



## Corporate Responsibility Objectives and Targets FY 2007/2008

<b>Objectives</b>
<u>CR Management</u> <ul style="list-style-type: none"> <li>Carry out strategic review of CR following 1<sup>st</sup> year since demerger</li> </ul>
<u>Waste</u> <ul style="list-style-type: none"> <li>Reduce plastic bag consumption by 25% by the end of 2008</li> <li>Attain ISO 14001 status for 5 Distribution Centres</li> <li>Attain recycling rates of 50% across the Group</li> </ul>
<u>Energy</u> <ul style="list-style-type: none"> <li>Achieve energy accreditation for the Group from the Carbon Trust</li> <li>Reduce energy consumption by 2% kWh/sq ft</li> <li>Purchase at least 30% green power</li> </ul>
<u>Products</u> <ul style="list-style-type: none"> <li>Review current policy guidelines for product selection</li> <li>Attain accreditation for sustainable paper sourcing</li> <li>Maintain existing recycled paper content of catalogue at 13%</li> </ul>
<u>Community</u> <ul style="list-style-type: none"> <li>Raise at least £1.6m for charity partnerships</li> <li>Achieve 'gold status' for payroll giving ( at least 10% of workforce)</li> <li>Establish arrangements for community investment</li> <li>Establish a volunteering policy for the Group</li> </ul>
<u>Workplace and HR</u> <ul style="list-style-type: none"> <li>Improve 'employee engagement' scores.</li> <li>Improve take up of share save schemes</li> <li>Reduce average absence per employee</li> <li>Reduce RIDDORS by 10%</li> </ul>
<u>Customers</u> <ul style="list-style-type: none"> <li>Increase levels of customer satisfaction (reduce no of orders which generate one complaint)</li> </ul>