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

Our 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.

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.

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

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Our strength is in our partnerships
Meet the people involved in our sustainability story last year

Further information about sustainability at the John Lewis Partnership and our full report are available online at johnlewispartnership.co.uk.

Gemma Lacey
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John Lewis Partnership
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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.”

Achievements
• £465 million retail value of UK manufactured products sold in John Lewis in 2011/12.
• 91% of the palm oil and soya in our Waitrose own-brand products to be from certified sources.
• Continue to champion British-made products.

Challenges
• Working locally and globally with suppliers to embed sustainability of our products.

Looking ahead
• £8.7 billion in total UK sales up 6.4%

Our customers

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

Serving our customers

91% of John Lewis carpets
71% of John Lewis mattresses and divans
40% of Waitrose cut flowers
100% of Waitrose own-brand chicken eggs

Achievements
• Calorie labelling introduced in all Waitrose cafes and Love Life nutritionally balanced range launched.
• 84% of Partners recommend the Partnership as a great place to work.

Challenges
• Increasing customer and Partner understanding and appetite for more sustainable lifestyle choices.

Looking ahead
• Driving changes in Partner behaviour to support delivery of our sustainability goals.

Our people

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

Tracey Koen
Director of Personnel

Achievements
• Waitrose Community Matters scheme won a Big Society Award in 2012.
• John Lewis Partnership accredited by the Corporate Research Foundation as one of Britain’s Top Employers 2012.

Challenges
• Our locally empowered community investment model makes it more challenging to measure our total community impact and value.

Looking ahead
• Waitrose Partner volunteering scheme.

Our communities

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

Tina Yarrow
Community Investment Manager

Achievements
• Waitrose Community Matters scheme was extended to all John Lewis shops. 
• Community Rooms launched in John Lewis and extended to Waitrose shops.

Challenges
• Understanding and assessing the complex sustainability implications of alternative transport fuels.

Looking ahead
• Waitrose Stratford City awarded first Retail BREEAM post-construction ‘Outstanding’ certification in the world.

Our environment

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

Director of Property Services
Nigel Keen

Achievements
• Waitrose Stratford City awarded first Retail BREEAM post-construction ‘Outstanding’ certification in the world.
• Awarded Carbon Trust Standard recertification.

Challenges
• Improving the sustainability of John Lewis own-brand clothing and textiles, electrical appliances and all own-brand paper and wooden products.

Looking ahead
• Work towards exclusively recycling in the UK.

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

- Cash contributions £8,421,023
- Time contributions £1,008,239
- In-kind contributions £385,789
- Management cost contributions £1,035,891
- Total £10.8 million

Partnership GHG emissions (CO2e tonnes per £m sales)

2010-11 2011-12

97
69
67

2001-02 2010-11 2011-12

2009-10 2010-11 2011-12

72,430 76,482 80,854

Charlie Mayfield
Chairman

Our vision is to create a world where people and planet are protected and the choices we can help protect

Bina Kantaria
Customer Excellence Manager

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