

Retailer Quotes

Steve Johnson, CEO of NBrown said:

“We’re delighted to be part of the BRC Climate Action Roadmap and further support the UK’s journey towards a low carbon future. Whilst we continue to focus on our own ESG strategy, we recognise the huge potential in sharing knowledge and learning from other retail leaders as we join forces and work collaboratively towards a Net Zero UK.”

Louise Hoste, UK Managing Director of SPAR said:

“SPAR UK is committed to supporting the retail industry Climate Action Roadmap ambition to achieve net zero by 2040. As a group of family owned businesses, supporting thousands of communities around the UK, we know that addressing the climate emergency is a priority. We look forward to working with government, suppliers, the retail industry and stakeholders to achieve this important ambition.”

Jerome St Marc, CEO of Wilko said:

“We’re a family owned business that’s been freeing up hard-working families to be the best they can be for over 90 years. One of our core values is to show we care and, we understand the importance of climate change to our customers who expect us to take action on their behalf and make better choices about caring for the environment.

“That’s why we’ve been working with the BRC for a number of years on their ‘Better Retail Better World’ programme and, why we’re delighted to now add our support to their ‘Climate Change Roadmap’, which echoes our future environmental goals, working together to make a big difference”

Peter Pritchard, CEO of Pets at Home Group said:

“At Pets at Home we are delighted to be part of the BRC climate roadmap. We are facing into a climate crisis and the time for action is now. We will make more progress and achieve our industry net zero ambition if we collaborate and learn from each other to effectively decarbonise our business’s and supply chains “

David Wood, CEO of Wickes said:

"Climate change is an urgent societal challenge and we need to demonstrate a collective commitment to reaching net zero emissions. It will not be easy and will demand a step change in thinking to accelerate our actions. The retail sector has a sizeable impact on both the environment and the communities we serve. Working together we can be a real force for good and make a significant positive impact." David Wood, CEO, Wickes

Peter Wood, CEO of Allsaints said:

“AllSaints is absolutely committed to being an environmentally, socially and ethically responsible brand across all areas of its operations, and as such we believe we must play our part in helping to combat climate change. From working with our suppliers to improve our production processes, to using more recycled fabrics, we are constantly looking to minimise the impact that our business has on the environment. We are therefore delighted to be joining the BRC’s climate change roadmap, and to be lending our support to such a critical and worthwhile cause.”

Paul Hayes, CEO of Seasalt said:

“We are proud to work with fellow retailers, suppliers, the government and other stakeholders towards the targets set out in the BRC Climate Roadmap. Only by working together can the retail industry hit net zero by 2040.”

Alex Baldock, CEO of Dixons Carphone said:

"Dixons Carphone is committed to race to net zero carbon. Our colleagues and customers expect us to lead the way here, and we will. We'll also work with fellow retailers, our suppliers and Government to help our industry get there, to a greener future for all."

Will Kernan, CEO of River Island said:

"We are proud to commit to the BRC's Climate Action Roadmap. To get to an industry wide net zero is a seismic task, one that demands collaboration. We cannot get there alone and invite our fellow retailers to join forces to make real change and fashion a better future."

Steve Reid, CEO of Simba said:

"Simba recognise that sustainability is greater than individual output. The BRC Climate Action Roadmap provides a fantastic opportunity for Simba to work with other leading brands and influence government legislation on how we tackle emissions within retail operations and supply chains; from raw material extraction through to final mile delivery. It is certainly a colossal challenge, but something we believe Simba can help achieve with guidance and support from this ground-breaking initiative."

Claire Bevan, Head of Retail at The Natural History Museum said:

"We are pleased to partner with BRC on their Climate Action Roadmap. At the Natural History Museum Shop we are working to find solutions to challenges such as excess packaging, single-use plastics and sourcing ethical fabrics.

From increasing the amount of recycled materials in our products, ensuring our supply chain meets our ethical and environmental standards to using plant-based recycled inks and recyclable paper alternatives to bubble wrap, our ambition is to become a leader in sustainable retail.

As well as this, purchases from the shop directly help the Museum's work caring for our 80 million specimens and support our 300 scientists working to protect our planet's future."

Nigel Oddy, CEO of New Look said:

"We are committed to playing our part in tackling climate change and building a better world for everyone. As we continue our journey to becoming more environmentally responsible, supporting the BRC's roadmap will help drive collective and impactful change towards a sustainable future."

Olly Raeburn, CEO of Paperchase said:

"Paperchase are delighted to sign up to the BRC Climate Action Roadmap and be part of the collective industry effort to reach Net Zero in the UK. Rising to the challenge of Climate Change presents a key opportunity for the retail sector to reimagine our future and lead the way on sustainable production and consumption. Meeting the needs of our customers, employees and communities without compromising the wellbeing of our society and planet is a key focus for us at Paperchase and we welcome the opportunity to tackle these goals in partnership with the BRC."

Neil Lake, Managing Director of Costa Coffee, UK&I said:

"Reducing our impact on the environment and setting carbon reduction commitments for our business is a core part of Costa Coffee's Behind the Beans Sustainability Programme. Industry collaboration is key to driving meaningful change and we look forward to working with the BRC and the wider retail industry in developing an ambitious Climate Roadmap to accelerate progress to a Net Zero UK ahead of the Government's 2050 target".

Rachel Osborne, CEO of Ted Baker said:

“We are delighted to be joining the BRC Climate Action Roadmap initiative. In working alongside the BRC, other brands and our suppliers, this is an important opportunity for us to accelerate the progress we’ve made in our business, and fully integrate our carbon strategy across all areas at Ted Baker. We look forward to being part of this collective push towards achieving net zero carbon emissions”

Manhu Malhotra, COO of Harvey Nichols said:

“Harvey Nichols is proud to collaborate with the British Retail Consortium and our colleagues in Retail and beyond to combat climate change. The BRC’s Climate Action Roadmap is an integral part of re-building our industry in a way that priorities communities and the environment.”

Danny Emmett, Chief Operating Officer of AO said:

“This is important to AO because we’re driven to have positive impact on society and the environment, creating a legacy through our values and actions. We are committed to finding ways to minimise the impact our operations might have on the environment and by joining the roadmap, we are supporting an industry-wide effort with the aim of making change happen faster.”

Steve Murrells, Co-op CEO said:

“Tackling climate change requires urgent action and I welcome the BRC roadmap which will set a plan to mobilise retailers and build a collective response to the challenge of saving our planet and its people. The time to act is now and we’re all committed to co-operating to reduce carbon emissions and create a fairer and more sustainable world.”

Peter Jelkeby, Country Retail Manager and Country Sustainability Officer at IKEA UK & Ireland said:

"Business must play a critical role in limiting the impact of climate change, with the retail sector being uniquely placed to support the UK’s journey to a low carbon future. That's why at IKEA, we are embedding sustainability in everything we do and transforming into a circular and climate positive business. We believe collaboration is critical for success and we are proud to join other major retailers in this effort, coming together to galvanise ambitious climate leadership and build a movement for positive change".

David Potts, CEO of Morrisons said:

"The threat of climate change means we've all got to play our full part in reducing CO2 emissions. We're committed to reach Net Zero by 2040 which will be a big challenge and we look forward to working together with the industry to reach this goal."

Mark Jackson, CEO of Bensons for Beds said:

“At Bensons for Beds we’ve been providing the nation with a good night’s sleep for over 70 years – and so we can all sleep a little easier, we’re big advocates of sleep science. That’s why we fully support the BRC’s prioritisation of climate science and back their ambitious climate roadmap. We’ll proudly play our part alongside other retailers and suppliers.”

Paula MacKenzie, Managing Director at KFC UK & Ireland said:

“KFC is proud to support the BRC’s Climate Action Roadmap. We have been in business in the UK & Ireland for 50 years and want to be in business another 50 years and more as the nation’s favourite chicken restaurant. This means running a business that is sustainable for generations to come. We want to be part of the solution and this collective effort through the BRC is imperative for us all to have a bigger and more meaningful impact on protecting our planet.”

Melanie Smith, CEO, Ocado Retail said:

“At Ocado Retail, we’re extremely passionate about reducing our impact and progressing with our plans to meet net zero. We’re proud to support the outcome of the BRC roadmap by committing to work with other retailers, our suppliers, the Government and stakeholders to help the retail industry meet these targets. We’re also committing to support our customers on the journey to net zero.”

Katharine Stewart, Director of ABF Group Corporate Responsibility at Primark said:

“Primark is very excited to support the British Retail Consortium’s Climate Action Roadmap, joining the collective effort to help create a more sustainable world. We are committed to reducing carbon emissions across our entire value chain and finding solutions to tackle the challenges of climate change. We look forward to working with the BRC and other retailers to develop a decarbonisation plan to effect positive change and help accelerate the progress towards a Net Zero UK.”

Seb James, Managing Director, Boots UK and ROI said:

“Boots recognises the power of collective action in the journey to net zero and we are supportive of the BRC Climate Action Roadmap. We continue to reduce our own carbon emissions, and at the same time we can together address an issue that matters to our customers and colleagues by working collaboratively with the government, other retailers and the supply chain.”

Julian Dunkerton, CEO of Superdry said:

“We have a responsibility to make the best decisions to ensure we leave a positive environmental legacy for future generations. I am happy to support the BRC’s Climate Action Roadmap, aligning Superdry’s 2030 Net Zero target with the wider industry.”

Oliver Tress, Founder and CEO, Oliver Bonas said:

“*Be Kind* is one of our core values at Oliver Bonas. This means kindness stretches across OB; from the way we treat each other to the steps we take to care for and protect the environment. As part of our commitment to sustainability at OB, I am delighted that we are supporting the BRC Climate Roadmap as retail comes together as an industry to do our part to tackle climate change.”

Steve Rowe, CEO at M&S, said:

“Climate change impacts us all and as a business, we want to make sure our actions today protect our planet for tomorrow. We’ve been taking action on climate change for more than 13 years, from becoming the first major retailer to be carbon neutral in 2012 to setting clear targets that have helped us to reduce our emissions by 70%. But we know there is much more to be done and the BRC Climate Roadmap will help us to tackle the most complex challenges we face together as an industry.”

Simon Roberts, CEO of Sainsbury’s said:

“We’re serious about our pledge to be Net Zero in our own operations by 2040 and are proud to have made a commitment of this scale, aligned with highest ambitions of the Paris Climate Change Agreement. Collective thinking and transformational change is what’s needed to ensure we work together to achieve our goals, while making tangible strides towards decarbonising the retail industry, now and over the next 20 years. We look forward to working with the British Retail Consortium to help tackle the key areas of focus from our supply chains to our stores.”

David Boynton, CEO of Body Shop, said:

“The Body Shop is committed to achieving Net Zero carbon emissions by 2030, reducing carbon emissions aligned with science-based targets, tracking emissions throughout its entire value chain and that of its suppliers; from extraction of raw ingredients to packaging disposal.”

Case Studies

NBrown

A Major Step in our Menswear Sustainability Journey

In April 2020, our Menswear brand Jacamo launched its new sustainable denim range – a major step in our Menswear sustainability journey. All our Jacamo jeans are now made using sustainably sourced fabrics. Our new suppliers use hydroless technology, organic cotton and recycled yarn, which, along with other techniques, allows us to grade the reduced impact on the environment through an Environmental Impact Measuring (“EIM”) score.

A standard pair of jeans usually scores approximately 33 EIM, whereas our new Jacamo jeans score between 11 – 22 EIM depending on the style. In addition, all labelling within the jeans is made from recycled materials and our use of digital fit technology has reduced the number of physical samples produced as part of the design process, further enhancing the sustainability of this range.

Bodyshop

We have committed to the 1.5 degree reduction, 20 years ahead of UN Commitment Science Based Targets Initiative (SBTi) for Scope 1, 2 and 3 (all company activities and suppliers)

Seasalt

Seasalt, the Cornish fashion retailer, has designed a store that reduces its carbon footprint by 68.5% compared with a traditional Seasalt shop.

The reduction, verified by environmental consultancy Avieco, is achieved through innovative use of flexible fixtures, repurposed furniture and reusable displays. Carbon-intense plasterboard fittings are replaced with birch-faced plywood sourced from Forestry Stewardship Council (FSC)-certified forests. Other fixtures are handmade from Cornish and Somerset-grown willow. Upholstery is made using a fabric that creates 0% landfill and everything in the store can be flat-packed and is modular in design.

The first Seasalt concept store opened in Norwich in September and builds on the brand’s commitment to action on climate change. Packaging innovations have helped remove 18 tonnes of single-use plastic from the business every year. In 2005, Seasalt became the first fashion company to be certified by the Soil Association and helped develop the GOTS standard for organic cotton.

New Look

Reducing Carbon Emissions in Direct Operations

New Look appointed a dedicated energy team in early 2019 to analyse and reduce our energy consumption in our stores, warehouse and offices as well as switching our energy supply to fully renewable sources.

The team have been responsible for the installation of smart meters across our property portfolio, along with the addition of Building Management Systems (BMS) in 257 of our stores. Over the course of 12 months, this resulted in a saving of £567k. We also successfully switched our energy supply to renewables and completed calculation and reporting of our full scope 1 & 2 emissions. Going beyond our targets, we decided to offset our remaining emissions through certified schemes, becoming carbon neutral in scope 1 and 2, an achievement which has now been attained in two consecutive years. In October 2019, we became the first global fashion retailer in the world to

achieve both the Carbon Neutral Gold Standard and UN Climate Neutral Now Participation.

Missguided

The Missguided sustainability team's first task was to review sustainability at our head office, being over fifteen years old existing insulation, electrical and mechanical systems do not use the latest green technology so we had to look at other ways to reduce carbon emissions.

Through collaborative thinking we quickly highlighted simple measures to reduce carbon emissions such as reviewing timer settings, turning off electrical items at night and changing meeting room technology.

We identified that a significant amount of paper was wasted through automatic report printing, off the back of this we then introduced a paper saving strategy and set procedures which physically limit volume printing, we have seen a reduction in office print of over 80% which also benefits productivity our clear desk policy and GDPR compliance.

We have reviewed both ESOS 1 and 2 to re-evaluate the importance of recommendations within the reports and completed 100% of practicable actions, this should result in minimal new and outstanding recommendations in the next submission due in 2022. We have replaced over 350 standard light fittings with LEDs, the outlay will be repaid within 2 years due to a significant reduction in energy usage.

Prett

Coming into our shops, you might find that our doors are shut a bit more often, please do come in – we're trying to save energy! With the help of our teams, we reduced our energy consumption in the UK by 5% in 2019. These savings were achieved through our Top Tips for Energy Saving Programme which includes actions that we can all do at work and home such as; ensuring doors are kept closed and equipment is turned off when not in use. In even more good news, we have sourced renewable electricity for all of our Pret managed shops in the UK since 2015. This means that our kitchens, in addition to being run by our passionate team members, are powered by wind, solar and hydroelectric energy.

Veggie Pret

Eating more plant-based food is a key way in which we can all reduce our carbon footprint. Since our first little Veggie Pret pop-up in 2016, we've been expanding our veggie and vegan range to make sure that it can be enjoyed by everyone (not just for veggies). In 2019, we turbocharged our Veggie Pret initiative by launching our vegan classics range and in 2020 we launched an entire vegan bakery counter in Veggie Pret. Whether you're 100% plant-based, vegan-ish, or meat-free some days, our mission is to make meat-free food so good that it can be enjoyed by everyone.

Superdry

Superdry will become the most sustainable listed global fashion brand on the planet by 2030.

We will produce the most sustainable **product**, whilst protecting our **planet**.

By 2030 we will:

1. Use **100% Organic Cotton** and **Sustainable Materials at scale**.
2. Have **Net Zero Carbon Emissions** in ours and our logistics operations.
3. Use **100% recyclable packaging**.

Achievements so far:

- 19% of our cotton switched to organic, emitting 94% less CO₂ than conventional cotton.
- 30m plastic bottles recycled into jacket fill, reducing energy required by 40%.

- 38% reduction in energy use across global estate.
- >60% reduction in air freight.
- 100% renewable electricity across our global operations.
- 100% renewable gas at our UK Head Office.
- 12 factories certified to ISO 50001 (Energy Management System).
- 95% of packaging is recyclable and can be converted into new packaging; reducing emissions.
- >97% reduction in Scope 1 and 2 emissions.

We will do the right thing and leave a positive environmental legacy.

- Examples of how we are reducing energy (<https://corporate.superdry.com/sustainability/planet/net-zero-by-2030/reducing-our-energy-usage/>) **38% efficiency savings from 2014 to 2020.**
- Example of how we are converting to renewable energy sources (<https://corporate.superdry.com/sustainability/planet/net-zero-by-2030/converting-to-100-renewable-electricity-by-2030/>) **100% renewable electricity across Superdry sites since 2018 + growing number of suppliers.**

AO

AO has invested to ensure that it operates sustainably, and it aims to run its vertically integrated operation with a strong focus on environmental impact, fuel management and operational efficiency.

AO's state-of-the-art recycling facility in Telford is the biggest in the UK and it is the only plant currently capturing 100% of harmful gasses from fridges. A year ago, it opened a second plant that cleans and refines the plastic from these discarded fridges, transforming it into high-quality reusable materials, even new fridges. With AO's Collect & Recycle service, customers can have their old appliances taken away and disposed of responsibly – with the plant processing up to 700,000 fridges per year.

Other sustainable initiatives include AO Armour, a new packaging solution which has saved roughly, 12,5000 rolls of bubble wraps so far, and a refurbishment facility where AO repair old products for onward resale and there's so much more to come!

Wilko

We exist to free up hard-working families to be the best they can be. Our customers and team members tell us that climate change is a top concern and that's why we're constantly taking positive steps.

In 2017 we introduced a new LED lighting system in stores. A little win that was so successful that we've since rolled it out across distribution and support centres giving an energy saving result of up to 60%.

Our latest change sees us upgrading the electric motors that run our air conditioning. Starting with 102 stores in July, we aim to be completed by the end of 2020. Across our store network, there's a massive potential saving of 918 tonnes of CO2 and 2.97 gigawatt hours over the lifecycle of the motors.

We're excited to be supporting the BRC's 'Climate Change Roadmap', which echoes our own environmental goals, working together to make a big difference"

Morrisons

We have undertaken a range of energy saving initiatives to reduce our carbon footprint across our estate and transport fleet.

Alongside LED lighting, we have installed voltage optimisation units in many of our stores - this technology better matches electricity supply with the demand from our stores, leading to electricity savings of around 4%. We have also installed trim heat control boxes on many of our frozen food cabinets, reducing the demand for heat around the doors, which subsequently reduces energy use.

Morrisons is currently trialling hydrogen technology on several of its diesel Heavy Goods Vehicles (HGVs). This uses electrolysis to turn distilled water into H₂ and O₂ gases, which then acts as a combustion enhancer, creating engine efficiencies. This is estimated to reduce CO₂ emissions by 6%-19% and nitrogen oxide gases by up to 88%.

Morrisons has installed over 100 electric vehicle charging points across its stores, so far enabling customers to drive the equivalent of over 4 million miles.

M&S

M&S has been taking action on climate change for more than 13 years. Since setting its first climate targets in 2007, M&S has reduced its emissions by over 70% - from designing its buildings more efficiently to finding greener technologies for its in-store fridges and freezers. Today, M&S continues to remain carbon neutral in its operations – after becoming the first major retailer to get there in 2012 – and 100% of the electricity used to power our M&S stores in the UK comes from renewable sources. M&S is continuing to explore new solutions to reduce its carbon footprint, such as transportation, heating and refrigeration, and is committed to working with its suppliers to make changes that will help protect the planet for tomorrow.

Dixons Carphone

We are the largest recycler of electrical waste in UK Retail. Last year we recycled over 65,000 tonnes of e-waste by recycling unwanted electronics dropped off at our stores and old appliances collected from customers' homes.

We offer our customers a range of low carbon and energy efficient products and show them how to use them in most efficient ways. When we deliver, we take away the packaging for recycling for free and recycle 14% of all post-consumer polystyrene in the UK.

All our properties on the UK mainland are now powered by 100% renewable electricity, fully backed by Renewable Electricity Guarantee of Origins ('REGOs') and independently verified.

In support of our commitment to net zero, we signed up to the Climate Group's EV100 initiative and have committed to switching our commercial fleet to electric and alternative fuel vehicles by 2030, ensuring our customers' technology is transported and delivered in the most efficient and environmental way possible.

Bensons for Beds

Rollo by Slumberland from Bensons for Beds

For 70 years we've been committed to giving the nation a good night's sleep and we know that's about more than just the mattress you buy.

That's why at Bensons we're proud to be on a sustainability journey that means we can all sleep a little easier. Our new Rollo by Slumberland range symbolises our commitment.

- **Cleaner and greener foam technology** which reduces toxic chemicals. CertiPUR approved for its strict limits on harmful organic compounds.
- **Polyester fibres** made with recycled plastic bottles, providing an environmentally friendly alternative to standard polyester.
- **Fabric** made inherently fire-resistant meaning no additional chemical treatments are needed - better for the atmosphere and our waterways.
- **Packaging** - all Rollo mattresses are packaged in 60% recycled polythene and 40% processed sugarcane ethanol. Both natural renewable materials, making us one of the first mattress manufacturers offering carbon neutral packaging, endorsed by Good Housekeeping.

Ocado

Ocado Makes Further Investment in Natural Gas Technology

Ocado continues its mission for a more sustainable future by ordering another 30 natural gas-powered trucks, which they will roll into their fleet in 2020. The trucks are IVECO Stralis NP tractor units powered by blended biomethane, a compressed natural gas (CNG).

In 2019, at their site in Hatfield, the online supermarket became the first UK retailer to self-fund an onsite grid-connected gas refuelling station. It was built by Gasrec – the UK's largest supplier of gas for road transport. This site is being expanded to convert more of the fleet and there are plans to open another station at their site in Dordon.

Graham Thomas, Fleet Operations Manager at Ocado Group (who operate Ocado Retail's fleet), says: "We are committed to finding environmentally-friendly alternatives to diesel for our transport operation – this latest investment is the next step on that journey. As well as increasing the number of vehicles in the fleet, we have also increased our blend of biomethane from renewable sources."

At the end of last year, Ocado Group won the Private Sector Fleet of the Year Award (Medium to Large) at the 2019 GreenFleet Awards.

Costa

Costa "Ecopod" – Designing a Net Zero Retail Unit

In 2015, Costa Coffee launched its 'Eco Pod' cafe concept in partnership with Hammerson, incorporating an array of innovative energy-saving technologies.

The Store, which took just 13 weeks to build, achieves 'zero-energy' - whereby the energy produced is equal to or greater than the energy consumed - through passive ventilation and innovative construction techniques which minimise the energy required to heat and cool the building.

Key design features of Costa's Eco Pod coffee shop included:

- A special timber frame constructed using FSC-sourced timber as an alternative to a traditional steel frame, reducing the embodied carbon footprint of the building
- A super-insulated facade keeping more heat in during the winter and keeping the interior cool in

summer

- Intelligent orientation of the building to reduce solar gain
- PV solar panels on the roof

The building design features are what give the coffee shop its overall 'zero energy' score.

Sainsbury's

Across our supply chain, we're continuously challenging the work we are doing within the carbon and engineering space, pioneering new initiatives and reducing our energy usage while working closely with partners and academics.

- For example, 1,400 Sainsbury's stores have been fitted with aerofoil technology, keeping fridges cool and aisles warmer and saving 15% of the energy used by the fridge. This year, we installed our one millionth Aerofoil in our new Battersea Park Local store
- Sainsbury's has also reduced its carbon emissions by 35% in the last 15 years despite growing as an organisation by 46%
- 17,547 tonnes of CO₂e has been saved through colleague behavioural change project 'Greenest Grocer'
- Sainsbury's has planted a total of 3.6 million native trees over its 15 year partnership with the Woodland Trust. Each tree is planted to help lock up emissions in the atmosphere, to preserve and prolong the environment for future generations
- This year, Sainsbury's became the first UK supermarket to switch to lithium-ion pallet trucks, with the potential to save enough energy to power 700 average sized UK homes for 12 months
- Sainsbury's Olney supermarket is the first store with a full Refrigeration Integrated Heating and Cooling system which uses the store's refrigeration system to provide all its refrigeration, heating and cooling requirements. It also utilises waste heat from refrigeration, making it particularly energy efficient.
- For the last six years retained an A rating for taking action on Climate Change, the highest CDP rating of any UK supermarket