

Issued: October 2021



Environmental, social and governance (ESG) data sheet

OUR APPROACH TO ESG DISCLOSURES

In FY21, our Audit and Risk Committee reviewed the Group’s environmental, social and governance (ESG) reporting against: the recommendations of the World Economic Forum’s (WEF) ‘Measuring Stakeholder Capitalism’ paper issued in September 2020, relevant parts of guidance issued by Value Reporting Foundation (formerly Sustainability Accounting Standards Board (SASB)), and questions from our largest investor ratings agencies. This exercise was carried out to provide greater transparency in line with our overall approach to governance and resulted in the Committee considering and approving management’s proposals to enhance our ESG disclosures, narrative and associated KPIs.

As we consider ESG to be integral to our strategy and business model, our most material ESG disclosures and data are covered primarily in our Annual Report and Accounts 2021 (AR21) and this should be the starting point for ESG information gathering. Additional data, which we did not have space to include in AR21, is set out below. For transparency, we indicate the limited information which we choose not to disclose owing to commercial sensitivity or legal reasons, and explain where our data or definitions differ slightly to suggested disclosures. All information provided relates to FY21 unless stated otherwise. We aim to update this data sheet annually.

SUSTAINABLE IN EVERYTHING WE DO



Our reporting mirrors how we think about sustainability at Dunelm. Core ESG information is embedded in our Annual Report and Accounts 2021.

 SUSTAINABILITY SECTION FROM PAGE 40



 GOVERNANCE FROM PAGE 92

 RELEVANT POLICIES CAN BE FOUND ON OUR CORPORATE WEBSITE AND COMMERCIAL WEBSITE, AND ARE HYPERLINKED IN THIS DATA SHEET.

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WORLD ECONOMIC FORUM: MEASURING STAKEHOLDER CAPITALISM

In the table below we report on our progress for the first time against the World Economic Forum's (WEF) stakeholder capitalism core and expanded metrics.

WEF theme	Core/expanded metrics	Notes and references
WORLD ECONOMIC FORUM PILLAR #1 PRINCIPLES OF GOVERNANCE		
Governing purpose	Setting purpose (Core)	Our purpose was renewed in July 2021. Our CEO explains how this came about and who was engaged during the process in AR21 on pages 2 and 3. Our purpose is embedded in our three long-term ambitions, focus areas, shared values and business foundations as set out in AR21 on page 11 and relates to all stakeholders. Further commentary is made in our Corporate governance report in AR21 on pages 100 to 102.
	Purpose-led management (Expanded)	
Quality of governing body	Governance body composition (Core)	Information about our highest governance body (Dunelm Group plc, registered in England and Wales, number 4708277) and its Committees can be found in our Corporate governance report in AR21 on pages 93 to 171. ESG focus areas, ethnicity and gender information, significant positions and Board stewardship/membership of relevant industry groups are set out in the Directors and officers' biographies in AR21 on pages 96 to 99. Information about Board independence is published in these biographies as well as in AR21 on page 114; Board tenure information is on page 129. Our Board appointment process in AR21 on page 123 explains how we ensure Board members have sufficient time to carry out their duties. Our CEO champions our Pathway to Zero Steering Group, see AR21 pages 40 to 41, and our CFO sponsors our inclusion and diversity network group on gender and heads up our Carbon reduction working group, see AR21 page 41.
	Progress against strategic milestones (Expanded)	In the CEO's review in AR21 on pages 20 to 26, our CEO provides commentary on our overall strategic progress during the last financial year and sets out six focus areas for the year ahead. These focus areas include non-financial elements and lead with 'sustainability', see AR21 page 30. Progress against sustainability performance indicators, including forward-looking targets, is updated annually. The latest metrics can be found in AR21 on pages 42 to 43 with commentary on pages 44 to 75. ESG indicators (relating to customers, colleagues and GHG emissions) that are Group KPIs are presented with commentary in AR21 on pages 32 to 33. Examples of how these contribute to long-term value creation are in AR21 on page 29. We are unable to publish forward-looking financial targets as this contravenes UK Listing Rules. However, the principles explaining how we think about our financial model and guidance for our FY22 financial year as at 8 September 2021 are provided in our FY21 Preliminary results presentation on slides 27 and 28.
	Remuneration (Expanded)	Group KPIs (including two ESG metrics: colleague satisfaction (eNPS) and customer satisfaction (NPS)) that are linked to Group ambitions and remuneration outcomes are indicated in AR21 on pages 32 to 33. Our Remuneration Policy and Implementation Report for the year ending 26 June 2021 are provided in AR21 on pages 138 to 171. Bonus eNPS and customer NPS are annual bonus metrics for our CEO, CFO, and all members of the Executive Board. Customer NPS was a metric used for all colleague bonus measures for FY21. In FY22, all colleagues will have a customer-related measure (not necessarily NPS) in their bonus measures. Long-term incentive plan (LTIP) Three new sustainability targets (related to reducing plastic packaging, increasing the volume of more responsibly sourced cotton and the introduction of more customer take-back schemes) are performance targets for the FY22-24 LTIP. These are disclosed in AR21 on pages 32 and 33.
Stakeholder engagement	Material issues impacting stakeholders (Core)	Topics that are important to key stakeholders and key engagement methods are listed in AR21 on pages 14 to 17, with additional commentary on how we engage stakeholders on pages 103 to 113, as part of our s172 Companies Act 2006 disclosure.

WEF theme	Core/expanded metrics	Notes and references
WORLD ECONOMIC FORUM PILLAR #1 PRINCIPLES OF GOVERNANCE continued		
Ethical behaviour	Anti-corruption (Core)	<p>Commentary on our approach to anti-corruption, anti-bribery and tax evasion (including colleague training and scope) is provided in AR21 on page 75; further information is in our Anti-Bribery and Anti-Corruption Policy available on our website. Commentary on our approach to combat modern slavery in our sites and supply chains is in AR21 on pages 73 to 74 and our annual Slavery and Human Trafficking statement that is our on corporate website. Our use of contractors is minimal (although any that do provide work to us complete compulsory compliance training). All suppliers and contractors agree to our Ethical Code of Conduct, available on our website, as part of their terms and conditions. We use a third party to audit suppliers against this Code and provide supplier training, as detailed in AR21 on pages 56 to 61 and pages 73 to 74.</p> <p>There have been no prosecutions or formal sanctions against the Company or any of its officers or employees in respect of fraud or corruption by the Company in FY21.</p>
	Protected ethics advice and reporting mechanisms (Core)	<p>We provide internal reporting mechanisms for colleagues, as described in AR21 on page 105, and encourage the use of these in the first instance. We also provide an independently run and anonymous whistleblowing mechanism for colleagues and suppliers as described in AR21 on page 75 and in our Whistleblowing Policy, available on our website. Issues raised are reported monthly to the Board, see AR21 page 105. Please refer to page 75 of AR21 for an overview of issues raised through our whistleblowing channel, their analysis and outcome.</p>
	Alignment of strategies and policies to lobbying (Expanded)	<p>As we do not normally engage directly in public policy development or lobbying, we have not developed a strategy in this area. Dunelm is a member of the British Retail Consortium and other industry bodies, which lobby collectively on behalf of their members. See also our statement under Public policy in AR21 on page 174.</p>
	Monetary losses from unethical behaviour (Expanded)	<p>There have been no fines levied against the Company or any of its officers or employees in FY21 in respect of fraud, insider trading, anti-trust, anti-competitive behaviour, or market manipulation by the Company.</p>
Risk and opportunity oversight	Integrating risk and opportunity into business process (Core)	<p>Our principal risks and uncertainties are explained in AR21 on pages 79 to 88; they include how our risks have changed over time. Specific commentary on climate change and environment risk is on page 83 and on IT systems, data and cyber security risk on page 86. In our voluntary Task Force on Climate-related Financial Disclosures (TCFD) progress report on pages 48 to 51 we provide a preliminary overview of identified risks and opportunities associated with climate change.</p>
	Economic, environmental and social topics in capital allocation framework (Expanded)	<p>Our purpose and ambitions (set out in AR21 on pages 2 to 9) are integral to our overall decision-making. Specific examples of how the Dunelm Board evaluated economic, environment and social issues in its decision-making in FY21, including capital allocation, can be found in AR21 on pages 108 to 110 as part of our s172 Companies Act 2006 disclosure. In AR21 on page 103 we explain how decisions requiring a balance of stakeholder interests at Board meetings are supported and minuted.</p>

WEF theme	Core/expanded metrics	Notes and references
WORLD ECONOMIC FORUM PILLAR #2 PLANET		
Climate change	Greenhouse gas (GHG) emissions (Core)	GHG emissions for FY21 can be found in AR21 on page 176, our targets on page 32 and commentary on progress to date and next steps on pages 44 to 45.
	TCFD implementation (Core)	We published an initial abbreviated report on our progress against TCFD disclosures in AR21 on pages 48 to 51 in advance of full disclosure in FY22.
	Paris-aligned GHG emissions targets (Expanded)	We have Paris-aligned targets to 2030 across our Scope 1, 2 and 3 emissions. Our progress to date, including our formal commitment to registering our science-based targets through the Science Based Targets initiative (SBTi), can be found in AR21 on page 42.
	Impact of GHG emissions (valued impact) (Expanded)	Not currently evaluated. However, this is part of the scope of our ongoing work with Carbon Trust and in relation to TCFD, and we are committed to reporting on this, see AR21 pages 48 to 51.
Nature loss	Land use and ecological sensitivity (Core)	In FY21, we evaluated the sites in the UK from which we operate that are in or adjacent to key biodiversity areas (KBAs) and reported this in AR21 on page 55. The ground floor area of these 12 sites amounts to 2.9 hectares.
	Land use and ecological sensitivity (full supply chain) (Expanded)	Our Responsible Cotton Policy and Responsible Timber Policy (available on our website) and associated targets (see AR21 page 43) prohibit illegal practices and we are moving towards ensuring that products under our own brand are being sourced only from suppliers who adopt practices that promote more sustainable land and water use and biodiversity. At the end of FY21, around 10% of our timber supply chains (AR21 page 60) and 6% of our cotton supply chains (AR21 page 58) met our 'more responsibly' sourced standard. 94% of palm oil used in Dunelm own brand products were certified by Roundtable on Sustainable Palm Oil (AR21 page 59). In FY21 we became the first homewares retailer member of Textiles 2030 (AR21 pages 58 ad 59). As a signatory we have committed to reducing the water footprint of new own brand cotton products. Own brand cotton products account for over half of our own brand product ranges, see AR21 pages 58 to 59.
	Impact of land use and conversion (Expanded)	Not currently evaluated.
Freshwater availability	Water consumption and withdrawal in water-stressed areas (Core)	We are not a high consumer of water in our own operations, spending between £0.5 million and £1 million on water each year. We aim to report on litres consumed in FY22 following a change in our billing system, which allows us to measure water usage more accurately. As at FY21, 31 of our sites were in regions with high baseline water-stress, according to WRI Aqueduct water risk atlas tool, representing around 13% of our ground floor area (in hectares). Examples of water-saving initiatives are in AR21 on page 55.
	Impact of freshwater consumption and withdrawal (Expanded)	Not currently evaluated. However, our commitment to reducing water as a signatory member of Textiles 2030 relates to own brand cotton products, which account for over half of our own brand product ranges, see AR21 pages 58 and 59.
Air pollution	Air pollution (measurement) (Expanded)	We do not measure air pollution, except for refrigerants as part of our Scope 1 emissions, see AR21 page 44. We monitor asbestos levels in seven stores which contain asbestos materials to ensure that these are within permitted levels. Over 85% of our sites are located outside town centres, with a further 7% on the edge of town centres.
	Impact of air pollution (Expanded)	Not currently evaluated.
Water pollution	Nutrients (Expanded)	Not currently evaluated.
	Impact of water pollution (Expanded)	Not currently evaluated.
Solid waste	Single-use plastics (Expanded)	In FY21 we introduced a Plastics and Packaging Policy , which is available on our website. Commentary on initiatives to reduce plastic to date can be found in AR21 on page 54, including progress in reducing plastic in our most material area (transit packaging). Related targets are in AR21 on page 43, and our plastic reduction target in own brand products is one of the performance targets for the FY22-24 LTIP, see AR21 page 33.
	Impact of solid waste disposal (Expanded)	Not currently evaluated. An analysis of our operational waste streams and initiatives to reduce operational waste can be found in AR21 on pages 46 to 47, including our commitment to minimising food waste.
Resource availability	Resource circularity 'the circular economy' (Expanded)	Promoting 'the circular economy' is the focus of one of three working groups within our Pathway to Zero strategy. Commentary on initiatives to date can be found in AR21 on pages 52 to 55. In FY21, we set a related 'take-back' target that it is one of the performance targets for the FY22-24 LTIP, see AR21 page 33.

WORLD ECONOMIC FORUM PILLAR #3 | PEOPLE

WEF theme	Core/expanded metrics	Notes and references
Dignity and equality	Diversity and inclusion (%) (Core)	Employee data by gender, age and ethnicity at FY21 can be found in AR21 on page 68. Information on employees split by the three categories of activity in our business of selling, distribution and administration (by number and full-time equivalents) is in AR21 on page 198 (note 4).
	Pay equality (%) (Core)	Our fourth gender pay gap report was published on our corporate website in October 2021. Commentary on initial analysis of our ethnicity pay gap is in AR21 on page 68. Comparative remuneration measures can be found in AR21 on pages 165 to 167.
	Pay gap (% , #) (Expanded)	
	Wage level (%) (Core)	We are committed to continuing to provide fair reward to all colleagues across our organisation. We aim to pay our colleagues a rate which exceeds the legal minimum (National Living Wage and National Minimum Wage as defined by the UK Government), see AR21 page 71, as well as provide a range of benefits to ensure we can attract and retain the calibre of colleagues that we need to deliver our strategy. Comparative remuneration measures can be found in AR21 on pages 165 to 167. We do not set contractor wages, although we do require all contractors to comply with applicable legislation and our Ethical Code of Conduct , which is available on our website.
	Living wage (%) (Expanded)	
	Discrimination and harassment incidents (#) and the total amount of monetary losses (\$) (Expanded)	There have been no prosecutions or formal sanctions against the Company or any of its officers or employees in FY21 in respect of discrimination or harassment incidents by the Company. There have been no fines levied against the Company or any of its officers or employees in FY21 in respect of unlawful discrimination or breach of employment laws by the Company.
	Freedom of association and collective bargaining at risk (%) (Expanded)	All colleagues are formally represented through our Local, Regional and National Colleague Voice structure, which is described in AR21 on page 70. A list of topics discussed at the National Colleague Voice (including remuneration) is provided on page 111. As stated in our Colleague Code of Conduct (available on our website), we respect freedom of association and the right to collective bargaining and all colleagues, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively. We have not received a request to enter into a collective bargaining agreement. As at FY21, all colleagues were based in the UK except for 45 colleagues in our Jersey store. Along our supply chain, all Tier 1 manufacturing facilities for our own brand products are audited against our Ethical Code of Conduct , which includes the right to freedom of association and collective bargaining. Further commentary can be found in AR21 on page 73.
	Risk for incidents of child, forced or compulsory labour (Core)	Our approach is described in AR21 on page 56 and pages 73 to 74 and includes references to our Ethical Code of Conduct and our annual Slavery and Human Trafficking statement (which includes our Prevention of Modern Slavery Policy) which are both available on our website. In FY21, through our whistleblowing hotline, we discovered one previously unknown breach of our Ethical Code of Conduct by a supplier in respect of the use of undeclared sub-contractors and this has been investigated, see AR21 page 75.
	Human rights review, grievance impact and modern slavery (#, %) (Expanded)	There have been no prosecutions or formal sanctions against the Company or any of its officers or employees in FY21 in respect of slavery or any other salient human rights issues by the Company.
Health and wellbeing	Health and safety (%) (Core)	We are required to report details of certain accidents to regulatory authorities under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) and we publish the number of these in AR21 page 72. Accident numbers, details of any other serious incidents, including near misses, as well as health and safety audit results are sent to our Executive Board and Group Board every month. Our Health and Safety Policy is available on our corporate website.
	Monetised impacts of work-related incidents on organization (#, \$) (Expanded)	Not currently evaluated.
	Employee wellbeing (#, %) (Expanded)	Employee wellbeing is a major area of focus for the Group Board and management and all colleagues have access to help and support for their mental health and wellbeing. More information about this and Group initiatives can be found in AR21 on page 67. We choose not to disclose our colleague absentee rate as it is commercially sensitive, although the Group Board and Executive Board receive this information.
Skills for the future	Training provided (#, \$) (Core)	We provide training and development for all colleagues. Examples are provided in AR21 in our 'Delivering a better experience for our colleagues' section on pages 66 to 75. We do not currently measure training at a Group level.
	Number of unskilled positions (#, %) (Expanded)	We neither define nor measure our unfilled positions as per WEF guidelines. However, we report on the number of positions that we fill internally, see AR21 page 66. Our ability to fill roles internally is usually the result of development in role or training provided.
	Monetised impact of training (% , \$) (Expanded)	Not currently evaluated. However in AR21 on page 67 we explain which indicators we use as a proxy for the effectiveness of our training.

WORLD ECONOMIC FORUM PILLAR #4 | PROSPERITY

Employment and wealth generation	Absolute number and rate of employment (Core)	In FY21 we generated over 700 new roles, see AR21 page 12. We choose not to disclose absolute employee turnover as it is commercially sensitive, however the Group Board and Executive Board receive this information. We comment on relative annual performance in AR21 on page 66.
	Economic contribution (Core)	Please refer to the following notes/pages in AR21: revenues on page 35, operating costs on page 36 and note 2 on page 197, employee benefits and wages in note 4 on page 198, payments to providers of capital in note 18 on page 210, repayments to UK Government in note 4 on page 198 and commitment to future repayments in note 16 on page 205. Information about community investment is in AR21 on page 65. Commentary on financial assistance received from the UK Government can be found in AR21 on page 110. During the Covid-19 pandemic we supported vulnerable colleagues and colleagues who are carers of vulnerable persons, see AR21 page 71.
	Financial investment contribution (Core)	Commentary on capital expenditure and information about depreciation and amortisation can be found in AR21 on page 37; please also refer to notes 9 and 10 on pages 201 and 202. Information on share buybacks and dividend payments is in note 7 on page 200. Our Capital and Dividend Policy is available on our corporate website and is also referenced in AR21 on page 37. Information about our investment strategy for expansion is in AR21 on page 37 and on slide 26 of the FY21 Preliminary results presentation , available in the investor section of our corporate website.
	Infrastructure investments and services supported (Expanded)	Around 88% of our sites are leased and new sites often form part of an existing infrastructure. Over 85% of our sites are out-of-town. We have established local community groups via our Facebook sites and support our local communities on a store-by-store basis, including the use of premises by local groups, see AR21 page 65.
	Significant indirect economic impacts (Expanded)	Not currently evaluated.
Innovation of better products and services	Total R&D expenses (\$) (Core)	Total costs related to research and development (R&D) have historically been calculated in arrears and we aim to disclose our latest figures in FY22. We do not currently split out R&D costs relating specifically to sustainability projects.
	Social value generated (%) (Expanded)	Not currently evaluated.
	Vitality Index (Expanded)	Not currently evaluated.
Community and social vitality	Total tax paid (Core)	Refer to table in AR21 on page 38, note 6 on page 199 and our Tax Strategy , available on our website.
	Total tax paid by country for significant locations (Expanded)	We pay tax in all relevant jurisdictions: United Kingdom of Great Britain and Northern Ireland, and Jersey.
	Additional tax remitted (Expanded)	
	Total Social Investment (\$) (Expanded)	Not currently evaluated.

Source of metrics wording: Measuring Stakeholder Capitalism: Towards Common Metrics and Consistent Reporting of Sustainable Value Creation, World Economic Forum, White paper, September 2020.

VALUE REPORTING FOUNDATION (FORMERLY SASB)

In the table below, we report for the first time on our progress against Value Reporting Foundation's (formerly SASB) standard for Multiline and Specialty Retailers & Distributors as per the Sustainability Industry Classification System.

Topic	Accounting metric	Dunelm's response
Energy Management in Retail & Distribution	Total energy consumed	Our energy consumption in FY21 was 71MWh, see AR21 page 176. This equates to 256 GJ.
	Percentage grid electricity	Since 1 April 2019, we have switched to Renewable Energy Guarantees of Origin (REGO)-qualifying electricity sources for all sites where we purchase electricity directly and have committed to doing so as a minimum until 2030, see AR21 page 45.
	Percentage renewable	
Data Security	Description of approach to identifying and addressing data security risks	Please refer to AR21 page 63 and pages 86 to 87.
	Number of data breaches	In FY21, we had no breaches which we were required to notify to the UK Information Commissioner's Office or to any individuals, see AR21 page 63.
	Percentage involving personally identifiable information	
	Number of customers affected	
Labour Practices	Average hourly wage	We are committed to continuing to provide fair reward to all colleagues across our organisation. We aim to pay our colleagues a rate which exceeds the legal minimum (National Living Wage and National Minimum Wage as defined by the UK Government), see AR21 page 71, as well as providing a range of benefits, to ensure we can attract and retain the calibre of colleagues that we need to deliver our strategy. We do not disclose our average hourly wage for reasons of commercial sensitivity. Please note that as at FY21 Dunelm does not employ any colleagues outside the United Kingdom, except for 45 colleagues in our Jersey store.
	Percentage of in-store employees earning minimum wage, by region	
	Voluntary and involuntary turnover rate for in-store employees	In FY21, our unplanned labour turnover in our stores reduced for the third year in a row, see AR21 page 66. For reference, over 80% of our colleagues are employed in our stores, see AR21 page 71. We choose not to disclose specific employee turnover rates as it is commercially sensitive. However, the Group Board and Executive Board receive this information.
	Total amount of monetary losses as a result of legal proceedings associated with labour law violations.	There have been no fines levied against the Company or any of its officers or employees in FY21 in respect of breach of employment laws by the Company.
Workforce Diversity & Inclusion Percentage (%)	Percentage of gender and racial/ethnic group representation for (i) management and (ii) all other employees	For gender breakdown by management and other employees, please refer to the table in AR21 on page 68. Since November 2019 we have been collecting ethnicity data for new joiners; this latter information is currently for all colleagues who have joined the business since that date (see AR21 page 68) and is not yet split by management and others.
	Total amount of monetary losses as a result of legal proceedings associated with employment discrimination	There have been no fines levied against the Company or any of its officers or employees in FY21 in respect of unlawful discrimination by the Company.
Product Sourcing, Packaging & Marketing	Revenue from products third-party certified to environmental and/or social sustainability standards	We comment on our 'more responsible' sourcing standards for our two highest-volume materials (cotton and timber) in AR21 on pages 57 to 60 and on other raw materials (palm oil and animal-derived materials, including leather) on page 61. Related policies (Responsible Cotton Policy , Responsible Timber Policy and Responsible Animal Welfare Policy) are available on our corporate website and contain references to approved third-party certification, where applicable. We do not currently split these products by revenue stream.
	Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products	We sell some products (such as fragrances and diffusers), which contain restricted chemicals and we mitigate hazards associated with the handling of these through due diligence in line with our obligations under UK and EU CLP (Classification, Labelling, and Packaging) and REACH regulations (chemical registration programme). Safety data sheets are retained for all chemical products. All fragrances are certified to meet IFRA standards. Toxicological risk assessments are carried out prior to products being placed on sale, and random due diligence testing is carried out by accredited test laboratories.
	Discussion of strategies to reduce the environmental impact of packaging	Our progress in reducing operational waste, including packaging, is discussed in AR21 on pages 46 to 47. For initiatives to reduce plastic packaging, please refer to AR21 page 54 and targets related to our Plastics and Packaging Policy on page 43. Our target to reduce plastic packaging in our own brand products is a performance target for our FY22-24 LTIP, see AR21 page 33.

Source of metrics wording: Multiline and Specialty Retailers & Distributors Sustainability Accounting Standard, Sustainability Accounting Standards Board (SASB), October 2018.

OTHER ESG INFORMATION

The information below covers additional topics that we are sometimes asked about.

Animal welfare	Please refer to our Animal Welfare Policy which explains our approach to using animal-derived products such as feathers, down and leather. Currently, no leather is used in our own brand products, see AR21 page 61.
Beef and dairy products	In our 152 in-store Pausa cafes we sell around 100 product lines, see AR21 page 63, and these include some products that contain dairy and beef. Sales from Pausa cafes represent less than 1% of total revenues and are considered immaterial.
Data centres	We have no data centres as we use a cloud-based system.
Employee engagement	We run a twice-yearly colleague engagement survey and an overview of participation and outcomes can be found in AR21 on page 70.
Environmental impact of deliveries	Information about how we seek to reduce Scope 1 emissions from our home delivery network (HDN) fleet can be found in AR21 on page 45 and page 176.
Food safety and labelling; food waste	We sell food and drink in our 152 in-store Pausa cafes and these sales represents less than 1% of our total turnover. Commentary on our approach to food safety and labelling can be found in AR21 on page 63. We had no high-risk food safety violations nor product recalls in FY21. All our coffee and tea ranges are Rainforest Alliance certified and we aim to use only free range eggs by March 2022. We do not use pork produced with the use of gestation crates. In FY21, around 1% of our operational waste generated was food waste. Our aim is for no food to be thrown away and we have introduced various initiatives to reduce food waste, see AR21 page 46.
Promoting sustainable products and services	On our commercial site, we have a sustainability page , which provides information for customers wanting to shop for products with recycled content and/or materials which are 'more responsibly' sourced. This information also appears in product descriptions on our commercial site, as well as on-pack and in stores. On the sustainability page, we also list sustainable services such as our recycling and take-back schemes. Our overall approach to promoting responsible recycling is summarised in AR21 on pages 54 to 55.
Refrigerants	We explain our approach to reducing refrigerants in AR21 on page 44.
Stewardship and recognition	We outline some of Dunelm's main stewardship activities and external awards in the sustainability section of our AR21, notably on pages 44, 52 and 62.
User privacy	Information about how we protect customer data can be found in AR21 on page 63 and our Privacy Policy and Cookie Policy are available on our commercial website.

ACTIVITY METRICS

	Activity metric	Unit of measure	
Number of:	Retail locations	Number	175
	Non-retail locations	Number	12
Area of:	Retail space	Square metres (ground floor area)	402,510
	Non-retail locations	Square metres (ground floor area)	116,608
Employees:	Full time (min 35 hours/week)	Percentage	21%
	Part time (< 35 hours/week)	Percentage	79%

CONTACT

For all ESG enquiries please contact our Company Secretary, Dawn Durrant.

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