

**ONE
PLANET
HOME**

TIMES

One Planet Home® Times Issue One | **November 2011**



B&Q Swansea's Gareth Pugsley at Clarence House for Start with Ellen MacArthur, Kirstie Allsopp and George Clarke.

Read more about Start on Pages 8-10

Message from Matt

Matt Sexton, B&Q Director of Corporate Social Responsibility

Welcome to the first edition of the *One Planet Home® Times*. Whether you're an Eco Advisor, an Environmental Champion or just simply interested in the environment, you'll find this publication packed with news and ideas that can help you to bring sustainability to life – both at work and at home.

B&Q is one of only three major UK retailers to feature on *The Sunday Times*' Green List for 2011. We have also retained the Carbon Trust Standard and *The Observer* named us Ethical Business of the Year 2010.

That's all thanks to your hard work! Every time you sell a roll of insulation, sort your store's waste for recycling or remember to switch off a light, you are helping B&Q to become a One Planet Home® business.

There are more reasons for us to continue on our journey than ever before. We can realise around £4 million of cost savings if we simply do what we know we should to keep energy and water use under control, follow simple advice on safety and minimise the waste sent to landfill. Furthermore, the cost-saving potential is dwarfed by sales opportunities. We're all feeling

the impact of recent electricity and gas price increases – and B&Q customers are more interested than ever in our help in saving money. So, you'll find lots of useful cost-saving ideas over the next few pages.

In autumn 2012, the UK Government's Green Deal will come into force. Every homeowner in the UK will be able to increase their home's energy efficiency significantly. B&Q has been closely involved in the trials – find out more on Page 3. We've also recently unveiled our Eco House in Eastleigh – read on for more details.



So, we are making good progress on all sustainability fronts but we need to do more. I'm confident that, with your help, we can meet our target to reduce B&Q's carbon footprint by 90% by 2023 while still growing our sales and share of the expanding green market.

Carbon challenge

B&Q has achieved a 20% absolute reduction in carbon emissions since

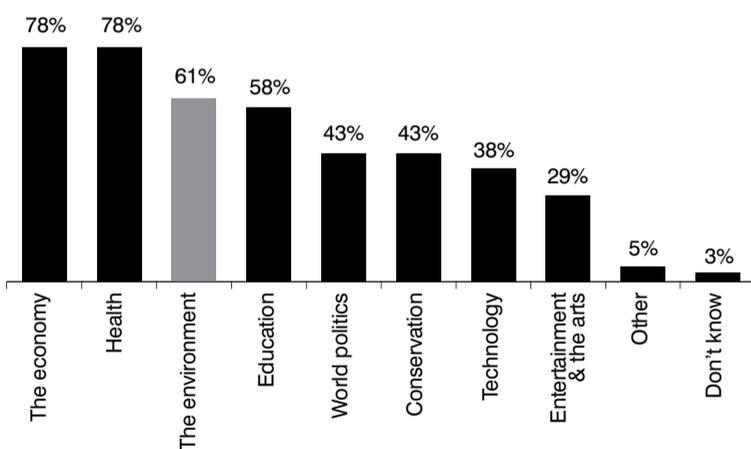


2006. This has helped the company to re-secure the Carbon Trust Standard – the world's first carbon award for organisations that are committed to managing and reducing their carbon emissions year on year.

Alex Duff, B&Q Corporate Activation Manager, said: "The Carbon Trust Standard is the de facto UK mark of commitment to carbon reduction. By retaining the standard we've proved that, by measuring energy usage, engaging staff and encouraging new ways of working, we can make a major difference to climate change. "Re-certification has also enabled us to identify new ways to increase carbon efficiency – bringing tangible and significant cost savings to B&Q's operations. With our carbon reduction strategies now coming of age, we will continue to demonstrate our commitment to tackling climate change."

Consumers voice eco concerns

Issues that are important to respondents



A recent YouGov poll showed that the environment is a top three concern for people living in the UK – ahead of education and world politics. More than 2,000 people were asked what was important to them as part of the survey. More than 60% of respondents stated that eco issues were a key concern. The top two concerns were the economy and health. Matt Sexton, Head of

Corporate Social Responsibility for B&Q, said: "Environmental issues are close to the hearts of many people across the country and this latest poll reflects growing concerns about sustainability. "As one of the UK's leading retailers, we are keenly aware of how important these issues are and we strive to work with customers and staff to become more sustainable as a business."

In our news

B&Q turns Britain's homes green
67 homes in Sutton plus an Eco House in Eastleigh – getting ready for the Green Deal.
Pages 2-3

100% Forest Friendly
B&Q leads the market in responsibly sourced timber and Forest Friendly practices.
Pages 4-5

Save energy this winter
Why this winter is so key for home energy efficiency – and how B&Q can help.
Pages 6-7

Cost control in stores
Getting efficient with our waste keeps B&Q's costs under control.
Page 13

One Planet Home® Competition
Giveaways, Eco Heroes, competitions and tree planting – get involved today.
Pages 14-15

Eco Ideas

Eliminate draughts and wasted heat by installing a cheap, easy-to-fix brush or sealant strip on your exterior doors.

Jayne Hobson, B&Q
Craigavon



The all-new One Planet Home® Energy Saving Centre

One Planet Home® Centre unveiled



New visuals of the One Planet Home® Energy Saving Centre

Richard Cowley, Retail Advisor

The latest B&Q One Planet Home® Energy Saving Centre has been unveiled at the Birmingham NEC. The centre will sell products and services in a dedicated area with an expert, trained team on hand to advise customers on eco home improvements.

The first centres were opened at B&Q New Malden and B&Q Sutton in spring 2010 followed by further centres in B&Q Bolton and B&Q Liffey Valley.

The concept has been evolved and refined at every

stage, leading to the latest centre at the NEC. The new centre will focus on high-value, installed services that form part of the Green Deal – which are already generating strong customer interest.

The market for eco retrofit has huge potential for B&Q – and the One Planet Home® centres will help the company to realise this potential for new sales.



B&Q Liffey Valley eco area spring 2011

Energy makeovers hit the streets

James Walker, B&Q Project Manager

B&Q lent a helping hand to pilot a new Government 'energy makeover' scheme for homeowners in 2010.

The Green Deal will be formally launched in early 2012. However, B&Q has tested the water to see how the scheme will work – positioning the company to take full advantage of this new opportunity in an emerging market.

B&Q conducted one of five 'Pay As You Save' trials to gauge customer interest in the scheme. This trial, which had a budget of £1 million, was conducted in Sutton, South London in partnership with the

London Borough of Sutton and BioRegional – a charity that works with organisations on sustainability issues.

Homeowners in Sutton receive a mixture of grants and loans to carry out major energy-efficiency improvements to their homes. The loans would be paid back over either 10 or 25 years at a rate that reflected the energy savings. More than 350 households applied to take part in the scheme in response to an advert placed in the local paper.

Most of those who expressed an interest were keen to save money but also to make their homes more comfortable. Many were at transition points in their lives,

having just started a family or planning their retirement. So, they were looking for lifestyle improvements in their homes.

The team at B&Q Sutton undertook full home energy assessments and signed up 67 homes for the trial.

B&Q's Installation Centres then managed the energy-efficiency makeovers for each home, tailoring the work to meet the needs of the household and the age and condition of the home. This included:

- Boiler replacements
- Photovoltaic cells (solar electricity panels)
- Solid wall insulation (internal and external)
- Cavity wall insulation

- Flat roof and loft insulation
- Underfloor insulation.

The trials have generated strong customer interest in the scheme, with the potential to drive new sales for B&Q.

Having taken part in the trials, B&Q is now much better placed to undertake Green Deal eco retrofits successfully and profitably.

Robin Mann, one of the householders who took part in the trial, needed a new boiler – and had been quoted £5,000 to replace it.

Robin said: "We have four children, including three daughters, and over the winter they were absolutely freezing in their bedrooms. Our gas bills were sky high – about £120 a month – and we couldn't carry on as we were. Even though my wife and I both work, we couldn't afford a £5,000 loan. We realised that there were probably other things we should be doing to make the house more energy efficient."

An eco-nomical home

Ben Earl, B&Q Sustainability Manager

The B&Q Eco House has recently opened its doors for the first time in Eastleigh, Hampshire.

The house has been kitted out with a whole host of sustainability features and demonstrates what the UK as a nation needs to achieve to create a greener lifestyle over the next 100 years.

Built around 1900, the house is a typical three-bedroom, end-of-terrace property. The house still had a downstairs bathroom but it was fitted with double glazing and some insulation had

been installed by the previous owners.

James Walker, B&Q Project Manager for the Eco House, said: "On the outside, the house looks like any ordinary home but, behind the scenes, we've incorporated a raft of green features."

The Eco House is designed to be as efficient as possible without compromising existing lifestyles. Independent assessments have calculated that energy costs will drop from £100 to £20 a month, based on a typical family's lifestyle. This equates to a saving of £1,200 a year even before the

recent energy price increases have been taken into account. Carbon emissions from the Eco House have been cut by a massive 68%.

James Walker added: "The focus has been on ensuring that eco translates into economical. We've also worked very hard to create a better family home – moving the bathroom upstairs and adding a pioneering prefabricated loft conversion."

Old materials have been recycled, including the old

kitchen which was donated to a local cricket club. New B&Q materials used in the home are One Planet Home® products wherever possible. Other development products are also being

tested and assessed in the house.

The Eco House is now open for tours. Visitors can learn about one

of the largest growth markets in the UK, driven by the Green Deal and what B&Q can offer to householders to help them get ready for the future.

"The focus has been on ensuring that eco translates into economical."

Eco House – key features:

- **Floors:** floor insulation and underfloor heating downstairs.
- **Walls:** upgraded cavity wall insulation plus internal and external wall insulation using existing and emerging materials such as aero gels (which were used to insulate the space shuttle during re-entry).
- **Windows:** triple-glazed windows where new windows were needed. Existing uPVC windows refitted.
- **Doors:** a bespoke, super insulated front door and an internal draught lobby.
- **Roof:** 400mm of loft insulation in roofs and bay roofs.
- **Ventilation:** a mechanical heat recovery system captures heat from stale air being removed from the home and heats up cold air coming into the home.
- **Home hub:** a home office in the garden combined with a bike store and heating systems (including an air source heat pump, thermal store and solar hot water panels).
- **Appliances:** all the appliances are A+++ rated and all water appliances are designed to minimise water usage.

James Walker

Eco Ideas

Use the B&Q waste donation form so that schools and community groups can use what we don't! It also helps B&Q to reduce landfill and paint disposal costs.

Richard Smith, B&Q Exeter Warehouse

Green Deal launches autumn 2012

Gin Tidridge, One Planet Home® Range Manager

The pressure on household budgets is never out of the news as the economic situation becomes tougher for many of us.

The Government's Green Deal, which is set to be introduced in autumn 2012, will make it possible for UK householders to improve the energy efficiency of their homes by providing a unique finance deal.

In the UK, new homes are now designed for energy efficiency but older homes are often poorly insulated with ineffective heating systems that can be expensive to improve. This presents the Government with a massive challenge if carbon targets, linked to the Climate Act, are to be met – particularly as 29% of carbon emissions comes from UK homes*.

The Green Deal is designed to remove some of the financial barriers that prevent people from making large-scale eco improvements – with the prospect of 'green' loans for homeowners. The loans would be paid back at a rate at which the householder could realise energy savings, making the loan effectively cash neutral. The Government is also investigating ways to link the loan to the home rather than the householder.

B&Q has already been involved in trials of the Green Deal in the London Borough of Sutton. In conjunction with Kingfisher, the company is lobbying the Government to ensure its ongoing involvement in the scheme.

The Green Deal offers massive sales potential for B&Q over

the coming years. High-value services such as boiler replacement, solar photovoltaic panels, underfloor heating, heat pumps and solid wall insulation could be included alongside lower-cost services such as draught proofing and loft insulation.

There are also huge opportunities for add-on sales. If, for example, internal walls and floors are insulated, rooms will need redecoration and new flooring may be required.

Competitors, energy companies and even supermarkets have already expressed interest in the new scheme and B&Q is working hard to become the natural choice for people looking to eco retrofit their homes.

* Source: Energy Saving Trust October 2011

B&Q's Julia Griffin in Acre, Western Brazil

Forest Friendly

Gin Tidridge, One Planet Home® Range Manager

B&Q has become the only major UK retailer to source 100% of its wood from sustainable sources – helping to protect forests for the future. Around 16,000 products found on B&Q's shelves contain or are made from wood. This means that all of the timber, kitchens, fencing, sheds and even wallpaper that B&Q buys derives from Forest Friendly sources.

The bulk of this wood comes from forests that are independently audited by the Forest Stewardship Council (FSC) or the Programme for the Endorsement of Forest Certification. Some is also recycled and a small amount comes from forests working with The Forest Trust to achieve full FSC certification.

Sustainability in action

B&Q's tropical plywood is a great example of Forest Friendly

in action. This wood comes from rainforests and it can be difficult to find manufacturers who can produce the volumes required by B&Q and who also operate sustainable practices.

B&Q's tropical plywood is sourced from Acre, Brazil's westernmost state. Just six trees from an area the size of three football pitches are felled. GPS is used to map every large tree in the forest as well as every stump. The stump and felled tree are labelled with a unique code so that chain of custody can be maintained during factory processing. This forest area is then left alone to regenerate naturally for 20 to 25 years.

In the past, many Acre communities have cleared forests completely to make space for cattle ranching. However, since timber from an FSC-certified source commands a higher price, the income from sustainable forestry is sufficient to support

local families. It is therefore in the best interests of the local community to protect the forests for future generations.

Leading the way

It's taken us 20 years to fulfil our pledge but we can now confidently say that 100% of our wood is responsibly sourced. By comparison, M&S sources 76% of its wood from sustainable sources and Homebase derives 91% in this way. Surprisingly, IKEA only sources 24% of its wood from forests independently certified as responsibly managed.*

*Source – ENDS Report 2010

Disappearing forests

If current rates of destruction continue, around 50% of the world's remaining rainforests will disappear by 2025. By 2060, there will be no rainforests left.*

*Source – The Rainforest Action Network

Eco Ideas

If you car share for a business trip, you can claim an extra 10p per mile.

Heidi Burnett, B&Q Southampton

Protecting our fragile forests

Urgent action is needed to protect the world's rapidly depleting forests. Every minute, we lose an area of forest the size of 28 football pitches. Our forests are vital for a whole host of reasons:

- **Oxygen**
A single tree produces enough oxygen to support two people for a year.
- **People**
60 million people worldwide depend on forests to make their living.
- **Climate Change**
Over its lifetime, one tree can absorb one tonne of carbon dioxide – equivalent to a single car's emissions over 3,000 miles.
- **Wildlife**
Forests support more than 50% of the world's species.
- **Water**
Forests intercept trillions of gallons of rainwater every year, helping to prevent flooding.
- **Health**
25% of the world's drugs are derived from 10% of the world's rainforest plants. The remaining 90% have not been tested for their medical potential.



FOREST FRIENDLY BY B&Q

Responsibly sourced wood products
diy.com/forestfriendly

The chain

Rachel Bradley, Senior Sustainable Business Manager

In recent years, global timber suppliers have come under increasing pressure from governments to demonstrate their green credentials through Chain of Custody Certification (CoC).

CoC is the formal process of tracking wood and forest products from a certified forest to consumers – which includes all stages of processing, transformation, manufacturing, storage and transport.

The certification process guarantees that timber has

been harvested legally as part of an overall forest management system and that holders are socially responsible and environmentally focused.

Certification is required by all suppliers involved in the timber industry – including sawmillers, manufacturers, importers, wholesalers and retailers.

B&Q is committed to promoting sustainably managed forests and is one of the largest retailers to be accredited for CoC certification.

Julia Griffin, B&Q Sustainability Manager – Product, said: “Forests that produce timber need careful management.

Every two seconds, forest areas the size of football pitches are lost worldwide and illegal logging is one of the main causes.

“Protecting the world’s timber resources is hugely important – as recognised by governments across the world. This has led to a dramatic increase in demand for CoC certification.

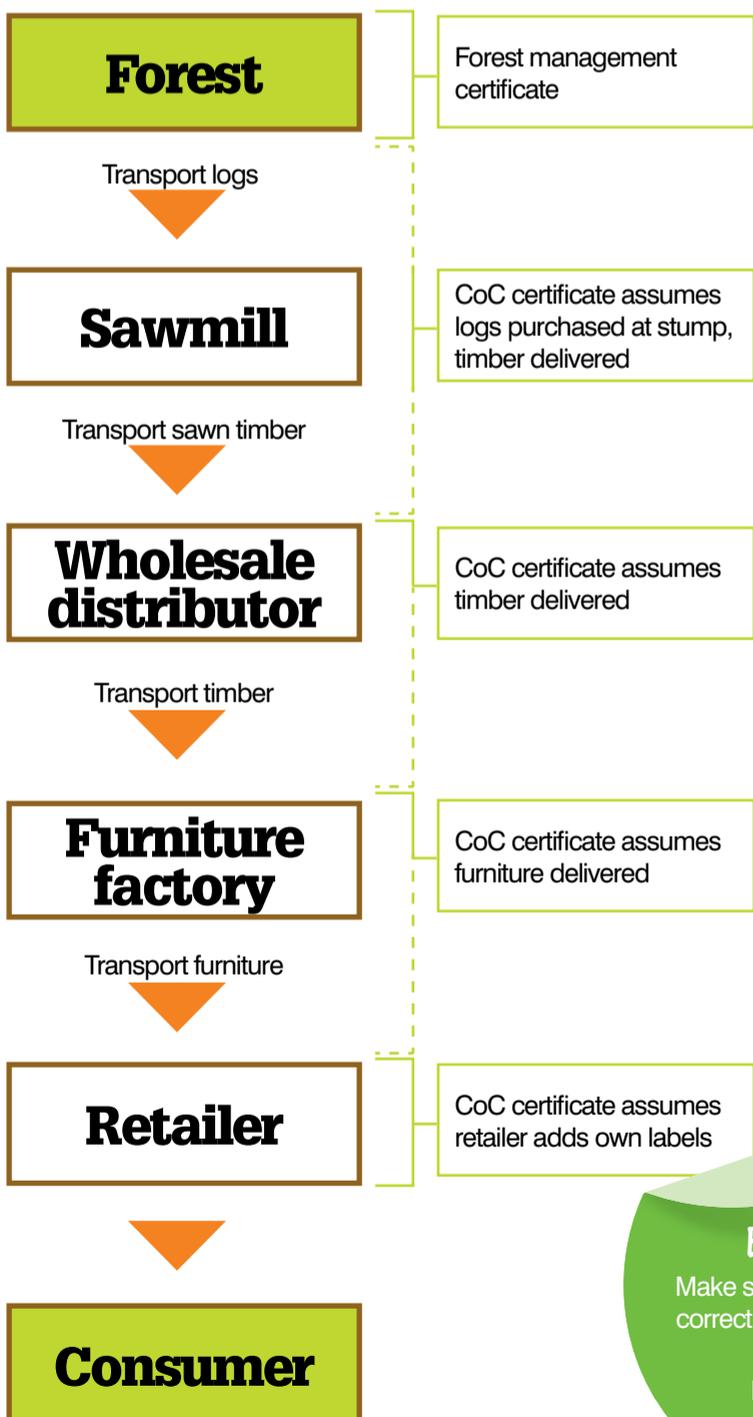
“Companies who obtain certification are demonstrating their commitment to the environment and responsible forest management and we must continue to support these efforts.”

“Protecting the world’s timber resources is hugely important – as recognised by governments across the world.”

How certification works:

- Step 1:** Timber products sourced from certified forests.
- Step 2:** Identification and control of critical points where inclusion of uncertified material could occur.
- Step 3:** Labelling of finished goods with unique identification numbers.
- Step 4:** Setting up of accurate processes and documentation of products.
- Step 5:** CoC records audited for ongoing compliance.

Certified chain of custody for furniture



For further details about Chain of Custody, go to: www.diy.com/eco



Eco Ideas

Make sure your tyres are at the correct pressure – it saves fuel.

Carol Robson,
B&Q Galashiels

For more ideas on energy saving in the home, go to: www.diy.com/eco

Energy savings hot up this winter

Gin Tidridge, One Planet Home® Range Manager

The past 12 months have seen the coldest winter for 30 years coupled with huge increases in gas and electricity prices.

Making our homes more energy efficient will therefore prove vital to keep household bills under control and keep our homes comfortable. For B&Q, this means helping our customers to make their homes affordable to heat this winter.

Here are just some of the fantastic products and offers available to our customers:

Loft insulation

The Building team has worked hard to secure great prices and innovative new products:

- **£3 triple roll deals**
A superb deal but, with changes to government funding, we don't know how much longer we can sell loft insulation at this price.
- **Rockwool loose lay insulation**
This makes the base layer of loft insulation even easier – simply pour it in and spread between your joists. Loose lay is perfect for awkward spaces.

Loft stilts

These clever devices clip on to the joists and enable you to fix boards over the insulation without crushing it.

Cavity wall insulation

Professionally installed in just one day, this is one of the easiest ways to keep heat in your home this winter. The Mark Group can now provide this service in store or online. When the order is placed, an advisor will check if the customer qualifies for free insulation. B&Q staff benefit from an exclusive discount price of just £125 when registering at: www.oneplanethome.com

Pipe lagging and draught proofing

These are often the cheapest and easiest fixes for a warmer home:

- Pipe lagging hot water and heating pipes keeps the water hotter for longer. Lagging pipes in the loft protects them from freezing in cold weather.
- Look out for the new internal door draught excluder that slips onto the bottom of your doors with a washable cover. This is perfect if your hallway is a little more chilly than your living room!

Eco SUCCESS

Rachel Bradley, Senior Sustainable Business Manager

Congratulations to the 1,250 B&Q staff who have completed the Eco Advisor training programme.

The programme gives B&Q staff the confidence and expertise to help customers make their homes more sustainable. Eco Advisors are able to offer practical advice and support to customers on a range of issues, including insulation, heating controls, energy-efficient lighting and water savings.

More than 120 B&Q staff have also now converted this training into the City and Guilds Eco Studies qualification.

B&Q stores at Castlepoint, Erdington, Halesowen, Liffey Valley, Newport, St Austell, St Helens, Sutton, Warrington and Yeovil have each succeeded in putting three or more colleagues through the City and Guilds NVQ – thus providing a solid base of support.

Richard Cowley, Retail Advisor, said: "We know that customers value our people and the high-quality service that they can offer. The City and Guilds badge gives our customers reassurance that they are receiving expert advice – and will really help to develop our people's careers at B&Q."

"If you have completed the Eco Advisor training programme, speak with your line manager about turning the training into the full City and Guilds accredited qualification."

Smart savings

The Energy Saving Trust independently and rigorously calculates the energy-saving estimates we share with our customers – and they have just updated these numbers:

- | | | | |
|-----------------------------------------|-----------------|------------------------------------|--------------------------------------------------|
| • Insulating your loft | | | |
| From no insulation to 270mm insulation | £175 every year | • Draught proofing | Eliminating all draughts |
| Topping up 100mm to 270mm of insulation | £25 every year | | £55 every year |
| • Insulating your walls | | • Energy-saving light bulbs | One energy-saving light bulb (over its lifetime) |
| Cavity wall insulation | £135 every year | | £55 in total |
| • Heating | | • Hot water | |
| Fitting a room thermostat | £70 every year | Fitting a tank jacket | £40 every year |
| Reducing your room temperature by 1°C | £55 every year | Lagging pipes | £15 every year |
| | | Hot water cylinder thermostat | £30 every year |

Start to switch off

Gin Tidridge, One Planet Home® Range Manager

With energy prices on the increase, it is becoming even more important to help our customers bring their electricity bills under control. Start Today is a national campaign involving B&Q, Waitrose, M&S, IBM and others that encourages consumers to take steps towards a more sustainable

lifestyle. The initiative is being steered by a partnership between Start, The Marketing Society and Business in the Community.

B&Q's campaign is focused on helping customers to understand how simple changes, such as switching off home gadgets and devices, can reduce energy usage and raising awareness about related products we offer.

start today

We can all do our bit for the Start Today campaign. Here's how:

- Switch off home gadgets and devices when you aren't using them
 - How often does the TV get left on in an empty room?
- Switch off (rather than standby)
 - Why pay for powering devices when you're not even using them?
- Use an Owl electricity monitor (see below) to investigate where you can save the most money

Eco Ideas

Try and make a habit of switching off appliances rather than walking away and leaving them on until later.

Andy Weir, B&Q Galashiels

Making a difference

We can really make a difference by ensuring that our customers know about energy-saving measures and related products:



Owl electricity monitors

These easy-to-install monitors enable you to see exactly how much electricity you are using in real time. Once you see the amount being used, you'll never forget to switch off the iron again!



Siemens Room Control System

The ultimate energy control for your home with one panel controlling your home's lighting, heating and power.

You can access the panel from your smartphone – so you can switch off the lights remotely when the kids forget!



Remote control extension leads

Use these leads for sockets that are difficult to reach – perfect for Christmas lights!



Timer switches

Fit a timer to your wireless router so that it switches off overnight and when the house is empty.

If you have solar photovoltaic panels, use timers to ensure that you are using free electricity in daylight hours for your laundry and dishwasher.



Intelligent extension leads and adaptors

Plug your TV into the 'master' socket.

Plug games consoles, speakers and blu-ray devices into the 'slave' sockets.

When you turn off your TV, everything else will be turned off for you.

Great for computers too – and they also protect your gadgets from power surges.



Individually switched sockets

Make a charging station in your home so that, when your mobile phone, camera and other gadgets are fully charged, you can switch off at the socket easily.



Did you know...?

...that of the average UK householder's electricity bill:

- **49% powers our kitchen appliances** such as fridges, washing machines and cookers.
- **19% lights our homes:**
 - Thanks to energy-saving light bulbs, this figure has fallen since 2006 and is expected to decrease further.



- **32% powers consumer electronics and home computing:**
 - This includes TVs, laptops, mobile phones and games consoles. This figure is predicted to go up to 36% by 2020.

Find out more at www.diy.com/eco

Get energy smart

From banishing draughts through to smart kitchens, our 'Start saving energy at home' leaflet is packed with energy-saving tips and ways to help reduce your energy bills.

Just pick up your copy in store or go to www.diy.com



Kew Gardens



Kew Gardens



Story time at Kew Gardens



Forest F hits the

Victoria Johnson, B&Q's Start Project Manager

During the summer, B&Q hit the road with Start to promote Forest Friendly at events across the UK. The B&Q team visited four of the nation's largest agricultural events as part of the Start campaign to promote sustainable living. The aim was to show the public just how easy it is to choose sustainable wood and what these choices could mean for the environment, the economy and thousands of indigenous people across the globe.

Starting at the Royal Bath and West Show in May, the B&Q team toured with a small forest of custom-made trees and talked about the importance of Forest Friendly and caring for the world's forests and woodlands.

The team then made their way to the Royal Highland Show before travelling to the Great Yorkshire Show in Harrogate and finishing their journey at the Royal Welsh Show in July.

The team's dedication, energy and tireless enthusiasm ensured that theirs was one of the most popular stands at the shows.

Kew Gardens



Gareth Pugsley from B&Q Swansea at the Royal Welsh Show



Kew Gardens



Eco Ideas

Invest in a fridge thermometer to help maintain your appliance at an optimum temperature (3°C to 5°C). This will keep your food fresh without wasting electricity.

Noel Harris, B&Q Reading



Dan Tilley from B&Q Southend at Kew Gardens



Eco Ideas

Put radiator foil behind your radiators – you'll be amazed at how much this reduces your heating needs.

Paul Maguire,
B&Q Galashiels

friendly road



Stuart Semple from B&Q Hermiston Gait at the Royal Highland Show



Lorna MacDonald from B&Q Hermiston Gait at the Royal Highland Show

Family fun at Kew

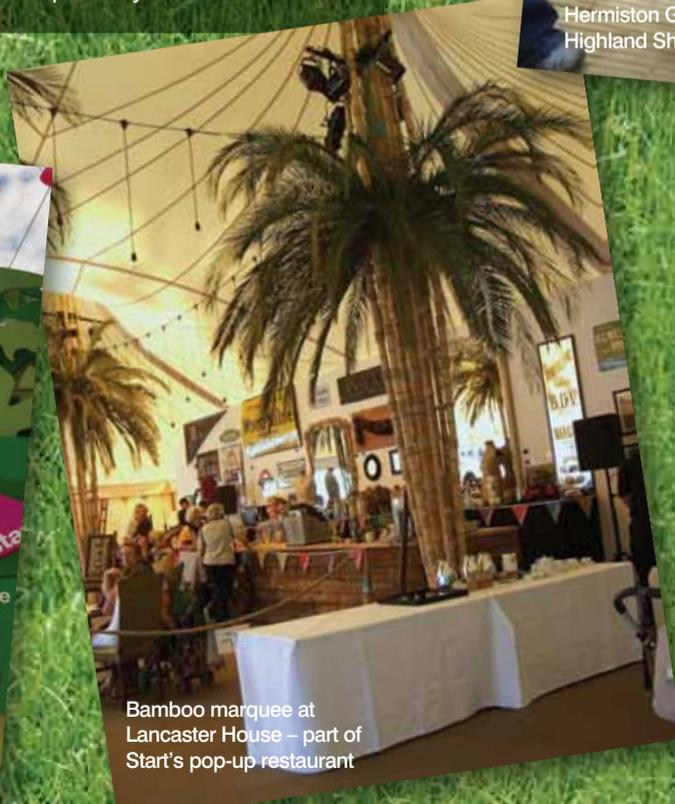
Over a showery August Bank Holiday weekend, B&Q staff took part in Start's festival of family entertainment at Kew Gardens. The event was designed to celebrate sustainable living and the benefits of reducing the use of resources such as energy, water and fuel.

The B&Q team joined forces with Eastwood Nursery School to entertain families with a range of interesting and exciting Forest Friendly activities. Children took part in a fun tree quiz and they listened to stories using B&Q's Forest Friendly cabin to shelter

from the showers. B&Q's custom-made trees proved a real hit with the children – and their parents.

Kew's visitors were extremely interested to hear about B&Q's pioneering approach to responsibly sourced timber. Sarah Greenaway, B&Q Senior Brand Manager One Planet Home®, said: "All we asked visitors to do was to simply question where their wood, paper and card comes from next time they make a purchase at any retailer.

"We also reassured them that all wood products bought by B&Q are responsibly sourced."



Bamboo marquee at Lancaster House – part of Start's pop-up restaurant



Did you know...?

- We visited **four** of the UK's largest agricultural shows and Kew Gardens.
- We spoke to more than **700,000** members of the public.
- We handed out more than **9,000** leaflets.
- We engaged with more than **5,000** children about Forest Friendly timber.

start

What is Start?

Lauren Stern, Start

B&Q is a proud supporter of Start – a charitable initiative inspired by HRH The Prince of Wales to encourage the UK to move towards a more sustainable lifestyle.

Since its launch in February 2010, the Start initiative has delivered events, campaigns and programmes throughout the UK. It focuses on delivering practical advice and inspiration that the public can easily adopt themselves within their own lifestyles.;

Highlights have included sustainability events held in prestigious venues such as the Royal Botanic

Gardens, Kew in addition to a sponsorship campaign on ITV and B2B summits involving influential business and opinion leaders.

The other Start partners include Waitrose, IBM, Asda, M&S, Virgin Money, Eurostar and several water companies – Thames Water, Anglian Water and United Utilities.

Start has also launched the Start Today campaign that brings together leading brands to inspire the UK public to 'do more with less'. Each company has championed a simple step in support of a more sustainable future. B&Q is, for example, encouraging people to 'start switching off automatically'

rather than relying on the standby button.

Joey Tabone, Chief Executive of Start, said: "We are delighted that B&Q is so involved in such a proactive campaign encouraging people to embrace some simple steps towards the energy efficient, cleaner and healthier future we all want.

"The campaign is focused on positive thinking about what people can start doing rather than what they have to stop doing. The key focus on 'doing more with less' sits well within B&Q's broader sustainability work and we are keen to develop this partnership further in the future."



Sarah Greenaway from the SSO CSR team at Kew Gardens



For more information about B&Q's involvement in Start, go to: www.diy.com/start

Thank you...

...to all of the B&Q staff who have made the Start campaign such a success in 2011. We couldn't have done this without you!

Vanessa Adams, Tom Murphy and Tim Mayo from B&Q Bristol, Scott Sinclair from B&Q Easter Road, Lorna MacDonald and Stuart Semple from B&Q Hermiston Gait, John Danby from B&Q Killingbeck, Kyle Hoult from B&Q Leeds Warehouse, Aflatun Chowdhury from B&Q Leyton, Dan Tilley from B&Q Southend, James Cooper from B&Q St Andrews Quay, Gareth Pugsley, Adele John and Luke Rees from B&Q Swansea, and Sundeep Shah from B&Q West Thurrock.

Eco Ideas

Try not to allow taps to run continuously when cleaning your teeth – use a mug or a tumbler of water instead.

Sally-Anne Howard, B&Q Farnborough



Forest Friendly quiz at the NEC!

Win a bottle of champagne in our Forest Friendly quiz at the NEC! Just visit the Forest Friendly trees (located in the refreshment area) to find the answers to all six of the questions to be in with a chance.

Fill out your answers in the spaces provided and hand them to the B&Q Social Responsibility team at the NEC event.

In the event of two or more correct entries, the winning entry will be drawn from a hat.

Good luck!

Name: _____ Store name/SSO Dept: _____

1. Wildlife friendly: how many different insects live in oak trees?

4. Home friendly: where are B&Q's kitchen cabinets made?

2. People friendly: how many people in the UK make their living from forests?

5. Water friendly: what colour are a tree frog's eyes?

3. Health friendly: which plant is used to make two important cancer medicines?

6. Air friendly: how many trees does it take to make enough oxygen for a family of four for a year?

Join in at www.oneplanethome.com

Eco Ideas

If you have curtains hanging over your radiator, tuck them behind to allow circulation of heat or shorten them.

Terry Hall, B&Q
Queens Road

An ethical approach

George Padelopoulos, B&Q
Sustainability Manager – Ethical Trade

Have you ever wondered what checks are put in place to ensure that B&Q materials and products derive from ethical sources?

Ethical trading is a key concern for consumers and B&Q takes this issue very seriously. B&Q first introduced sustainable buying standards back in the 1990s and these now cover a whole range of areas such as timber, chemicals and packaging.

B&Q has also set standards to minimise the

environmental impact of its product range.

Rachel Bradley, Senior Sustainable Business Manager for B&Q, said: “We no longer sell patio heaters or traditional incandescent bulbs where there are energy-efficient alternatives, and we only stock A-rated appliances.

“B&Q has set out certain criteria that vendors must meet to become B&Q suppliers. Vendors have to demonstrate that robust processes are in place to understand and manage risks in their supply chain. Many of B&Q’s suppliers

are therefore ISO 14001 (Environment Management) certified.”

Vendors also have to demonstrate that their supply chain meets the B&Q code of conduct. If supplying the company with B&Q-branded products, vendors must register with Sedex and provide factory audit records.

Rachel said: “No company can ever be completely confident that issues will not be found in their supply chain. However, B&Q is working hard to ensure that potential issues are identified early and steps are put in place to resolve any problems.”

Did you know...?

Our ethical buying standards cover a whole range of issues, including:

- **Timber:** we only accept timber from proven well-managed sources with appropriate certification.
- **Peat:** we don't sell 100% peat and our suppliers must prove that the source of any peat is not of special scientific interest. Suppliers must also have a plan to move away from peat entirely.
- **Chemicals:** we maintain a list of chemicals that we don't want in our products (from flooring to Christmas decorations).
- **Packaging:** needs to be easily recyclable by our customers. We do not use PVC and we are moving away from expanded polystyrene.
- **Hand-embellished products (such as cushions and curtains):** workers must be treated fairly.
- **Quarried products (such as patio slabs and granite work surfaces):** we insist on high health and safety standards for workers.

Budding entrepreneurs get on board

Alex Duff, B&Q Corporate
Activation Manager

Budding young entrepreneurs from across the country have battled it out to secure a place on B&Q's first ever Youth Board.

B&Q launched the search for the country's future leaders to give youngsters a unique opportunity to develop their budding boardroom skills. It also gives youngsters the chance to bring fresh ideas into B&Q's business – enabling the company to operate in a more sustainable way in the long term.

Eight positions were available for young people aged from 16 to 18, and one for a member of B&Q staff or a relative.

Sixteen finalists completed a

rigorous recruitment process and a gruelling final test at B&Q House in September. This involved hands-on challenges in teams as well as a short interview.

The judging panel included B&Q's senior executives and representatives from the Ellen MacArthur Foundation.

The Youth Board will meet at official quarterly meetings to look at creative solutions to specific challenges facing the company, which will culminate in a presentation to the main B&Q Board in July 2012.

Martyn Phillips said: “I would

like to say a huge well done to everyone who entered. The ambition and drive we've seen throughout the

competition is truly inspirational.

“The Youth Board offers tomorrow's leaders a once-in-a-lifetime opportunity to

influence the way the nation shops and the way we do business. Sustainability plays a key role in our development and the Youth Board gives us the chance to bring together young people with the skills and passion to ensure we are fit for purpose.”

“The ambition and drive we've seen throughout the competition is truly inspirational.”

The new board members pictured with Martyn Phillips, CEO, are (from left to right): Mark Buckley from Ringwood, Josh Watson from Durham, Yahya Pandor from Gloucester, Jaideep Wasu from Bromley (elected B&Q Youth Board CEO), Carys Jones from Cardiff, Ben Pearson from Bath, Jamie Taylor from Oldham, Daniel Bettie from Aberdare, and Harris Aslam from Fife.

“A sustainable building would be, by definition, a better one – socially, economically and environmentally. It would be a building in which people could afford to engage fulfilling, happy lives without depriving future generations of the means to enjoy the same. This has been achieved within B&Q House.”

Jess Danby, Project Advisor B&Q House

B&Q House opens for business

Jeff Tearall, B&Q Property Manager

In September, B&Q House in Chandler's Ford opened for business with a street party for staff, which featured music and a mini sports day.

B&Q House, which covers 23,391m² and accommodates 1400 people, provides a new base for the B&Q support team.

The state-of-the-art building has been rated as 'BREEAM Excellent' with a range of green features:

- Rainwater is collected and used to flush the toilets.
- A biomass boiler heats the building.
- Presence detectors are fitted on the lighting system (natural light is also maximised).
- Automatic windows and vents provide fresh air-based climate control – thus minimising air conditioning.
- Forest Friendly wood is used throughout.
- Solar photovoltaic panels help to power the building.
- Charging points are available for electric cars and bicycles.
- Improved facilities are available for cyclists (larger shelters and more showers/lockers).
- Planting outside supports local ecosystems, including native flora, and has been designed to minimise watering.
- Solar thermal panels heat the water in the showers, basins and sinks.

The B&Q store support team has settled in well to their new environment. Here are just a few of their comments:

“There's a real feeling of freshness and light. It really helps productivity.”

“I haven't cycled to work yet – but I am tempted!”

“The new building is wonderful. I feel privileged to work here.”

The £4 million cost-saving opportunity

Richard Cowley, Retail Advisor

Rising energy prices impact our stores' profit as well as our customers' household bills so there's never been a more important time to identify efficiency savings.

B&Q's Property team has calculated that the company could save as much as £4 million every year just by focusing on 10 key housekeeping measures. These include some really straightforward ways to deliver cost savings and help to improve sustainable working.

Top 10 tips to deliver savings:

1 Switch off the lights when leaving the store.

The alarm must be set for the complete store for your trend panel to be activated to turn off all lights.

Estimated electricity savings per quarter per store:

- Warehouse stores £28,000
- MiniWarehouses and Supercentres £9,000

2 Turn off the lights in the wings of the store when replenishment has been completed.

Estimated electricity savings per quarter per store:

- Warehouse stores £1,000
- MiniWarehouses and Supercentres £500

3 Turn off air conditioning in empty rooms.

4 Turn off lights in rest rooms and staff areas when not in use.

5 Close the back roller shutter door to keep the heat in the store, particularly during the winter months.

6 Set the trend panel temperature to 16°C.

7 Think before you print! Around £100,000 is wasted at B&Q every year through unnecessary printing.

8 Check that your entrance mat is in good condition.

This helps to avoid slips and trips in winter – which costs B&Q £1 million every year.

9 Move our trolleys inside overnight.

This helps to extend their life – and reduces the risk of theft or vandalism. £1 million worth of our trolleys goes missing every year!

10 Recycle right.

You can reduce the cost of recycling by choosing the right method for the right waste – use wheelie bins and hippo bags to bring the costs down.

- Placing recyclable material in your wheelie bin will cost an average of £10.73 per 70kg: that's 15p per kg.
- Making correct use of Hippo bags for segregated recycling only costs £38.00 per tonne: that's 4p per kg.

Eco Ideas

When you 'store's own use' an item, make sure the whole team knows about it. This will stop something else being written off unnecessarily.

Lee Walker, B&Q Stockton Warehouse

For more ideas on reducing your store's bills, and carbon emissions, speak to your local Environmental Champion.

Get waste wise

Eco Ideas

Collect waste drinks cans from your café/rest area in a box or bin and deposit in the metal cage for backhauling and recycling.

Gin Tidridge, SSO

Sharon Parsons, B&Q Waste Manager

Did you know that B&Q will be recycling a massive 90% of the waste produced in store by January 2012? That's all thanks to the help and support of B&Q staff up and down the country. B&Q has worked hard to make recycling easier and more efficient this year but there are lots of simple ways to increase recycling yet further and make a real difference.

Our top recycling hints and tips:

Use wheelie bins

- All stores now have wheelie bins instead of skips for general waste destined for landfill. If a collection is missed, phone our recycling partner Enviroco (0114 228 4000) on the same day to avoid being charged.

Return used batteries

- We receive £150 for every tonne of batteries sent to recycling. If every store returns just one tube worth of spent batteries per year, that's £54,000 of income.

- Power tool batteries can be recycled as well as smaller disposable batteries.
- Your store will have new battery tubes. Place them in a prime location so that we can collect as many spent batteries as possible.
- When the tube is full, decant the batteries into a haz waste drum at the back of the store.
- Phone Enviroco for a free uplift.

Use your wood skips

- All Warehouses and MiniWarehouses should now have wood skips.
- MDF, laminate and timber (both treated and untreated) can all be put into the wood skip for recycling.
- Call Enviroco on 0114 228 4000 when it needs emptying.

How do I know what to recycle?

- You'll receive three new information boards to put up in your backyard to help everyone remember what can be recycled – and how to process the waste.

Enviroco now collects much of B&Q's waste – contact them on 0114 228 4000 with any queries.



Eco heroes rise to the challenge

B&Q staff really do care about reducing our waste – as Martin Roberts (B&Q Barrow) and Charlie Gibson (B&Q Stockport) demonstrated when they became regional B&Q Eco Heroes last year.

Martin took radical action to make recycling efficient in his store by compacting as much as possible – and he reduced his store's skip uplifts from three to just one per week. Meanwhile, Charlie has been so effective at finding community groups willing to reuse his store's waste that he has got other local B&Q stores on board to meet demand!

Recycling really does pay

- Every tonne of cardboard generates £100 of revenue and avoids £120 of landfill charge – so that's a benefit of £220.
- Every tonne of soft film generates up to £200 of revenue and avoids £120 of landfill charge – so that's a benefit of £320.



Claire Finch, B&Q Community Co-ordinator

In September, B&Q Wandsworth's Les Brandon helped a team of young people from the Youth Centre, Providence House to paint and decorate one of their rooms. B&Q stores around the country have all been partnered with a local youth group to tackle similar projects. Although the deadline has already passed

for donating products to local youth groups, B&Q staff can still help with materials via the Waste Donation Scheme.

In fact, staff can help any local school, community group or charity that needs scrap timber, opened cans of paint and other material that would otherwise be treated as waste. Find more about the Waste Donation scheme on inter.com or contact SSO.

Championing the cause

Richard Cowley, Retail Advisor

During the summer, B&Q's North Division achieved a 10% year-on-year reduction in energy usage over a two-month period. This was part of a trial that involved staff from across the division – coached by each store's Environmental Champion.

B&Q's Environmental Champions are responsible for coaching their store's team to be as sustainable as possible. In the trial, every store in the North Division had a nominated

Environmental Champion in place. Champions then took on the task of regularly checking their store's waste and energy stats online – so that they could alert colleagues about issues promptly and get remedial actions in place.

As a result, North Division's stores cut their energy usage by almost 10% for August year on year. This reduction was £40,000 ahead of other divisions.

Rachel Bradley, B&Q Senior Sustainable Business Manager, said: "Sustainability is everyone's responsibility. If we

are to hit our targets, we must encourage every member of staff to put rubbish in the right bins and switch off lights.

"However, the trial has demonstrated that Environmental Champions can really help to escalate a store's progress. They provide genuine and valuable coaching support, which has helped B&Q to become one of the UK's greenest retailers.

"I'd like to take this opportunity to congratulate everybody in the North Division, including the Regional Managers, for making this trial such a success."

One Planet Home®

Gin Tidridge, One Planet Home®
Range Manager

B&Q colleagues now have one extra month to register for B&Q's award-winning eco competition. More than 1500 staff have already registered and are taking part in this exciting competition and the registration deadline has now been extended to 30 November 2011.

Registration is simple. Go to www.oneplanethome.com using any PC at work or at home. You can even access the website from a smartphone. All you need is your employee number to register.

Why should I take part?

If you want to protect forests...B&Q is planting a tree in the UK for everyone who registers. A site in Catterick is being secured for this new wood.

If you'd like to enjoy a day out at Kew Gardens...you can download a free pass offering:

- Free unlimited entry to Kew Gardens and Wakehurst Place until 31 July 2012.
- Free entry for kids under 17 (and you can take another adult with you for 50% of the normal ticket price).

If you want to enjoy a warmer home for less this winter...you can access exclusive deals on installed insulation:

- Professionally installed cavity wall insulation for just £125.
- Professionally installed loft insulation for just £125.

If you'd like to recognise a green colleague...we are looking for one Eco Hero per division (plus one for SSO, Kingfisher, KITS and DC):

- Eco Heroes are nominated by colleagues for doing something amazing for the environment at home, at work or in the community.
- Each winning hero will receive £300 for themselves plus £500 to donate to a local community project of their choice.

If you want to win prizes... share your eco ideas:

- Prize draws are taking place every week and every month until 30 November.
- October's big monthly prize was a visit to the B&Q Eco House and November's will be £1000 worth of Center Parcs vouchers.



If you are a budding photographer...submit your Wildlife at Work photos:

- The winner will receive £200 to spend at Jessops and 10 runners up will each win £20 of Jessops Vouchers.

What's happened so far...

Chris Wilson, from B&Q Stockton and **Terry Hall**, from B&Q Queens Road, have received £1,000 to spend at Center Parcs as winners of July and August's Eco Idea draws.

Four colleagues, soon to be announced, have each won free installed insulation for their lofts and cavity walls in September's draw.

Eco Ideas

Using flexible sealant around skirting boards can save valuable heat from being drawn out through the walls.

Richard Lane,
B&Q Blackpool
Supercentre



Full terms and conditions are available on the website: www.oneplanethome.com

Competition



Eco Ideas

When buying new appliances, look for 'A rating' or better as this will save you more energy and money.

Jackie Ritchie,
B&Q Galashiels



B&Q Croydon's Paresch Bharadia with his wife and mother at the Clarence House Start garden and food event this summer

Eco ideas in action

You'll find lots of other eco ideas throughout this publication. Keep your ideas coming!



Many colleagues have suggested paperless wage slips – so this will be passed on for HR to consider.



Rebecca Castle, from SSO, suggested placing caddies for used tea bags on worktops in kitchenettes at B&Q House. These are now helping to minimise B&Q House's waste to landfill.



Karen Gower, from B&Q Baums Lane, wants to recycle drinks cans from the café. Sharon Parsons, B&Q's Waste Manager, confirmed that all stores can deposit drinks cans in the cage for metal recycling backhaul. Stores simply need to set up separate bins in staff areas and cafés.



Many staff would like to see water butts installed in our garden centres – both to water plants and to encourage customers to recycle rainwater. Sue Haywood, from the Property team, is now investigating a 10-store trial to put this idea into practice.



Heidi Burnett told us about B&Q Southampton's 'pen and tool amnesties' – a great way to cut costs and keep the 'store's own use' budget under control.



Tea party

The first giveaways in the competition were for free tickets to visit an exclusive garden set up at Clarence House, followed by tea in a beautiful bamboo marquee in the gardens of Lancaster House.

Petition calls for green tax cuts

Alex Duff, B&Q Corporate Activation Manager

With rocketing energy prices, B&Q is calling for urgent action to reduce the VAT on green goods to 5%. The company has launched an e-petition in a bid to make energy saving more affordable for the UK's 25 million homeowners.

Creating energy-efficient homes is high on the Government's agenda with the planned launch of the Green Deal. It is also a key concern for homeowners who face steep energy bills this winter. When surveyed,

95% of B&Q customers agreed that reducing VAT would encourage them to buy energy-efficient goods. B&Q also has evidence that price reductions drive up sales of goods such as insulation.

B&Q and Kingfisher plc have been lobbying the Government and the European Commission for more than five years to reduce the VAT on green goods. Last year, B&Q launched the petition in store and hopes to increase signatures to 50,000 by the end of 2011.

Matt Sexton, Director of Corporate Social

Responsibility at B&Q, said: "Please show your support for this tax cut by signing our petition. The UK and the EU will miss targets for insulating homes and reducing carbon emissions without swift action to help customers do the right thing."

VAT is currently charged at the reduced rate for certain energy-saving goods and services such as solar panels and insulation material – but only if these are professionally installed by a third party. If homeowners fit these goods themselves, VAT is charged at the standard rate.



To sign the petition just log onto:
<http://epetitions.direct.gov.uk/petitions/15803>



7 Reasons to be proud of



Thanks to the efforts of colleagues across the UK, we can be proud that B&Q is now one of the country's greenest retailers. Here are some of the successes you've helped B&Q to achieve:



1

Air

We have reduced our absolute carbon footprint by 20% since 2006:

- Our fleet's fuel use has been cut by 28%.
- Store energy use has been reduced by 26%.
- M&S achieved a 13% reduction in carbon over the same period.



5

Wildlife

We are the only UK retailer that buys 100% responsibly sourced wood:

- B&Q sells more than 16,000 products that contain wood or wood pulp and all are Forest Friendly.
- We published our first timber policy in 1991 – it's taken 20 years to ensure that 100% is responsibly sourced.
- Only 24% of IKEA's wood derives from forests certified as responsibly managed.



6

Home

We are advising the UK Government on reducing the nation's carbon impact:

- 29% of the UK's carbon emissions comes from our homes.
- Our objective is to help customers to reduce their home's eco impact by 10% by 2023.
- Over 3,000 products have now been accredited under One Planet Home®.

2 Waste

By 2012, 90% of our waste will be reused, composted or recycled:

- We are reducing packaging by 15%.
- We sell recycled paint – and our value underlay is made from recycled textiles.

3

Water

We have reduced water consumption by 8% since 2006:

- M&S has increased its water use by 5% over the same period.
- B&Q House and some new stores feature rainwater harvesting for flushing toilets.



7

Our People

- More than 10,000 B&Q staff have completed the One Planet Home® e-learning module.
- Every B&Q store has had at least one Eco Advisor trained to City and Guilds standard.
- We conducted 198 factory assessments in 2010, helping to ensure that our vendors' staff are fairly treated.
- A staggering 6,000 of you took part in last year's One Planet Home® Competition – equivalent to more than a fifth of B&Q's workforce!



4

Health

We have achieved a 67% reduction in the VOC content of our paints since 1995:

- We successfully trialled a water-based replacement for white spirit in two stores earlier this year.
- B&Q led the way in labelling paints with their VOC content.

