

Issued: October 2022



Environmental, social and governance (ESG) data sheet FY22

Our approach to ESG disclosures

As we consider many environmental, social and governance (ESG) topics to be integral to our strategy and business model, our most material disclosures, primary metrics, targets and commentary are covered in our audited [Annual Report and Accounts 2022 \(AR22\)](#). This year, we also published a separate [Sustainability Report \(SR22\)](#). This report includes additional sustainability metrics and targets, more detailed data and further examples of initiatives and progress. These two documents should be the starting point for ESG information gathering, alongside published policies and statements available on our corporate website.

Additional ESG data, which we did not have space to include in these reports, is set out below. Although we do not formally use the World Economic Forum’s (WEF) Stakeholder

Capitalism metrics or SASB standards, we have used their frameworks to set out information, as they cover many questions that we are asked – particularly by external ESG rating agencies for benchmarking purposes.

We have also included a catch-all list for other topics/questions that we hope is helpful. 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 FY22 unless stated otherwise. If data has not been updated this year, we have left references to latest published information in our Annual Report and Accounts 2021 (AR21). We aim to update this data sheet annually.

Building sustainability into all that we do



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WORLD ECONOMIC FORUM: MEASURING STAKEHOLDER CAPITALISM

In the table below, we share ESG information using World Economic Forum's (WEF) stakeholder capitalism pillars and its core and expanded metrics as a framework.

WEF theme	Core/expanded metrics	Notes and references
WORLD ECONOMIC FORUM PILLAR #1 PRINCIPLES OF GOVERNANCE		
Governing purpose	Setting purpose (Core)	Our purpose was last renewed in July 2021. Our CEO explains how this came about and who was engaged during the process in AR21. In AR22, our CEO talks about how our purpose is used in the business (see inside front cover) and it is referenced throughout the report. Our purpose is linked to our three long-term ambitions, focus areas, shared values and customer proposition as set out in AR22 on page 4 and relates to all stakeholders. Further commentary is in our Corporate governance report in AR22 on pages 88 to 93.
	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 AR22 on pages 82 to 162. ESG focus areas, nationality and gender information, significant positions and Board stewardship/membership of relevant industry groups are set out in the Directors and officers' biographies in AR22 on pages 84 to 87. Information about Board independence is published in these biographies as well as in AR22 on pages 87 and 107; Board tenure information is on pages 87 and 119. Our Board appointment process in AR22 on pages 114 to 115 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 page 33) and our CFO heads up our Carbon reduction working group, see SR22 page 6.
	Progress against strategic milestones (Expanded)	Our CEO provides commentary on overall strategic progress during the last financial year in AR22 on pages 16 to 20; progress against our focus areas is also summarised in AR22 on pages 22 to 23. These focus areas include non-financial elements and lead with 'sustainability'. Progress against sustainability performance indicators, including forward-looking targets, is updated annually. Primary metrics can be found in AR22 on pages 34 to 35 with commentary on pages 36 to 60. In SR22, additional metrics and further insight into performance is shared. ESG indicators (relating to customers, colleagues, packaging, take-back services, 'more sustainably' sourced cotton and GHG emissions) that are Group KPIs are presented with commentary in AR22 on pages 24 and 25. Examples of how these contribute to long-term value creation are in AR22 on page 5. We are unable to publish forward-looking financial targets as this contravenes UK Listing Rules. However, topline FY23 guidance and a summary outlook are provided in FY22 Preliminary results presentation on slides 17 and 26.
	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 AR22 on pages 24 to 25. Our Remuneration Policy and Implementation Report relating to the year ended 2 July 2022 are provided in AR22 on pages 133 to 162. Bonus eNPS and customer NPS are annual bonus metrics for our CEO and CFO. Long-term incentive plan (LTIP) Four sustainability targets (related to reducing plastic packaging and Scope 1 emissions and increasing the volume of 'more responsibly' sourced cotton and the introduction of more customer take-back schemes) are performance targets for the FY23-25 LTIP. These are disclosed in more detail in AR22 on page 161.
Stakeholder engagement	Material issues impacting stakeholders (Core)	Topics that are important to key stakeholders, and commentary on why and how we engage with stakeholders, and how we measure our effectiveness, are provided in AR22 on pages 94 to 105, as part of our s172 Companies Act 2006 disclosure.

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 AR22 on page 60; 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 AR22 on pages 46 to 47 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 appropriate to their assignment). 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 AR22 on pages 46 to 47 and page 100.</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 FY22 (FY21: nil).</p>
	Protected ethics advice and reporting mechanisms (Core)	<p>We provide internal reporting mechanisms for colleagues, as described in AR22 on page 98, 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 AR22 on pages 60 and 47 respectively, and in our Whistleblowing Policy, available on our website. Issues raised are reported monthly to the Board, see AR22 page 98. In FY22, we investigated 44 reports made through our independent whistleblowing; no unlawful activity was established (see AR22 page 60).</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 AR22 on page 166.</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 FY22 in respect of fraud, insider trading, anti-trust, anti-competitive behaviour, or market manipulation by the Company (FY21: nil).</p>
Risk and opportunity oversight	Integrating risk and opportunity into business process (Core)	<p>Our principal risks and uncertainties are explained in AR22 on pages 70 to 79; they include how our risks have changed over time. Specific commentary on climate change and environment risk is on page 76 and on IT systems, data and cyber security risk on page 78. In our Task Force on Climate-related Financial Disclosures (TCFD) report in AR22 on pages 61 to 67 we identify 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 AR22 on pages 4 and 22, and referenced throughout the report) 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 FY22, including capital allocation and colleague pay increases, can be found in AR22 on pages 103 to 105 as part of our s172 Companies Act 2006 disclosure. In AR22 on page 94 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 FY22 can be found in AR22 on page 37 and our targets are on page 34. Commentary on progress to date and next steps are in AR22 on pages 36 to 40. GHG emissions split by GHG protocol are in SR22 on page 13.
	TCFD implementation (Core)	Our TCFD report is in AR22 on pages 61 to 67.
	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 verifying our science-based targets through the Science Based Targets initiative (SBTi), can be found in AR22 on page 37.
	Impact of GHG emissions (valued impact) (Expanded)	Not currently published. However, as part of the scope of our evolving TCFD reporting we assessed and quantified our major climate-related risks and opportunities against three climate scenarios; see pages 64 to 65 in AR22.
Nature loss	Land use and ecological sensitivity (Core)	In FY21, we evaluated UK sites from which we operate that are in or adjacent to key biodiversity areas (KBAs) as reported in AR21 on page 55. The ground floor area of these 12 sites amounted to 2.9 hectares. This exercise was not repeated in FY22 as we are embarking upon a new biodiversity strategy; see AR22 page 43.
	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 AR22 page 35) prohibit illegal practices and promote more sustainable practices. At the end of FY22, around 7% of our timber supply chains (AR22 page 35) and 30% of our cotton supply chains (AR22 page 35) met our 'more responsibly' sourced standards. Around 90% of palm oil used in Dunelm/Pausa products were certified by Roundtable on Sustainable Palm Oil (AR22 page 35 and SR page 21). As a signatory to Textiles 2030, we have committed to reducing the water and carbon footprint of new own brand products; see AR22 page 44. 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. In AR22 on page 43 we report that we are in the early stages of developing a new biodiversity strategy.
Freshwater availability	Water consumption and withdrawal in water-stressed areas (Core)	Based on invoices from our main water supplier, we estimate that we consumed around 130,000 m3 of water in FY22 across all our sites. 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). This exercise was not repeated in FY22. In SR22 on page 20 we explain that as part of our biodiversity strategy work we have started to map water-related risks in our main timber and cotton sourcing regions. As a signatory of Textiles 2030, we have also committed to reducing the water footprint of new own brand products; see AR22 page 44. Our impact is not currently evaluated.
	Impact of freshwater consumption and withdrawal (Expanded)	
Air pollution	Air pollution (measurement) (Expanded)	We do not measure air pollution, except for refrigerants as part of our Scope 1 emissions reporting; see AR22 page 38. We monitor asbestos levels in six stores which contain asbestos materials to ensure that these are within permitted levels. In FY22, over 88% 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 are in AR22 on page 45, with further examples in SR22 on page 24. Our plastic reduction target in own brand products is one of the performance targets for the FY23-25 LTIP and one of four metrics linked to our Revolving Credit Facility; see AR22 pages 34 to 35. Other related targets are in SR22 on page 5.
	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 AR22 on page 41, including our commitment to minimising food waste. We generate negligible hazardous waste; see AR22 page 41.
Resource availability	Resource circularity 'the circular economy' (Expanded)	Promoting 'the circular economy' is one of the main pillars of our Pathway to Zero strategy; see AR22 page 33. Commentary on product circularity initiatives can be found in AR22 on page 42 and on our expanding take-back services on page 48. Our take-back target (% of own brand products for which we offer an easy-to-use take-back service) is one of the performance targets for the FY23-25 LTIP and one of four metrics linked to our Revolving Credit Facility; see AR22 pages 34 to 35.

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 FY22 can be found in AR22 on page 52. 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 AR22 on page 187 (note 4).
	Pay equality (%) (Core)	In FY22, we published our fifth gender pay gap report on our corporate website and a summary is provided in AR22 on page 55. Our commitment to gender pay equality is in AR22 on page 55. We do not currently analyse pay data by ethnicity. Comparative remuneration measures can be found in AR22 on pages 157 to 158.
	Pay gap (% , #) (Expanded)	
	Wage level (%) (Core)	We apply pay principles based on giving a reward that is 'fair, relevant and total' to all colleagues across our organisation (see AR22 page 55). 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 AR22 page 55, as well as provide a range of benefits to ensure we can attract and retain the calibre of colleagues we need to deliver our strategy. Comparative remuneration measures can be found in AR22 on pages 157 to 158. We do not set contractor wages, although we do require all contractors to comply with applicable legislation and our Ethical Code of Conduct , 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 FY22 (FY21: nil) 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 FY22 (FY21: nil) 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 (NCV) structure, which is described in AR22 on page 54. A list of topics discussed at the NCV (including remuneration) is provided in AR22 on page 99. 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 FY22, all colleagues were based in the UK except for 42 colleagues in our Jersey store; see AR22 page 30 (footnote under Our tax strategy). In 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 is in AR22 on pages 46 to 47.
	Risk for incidents of child, forced or compulsory labour (Core)	Our approach is described in AR22 on page 46 to 47 and references 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.
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 FY22 (FY21: nil) 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 AR22 page 60. 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; see AR22 page 98. Our Health and Safety Policy is available on our corporate website. Information about health and safety monitoring and training in is AR22 on page 59.
	Monetised impacts of work-related incidents on organisation (#, \$) (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 can be found in AR22 on page 56. We choose not to disclose our colleague absentee rate as it is commercially sensitive, although the Group Board and Executive Board receive this information; see AR22 page 98.
Skills for the future	Training provided (#, \$) (Core)	We provide training and development for all colleagues. Examples are provided in AR22 on page 58. We do not currently measure the amount spent on training at a Group level.
	Number of unskilled positions (#, %) (Expanded)	We neither define nor measure our unskilled positions as per WEF guidelines. However, we report on the number of positions that we fill internally, see 'Promoting from within' in AR22 on page 57. 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 AR22 on page 58 ('Monitoring success') we explain which indicators we use as a proxy for the effectiveness of our training.

WEF theme	Core/expanded metrics	Notes and references
WORLD ECONOMIC FORUM PILLAR #4 PROSPERITY		
Employment and wealth generation	Absolute number and rate of employment (Core)	In FY22 we generated over 800 new roles, see AR22 page 5. We choose not to disclose absolute employee turnover as it is commercially sensitive, however the Group Board and Executive Board receive this information; see AR22 page 98. We comment on relative annual performance in AR22 on page 57 ('Retaining our colleagues').
	Economic contribution (Core)	Please refer to the following in AR22: revenues on page 27; operating costs on page 28 and note 2 on page 186; employee benefits and wages in note 4 on page 187; payments to providers of capital in note 18 on page 200; total tax paid on page 30 and information about community investment in AR22 on page 51 (with further information in SR22 on pages 30 to 32).
	Financial investment contribution (Core)	Commentary on capital expenditure and information about depreciation and amortisation can be found in AR22 on pages 29 and 30; please also refer to notes 9 and 10 on pages 190 and 191. Information on dividend payments is in note 7 on page 189 and on shares purchased by the Company in FY22 in notes 20 and 21 on page 201. Our Capital and Dividend Policy is available on our corporate website and is also referenced in AR22 on page 30. Guidance on estimated planned capital expenditure for FY23 is on slide 17 of the FY22 results presentation available in the investor section of our corporate website.
	Infrastructure investments and services supported (Expanded)	In FY22, around 88% (FY21: around 88%) of our sites are leased and new sites often form part of an existing infrastructure. Over 88% of our sites are out-of-town (FY21: 85%). 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 AR22 pages 50 to 51 and SR22 pages 30 to 32.
	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 FY23. 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 AR22 on page 30, note 6 on page 188 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.

SASB STANDARD (NOW PART OF IFRS FOUNDATION)

In the table below, we report our progress against the SASB standard for Multiline and Specialty Retailers & Distributors Industry.

Topic	Accounting metric	Dunelm's response
Energy Management in Retail & Distribution	Total energy consumed	Our energy consumption in FY22 was 71,732 MWh (FY21: 73,499 MWh), see AR22 page 168. This equates to 258,235 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; see AR22 page 38. In AR22 on page 38 and SR22 on page 10 we share information about our expansion of photovoltaic panels, and industry advocacy to improve the availability of renewable energy.
	Percentage renewable	
Data Security	Description of approach to identifying and addressing data security risks	Please refer to AR22 pages 59, 78 and 128 to 129. Further information is in our Data Security and Privacy Policy available on our website.
	Number of data breaches	In FY22, we had no breaches (FY21: nil) which we were required to notify to the UK Information Commissioner's Office or to any individuals, see AR22 page 59.
	Percentage involving personally identifiable information	
	Number of customers affected	
Labour Practices	Average hourly wage	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 AR22 page 55, as well as provide a range of benefits to ensure we can attract and retain the calibre of colleagues we need to deliver our strategy. We do not disclose our average hourly wage for reasons of commercial sensitivity. Under 'Colleague pay decisions' in AR22 on page 103, we report on the Board's decision in FY22 to give hourly-paid colleagues an average base pay increase about the National Living Wage as set by UK Government. Dunelm does not employ any colleagues outside the United Kingdom, except for 42 colleagues in our Jersey store (at FY22); see footnote under 'Our tax strategy' on page 30.
	Percentage of in-store employees earning minimum wage, by region	
	Voluntary and involuntary turnover rate for in-store employees	In FY22, our overall unplanned labour turnover increased, see AR22 page 57 for context. For reference, 76.1% of our colleagues were employed in our stores, see AR22 page 52. We choose not to disclose specific employee turnover rates as it is commercially sensitive. However, the Group Board and Executive Board receive this information regularly; see AR22, page 98.
	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 FY22 (FY21: nil) 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 AR22 on page 52. We publish age and ethnicity data (see AR22 page 52) for colleagues but we do not split out 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 FY22 (FY21: nil) 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	Commentary on our 'more responsible' sourcing standards for two high-volume materials (cotton and timber) is in AR22 on page 43 and on other raw materials (palm oil and animal-derived materials) in SR22 on page 21. Targets and performance are in AR22 on page 35. Related policies (Responsible Cotton Policy , Responsible Timber Policy and Responsible Animal Welfare Policy and Responsible Palm Oil Policy) are available on our corporate website and contain references to approved third-party certification. In August 2022, we launched our ' Conscious Choice ' label - a guide to help customers navigate our product range from an ethical and environmental standard against strict criteria (see AR22 page 19). 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 packaging is discussed in AR22 on page 45, and in SR22 on pages 24 and 25. Primary and secondary targets related to our Plastics and Packaging Policy are in SR22 on page 5. Our plastic reduction target in own brand products is one of the performance targets for the FY23-25 LTIP and one of four metrics linked to our Revolving Credit Facility; see AR22 pages 34 to 35.

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 Responsible Animal Welfare Policy which explains our approach to using animal-derived products such as feathers, down and leather. We do not use real fur; see policy and SR22 page 21.
Beef and dairy products	We run 153 in-store Pausa cafes and four for our colleagues; see AR22 page 41. We sell around 150 product lines including three products that contain beef. See AR22 page 40 for commentary on how we are reducing GHG emissions for milk products in our Pausa cafes.
Data centres	We have no data centres as we use a cloud-based system.
Data security	Our Data Security and Privacy Policy is available on our corporate website.
Employee engagement	We run a twice-yearly colleague engagement survey; an overview of participation and outcomes can be found in AR22 on page 54. All colleagues are formally represented through our Local, Regional and National Colleague Voice structure, described in AR22 on page 54. Other examples of employee engagement are in AR22 on pages 98 to 99 (s172 section).
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 AR22 on page 38.
Environmental policy and reporting	Our Environmental Policy is available on our website, as are our Scopes 1, 2 and 3 reporting methodologies . Information on carbon reduction is in SR22 on pages 6 to 12.
Food safety and labelling; food waste	Commentary on our approach to food safety and labelling can be found in AR22 on page 59. In FY22 there were no reportable food safety incidents or public recalls, see AR22 page 49 (FY21: nil). Information on the certification/responsible programmes used for all green and black teas and coffee sold in Pausa cafes and for any cocoa used in our Pausa branded products is set out in SR22 on page 33. We only use free range eggs. We do not use any GMO nor irradiated ingredients, nor products containing hydrogenated fats. We do not use pork produced with the use of gestation crates. Our tuna is only caught by pole and line, or using Purse Seine netting. For more information about Pausa products, see also SR22 page 33. In FY22, around 2% 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 AR22 page 41.
Hazardous waste	We report our waste broken down by weight. Hazardous waste is negligible; see AR22 page 41.
Product safety and responsible marketing	We have a responsibility to market and sell safe products. Our product safety standards are set out in our Quality Manual which is shared with our suppliers. These reflect The General Product Safety Regulations 2005, as set by the UK Government. Further commentary on product safety standards, responsible marketing, recalls and refunds is in AR22 on page 49. Product safety recalls are published on our commercial website.
Promoting sustainable products and services	On our commercial website, 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 this page, we also list sustainable services such as our recycling and take-back services. At FY22 we had take-back services in place for over 60% of our own brand products and a summary is provided in AR22 on page 48. In August 2022, we launched our ' Conscious Choice ' label; a guide to help customers navigate our product range from an ethical and environmental standard against strict criteria (see AR22 page 19).
Refrigerants	We explain our approach to reducing refrigerants as part of our Scope 1 emissions reporting in AR22 on page 38.
Stewardship and recognition	We outline some of Dunelm's main stewardship activities and external awards in SR22, notably on pages 6, 16 and 28.
User privacy	Information about how we protect customer data can be found in AR22 on page 59 and our Privacy Policy and Cookie Policy are available on our commercial website. Our Data Security and Privacy Policy is available on our corporate website.

ACTIVITY METRICS FY22

	Activity metric	Unit of measure	
Number of:	Retail locations	Number	177
	Non-retail locations	Number	14
Area of:	Retail space	Square metres (ground floor area)	404,291
	Non-retail locations	Square metres (ground floor area)	135,866
Employees:	Full time (min 35 hours/week)	Percentage	37%
	Part time (< 35 hours/week)	Percentage	63%

CONTACT

For all ESG enquiries please contact our Company Secretary.

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