

M&S

EST. 1884

Waterside House
35 North Wharf Road
London
W2 1NW

15th October 2019

Dear Ms Finch-Saunders,

Thank you for the letter dated 18th September on behalf of the Committee regarding Petition P-05-878 Shut the Door on Wasted Energy.

We recognise that climate change matters to M&S customers and addressing this challenge is vital to our long-term success as a retailer. Over a decade ago, we took decisive action and set our first climate target and we became the first major retailer to become carbon neutral in 2012. More recently, we have ensured that 100% of the electricity we use comes from renewable sources.

Our business emissions have reduced by 75% over the last 12 years and we're continuing to investigate new solutions for heating, transport and refrigeration. We're also working to support our suppliers to reduce their carbon usage and helping our customers to do the same.

In addition, the M&S Property team is focused on reducing the impact of our refrigeration. In 2015, we moved to using a natural refrigerant in our sales floor refrigeration, and we have already reduced our refrigeration emissions by 74% based on a 2006/2007 baseline.

This year, we have retrofitted Aerofoil Shelf-Edge Technology to our fridges in 625 stores, which improves the coherence of the fridge's cold air curtain at point of origin and has led to a 9% saving in energy. Furthermore, for our new stores, we have recently specified a new fridge case which includes Shelf-Edge Technology and a new freezer which does have doors which we are rolling out further. The new fridge case will lead to a 20% energy saving and the new freezer case will lead to an energy saving of at least 45%.

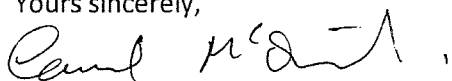
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We continue to evaluate new and innovative approaches to help reduce the environmental impact of our stores whilst improving the customer experience. Solutions that effectively reduce emissions from fridges can vary significantly in their capital and investment cost, their applicability to retrofit to existing equipment versus new equipment and in terms of the ease of refilling and cleaning by store colleagues. From our experience of testing various options, we know that customer acceptance can depend on individual store format and trading pattern, which is why we would caution against mandating any one industry-wide solution.

I hope this response reassures you that we take these issues very seriously and are committed to making further progress.

Thank you again for your letter.

Yours sincerely,



Carmel McQuaid

Head of Sustainable Business