

## Our environment policy

We actively seek ways to minimise our impact on the environment in the way we do business.

### Commitments

- Comply with all relevant environmental legislation
- Measure and continually improve our performance with respect to our main environmental impacts
- Report openly on our impacts and progress towards meeting our goals
- Encourage our suppliers to improve their own environmental performance
- Ask our customers for their perceptions on environmental issues relating to our business
- Compare our environmental activities with those of others in our sectors to help us improve.

### Priorities

- Reduce waste.
- Improve energy management
- Manage the impact of our transport fleets
- Reduce the amount of packaging associated with the products we sell.

### Implementation

Day-to-day implementation of environment initiatives rests with managers in each operational area, supported by waste and energy management groups which meet on a quarterly basis.

All employees have an important role to play. Regular communication through our intranet and other internal publications promotes awareness of environmental activities and their role in delivering them.

We engage with our suppliers and business partners to explore opportunities to reduce the environmental impact associated with the products we sell.

### Our waste policy

We are committed to minimising the amount of waste we generate. Our aspirational goal is to send zero waste to landfill by the end of 2010.

We seek to comply with relevant legislation and regulations and dispose of our waste in a safe and responsible manner. We are also committed to the principles of the waste hierarchy.

### Objectives

- Reduce the volume of waste that we produce
- Seek opportunities to reuse waste materials
- Maximise recycling of the waste we generate
- Minimise the amount of waste disposed to landfill.

### Key waste streams

- Waste product
- Packaging associated with the products we sell
- Cardboard and plastic generated through the handling of products in our warehouses
- General waste generated in our offices and stores, including from refurbishment
- Waste generated through the disposal of catalogues by the Group and its customers.

### Our energy policy

We are committed to continuous improvement in our environmental performance, in particular by minimising waste, increasing energy efficiency and reducing our consumption of materials.

### Objectives

- Comply in both letter and spirit with all relevant energy efficiency legislation
- Continue to reduce energy consumption within our premises on a kWh/sq ft basis
- Achieve and maintain energy efficiency accreditation for our brands from the Carbon Trust
- Promote energy awareness throughout the Group
- Contribute to initiatives by the British Retail Consortium Energy Group
- Purchase 'green' energy to the maximum level practicable within the constraints of the market.

### Strategies

- We aspire to reduce the carbon footprint of new premises with reference to 'best practice'
- 'Review technical specifications to provide energy efficient installations within premises
- Collect accurate energy data for all sites and identify premises outside normal tolerances
- Engage colleagues with the energy agenda through awareness campaigns.