

If the past year taught us anything, it's the positive difference the Partnership can make for our customers, suppliers and the environment in times of adversity.

Life has been incredibly tough for everyone. But it's brought out the best in our Partners who consistently strive to have a positive impact in the communities in which we operate.

We want to be among the UK's most purpose-led and sustainable businesses. We're far from perfect and know we have much more to do. This report updates you on our progress towards achieving our ambition and sets out our plans for the future.

In 2020 we created a single, concrete, five-year Partnership Plan – our strategy to transform our business. As part of this, we carried out a comprehensive review of our Ethics and Sustainability Strategy.

True to our founder John Spedan Lewis's belief that the Partnership should support positive change in society, we've established several new commitments in pursuit of his goal. This includes bringing forward – by 15 years to 2035 – our ambition for our entire operations to be net zero carbon.

We want John Lewis to lead the 'made to last movement', ensuring our products can be loved for longer. So, all key raw materials will be from sustainable or recycled sources and all product categories will have a 'buy back' or 'take back' option by 2025.

Waitrose will ensure the greenhouse gas emissions from UK farms supplying own-brand products are net zero by 2035. We will halve food waste in own-brand supply chains and help halve customers' food waste, both by 2030.

Deep, long-standing relationships with our valued suppliers are critical to achieving our commitments. We'll continue to work with them, and their farms and factories, to reduce our environmental footprint, to source raw materials responsibly, and to create a healthy working environment for all employees.

I'm particularly proud of our community initiatives this year. These included our unique Give A Little Love campaign, which raised £3 million for our charity partners FareShare and Home-Start. We donated £500,000 through the Your Partners Through It All Community Fund to support 240 organisations, including food banks, women's refuges and homeless charities and our John Lewis textile factory, Herbert Parkinson, made 12,000 protective medical scrubs for the NHS.

This report details many more examples and I would, once again, like to thank Partners, suppliers and our customers for their unwavering support.



**SHARON WHITE**

Partner & Chairman

You can read more about our business, governance and the strategic review at [www.johnlewispartnership.co.uk](http://www.johnlewispartnership.co.uk)