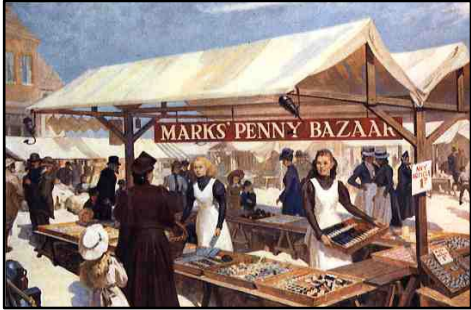


Corporate Social Responsibility

How M&S always strived to do the right thing



Leeds Penny Bazaar, Van Jones 1950s

Early Years

In the earliest days of the business Michael Marks provided gas rings for market stall staff to heat food, and wooden boarding to stand on to stop their feet getting cold.



Employee holiday camp, 1930s

1930s

In the 1930s we started a welfare and benefit package for all employees. This included benefits such as staff canteens and departmental holidays, as well as health care services such as doctors, dentists and chiropodists – all revolutionary at the time in pre-NHS Britain.



Basque children's camp, Southampton 1937

1937

4000 Spanish children were evacuated to Southampton due to the Spanish Civil War. M&S donated 17000+ items of clothing and merchandise. Volunteers from Southampton store helped with distribution and caring for the children at the camp.



The Marksman Spitfire, 1941

1939-1941

M&S contributions to the war effort included staff being trained as ARP Wardens and firefighters, raising funds to purchase a Spitfire – The Marksman, and Simon Marks was instrumental in founding the Air Defence Cadet Corps, now the RAF Air Cadets.

The head of our Staff Welfare Department, Flora Solomon, created the government-sponsored British Restaurant system, which provided cheap, hot meals for people disadvantaged by the war, including M&S staff. In 1946 Flora was awarded an MBE for her welfare services.



St Michael News, Jan 1957

1957

M&S covered the cost of a Red Cross supply flight carrying food to Hungarian refugee camps in Austria. On its return, the plane transported 34 Hungarian refugees escaping violence and persecution following the Hungarian Revolution of 1956.



Employees, 1960s

1965

M&S introduced free cervical screening for female staff over the age of 35, expanded to women over the age of 25 in 1967. Screening was not yet available on the NHS.

In 1976, M&S became the first company in Europe to introduce a mobile breast screening unit which visited stores nationwide.



Carrier bag, 1970s



St Michael News, 1974



St Michael News, 1979

1972

We started to raise concerns with our suppliers about artificial additives in foods, especially in proteins.

1974

We won an award for social responsibility in European business. The award praised our staff welfare programme and the work we did with local communities.

1979

A statement was made to shareholders by M&S Chairman Sir Marcus Sieff 'We recognise our social responsibilities and help the communities in which our customers and staff live'. The policy included making donations and raising over £70,000 for charity throughout the year.

1988

Community and charity work continued to be important to us in the 1980s. Charity donations included £1 million to a charity providing care for older people and £4.3 million towards arts, medical projects and community welfare.



Staff delivering a charity donation, 1980s



Free range eggs packaging, 2003

1997

M&S became the first major British retailer to supply only free-range eggs. By 2002 we ensured all eggs used in our food were free range.

1999

Genetically modified food was banned in our stores from this year.



Food supplier, 1990s

2004

Marks & Start was launched; a work experience programme which helps people who are homeless, have disabilities, are lone parents or are young and unemployed get into work. Over 10,000 work experience placements were taken up and the scheme continues to run each year.



Marks & Start logo

2005

The Eat Well logo was introduced on all healthy food products, making it easier for customers to eat and enjoy a healthy, balanced diet.



Eat Well logo



Shelter Christmas Food on the Move, 2005

2005

We started working with Shelter, raising money through our annual Shelter Christmas Food on the Move campaign. Between 2005 and 2016 we raised £8.6 million for Shelter and one in five calls to its helpline are funded by M&S donations.



Fair Trade coffee, 2006

2006

By 2006 all tea and coffee sold in store was Fair Trade. We also began using only Fair Trade sugar in jams and marmalades.



Orkney Lochmuir salmon advert image, 2020s

2006

We were named sustainable fish retailer of the year and invested in lobster hatcheries to help dwindling lobster stocks in Cornwall, as well as launching exclusive welfare priority to 'Lochmuir' salmon.



Look Behind the Label adverts, 2006

2006

The Look Behind the Label campaign was launched, making customers aware of our policies on ethical and manufacturing issues. Actions included removing hydrogenated fats from all our food, reducing salt and highlighting our animal welfare commitments.



Plan A, 2007

2007

Plan A launched. We made 100 ethical and environmental commitments that we planned to achieve in five years. It was named Plan A 'because when it comes to saving the planet there is no Plan B'.



Percy Pig sweets, 2000s

2008

All artificial colourings and flavourings were removed from our food, including sweets and soft drinks.



Groundwork, 2008

2008

This year saw the introduction of the 5p carrier bag charge. All money raised went to the environmental charity Groundwork. Within the first six months, the scheme raised over £500,000 for the charity and saved c.150 million carrier bags from going to landfill.



Cheshire Oaks store, 2012

2012

Cheshire Oaks store opened; at the time it was one of the largest sustainable retail stores in the world. Designed to be the most carbon efficient premier store, it takes a holistic approach to key sustainability factors such as water, carbon, biodiversity, the community, materials and zero waste to landfill.



Make Your Mark, 2013

2013

The Make your Mark scheme launched in partnership with The Princes Trust. The scheme provides skills and training for young people who are unemployed to help them get into the job market.



Plan A 2020 branding, 2014

2014

We launched Plan A 2020. Having achieved a large number of the goals from the original plan (including becoming carbon neutral, sending zero waste to landfill and reducing packaging by 25%), Plan A 2020 produced new, revised commitments.



Spark Something Good, 2015

2015

Spark Something Good launched, as a way for our people, stores and customers to make a real difference. Staff were given the chance to work on charity projects across 24 towns and cities in 24 months.



Food Donation, 2016

2016

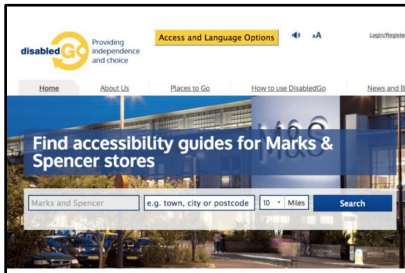
We started working with Neighbourly to redistribute unsold food from stores to local communities, helping charities such as food banks, community centres, community cafes, and hospices. By 2025 we'd donated the equivalent of 100 million meals in surplus food to good causes.



Plan A 2025 Commitments document, 2017

2017

We introduced Plan A 2025 with new, revised and existing commitments, with the ultimate goal of becoming the world's most sustainable major retailer.



M&S pages of DisabledGo website, 2020s

2017

We became the first retailer to share DisabledGo Access Guides containing detailed information on stores' accessibility for people with disabilities and their carers.



Cotton farming, 2018

2018

In 2018 77% of the cotton sourced for M&S products was grown to Better Cotton Initiative (BCI) standards using more sustainable methods – meaning M&S cotton helps farmers use fewer pesticides, less water and make more profit.



Plastic recycling, 2019

2019

We launched a plastic bring-back initiative enabling customers to return non-recyclable plastic packaging to selected stores. The plastic is recycled into store fittings, furniture and playground equipment for schools.



NHS branded t-shirt, 2020

2020

In response to the Covid-19 pandemic we donated 1000s of t-shirts for NHS Nightingale London uniform and clothing packs for patients, plus 4,000+ pyjama sets, used as scrubs, to NHS Derbyshire.

We also donated to the NHS Charities Together COVID-19 Urgent Appeal and ran a free food delivery service for NHS workers at our hospital partner sites. Customers could choose from four different essential food boxes available online for delivery.



Ethical supply chains, 2021

2021

M&S was one of the first companies to sign the Call to Action on human rights abuses: Brand Commitment to Exit the Uyghur Region, in line with our commitment to ensuring our supply chains are sustainable and ethical.



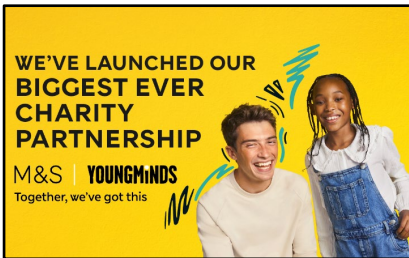
M&S lunch supplies, 2021

2021

We committed to giving extra support to families by funding an additional £5 per week for each £15 lunch voucher redeemed at M&S via the Government's free school meals scheme in England.



Because there's no Plan B, 2021



Young Minds, 2023



Autonomous field trial, 2025

2021

We reset Plan A on our mission to become a net zero business across our entire value chain by 2040.

2023

We launched a new charity partnership with Young Minds to raise awareness of the help available to young people struggling with their mental health. We kickstarted the partnership with a £1 million donation, with the aim of raising £5 million over the next three years.

2025

The first crop from a trial of autonomously farmed parsnips launched. We worked with a long-term root vegetable supplier to farm with a significantly lower environmental impact, using robots and drones to maintain crop health. We minimised disruption to the soil and used a green fertiliser. The trial demonstrated a carbon reduction of 47% in the growing phase, compared to standard methods.

2025

We launched a new supply chain decarbonisation programme developed in partnership with Schneider Electric, a global energy technology leader. It is designed to accelerate the adoption of renewable electricity across M&S's global fashion supply chain.



RE: Spark, 2025



Not Just Any Career, 2026

2026

A new scheme, Not Just Any Career, provided 1,000 graduate-style training places (with no degree requirement) for under 18-24 year-olds, helping young people build skills and confidence through retail careers.