and derivatives throughout the entire supply chain. Its accounting system permits mixing of certified and uncertified materials but only allows the equivalent volume of certified materials to be sold as RSPO Mass-Balance certified. This enables trade in certified palm oil in long and highly complex supply chains, supporting responsible growers and building accountability along the supply chain.

Circularity & Waste[12] Target	2024	2023	2022
85% of all operational waste across the Partnership will be recyclable by 2028[13]	70.8%*	73.9%◊	72.6%◊
All own-brand primary product packaging across our two brands will be widely recyclable, reusable or home compostable by 2025[14]	John Lewis: 95.0% Waitrose: 96.7%	John Lewis: 93.1%◊ Waitrose: 96.9%◊	John Lewis: 87.3%◊ Waitrose: 92.6%◊
John Lewis: all product categories will have a buy back or take back solution by 2025	Seven out of ten categories[15]	Seven out of ten categories	Seven out of ten categories
Waitrose: by 2030, reduce operational food waste by 50% against a 2018 baseline (6,969 tonnes)	-28.2%*[16]	-27.5%◊	-22.5%◊

Climate Action[17] Target	2024/25	2023/24	2022/23
Net zero emissions across our own operations by 2035 (Scope 1 & 2 Market-based)	-24.3%*	-18.4%◊	-18.0%
Total Scope 1 Energy and Industrial emissions (tCO_2e) Combustion of gas and fuel for transport purposes and refrigeration	92,592*	103,299◊	118,898
Scope 2 (tCO_2e) Electricity purchased, heat and steam generated for own use			
Total Scope 2 Emissions (Location-based)	106,555*	106,707◊	105,227
Total Scope 2 Emissions (Market-Based)	18,447*	16,402◊	1,390
Fuel and Energy Target			
All electricity procured by the Partnership to be 100% renewable certified by 2028	92.9%[18]	91.9%	100%
An absolute energy reduction within the Partnership's physical estate of 25% by 2028 from a 2018 baseline	-26.2%	-24.5%	-17.1%
All Waitrose core store refrigeration to be hydrofluorocarbon (HFC) free by 2028	75.0% HFC free	70.3% HFC free	69% HFC free
Waitrose to stay under a 7% refrigerant gas leakage rate	4.0%	5.2%	3.9%
All heavy trucks to be converted to biomethane fuel by 2028	77.5%	72.5%	61%
We will end the use of fossil fuels across the Partnership's transport fleet by 2030			
Diesel displaced by low or zero carbon fuels (%)	49.4%*	44.4%◊	37.2%◊
Reduction in litres of fossil fuels (%)	-47.3%*[19]	-42.7%◊	-32.8%◊
Selected scope 3 emissions tCO_2e[20]			
Subset of our total scope 3 emissions including: offsite water treatment, third party operations, business travel, waste, and transmission and distribution losses from purchased electricity	14,428*	14,876◊	33,157

[12] Performance figures in this table are based on financial year. The exception to this is 'All own-brand primary product packaging across our two brands will be widely recyclable, reusable or home compostable' which is based on the calendar year.
[13] The performance figure in the table represents the percentage of operational waste that is recycled for the 2024/25 financial year.
[14] Data reported currently does not include home compostable packaging. Due to good performance and the target year of 2025 we removed this KPIs from the scope of external assurance this year. We will seek external assurance for 2025, aligning with our target year.
[15] Current categories (Home Furnishings, Large Electricals, Small Electricals, Menswear, Womenswear, Childrenswear and Beauty).
[16] Performance figures in the table show the reduction in Waitrose operational food waste for the financial year, compared to a 2018 baseline of 6,969 tonnes. Tonnes of Waitrose operational food waste for the financial year ended January 2025 is 5,003* tonnes, which compared to the baseline is -28.2%*.
[17] Performance figures in the table are based on the financial year. The exception to this is 'All heavy trucks to be converted to biomethane fuel by 2028', and 'We will end the use of fossil fuels across the Partnership's transport fleet by 2030' which is based on the calendar year.
[18] 92.9% of electricity consumption across our physical estate is backed by Renewable Energy Guarantees of Origin (REGO) certified renewable energy sources.

Health, Nutrition & Wellbeing Target	2024/25	2023/24	2022/23
Increase sales of healthy food and drinks sold to 65%, as a proportion of total volume of own-brand sales	70%	61%	58%
Meet Public Health England's salt- and calorie-reduction targets by 2024	Salt 92% Calorie 92%	Salt 92% Calorie 90%	Salt 90% Calorie 93%
Increase the volume of fruits, vegetables and plant-based foods[21] sold by 10% by 2030	+2%[22]	+1%	baseline

Agriculture, Aquaculture & Fisheries Target	2024/25	2023/24	2022/23
100% of our own-brand fish and shellfish will come from third-party-verified responsible sources by December 2025	95.0%	93.6%	90.3%

[19] Performance figures in this table show the move to alternative fuels measured as a reduction in litres of fossil fuels, compared to a 2018 baseline of 34,855,311 litres as specified in John Lewis's £0.4bn Revolving Credit Facility agreed on 25 October 2021. Litres of fossil fuel consumed across the Partnership for the calendar year 2024 is 18,378,962* litres, which compared to the baseline is -47.3%*.
[20] Selected scope 3: Emissions from our indirect activities under our operational control or our operation's influences. The categories presented in the table are a subset of, rather than our entire, scope 3 footprint and are not included in the energy and industrial scope 1 and 2 science-based target.
[21] This Includes: legumes, beans, pulses, nuts, seeds, minimally processed plant protein and mycoproteins as well as meat, fish and dairy alternatives.
[22] Performance figure in this table shows an increase in % of the volume of fruits, vegetables and plant-based food sales against the 2022 baseline.

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