

# Our approach to sustainability reporting.







We have a long history of championing what matters most to our colleagues and customers. From affordability to health, the environment to local causes. This is one of the driving forces behind our updated purpose – serving customers, communities, and the planet a little better every day. Now we’re seizing the opportunity of that refreshed purpose and strategy to re-set our sustainability reporting and better reflect how we integrate of sustainability across our business.

## Q. What will we do differently?

A. From now on, we’ll publicly report our progress towards serving customers, communities and the planet as part of our overall Group reporting – our annual report and financial results – instead of reporting on sustainability as a standalone activity in a separate report, formerly known as the Little Helps Plan report. We’ll continue to share progress on the full range of issues our stakeholders care about on our [online reporting hub](#), with factsheets, policy documents and progress reports. This new approach will help us to be even more rigorous, open and transparent.

## Q. How is sustainability reflected in our annual reporting?

A. We’ll focus our overall Group reporting on our most material issues – those with the greatest potential to influence our business performance and those where our business can make the biggest difference and drive transformative change. We’ve identified these by applying the concept of ‘double-materiality’, where we consider risks and opportunities from both a financial and non-financial perspective. Combining colleague input, customer and stakeholder insight and AI data analysis we have identified the following four sustainability areas that we consider our **most material**:

-  Climate change
-  Healthy sustainable diets
-  Diversity and inclusion
-  Waste and packaging

**Communities** is also an area that really matters to us and our customers and through our updated purpose we’ll continue to update on our support for communities alongside these material issues.

Other material issues include customer data privacy, product safety and food integrity and responsible sourcing, including human rights. We’ll continue to capture and manage these issues through our Group-wide risk management processes and controls, and disclose relevant data, policies, and processes.

Find out more about our [approach to materiality](#)

## Q. What about other important issues?

A. We know that our stakeholders care about different topics and to different degrees. That’s why, alongside our overall Group reporting, we’ll publicly disclose our activity and performance on the full range of sustainability issues of interest to our stakeholders through our dedicated online reporting hub and through our sustainability topic webpages. We’ll continue to engage directly with interested stakeholders throughout the year and participate in indices and benchmarks that provide us with an external perspective on our sustainability performance, track emerging issues and help us better understand our stakeholders’ interests and concerns.

## Q. Is our reporting still as rigorous?

A. Yes. In fact, we are applying a higher degree of rigour than ever before. For our most material issues, we publicly report progress with clear KPIs, and provide full transparency on our historic performance. Our most material KPIs are Group-wide and our reporting is assured by an independent third-party. We align our reporting methodologies to recognised disclosure standards, where applicable. Our SASB disclosure, along with all our KPI performance data, can be found in [our Sustainability Databook](#)

## Q. How are we demonstrating better integration?

A. Our refreshed business purpose and strategy reflects our commitment to the communities we serve and the wider environment. It will ensure these interests, along with serving customers a little better every day, drive our decision making. Linked to this, our 2022 executive remuneration policy links executive remuneration to three of our most material issues (climate change, food waste, diversity and inclusion).

## Q. Where can I find more information?

- Read our [latest annual report](#)
- Find more information on our [approach to materiality](#)
- Find factsheets, policy documents and progress reports on our [reporting hub](#).