

22 February 2021

Dear

4 Thank you for your letter about the use of plastic. We want to avoid unnecessary packaging and keep food waste to a minimum. It is also important to ensure our products are protected and their quality is maintained. In many cases, the packaging we use will prolong the shelf life and freshness of the product, which in turn helps to reduce food waste.

As part of our environmental commitments, our aspiration is to become a zero-waste business by 2025. We are currently working to ensure all our packaging is not only recyclable but 'widely recycled' by 2022, and we hope to introduce packaging with reclaimed social plastics as a component. Not only will this provide a positive social benefit to the communities from which the materials are sourced, but it will also help stop the flow of plastic into our oceans.

By 2022, we will additionally assess the feasibility of making all M&S plastic packaging from one polymer group, which would help maximise the use of recycled content.

As examples of the action we have taken already, we have reduced the different types of plastic we use in food packaging from eleven to three, making our packaging much easier to recycle. We have reduced the packaging for over 140 snacking products, resulting in a reduction of 75 tonnes of plastic per year, and we are collaborating with others to influence improvements in local government recycling policy.

We have also just introduced plastic take back scheme, this is a 6-week trial run allowing customers to bring back plastic packaging that isn't currently recycled by local councils and typically ends up in landfill. This typically includes black ready meal trays, films, bread bags, crisp packets, sauce sachets and certain cosmetics containers. It's also great because we'll give collected plastic a new purpose, recycling it into items like store fittings, school playground equipment and furniture.

As a little update, we have recently introduced this in our Manchester store and will soon be rolling it out in our Canary Wharf branch in addition to the 8 stores which already have the scheme up and running. We'll continue to progress the commitment to rolling the scheme out to all stores across the country.

There's also a small-scale trial running at the moment in our Tolworth store, whereby all of the fruit and vegetables are sold loose to help customers take home less plastic.

We are always looking for further opportunities to optimise our packaging design and remove excess packaging across the business, and I can assure you this will continue to be a priority for us. If you would like to know more about our plastic plan, you can find further information at the below address.

<https://corporate.marksandspencer.com/sustainability/our-plastics-plan>

Once again on behalf of M&S, thank you for getting in touch.

Yours sincerely



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Customer Referral Team

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