



WHSmith Sustainability Addendum 2025

1st Sept 2024 to 31st August 2025

WHSmith Sustainability Addendum 2025 - Index

Area	Content	Location link
Our Reporting	Reporting approach and scope Approach to materiality and materiality matrix Independent limited assurance statement	Approach Materiality Assurance
Planet	Definitions and methodology Targets and progress Scope 1, 2 and 3 emissions Supplier emission targets Transport emissions Energy use Fuel use Renewable electricity FSC / PEFC certifications Waste management Packaging Water use Biodiversity risk assessment	Planet definitions Planet targets GHG emissions GHG emissions GHG emissions Energy Energy Energy Resource use Resource use Resource use Resource use Biodiversity
People	Definitions and methodology People targets Employee numbers Employee engagement Training Diversity, equity and inclusion UK employee turnover Supplier numbers Supplier audit and assessment Health and safety reporting Mental health	People definitions People targets People data People data People data People data Colleague turnover Sourcing Sourcing Safety and wellbeing Mental health

Communities	Definitions and methodology Community targets Community investment	Community Community targets Community investment
Responsible Business	Customer service Accessibility Responsible marketing Healthier eating Fair pricing Product safety Customer privacy and data protection Cybersecurity Code of Business Conduct Tax Policy	Customers Customers Retailing Retailing Retailing Retailing Privacy Cybersecurity WHSmith Company Policies WH Smith PLC
Policies	Company Policies and Position Statements	WHSmith Company Policies WH Smith PLC
Content indices	Global Reporting Initiative content index SASB content index United Nations Sustainable Development Goal alignment	GRI SASB UN SDG

Reporting Approach and Scope

Reporting Approach

Our Sustainability Addendum is designed to help stakeholders find the information they need more easily and to reduce duplication.

It includes details of our approach to reporting and materiality, sustainability performance data, our third party assurance statement and content tables for key standards such as the Global Reporting Initiative (GRI) and Sustainability Accounting Standards Board (SASB).

All our Sustainability reporting is available on our [website](#):

- Our [Annual Report \(pages 42-64\)](#) has a summary of the progress against our sustainability strategy and targets for the year
- [Policies and position statements](#) detail our expectations in key areas

Members of the board provided feedback on the draft sustainability disclosures in the Annual Report, including the material topics reported. The Annual Report, including the Sustainability section, was approved by the Board and ESG committee at their meeting on 28th October 2025.

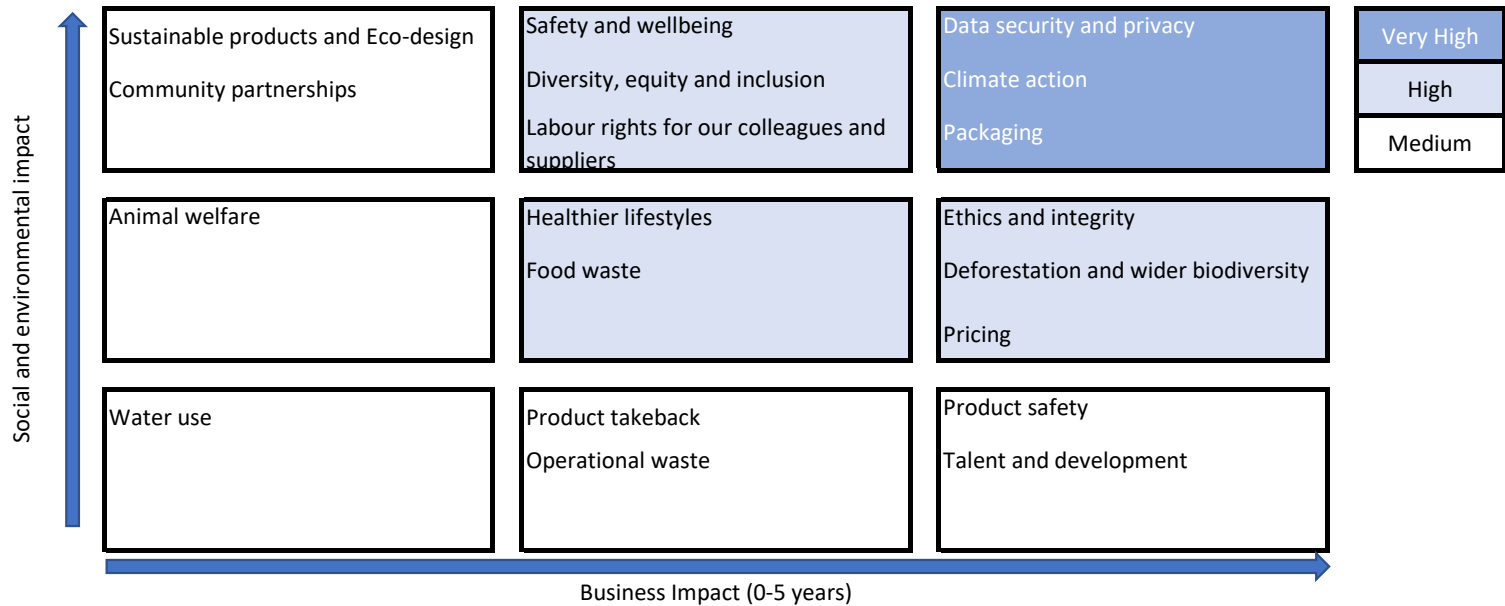
SLR Consulting has been engaged to provide independent assurance over selected aspects of this report in accordance with the ISAE3000 and ISAE3410 Assurance Standards. Their [Assurance statement](#) is included in this Sustainability addendum. The data sets assured are indicated by *.

Scope

Our sustainability reporting and data covers the Group's sustainability performance for the year 1st September 2024 to 31st August 2025, unless otherwise stated. Our Sustainability Addendum is aligned to our consolidated financial statement and is issued alongside our Annual Report and Accounts 2025.

Performance data in this report includes all of our directly-run operations (Australia, Belgium, Canada, Denmark, France, Germany, Hungary, Ireland, Italy, the Netherlands, Norway, Singapore, Spain, Sweden, the UK and the USA). Performance data for non-directly run joint venture and franchise operations are included in our Scope 3 category 14 data only. Other variances in the reporting boundary are highlighted in the relevant section. Some of the data is not exactly aligned to the reporting year ended 31st August 2025, but is reported for a consistent period each year. Further details are provided in the definitions.

Materiality Approach and Materiality Matrix



Materiality and Sustainability Strategy fall within the remit of our Board ESG Committee and they review our materiality assessment and matrix on an annual basis. In identifying the socio-economic, environmental and ethical factors of greatest relevance to our business, we include topics that have a material impact on our business (most particularly on our long-term shareholder value creation) and topics where we can have a material impact on society and the environment. This assessment is informed by the views of a wide range of stakeholders and other inputs including but not limited to:

- A review of existing and emerging issues that are the focus of ongoing public attention;
- Insights from engagement with NGOs, civil society groups and sustainable business specialists;
- An analysis of questions asked by investors, both through questionnaires and direct engagement;
- Customer queries and feedback on our products and commercial activities;
- Integration of insights from our Enterprise Risk Management system;
- Employee views on our approach to sustainability; and
- A review of peer company reports to understand how different issues are approached by others in the retail sector.

We determine our most material issues by considering how important these issues are to our stakeholders and how significant an impact they could have on our business.

As a result of this year's analysis, areas that have been given greater prominence in our 2025 reporting include:

- An updated scenario analysis to support our climate-related financial disclosures
- A detailed assessment of biodiversity risks in our supply chain



ISAE 3000 Statement: Independent Assurance of WH Smith's FY2025 Sustainability Data

Basis of Report

This document has been prepared by SLR Consulting Limited (SLR) with reasonable skill, care and diligence, and taking account of the timescales and resources devoted to it by agreement with WH Smith PLC (the Client) as part or all of the services it has been appointed by the Client to carry out. It is subject to the terms and conditions of that appointment.

SLR shall not be liable for the use of or reliance on any information, advice, recommendations and opinions in this document for any purpose by any person other than the Client. Reliance may be granted to a third party only in the event that SLR and the third party have executed a reliance agreement or collateral warranty.

Information reported herein may be based on the interpretation of public domain data collected by SLR, and/or information supplied by the Client and/or its other advisors and associates. These data have been accepted in good faith as being accurate and valid.

The copyright and intellectual property in all drawings, reports, specifications, bills of quantities, calculations and other information set out in this report remain vested in SLR unless the terms of appointment state otherwise.

This document may contain information of a specialised and/or highly technical nature, and the Client is advised to seek clarification on any elements which may be unclear to it.

Information, advice, recommendations and opinions in this document should only be relied upon in the context of the whole document and any documents referenced explicitly herein and should then only be used within the context of the appointment.

The Nature of the Assurance

This report by SLR Consulting Limited (SLR) for WH Smith PLC (WH Smith). SLR has undertaken an independent limited assurance of its sustainability data as set out on pages 42-64 of WH Smith PLC Annual Report and Accounts 2025, which have been indicated with an asterisk. We have also been engaged to assure the materiality process as set out on the Materiality tab of the Sustainability Addendum.

The assurance covers the period from 1st September 2024 to 31st August 2025¹. WH Smith is entirely and solely responsible for the production and publication of the data assured, and SLR for its assurance. The data assured in accordance with this ISAE 3000 statement is included in the Appendix table.

GHG Emissions associated with WHSmith's Travel Business covered the full 12 months of the financial year (continuing business), and 10 months for the High Street stores, covering the period 1st September 2024 to 30th June 2025, due to divestment of WHSmith's High Street Business (discontinued business).

The data primarily relates to all WH Smith directly-run operations (in Australia, Belgium, Canada, France, Germany, Hungary, Ireland, Italy, the Netherlands, Norway, Singapore, Spain, Sweden, the UK and the USA). Data for WH Smith's international joint venture stores and franchise operations are not in the scope of the reporting. During FY2025, WH Smith completed the divestment of its High Street Business in June 2025. As a result, reporting data for this statement covers a 10-month period (Discontinuing data). In contrast, the Travel business remained fully operational throughout the financial year, with reporting data covering the full 12 months (Continuing data).

Our work has involved reviewing selected claims and data included in the report against the Global Reporting Initiative (GRI) principles for Accuracy, Clarity, Comparability, Completeness, Timeliness and Verifiability. It also involved examining the documentation of the materiality process.

This engagement was performed in accordance with the International Standard on Assurance Engagement (ISAE) 3000 (Assurance Engagements other than Audits or Reviews of Historical Financial Information) and the relevant subject matter specific ISAE for GHG data (ISAE 3410), Assurance Engagements on Greenhouse Gas Statements.

The greenhouse gas (GHG) emissions data have been prepared in accordance with the World Resources Institute (WRI) / World Business Council for Sustainable Development (WBCSD) Greenhouse Gas Protocol, 2015 revised edition, and using the appropriate GHG conversion factors for company reporting as published by the UK Government Department for Energy Security and Net Zero (DESNZ).

GHG quantification is subject to inherent uncertainty due to factors such as incomplete scientific knowledge about the global warming potential of different GHGs and uncertainty around the models and parameters used in estimating GHG emissions.

SLR has complied with the requirements for independence, professional ethics and quality control as stipulated by ISAE 3000 (2020) Requirements 3a and 3b.

Assurance Work Performed

The assurance work was commissioned in August 2025 and was completed on 18th October 2025. Detailed records were kept of meetings and correspondence relating to the assurance. A team led by a director undertook the assurance.

The assurance engagement was undertaken to a limited level; the overall engagement was prioritised based on the materiality of the data points to ensure material divested data was captured in our assurance process. The process involved the following activities:

Regarding environmental metrics:

1. In-depth management interviews with key people at WH Smith to understand WH Smith's processes for management, reporting and performance improvement in these areas.
2. A review of WH Smith's current GHG Accounting and Reporting process document.
3. A review of underlying data sources and substantiating evidence to support this year's reporting, to assess the robustness of monitoring and reporting systems.
4. A review of year-on-year environmental performance trends to identify any significant changes in operational eco-efficiency and investigate the reasons behind these trends.
5. A review of GHG emissions data calculations and emission factors against the GHG Protocol and applicable standards.
6. A review of group-wide consolidated and reported data to check for errors or omissions in data analysis, consistency with underlying data sets and reasonableness of reporting.
7. The development of a documented log recording all data queries and the steps taken to close out all queries.
8. Review of the assertions and key performance indicators within the text report, marked with an asterisk.

Regarding Social metrics:

1. Conducted calls with the data owners of each data set to understand the management systems that generated the data.
2. Received and checked data from each data source.
3. Considered year-on-year trends shown by data received and, where necessary, interrogated the data owner about these trends.
4. Carried out spot checks on data received against underlying data sources.
5. Where necessary, had further calls to resolve any remaining queries regarding evidence or data management systems.
6. Retained full records of communication with data owners.
7. Review of the assertions and key performance indicators within the text report, marked with an asterisk.
8. Examining evidence of how the 2025 materiality assessment was conducted and questioning the responsible person.

Independence

This is the eleventh year that SLR has provided independent assurance services in relation to WH Smith's sustainability reporting. We have provided no other services to WH Smith during the period under review.

Conclusion

Based on the scope of work performed, nothing has come to our attention to suggest that any of the performance data included in the scope of assurance, marked with an asterisk in the WH Smith PLC Sustainability Report 2025, is materially misstated or that the materiality process was not executed in accordance with that described in the Materiality tab of the Sustainability Addendum, in accordance with the ISAE 3000 standard.

SLR Consulting Limited
London
7th November 2025

Assurance Appendix – 1. Environmental Metrics

Scope 1 and Scope 2	Unit	Continuing Business	Discontinued Business
Scope 1 emissions	tCO ₂ e	86	1,199
Scope 2 (Location-based) emissions	tCO ₂ e	11,666	3,766
Scope 2 (Market-based) emissions	tCO ₂ e	1,468	0

Scope 3 Components	Unit	Continuing Business	Discontinued Business
Category 1: Water consumption	m ³	15210	75745
Category 3: Fuel and energy-related activities	tCO ₂ e	2066	
Category 4: Transportation and Distribution	million litres	1.3	0.504
Category 5: Waste Generated in Operations	tonnes	320	1906
Category 6: Business travel	tCO ₂ e	1375	830
Proportion of suppliers by spend/emissions (that contribute to Scope 3 GHG emissions from category 1 and category 4) with science-based targets in place	%	53	

The data in the assurance statement covers components of the selected Scope 3 category. SLR has not assured the total Scope 3 Category emissions.

Assurance Appendix – 2. Social Metrics

Accidents and Injuries	Unit	Continuing Business	Discontinued Business
Reportable Accidents – UK	Number of	14	7
Reportable Accidents – USA	Number of	0	
Reportable Accidents – Australia	Number of	4	
Reportable Accidents – Rest of the World	Number of	17	
Reportable Accidents – Total	Number of	35	7

Ethical trade	Unit	Total
Percentage of factories of suppliers who are supplying WH Smith's continuing business with established worker committees that have been operating for a year or more	%	20
All forestry materials will be from recycled or certified sources in WHSmith-branded products	%	100

Community investment	Unit	Continuing Business	Discontinued Business
Community Investment	£	356,000	703,000

Diversity	Unit	Continuing Business		
		Male	Female	Unknown
Board	%	50	50	0
Group Executive Committee Members	%	89	11	0
Senior Managers	%	65	33	2
Middle Managers	%	51	49	0
Junior Managers	%	45	55	0
All employees	%	42	57	1

Ethnic representation – UK	Unit	Continuing Business	
		Employees	Senior Managers
Asian/Asian British	%	22	4
Black/ African/ Caribbean/ Black British	%	4	0
Mixed/multiple ethnic	%	2	2
Other ethnic group	%	2	0
White British or other White	%	59	85
Not specified/prefer not to say	%	11	9
Percentage of employees included	%	100	100

Employees by Age - UK	Unit	Continuing Business
		Employees
Under 18 years	%	1
18- 21 years	%	14
22-30 years	%	30
31-40 years	%	19
41-50 years	%	15
51-60 years	%	14
61-70 years	%	6
Over 70 years	%	1

PLANET		
Content	Location	Location link
Definitions and methodology Targets and progress Scope 1 and 2 emissions Scope 3 emissions Supplier emission targets Transport emissions Energy use Fuel use Renewable electricity FSC / PEFC certifications Waste management Water use Biodiversity Risk Assessment	Sustainability Addendum	Planet definitions Planet targets GHG emissions GHG emissions GHG emissions GHG emissions Energy Energy Energy Resource use Resource use Resource use Biodiversity
Environmental policy Biodiversity and forestry policy	www.whsmithplc.co.uk	Policies and Position statements

PLANET: Methodology and Indicators

Our methodology for the reporting of greenhouse gas emissions has been developed using the following guidance:

- GHG Protocol (including the Corporate Standard, Scope 2 guidance and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard);
- CDP guidance (including the 2024 Climate Change Reporting Guidance and the Technical Note on Accounting of Scope 2 Emissions); and
- Guidance from the Climate Disclosure Standards Board.

Our climate-related governance, strategy, risk management and metrics and targets are provided in our Annual Report and Accounts 2025 consistent with the recommendations of the Task Force on Climate-Related Financial Disclosure.

Energy consumption (MWh)	The amount of gas and electricity used to power, light and heat our stores, head offices and distribution centres, expressed as an absolute value. Energy consumption for our directly-run International stores has been calculated by multiplying the average consumption for a UK Travel store by the number of stores in non-UK markets.
Fuel consumption (litres)	The amount of fuel used to power vehicles to transport products between our distribution centres and stores (UK only). The segregation between Continuing and Discontinued business fuel has been estimated for FY25 by extrapolating volumes shipped in a 5 month period. For FY24 and FY23 the estimate was based on volumes shipped in those years.
Scope 1 emissions (tonnes CO ₂ e)	The quantity of equivalent carbon dioxide emissions associated with the combustion of gas on our premises to heat stores, head offices and distribution centres. We only use gas in the UK. These emissions are calculated from fuel data and use the UK Government GHG Conversion Factors 2025.
Scope 2 emissions (tonnes CO ₂ e)	<p>The quantity of equivalent carbon dioxide emissions from power stations generating the electricity which is used to power, light and heat stores, head offices and distribution centres.</p> <p>GHG reporting guidance recommends disclosure of two different Scope 2 emission values: one using a “location based” method and one using a “market based” method. The location based method uses an average emissions factor that relates to the grid on which energy consumption occurs and is usually a country-level electricity emissions factor. The market based method applies where supplier-specific information or energy certificates are available and uses an emissions factor specific to the electricity purchased.</p> <p>For our UK operations, market based emissions: our renewable electricity for the UK is calculated as zero emissions. For International operations, we have taken estimated consumption for each country – calculated by taking average electricity consumption for a UK Travel store and multiplying by the total number of stores in each country. We purchased renewable electricity certificates for electricity provided by most of our landlord partners and this was calculated as zero emissions. For the remaining consumption we multiplied by residual fuel mix emission factors where available. For countries where this data does not exist, we have used location based emission factors.</p> <p>For our UK operations, location based emissions are calculated from energy data multiplied by UK Government GHG Conversion Factors 2023. Location based Scope 2 emissions for International operations have been estimated by multiplying the average electricity consumption for a UK Travel store by the total number of stores in each country multiplied by the relevant location based emission factor for that country. We have used factors from internationally accepted sources.</p>
Scope 1 and 2 emissions (tonnes CO ₂ e)	The quantity of equivalent carbon dioxide emissions from the combustion of natural gas and from power stations generating the electricity which is used to power, light and heat stores, head offices and distribution centres. These emissions are calculated from energy and fuel data and use conversion factors as explained above.
Emissions intensity (tonnes CO ₂ e per £m revenue or million square foot)	The quantity of equivalent carbon dioxide emissions produced from the energy to power, light and heat our stores, head offices and distribution centres per £m of revenue or million square foot. Revenue is the revenue reported for the Group in the Annual Report. Square foot is the total square foot of stores plus Distribution Centres managed by WHSmith. Stores and Distribution Centres managed by 3rd parties and franchisees are excluded.

<p>Scope 3 emissions (tonnes CO2e)</p>	<p>Data is rounded up to the nearest 100 tonnes to reflect the fact these calculations are estimates rather than precise.</p> <p>The quantity of equivalent carbon dioxide emissions associated with:</p> <ul style="list-style-type: none"> • Category 1 and 2 – Purchased goods and services and capital goods and services – calculated by taking 2024 cost of goods sold (COGS), and multiplying by an assigned emission factor for the category of spend. Emissions factors for spend data were from the environmentally extended input output (EEIO) database. See the Sustainability Report 2023 for the methodology in 2023. Emissions associated with the divested business were excluded based on those business unit COGS. • Category 3 – Fuel and energy-related activities – estimated by multiplying UK fuel and energy consumption data by UK Government GHG Conversion Factors 2025 for transmission and distribution losses and wheel to tank emissions. Emissions for International stores have been calculated by multiplying electricity consumption by factors produced by carbonfootprint.com in 2025. Energy from divested business units has been removed from calculation. • Category 4 – Upstream transport and distribution – emissions have been included for inbound freight from suppliers to our distribution centres, and for deliveries from our distribution to stores or direct to customers. Emissions for inbound freight were calculated by multiplying the distance travelled for each container by relevant emission factors for shipping and land transport. Emissions for deliveries from distribution centres to stores were calculated using fuel data multiplied by the relevant UK Government GHG Conversion Factors 2025. Emissions for deliveries from distribution centres to customers was calculated by multiplying delivery data by the relevant emission factors. For transport suppliers where fuel data or container movements were not available, spend data and relevant emission factors were used. To separate the divested business, we have used spend-based splits on business units for Upstream Transport & Distribution-specific suppliers. For fuel from deliveries to store, a % split has been taken using volume-based estimations. • Category 5 – Waste generated in operations – estimated by multiplying the tonnages of waste sent to landfill and for recycling by UK Government GHG Conversion factors 2025. This metric covers waste for UK Distribution centres and excludes waste from UK or International Travel stores which are controlled by landlords. Divested business separated by location where waste is produced. Data not rounded for reporting as it would be misrepresentative. • Category 6 – Business travel – estimated by multiplying flight, rail mileage, hotel stays and car mileage data from travel bookings and expense claims for UK employees by UK Government GHG Conversion Factors 2025. The divested business was separated using 2025 cost centres, and the same proportions were applied to previous years. • Category 7 – Commuting – estimated from the total number of employees, and assumptions on modes of transport and the typical distance travelled in getting to work, multiplied by UK Government GHG Conversion Factors 2025. The divested business has been split out by headcount in business unit for all years. • Category 8 – Upstream leased assets – Incl in Scope 1 and 2 emissions as WHSmith has operational control • Category 11 – Use of sold products – includes emissions created directly through the use of electricity for electronic related products. Direct and indirect use phase emission factors are sourced from the use phase for specific product types, as found in literature. The discontinued business does not stock a electronic related products and as a result, to separate the divested, non-divested businesses, no emissions have been attributed to the discontinued business. • Category 12 – End of life treatment of sold product – estimated from tonnages of different categories of product sold and the proportion of material likely to be sent to landfill or for recycling. These values were then multiplied by UK Government GHG Conversion Factors 2025. Emissions for the divested business have been separated using the assigned business unit in spend data, the same method as Categories 1, 2 and 11. • Category 14 – Franchises – estimated consumption for each country, calculated by taking average electricity consumption for a UK Travel store and multiplying by the total number of franchise stores in each country, and multiplying by location based factors from internationally accepted sources. This covers franchise stores in: Denmark, Sweden, Malta, Finland, Greece, Oman, Kuwait, UAE, Jordan, Saudi, Bahrain, Indonesia, Malaysia, China, Philipines, Gibraltar, Serbia, Spain, Fiji and United Kingdom. Franchise emissions are only relevant for the continued business.
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The estimation of Scope 3 emissions is a very approximate process and the values given are indicative estimates. They provide an indication of where the most significant emissions in our value chain arise to help us to target our action but should not be interpreted as exact values.

Total waste arisings (tonnes)	The quantity of waste sent for disposal or recycling. Distribution centre, head office and Biffa-managed UK High Street store waste is based on collections which occur during the year. Individual landfill bin weights are based on averages following a sampling exercise. The Biffa-managed High Street store waste is extrapolated to the remainder of the UK High Street estate where waste collection is handled by landlords and data is unavailable. Waste from Travel or International stores where waste disposal is controlled by landlords is not reported. Waste from cultpens.com and funkypigeon.com is not material and has been excluded.
Waste diverted from landfill (%)	Our waste contractors provide a breakdown by waste stream. Waste is considered diverted from landfill if it is recycled, sent for Anerobic digestion or or sent for energy recovery as Refuse Derived Fuel.
Water consumption (litres)	Total water consumption for all sites where we are responsible for the water bill rounded to the nearest thousand litres.
Percentage own-brand stationery certified or recycled	The percentage of own-brand stationery products, which are made from pulp which comes from recycled sources or certified sustainably managed forests. The certified sustainably managed forest schemes we accept are the Forest Stewardship Council (FSC) or Pan European Forest Certification (PEFC) schemes. The percentage reflects the number of own-brand stationery units which were delivered to WHSmith this year (including for UK and International stores).
Own-brand	Products that are branded WHSmith.
Online sales	Following the divestment of High Street (inclusive of WHSmith online sales platform and Funky Pigeon), WHSmith only sell Cult Pens products through an online sales portal. Contribution of revenue by Cult Pens to overall group revenue was 0.5% in FY2025.

PLANET: Targets

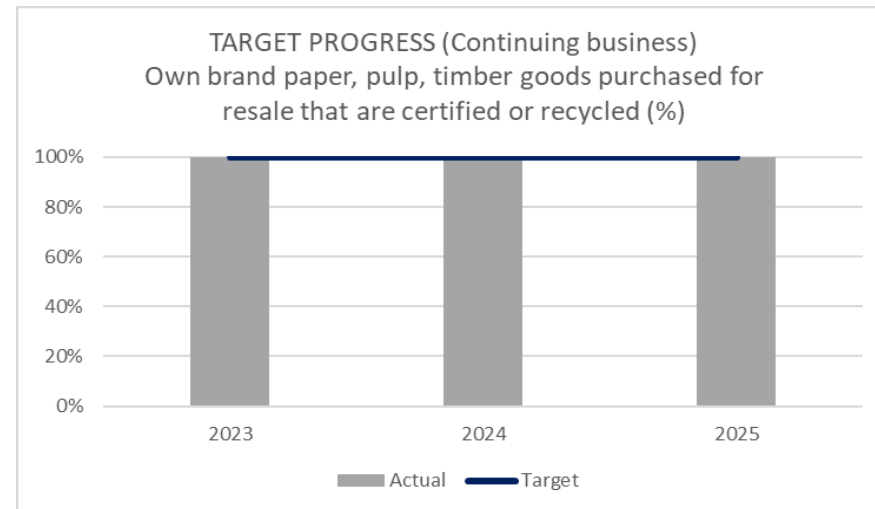
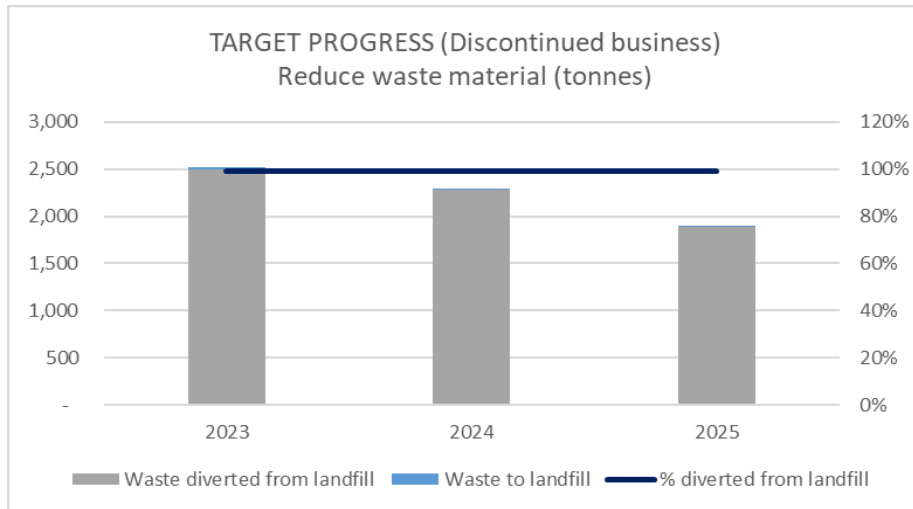
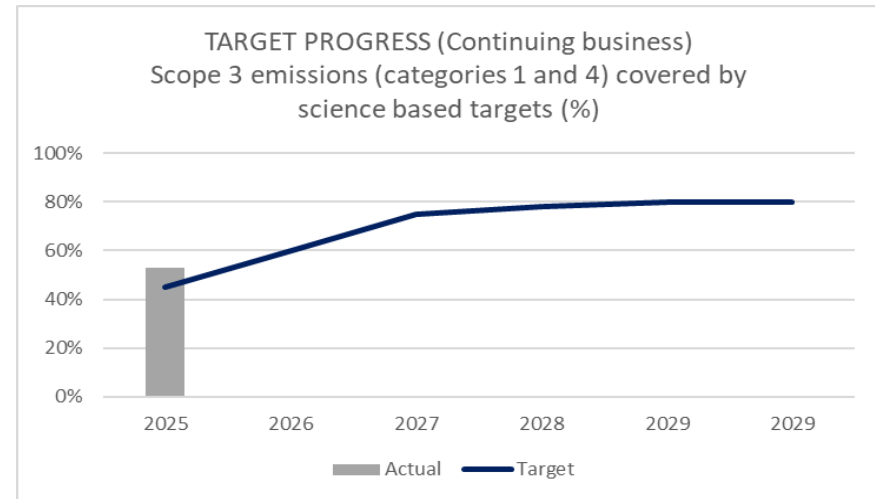
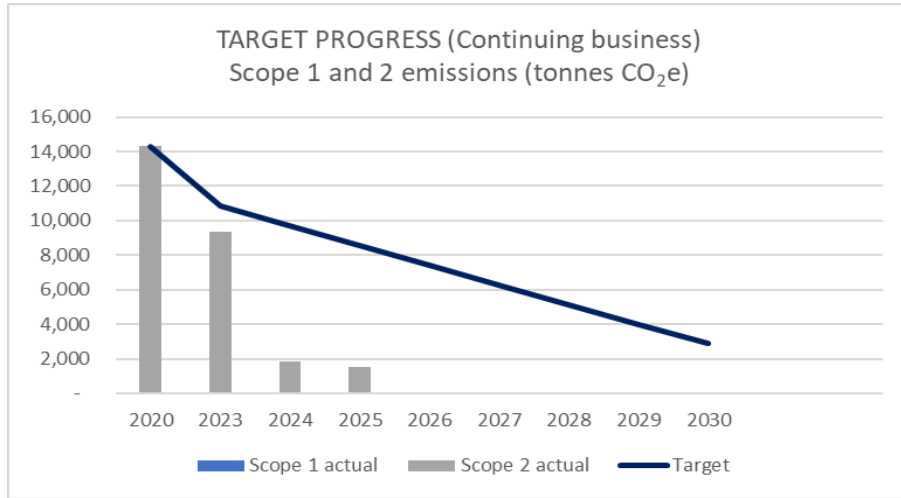
Minimising our impact on the planet			
	Aim	Target	Progress
Climate Action	Net zero emissions by 2050	By 2030: reduce absolute Scope 1 and 2 emissions by 80% from 2020 base year. By 2027: 75% of suppliers by emissions covering purchased goods and services and up-stream transport and distribution will have science based targets.	Absolute Scope 1 and 2 emissions for the continuing business reduced by 89% since 2020. As of 31st August 2025, 53* per cent of purchased goods and services and up-stream transport and distribution emissions are now covered by science-based targets.
Reducing waste	Reduce environmental impact from packaging and materials	By 2025: reduce waste material and minimise own-brand plastic packaging.	Waste generated from the discontinued business reduced by 20 per cent since 2020.
Protecting natural resources	Net zero deforestation	By 2025: ensure forestry materials in own-brand products and core non-trade goods come from recycled or certified sources.	100* per cent of pulp, paper and timber in trade and non-trade products purchased during 2025 came from certified sources or recycled materials.

SLR Consulting provided independent limited assurance of data marked * and their opinion is in the [Assurance statement](#).

Full details of the calculation methodology are provided in [Planet Definitions](#).

See pages 45-46 of our 2025 Annual Report for a description of our approach to Planet.

PLANET: Target progress



PLANET: Greenhouse gas emissions**Continuing Business****Discontinued Business****Greenhouse gas emissions: Scope 1 and 2****Scope 1 and 2 emissions (market based)**

			2025	2024	2023	2020
Scope 1 emissions	tonnes CO ₂ e	*	86	34	43	28
Percentage of Scope 1 emissions from UK-based operations	%	*	100%	100%	100%	100%
Scope 2 emissions	tonnes CO ₂ e	*	1,468	1,809	9,336	14,277
Percentage of Scope 2 emissions from UK-based operations	%	*	0%	0%	0%	Not recorded
Total Scope 1 and 2 emissions	tonnes CO₂e	*	1,554	1,843	9,379	14,305
Total Scope 1 and 2 emissions per £million of revenue	tonnes CO ₂ e	*	1.0	1.3	7.1	25.9
Total Scope 1 and 2 emissions per million sq foot	tonnes CO ₂ e	*	1,063	1,297	7,117	

	2025	2024	2023	2020
*	1,199	1,336	1,723	5,997
*	100%	100%	100%	100%
*	0	0	0	12,770
*	0%	0%	0%	Not recorded
*	1,199	1,336	1,723	18,767
*	3.3	3.0	3.7	40.1
*	415	463	532	

Scope 1 and 2 emissions (location based)

Scope 1 emissions	tonnes CO ₂ e	*	86	34	43	28
Scope 2 emissions	tonnes CO ₂ e	*	11,666	12,425	13,120	13,108
Total Scope 1 and 2 emissions	tonnes CO₂e	*	11,752	12,459	13,162	13,136

*	1,199	1,336	1,723	5,997
*	3,765	5,524	6,241	7,897
*	4,964	6,860	7,964	13,894

Greenhouse gas emissions: Scope 3

Category 1 and 4 Scope 3 emissions covered by science based targets	%	*	53
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1. Purchased goods and services and capital goods and services	tonnes CO ₂ e		326,000	282,300	248,000
2. Capital goods Included in purchased goods and services category	tonnes CO ₂ e				
3. Fuel and energy-related activities	tonnes CO ₂ e	*	2,100	3,100	4,200
4. Upstream transport and distribution	tonnes CO ₂ e		11,700	11,800	10,200
Of which distribution to stores	tonnes CO ₂ e	*	3,400	2,900	2,900
5. Waste generated in operations	tonnes CO ₂ e	*	2	7	17
6. Business travel	tonnes CO ₂ e	*	1,400	1,500	1,300
7. Employee commuting	tonnes CO ₂ e		11,100	11,000	10,700
8. Upstream leased assets Included in Scope 1 and 2 emissions ⁱ	tonnes CO ₂ e		Incl in Scope 1 and 2 emissions		
9. Downstream transportations and distribution	tonnes CO ₂ e		Not relevant for our business		
10. Processing of sold products Not relevant for our business	tonnes CO ₂ e		Not relevant for our business		
11. Use of sold products	tonnes CO ₂ e		13,500	49,000	36,800
12. End of life treatment of sold products	tonnes CO ₂ e		14,000	11,700	9,500
13. Downstream leased assets Not relevant for our business	tonnes CO ₂ e		Not relevant for our business		
14. Franchises	tonnes CO ₂ e		3,700	5,400	5,400
15. Investments Not relevant for our business	tonnes CO ₂ e		Not relevant for our business		
Total Scope 3 emissions	tonnes CO₂e		383,502	375,807	326,117

	132,800	120,700	126,000
*	400	1,900	2,200
	3,900	4,200	4,800
*	1,300	1,400	1,400
*	16	23	63
*	900	800	640
	5,800	6,300	6,900
	Incl in Scope 1 and 2 emissions		
	Not relevant for our business		
	Not relevant for our business		
	400	1,000	200
	800	2,300	1,500
	Not relevant for our business		
	Not relevant for our business		
	Not relevant for our business		
	145,016	137,223	142,303

SLR Consulting provided independent limited assurance of data marked * and their opinion is in the [Assurance statement](#).

Full details of the calculation methodology are provided in [Planet Definitions](#)

ⁱ category 8 included in scope 1 and 2 emissions as we have operational control

See pages 45-46 of our 2025 Annual Report for a description of our approach to Planet.

PLANET: Energy and fuel use**Continuing Business****Discontinued Business****Energy use (buildings)**

			2025	2024	2023
UK	MWh	*	21,039	21,131	22,194
Non-UK	MWh	*	23,622	22,429	22,158
Total	MWh	*	44,661	43,560	44,352

Gas	MWh	*	469	187	232
Grid electricity (renewable)	MWh	*	41,128	39,820	21,962
Grid electricity (non-renewable)	MWh	*	3,064	3,553	22,158
Total	MWh	*	44,661	43,560	44,352

Fuel use UK (transport)	million litres	*	1.3	1.2	1.1
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Renewable electricity

Percent of electricity purchased in the UK that was renewable	%	*	100%	100%	100%
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2025	2024	2023
27,826	33,984	39,556
0	0	0
27,826	33,984	39,556

6,552	7,307	9,416
21,274	26,678	30,139
0	0	0
27,826	33,984	39,556

0.5	0.50	0.60
-----	------	------

100%	100%	100%
------	------	------

SLR Consulting provided independent limited assurance of data marked * and their opinion is in the [Assurance statement](#).

Full details of the calculation methodology are provided in [Planet Definitions](#).

See pages 45-46 of our 2025 Annual Report for a description of our approach to Planet.

Energy Audits

We undertake energy audits on a sample of sites on a cyclical basis and use the results to identify energy savings initiatives that can be implemented across the estate. This year we undertook an energy audit of the Distribution centre and last year 11 sites were selected for energy survey: 10 retail stores, and 1 distribution centre. These helped identify c.13GWh in Year 1 energy savings to be delivered through improving energy management practices, behaviour change, training, controls improvement and capital investments. This included investment in centrally controlled Building Management Systems (BMS) to improve energy controls of stores. The access to data allowed store benchmarking, helping to identify patterns of unusual consumption between similar stores. Energy savings, originating from both audits and the BMS data, have been identified where there has been unnecessary heating and cooling for back of house areas and maximum and minimum temperature thresholds can be set. Other initiatives include smart meter implementation and replacing

Innovative Design

Our three principal sources of energy consumption are refrigeration, lighting, and HVAC systems (heating, ventilation & air conditioning). As part of our sustainable construction programme, we worked with our suppliers and aerodynamicists from the motorsport industry, to develop the current chiller cases that deliver a consumption reduction of 47% relative to our previous industry standard specification. The shape of the case and shelving was evolved to ensure as much cool air as possible stays within the case when doors are opened. This means the compressors and pumps use less energy, and also last longer with fewer breakdowns. These are in a programme for roll-out across the UK and Internationally. Additionally, we have worked to roll out new LED lighting and fittings that maintain the brightness and spread of light in store with fewer fittings resulting in lower energy consumption.

PLANET: Resource use - forestry, waste, water, packaging**Continuing Business****Discontinued Business**

			2025	2024	2023			
			2025	2024	2023			
Forestry products								
Proportion of WHSmith branded products containing pulp, paper and timber that are from certified or recycled sources	%	*	100%	100%	100%	100%	100%	99.7%

Waste generated and diverted from landfill - UK

Total waste	tonnes	*	320	955	590	1,906	2,298	2,515
Percentage diverted from landfill	%	*	100	100	100	99	99	99

Takeback

Batteries collected in UK stores for recycling	tonnes		0	0	0	5	5	4
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Own brand Packaging placed on UK market reported under Extended Producer Responsibility (EPR)¹

Paper	tonnes			247	104		447	836
Paper: self-managed	tonnes			70	102		683	856
Plastic	tonnes			38	37		66	166
Plastic: self-managed	tonnes			74	9		47	74
Other	tonnes			1.2	0.5		0.1	3

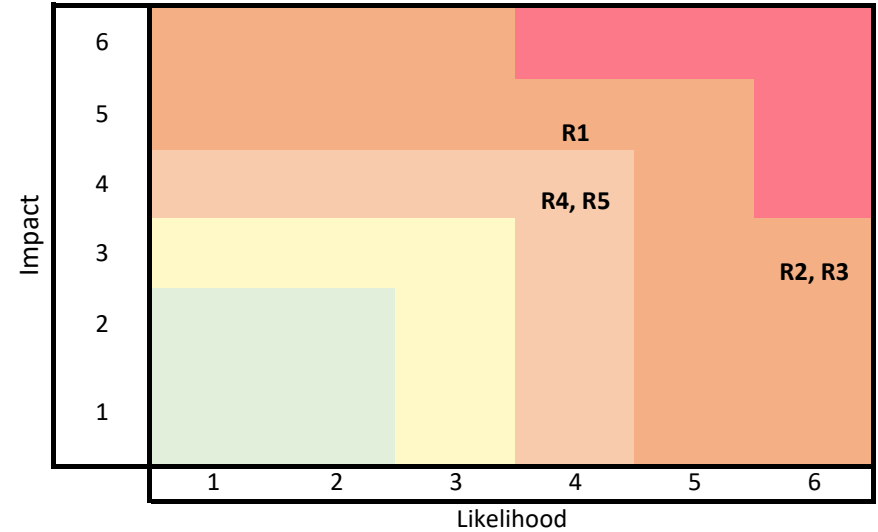
Water consumption

Water consumption for UK operations	m ³	*	15,000	7,000	13,000	76,000	134,000	138,000
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1 Reported for calendar years. 2025 will be available in April 2026
 SLR Consulting provided independent limited assurance of data marked * and their opinion is in the [Assurance statement](#).
 Full details of the calculation methodology are provided in [Planet Definitions](#).
 See pages 45-46 of our 2025 Annual Report for a description of our approach to Planet.

PLANET: Biodiversity

Biodiversity & Nature Risk Title	Risk Number
Loss of pollinators for coffee and cocoa production (physical risk)	R1
Increase in operational costs to comply with policies on land-use change and deforestation (policy risk)	R2
Increasing regulation targeting packaging impact on nature may increase operational costs (policy risk)	R3
Water scarcity and drought events affecting ability to source electronics products made with copper and lithium (physical risk)	R4
Requirements from consumers to limit impacts of packaging on nature, reduce plastics and offer circular solutions (market risk)	R5



Risk Assessment Methodology

The biodiversity risk assessment follows the Taskforce for Nature-related Disclosure LEAP framework and their categorisation of risks. In the ‘Locate’ phase, own operations, upstream and downstream activities were incorporated into the assessment. Value chain was identified for where WHSmith have the most impact on nature, this is in comparison to the property portfolio where WHSmith act as tenants in landlord buildings like train stations, airports and hospitals.

To contextualise materiality to WHSmith, sales data was assessed for highest unit volume and spend and split out into the top nine product areas / commodities for nature-related dependencies and impacts. For the ‘Evaluate’ phase, these areas were rated ‘High’, ‘Moderate’ and ‘Low’ across 11 dependency and impact areas (e.g soil pollution, impact to species, land-use). The Science-Based Targets for Nature ‘High Impact Commodity List’ was used to identify commodities to focus on.

WHSmith specific risks were then determined, for both impacts and dependencies, using a broader range of research materials including government policy documents, news articles, academic articles, industry reports as well as knowledge from within the organisation. All risks have a risk score explanation and are based on WHSmith enterprise risk scoring. Outcomes of the biodiversity risk assessment are cross-referenced with climate risks and also considered as part of the Enterprise Risk Committee.

PEOPLE		
Content	Location	Location link
Definitions and methodology People targets Employee numbers Employee engagement Training Diversity, equity and inclusion UK employee turnover Supplier numbers Supplier audit and assessment Health and safety reporting Mental health	Sustainability Addendum	People definitions People targets People data People data People data People data Colleague turnover Sourcing Sourcing Safety and wellbeing Mental health
Code of Business Conduct Diversity, equity and inclusion policy Health and Safety at work policy Responsible sourcing standards Human rights, modern slavery and supply chain position statement Human Rights Policy Modern slavery statements Own brand factory list Gender pay gap reports	www.whsmithplc.co.uk	Policies and Position statements Policies and Position statements Policies and Position statements Policies and Position statements Policies and Position statements Policies and Position statements Modern slavery statements Factory list Gender pay gap reports

PEOPLE: Methodology and Indicators

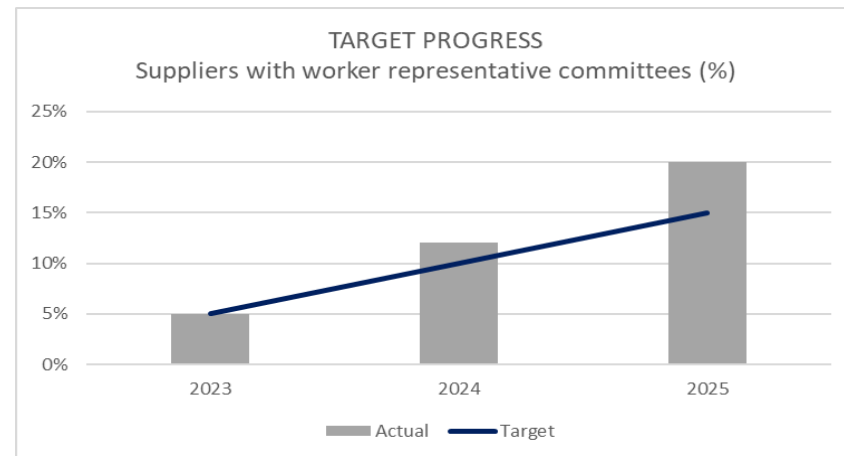
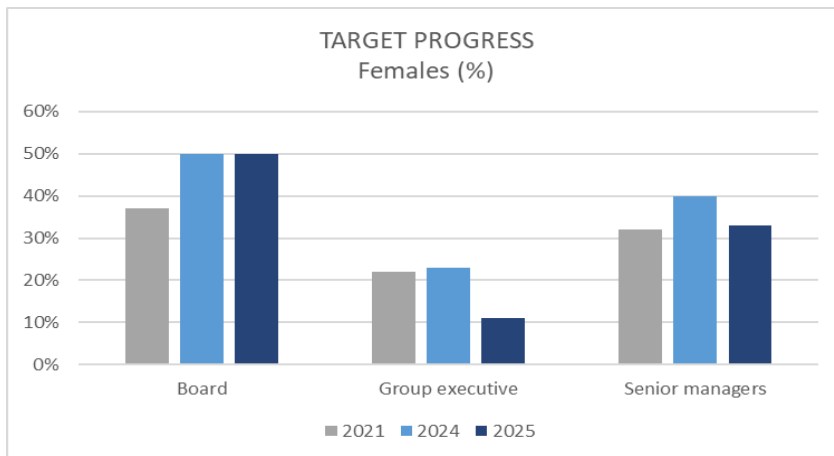
Headcount	Number of contracted employers on payroll on 31st August
Employee	A person working directly for the Company and paid directly by the Company.
Employee engagement	The score is an average of a scaled response to two questions asked during our annual engagement survey: <ul style="list-style-type: none"> • To what extent would you recommend WHSmith as a great place to work? • How happy are you working at WHSmith?
Group Executive	This group comprises employees who are members of the Group Executive Committee, who have responsibility for planning, directing or controlling the activities of the Company.
Senior Managers	This group includes Group Executive Committee Members and colleagues graded at levels one and two below, and their international equivalents.
Middle Managers	This group include head office colleagues graded at the levels one and two below Senior Managers
Junior Managers	Junior managers include Store Managers, Cluster Managers and head office equivalent managers
Ethnicity %	The ethnicity percentages are calculated as a proportion of total employees who have disclosed their ethnicity in the HR system.
Own-brand	Products that are branded WHSmith.
Tier one suppliers	Direct suppliers of goods and services.
Tier two suppliers	Suppliers who provide goods and services to our direct (tier one) suppliers.
Worker representation committees	A forum where workers and management work together to discuss and resolve any issues within the factory. For factories with less than 500 workers, 2% of the workers will be chosen as worker representatives, but the total number of representatives must not less than 2. For factories with 500 or more workers, at least 10 workers will be chosen as worker representatives. The worker representatives must be full-time workers and appointed freely and fairly. The percentage of own-brand suppliers who have a worker representation committees in place is defined as the number of tier 1 suppliers who have introduced a worker representation committee in accordance with our requirements for formal regular meetings with terms of references, agreed agendas and minutes and fair appointment of worker representatives. The number is expressed as a proportion of the total number of our own-brand tier 1 suppliers located in countries with a rating related to workers rights of 5 or above as per the International Trade Union Congress (ITUC) Global Rights Index (link: link)
Reportable accidents	An injury which resulted from an accident arising out of or connected with work activities which was required to be reported to the external safety regulatory authorities in the country of operation. It covers employees, contractors or members of the public.
Major injury	An injury which includes fractures, other than to fingers, thumbs and toes; dislocation of the shoulder, hip, knee or spine; loss of sight (temporary or permanent); any other injury leading to unconsciousness, or requiring resuscitation, or requiring admittance to hospital for more than 24 hours of an employee, contractor or member of the public
Injuries resulting in over seven days' absence from work/hospitalisation	An injury which causes an employee or contractor to be away from work or unable to perform their normal work duties for more than seven consecutive days (not counting the day of the accident) or which requires hospitalisation of an employee, contractor or member of the public.

PEOPLE: Targets

Engaging our people			
	Aim	Target	Progress
Wellbeing	Create an environment that supports physical, mental and financial wellbeing	By 2025: improve our employee engagement score from a 2021 base year.	Our fourth global engagement survey undertaken in October 2024 showed a 27 per cent improvement.
Diversity, equity and inclusion	Increase diversity of senior management	By 2025: increase gender and ethnic diversity of the Board, Group Executive Committee and Senior Manager populations.	The proportion of women at Board level has increased from 37 to 50* per cent. Following the sale of the High Street and Funky Pigeon businesses, the proportion of women at Group Executive level has reduced from a baseline of 22 to 11* per cent. The proportion of female Senior Managers has increased from 32 to 33 per cent. six* per cent of Senior Managers are from ethnic minorities.
Supply chain human rights	Protect worker rights in our supply chains	By 2025: 15 per cent of own-brand suppliers will have worker representation committees in place.	20* per cent of own-brand suppliers have worker representation committees in place

SLR Consulting provided independent limited assurance of data marked * and their opinion is in the [Assurance statement](#).
Full details of the calculation methodology are provided in [People Definitions](#)
See pages 47-49 of our 2025 Annual Report for a description of our approach to People.

PEOPLE: Target progress



PEOPLE: Headcount; engagement; training; diversity, equity and inclusion

	Continuing business	WHSmith plc 2024	WHSmith plc 2023
	2025	2024	2023
Headcount at 31st August	9,341	14,451	14,935
Employee engagement score	68	67	68
Average training hours per FTE	14.5	12.1	4.4

Gender diversity			2025	2024	2023			
Board	Male	*	4	50%	4	50%	3	37%
	Female	*	4	50%	4	50%	5	63%
Group executive ¹	Male	*	8	89%	10	77%	9	82%
	Female	*	1	11%	3	23%	2	18%
Senior managers ²	Male	*	45	65%	57	60%	49	60%
	Female	*	23	33%	38	40%	32	40%
	Unknown	*	1	2%				
Middle managers ³	Male	*	265	51%				
	Female	*	258	49%				
	Unknown	*	2	0%				
Junior Managers ⁴	Male	*	373	45%				
	Female	*	460	55%				
	Unknown	*	1	0%				
All employees	Male	*	3923	42%	5458	38%	5710	38%
	Female	*	5367	57%	8993	62%	9225	62%
	Unknown	*	51	1%				

	Continuing business	WHSmith plc 2024	WHSmith plc 2023
	2025	2024	2023
Ethnic representation			
Board	*	1 of 8	1 of 8
Group executive ¹	*	0 of 9	1 of 13
Senior managers ²	*	4 of 64	8 of 89

	2025	2024	2023
Employees by age UK			
Under 18 years	*	1%	3%
18-21 years	*	14%	15%
22-30 years	*	30%	25%
31-40 years	*	19%	18%
41-50 years	*	15%	14%
51-60 years	*	14%	15%
61-70 years	*	6%	9%
over 71 years	*	1%	1%

		Continuing business 2025			
		All employees		Senior Managers	
White British or other White	*	2742	59%	47	85%
Asian/Asian British	*	1050	22%	2	4%
Black/African/Caribbean/Black British	*	182	4%	0	0%
Mixed/multiple ethnic	*	82	2%	1	2%
Other ethnic group	*	104	2%	0	0%
Not specified/ prefer not to say	*	501	11%	5	9%

Data for 2024 and 2023 cannot be accurately split into continuing and discontinued business. These data cover people employed by WHSmith on 31 August of that year

1 Group Executive Committee Members are those who have responsibility for planning, directing or controlling the activities of the Company.

2 Senior Managers includes Group Executive Committee Members and colleagues graded at levels one and two below.

3 Middle managers includes head office colleagues graded at the levels one and two below Senior Managers. Not available before 2025

4 Junior Managers include Store Managers, Cluster Managers and head office equivalent managers. Not available before 2025

SLR Consulting provided independent limited assurance of data marked * and their opinion is in the [Assurance statement](#).

Full details of the calculation methodology is provided in [People Definitions](#).

See pages 47-49 of the Annual Report 2025 for a description of our approach to People.

PEOPLE: UK Colleague turnover 2025 - Continuing business

Head Count 31 August	Total Leavers	Leavers Turnover %	Voluntary Leavers	Voluntary Turnover %	Total Joiners
4,661	2,182	47%	1,599	34%	1,959

Ethnicity

Ethnicity Split	Leavers	Leavers %	Joiners	Joiners %
White British or other White	1287	59%	1179	60%
Asian/Asian British	447	20%	459	23%
Black/African/ Caribbean/ Black British	139	6%	109	6%
Mixed/multiple ethnic	59	3%	57	3%
Other ethnic group	57	3%	58	3%
Not specified/ prefer not to say	193	9%	97	5%
Total	2182	100%	1959	100%

Age

Age Bracket	Leavers	Leavers %	Joiners	Joiners %
Under 18	39	2%	85	4%
18-21	637	29%	684	35%
22 - 30	780	36%	708	36%
31 - 40	323	15%	216	11%
41 - 50	153	7%	126	6%
51 - 60	158	7%	102	5%
61 - 70	83	4%	35	2%
71+	9	0%	3	0%
Total	2182	100%	1,959	100%

Management Level

Level	Leavers	Leavers %	Joiners	Joiners %
Non Manager	1760	81%	1,726	88%
Junior	367	17%	168	9%
Middle	47	2%	57	3%
Senior	8	0%	8	0%
Total	2182	100%	1,959	100%

PEOPLE: Responsible Sourcing

Continuing Business

Discontinued Business

			2025	2024	2023
Number of own brand supplier factories - Total	number		138	117	88
Supplier sites audited through site visits within the previous two year period	%		86%	91%	91%
Supplier sites assessed through desktop audit within the previous two year period	%		14%	9%	9%
Potential new suppliers where orders were suspended pending resolution of ethical issues identified	number		0	0	0
Existing suppliers where orders were suspended pending resolution of ethical issues	number		0	0	0
Tier two suppliers identified for additional due diligence ¹	number		42	42	171
Tier two suppliers that have been assessed	%		48%	48%	22%
Own brand suppliers with worker representation committees in place	%	*	20%	19%	9%
Own brand suppliers with worker representation committees in place	number	*	26	22	8

	2025	2024	2023
	92	99	119
	no data	no data	no data
	no data	no data	no data
	0	0	1
	0	0	2
	5	5	2
	no data	no data	no data
	3%	4%	3%
	3	4	3

			2025	2024	2023
Number of own brand supplier factories - Total	number		138	117	88
Number of own brand supplier factories - Bangladesh	number		2	0	0
Number of own brand supplier factories - China	number		121	107	78
Number of own brand supplier factories - Egypt	number		1	0	0
Number of own brand supplier factories - India	number		1	1	1
Number of own brand supplier factories - Indonesia	number		2	2	2
Number of own brand supplier factories - Malaysia	number		0	0	0
Number of own brand supplier factories - Philippines	number		1	1	1
Number of own brand supplier factories - South Korea	number		1	1	1
Number of own brand supplier factories - Taiwan	number		3	3	3
Number of own brand supplier factories - Turkey	number		1	1	1
Number of own brand supplier factories - Vietnam	number		5	1	1

	2025	2024	2023
	92	99	119
	0	0	0
	88	94	112
	0	0	0
	1	3	2
	0	0	0
	0	0	1
	0	0	0
	0	0	0
	1	1	1
	0	0	2
	2	1	1

1 The scope of Tier two suppliers for additional due diligence was more focused in 2024.
 SLR Consulting provided independent limited assurance of data marked * and their opinion is in the [Assurance statement](#).
 Full details of the calculation methodology is provided in [People Definitions](#).
 See pages 49-50 of our 2025 Annual Report for a description of our approach to Responsible sourcing.

PEOPLE: Safety and wellbeing

Reportable Accidents (continuing business)		2025	2024	2023
Fatalities	*	0	0	0
UK ¹	*	14	12	17
North America ²	*	0	0	0
Australia ³	*	4	1	1
Rest of the World ⁴	*	17	7	14
Total Reportable Accidents	*	35	20	32

Reportable Accidents (discontinued business)		2025	2024	2023
UK ¹	*	7	13	16

Mental health awareness training UK (continuing business)		2025
Line managers who have completed awareness training		72
Trained mental health first aiders		41

Severity (Continuing business)		2025	2024
Fatalities	*	0	0
Major Injuries	*	2	2
Injuries resulting in over seven days' absence	*	33	18
Total reportable injuries and accidents	*	35	20

Accident cause (Continuing business)		2025	2024
Slip, trip, fall	*	40%	27%
Struck by object	*	26%	25%
Manual handling	*	20%	18%
Fall from height	*	6%	18%
Other	*	8%	12%

1 Reportable to the UK HSE (RIDDOR)

2 Reportable to OSHA (Occupational Safety and Health Act)

3 Notifiable to Safework Australia (Work Health and Safety Act)

4 Reportable to the national Health and Safety Authority in each country where we operate

SLR Consulting provided independent limited assurance of data marked * and their opinion is in the [Assurance statement](#).

Full details of the calculation methodology is provided in [People definitions](#).

See page 48 of our 2025 Annual Report for a description of our approach to managing safety and wellbeing.

PEOPLE: Wellbeing and mental health

Governance

Wellbeing, including mental health, is a key part of our overarching Diversity, equity and inclusion (DEI) strategy. Delivery of our mental health strategy is led by our DEI and Wellbeing team. Progress is overseen by the DEI Committee which is chaired by our CEO. As an organisation we recognise the link between DEI and wellbeing. Our CEO has confirmed his commitment to wellbeing and mental health as a priority topic. Our Employee Wellbeing Network is chaired by colleagues and supported by the Group Supply Chain Director as sponsor who sits on the Group Executive. We are also committed to providing global wellbeing support for our people, including an International Employee Assistance Programme (EAP) support system and mental health first aid support relevant to local markets, alongside our InternationALL network (our employee network for international colleagues).

Training

We believe that supporting the mental health of our employees is just as important as looking after their physical health and safety. Our aim is to ensure that all line managers are trained in mental health awareness and that they have access to the right tools to be able to support colleagues who may be experiencing stressful life events. People suffering with stress, depression or anxiety may not be able to perform effectively at work or may take sick leave. Our mental health programme gives us the opportunity to support colleagues who might need help.

We currently have 41 Mental Health First aiders across our UK businesses, supported by MHFA England. This is a key part of our wellbeing strategy, and they are signposted to our colleagues when appropriate. We have a mental health first aid training for line managers, and have a programme to ensure all line managers complete the training or a refresher this year.

Communication and employee engagement

We have also undertaken a significant review of our people policies to ensure that our people's wellbeing is supported, and we are clear on the support mechanisms in place, relevant throughout the employee lifecycle. We provide a range of flexible working patterns and understand that this is important in supporting people's wellbeing. Our code of conduct sets out our no tolerance for any form of discrimination and we have a reporting process to support employees to speak up if they experience inappropriate behaviour. Wellbeing and mental health specifically feature in our annual engagement survey, with data used by our DEI and Wellbeing team to shape relevant interventions for our colleagues. We encourage openness on mental health through our Employee Wellbeing network, who also contribute ideas for wellbeing and mental health initiatives. We use events such as Mental Health Awareness Week and world Mental Health Day to run awareness campaigns with employees.

Partnerships

Our current wellbeing and mental health partnerships include:

- * The Retail Trust provide our UK Employee Assistance programme and offer counselling services with trained professionals. Lyra is used for our inscope International colleagues.
 - * The WHSmith Benevolent fund provide financial support to colleagues in times of crisis.
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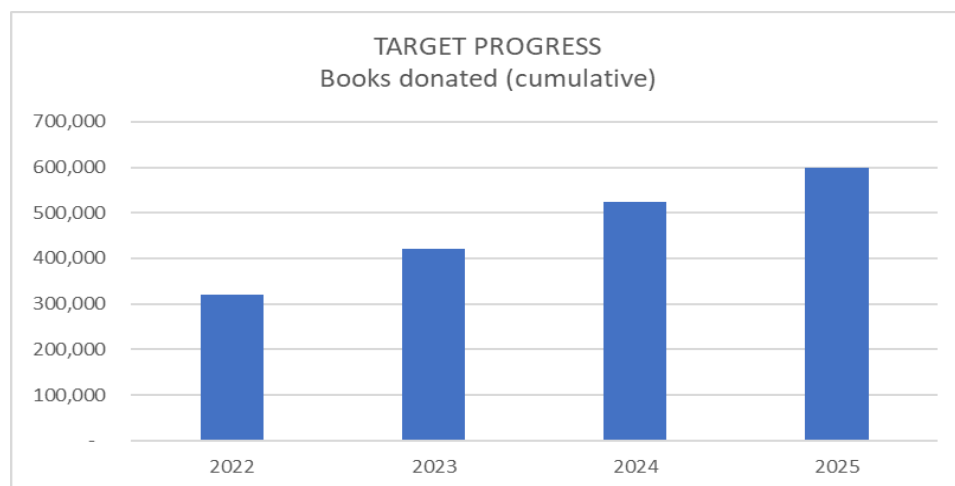
COMMUNITIES			
Content		Location	Location link
Definitions and methodology Community targets Community investment		Sustainability Addendum	Community Community targets Community investment
Code of Business Conduct		www.whsmithplc.co.uk	Policies and Position statements

COMMUNITIES: Methodology and Indicators

Cash donated (£)	The gross monetary amount that we have contributed to support a community organisation or project in the UK. This includes direct donations, membership and subscriptions to community organisations.
Gifts in kind (£)	The non-cash resources that we have committed to community activities, which can include product, equipment, or other non-cash items. These are valued at cost, rather than the recommended retail price, where appropriate.
Employee time (£)	The employee time contribution is the cost to the Company of the paid working hours contributed by employees in the UK to a community initiative or activity. The business average cost of employee time is used.
Management costs (£)	The costs incurred by the Company in making its contributions in the UK. Such costs will include the salaries, benefits and other overheads of community affairs colleagues and others involved in charitable and community related activities.

COMMUNITIES: Targets

Contributing to Communities			
	Aim	Target	Progress
Literacy	Help all children to develop a love of reading	By 2025: work with the National Literacy Trust to provide a book to every child in the UK who does not own one of their own.	The target was based on 2019 research by the National Literacy Trust which suggested nearly 400,000 children in the UK did not own a book of their own. Since then, WHSmith has donated over 600,000 books (or cash equivalents) to those most in need.
Supporting charities and local causes	Make a positive impact through fundraising, donations and volunteering	By 2025: increase the number of employees involved in supporting charities through fundraising and volunteering.	Applications for support to the WHSmith Trust from employees supporting charities through fundraising and volunteering were 20 per cent higher than in 2021.



SLR Consulting provided independent limited assurance of data marked * and their opinion is in the [Assurance statement](#). Full details of the calculation methodology are provided in [Community Definitions](#). See page 51 of our 2025 Annual Report for a description of our approach to Communities.

COMMUNITY INVESTMENT

Community investment (Continuing business)			2025	2024	2023
Cash donated	£	*	£280,000	£236,000	£242,500
Gifts in kind	£	*	£15,000	£16,000	£15,000
Employee time donated	£	*	£11,000	£11,000	£11,000
Management costs	£	*	£50,000	£49,500	£49,500
Total	£	*	£356,000	£312,500	£318,000

Cumulative books donated (or cash equivalent) since 2021	Number		600,000	525,000	420,000
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Community investment (Discontinued business)			2025	2024	2023
Cash donated	£	*	£660,000	£700,000	£595,500
Gifts in kind	£	*	£15,000	£38,500	£53,000
Employee time donated	£	*	£9,000	£11,000	£11,000
Management costs	£	*	£19,000	£19,000	£19,000
Total	£	*	£703,000	£768,500	£678,500

World book day vouchers redeemed	Number		317,000	363,000	325,000
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SLR Consulting provided independent limited assurance of data marked * and their opinion is in the [Assurance statement](#).
 Full details of the calculation methodology is provided in [Community Definitions](#).
 See page 51 of our 2025 Annual Report for a description of our approach to contributing to communities.

RESPONSIBLE BUSINESS

Content	Location	Location link
Customer service Accessibility Responsible marketing Healthier eating Fair pricing Product safety Customer privacy and data protection Cybersecurity	Sustainability Addendum	Customers Customers Retailing Retailing Retailing Retailing Privacy Cybersecurity
Code of Business Conduct Tax Policy	www.whsmithplc.co.uk	Policies and Position statements Policies and Position statements

RESPONSIBLE BUSINESS: Customer focus

Customer Service

Maintaining a high level of customer service across the Group is critical to the success of our business, and we have several initiatives to ensure that our customers enjoy a positive retail experience with us. Our recruitment policies focus on identifying candidates with expertise and passion for the products they will be selling, particularly for our specialist stores and formats, such as Bookstores, our InMotion stores, Health and Beauty and Cafes. By Investing in our teams and their training, we create customer-focused stores that continue to put the customer first and celebrate these successes through recognition and reward. Weaving customer-centricity into our everyday culture we keep the customer at the forefront of all that we do. Our Senior leadership team continues to visit every site regularly, assessing and supporting stores to improve the customer service and store standards delivered, in our mission for continuous growth in our customer's experience.

Customer feedback

We value the feedback and insight our customers give us in all areas of the customer experience. Our customer service team log and respond to all feedback received and this is used to identify improvements needed. We run continuous research programmes which underpins the WHSmith Travel UK strategy combining in-store footfall analytics, sales data and deep dives into customer missions and mindsets. This allows us to influence format, initiatives, and location-based development, space and ranging. In the coming year, we have plans to roll this out internationally.

Accessibility in stores

We are committed to creating inclusive, welcoming, and accessible environments for all our customers and colleagues. Accessibility is a central part of who we are, not an afterthought. We pay particular attention to ensuring our spaces, services, and experiences are accessible for people with disabilities and long-term health conditions. To achieve this, we have clear guiding principles for the construction and layout of our stores, ensuring accessibility is embedded at the very beginning of the design process. We continuously review and strengthen our approach by working closely with the Business Disability Forum and participating in their Disability Smart assessment to evaluate and enhance our accessibility performance. We are proud to be a Level 2 Disability Confident employer, demonstrating our ongoing commitment to inclusive employment and equal opportunity. Our colleagues are provided with guidance and resources to help them support all customers, including those with visible and non-visible disabilities. We are also a supporter of the Sunflower Lanyard scheme, helping us recognise and assist customers with hidden disabilities with understanding and respect.

RESPONSIBLE BUSINESS: Responsible retailing

Responsible marketing

It is important that the products that we stock and the way in which they are sold are delivered responsibly. We have a clearly defined set of standards that help to guide our promotional activity, marketing and advertising. Our central aim is to offer our customers choice, whilst also respecting differing customer preferences. We carry out regular reviews of product ranges, displays and promotions and evaluate any new product launches to ensure that they meet our trading standards. We regularly benchmark ourselves against other retailers to ensure we are in line with good industry practice. For promotions, we rotate our offerings on a regular basis so that they include a wide range of products, ranging from food and drink to new book releases.

Healthy eating

We continue to offer customers a wide choice when they buy food or drink from WHSmith. We review our food ranges regularly to provide options for our customers to make good lifestyle choices in selecting food. Our vegetarian and vegan ranges include salad products and plant-based options. We are compliant with the regulations across the UK which restrict the promotion of products high in fat, sugar and salt in certain locations in stores, including entrance areas, till points and end of aisles. In hospitals we have complied with healthy eating requirements for all retailers operating on NHS sites. In compliance with these criteria, we ensure that there are no price promotions, advertisements or till point positioning of sugary drinks or foods high in fat, sugar or salt in our stores, and that healthy options are widely available.

Fair pricing

We work hard to ensure we have a fair pricing policy across all of our stores. Over recent years, we have expanded the number of formats and locations we operate in, with almost 1,300 stores now open globally. We aim to provide our customers with the products and services they expect from us, as well as a convenience offer in prime locations. Our pricing by format reflects the environment in which we operate, as rent and operating costs vary considerably across our estate.

Product safety

Product safety is one of our key priorities and our quality teams in Asia and the UK conduct a rigorous quality and safety assessment process to ensure that own brand products are safe, fit for purpose and meet legal standards as well as our brand standards. We pay particular attention to products designed for children. We closely monitor developments in legislation to ensure that products are compliant. Some of the products we sell carry age restrictions, for example, tobacco, vaping and lottery products. All staff take part in training sessions to ensure that they are informed of the latest legislation and selling guidelines. We closely monitor the chemicals used in our own-brand products, specifically with regard to the UK and European legislation known as REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals). We work with our suppliers to ensure they understand their obligations under the legislation and that they provide us with the information we need to ensure compliance and product safety.

Product quality

Our company maintains a robust process to ensure our own-branded product quality and compliance throughout the supply chain. This includes Supplier Management to select and monitor reliable partners, Product Risk Assessment to identify potential quality or safety issues, Sample Approval to verify product standards before mass production, and Pre-Shipment Inspection to confirm that all products meet our specifications and regulatory requirements prior to delivery. These measures collectively support our commitment to high-quality, safe, and sustainable products. Colleagues are trained on how to maintain the quality management system and this system is audited internally. Any complaints or reports regarding defective products are directed to the quality team, which investigates and implements corrective actions to prevent recurrence.

RESPONSIBLE BUSINESS: Customer privacy and data protection

Customer privacy

It is essential that our customers and other stakeholders trust us with their data, and we must do everything we can to maintain that trust. Everyone has a right to privacy, no matter where they are in the world, and so we apply global privacy and data protection policies and principles universally across our operations to ensure the highest standards of data management.

Our data protection policies are based on the UK's General Data Protection Regulation (GDPR) and they are applied across all our businesses. The policies also provide a framework within which local data protection laws are respected. Our approach to data management is underpinned by a series of principles:

- We will keep all customer, employee and any other personal data secure;
- We will only use data for the purpose for which it was collected, limiting disclosures of personal data to partners to only those purposes described in our privacy policies;
- We will be fully open about what data we store and how and why we use it;
- We will only hold data for as long as is necessary for the purpose for which it was collected;
- Wherever possible, we allow people to make choices about how we use their data, enabling them to access, update or delete their personal information;
- We implement appropriate technical and organisational processes to protect personal data against unauthorised access, use or loss; and
- We monitor our ongoing compliance with data protection legislation.
- We report any loss of personal data to the regulatory authority, for our UK business this is the Information Commissioner's Office.

Data protection

Our data protection policies provide full details on what personal information we collect, how this information is used, whether it is shared with any other parties and under what circumstances it is retained. We collect customer data in order to fulfil orders and process payments through our on line businesses and via our Scan and Go services in our Travel stores. We also collect and retain information about customer interactions in stores, online, via social media and through our contact centres so that we can process transactions and provide customer care.

Where we rely on external suppliers or other third parties to provide services or process data on our behalf, they are subject to privacy, security and data protection contractual agreements, and due diligence processes to ensure they meet the same standards as WHSmith. Any personal customer data is only collected, used and processed for legitimate business use and in full compliance with the requirements of data protection laws and regulations, including the UK Data Protection Act 2018, the EU's GDPR, and the Payment Card Industry Data Security Standards. Our privacy and data protection processes are embedded in our Group-wide risk and compliance management systems and we expect our business partners and suppliers to adhere to the same standards.

We employ a framework of controls to protect customer data which includes robust cybersecurity systems, training for employees on the importance of data security, privacy impact assessments on existing and new services, and internal data protection audits to test the effectiveness of our data protection measures. We also have a system of due diligence processes in place to minimise any risk of data losses via suppliers and other third-party business partners Our Data Protection Officer is responsible for overseeing queries in relation to privacy and data protection and is available to answer any questions from customers about how their data is collected, used or handled. We report any loss of personal data to the regulatory authority, which for our UK business is the Information Commissioner's Office.

RESPONSIBLE BUSINESS: Cybersecurity

Governance

WHSmith is continuously monitoring, reviewing and investing in our information technology (IT) systems to protect the business from any cybersecurity threats that could result in the loss of data or other sensitive information. We have a dedicated team in our IT department to detect, report and respond to cyber security incidents. Our Cybersecurity Steering Group oversees our approach and response to cyber risk, data security and privacy protection and there is reporting of emerging threats, cybersecurity incidents and resulting actions to our Board-level Audit Committee four times a year. Cybersecurity is a standing item for all Board meetings and for Audit Committee.

Testing and controls

We employ a framework of controls to protect against unauthorised access to our systems. These include IT security policies and processes, the maintenance and regular updating of firewalls and intruder detection tools, anti-virus and malware software solutions, and encryption processes for customer data, payments and other sensitive information. We regularly test our systems for vulnerabilities, and penetration testing is conducted by independent cybersecurity specialists. Back-up facilities and contingency plans are in place and are reviewed and tested regularly to ensure that data is protected from corruption or unauthorised use. Our IT service desk is certified to the international standard for information security ISO27001 and the Cyber Essentials Plus Scheme. WHSmith have information-security related business continuity plans and complete information security vulnerability analysis.

Employee training

Every employee has responsibility for cybersecurity and we recognise the importance of education and awareness-raising to prevent data security and privacy-related incidents. We provide regular training, communications and other engagement activities such as phishing simulations to raise awareness and educate employees on the risks. Employees are provided with advice on how to mitigate data security risks from multiple sources including emails, the internet, phone calls, text messages and social media, and the importance of password management, working remotely safely, regular software upgrades and hardware security.

GRI content index

Statement of use	WH Smith plc has reported the information cited in this GRI content index for the period 1st September 2024 to 31st August 2025 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION	DESCRIPTION
GRI 2: General Disclosures 2021	2-1 Organizational details	Annual Report	Pages 1-5
	2-2 Entities included in the organization's sustainability reporting	Sustainability Addendum	Reporting approach and scope
	2-3 Reporting period, frequency and contact point	Annual Report	Back cover
		Sustainability Addendum	Reporting approach and scope
	2-4 Restatements of information	Annual Report Sustainability Addendum	Footnotes provided where restatements made
	2-5 External assurance	Sustainability Addendum	Assurance statement
	2-6 Activities, value chain and other business relationships	Annual Report	Pages 1-5
	2-7 Employees	Annual Report	People data
		Sustainability Addendum	Page 49
	2-8 Workers who are not employees		We have a very small number of agency workers. They represent less than 1% of our workforce
	2-9 Governance structure and composition	Annual Report	Pages 72-79
	2-10 Nomination and selection of the highest governance body	Annual Report	Pages 90-91: Nominations Committee report
	2-11 Chair of the highest governance body	Annual Report	Page 72
	2-12 Role of the highest governance body in overseeing the management of impacts	Annual Report	Pages 34-41: Section 172 statement Page 43: Governance
	2-13 Delegation of responsibility for managing impacts	Annual Report	Page 43: Governance
	2-14 Role of the highest governance body in sustainability reporting	Annual Report	Reporting approach and scope
	2-15 Conflicts of interest	Annual Report	Page 122
	2-16 Communication of critical concerns		Investigations into potential breaches of the Code of Business Conduct are reported to the Audit Committee that meets quarterly. We also operate an externally administered whistleblowing line, where all calls are formally investigated. For all substantiated reports appropriate actions are taken, ranging from verbal warning to dismissal. No matters of significance have been highlighted during the current year.
	2-17 Collective knowledge of the highest governance body	Annual Report	Page 92-93: ESG Committee report
	2-18 Evaluation of the performance of the highest governance body	Annual Report	Page 75: Board evaluation
	2-19 Remuneration policies	Annual Report	Page 96-119: Directors' remuneration report
	2-20 Process to determine remuneration	Annual Report	Page 96-119: Directors' remuneration report
2-21 Annual total compensation ratio	Annual Report	Page 110: Directors' remuneration report	
2-22 Statement on sustainable development strategy	Annual Report	Page 42	

	2-23 Policy commitments	whsmithplc.co.uk	WHSmith Company Policies WH Smith PLC
	2-24 Embedding policy commitments	Annual Report	Pages 42-63
	2-25 Processes to remediate negative impacts	whsmithplc.co.uk	Code of Business Conduct WH Smith PLC
		whsmithplc.co.uk	Human Rights Policy WH Smith PLC
	2-26 Mechanisms for seeking advice and raising concerns	whsmithplc.co.uk	Code of Business Conduct WH Smith PLC
			The grievance policy is available to employees on the intranet.
	2-27 Compliance with laws and regulations		There were no significant instances or fines paid for non-compliance with laws and regulations during the reporting period
	2-28 Membership associations	Annual Report	Pages 40, 44
	2-29 Approach to stakeholder engagement	Annual Report	Pages 34-41: Section 172 statement
	2-30 Collective bargaining agreements		81% UK employees are covered by collective bargaining agreements
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Annual Report	Page 43: Governance
	3-2 List of material topics	Sustainability Addendum	Materiality
	3-3 Management of material topics	Annual Report	Pages 45-64
GRI 101: Biodiversity 2024	101-1 Policies to halt and reverse biodiversity loss	whsmithplc.co.uk	Biodiversity and forestry policy WH Smith PLC
	101-2 Management of biodiversity impacts	Sustainability Addendum	Biodiversity
	101-3 Access and benefit-sharing		Not material
	101-4 Identification of biodiversity impacts	Annual Report	Page 46: Natural Resources
	101-5 Locations with biodiversity impacts		Not material
	101-6 Direct drivers of biodiversity loss		Not material
	101-7 Changes to the state of biodiversity		Not material
	101-8 Ecosystem services		Not material
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Annual Report	Page 138-143: Financial statements
	201-2 Financial implications and other risks and opportunities due to climate change	Annual Report	Pages 52-62: TCFD reporting
	201-3 Defined benefit plan obligations and other retirement plans	Annual Report	Page 194-195
	201-4 Financial assistance received from government		None
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage		Not reported
	202-2 Proportion of senior management hired from the local community		Not reported
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported		Not reported
	203-2 Significant indirect economic impacts		Not reported
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers		Not reported
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption		Not reported
	205-2 Communication and training about anti-corruption policies and procedures	whsmithplc.co.uk	Code of Business Conduct WH Smith PLC includes our policies relating to individual conduct, including anti-bribery and anti-corruption measures
	205-3 Confirmed incidents of corruption and actions taken		There were no confirmed incidents of corruption during the reporting period
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		There were no legal actions for anti-competitive behavior, anti-trust, and monopoly practices during the year.

GRI 207: Tax 2019	207-1 Approach to tax		Not reported
	207-2 Tax governance, control, and risk management		Not reported
	207-3 Stakeholder engagement and management of concerns related to tax		Not reported
	207-4 Country-by-country reporting		Not reported
GRI 301: Materials 2016	301-1 Materials used by weight or volume		Not reported
	301-2 Recycled input materials used	Annual Report whsmithplc.co.uk	Page 46: Waste, Natural resources Responsible Sourcing Standards WH Smith PLC Biodiversity and Forestry Policy WH Smith PLC
	301-3 Reclaimed products and their packaging materials		Not reported
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Sustainability Addendum	Energy
	302-2 Energy consumption outside of the organization	Sustainability Addendum	Energy
	302-3 Energy intensity	Sustainability Addendum	GHG emissions
	302-4 Reduction of energy consumption	Annual Report	Page 59
	302-5 Reductions in energy requirements of products and services	Annual Report	Page 62: supply chain emissions covered by science-based targets
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource		Not material
	303-2 Management of water discharge-related impacts		Not material
	303-3 Water withdrawal		Not material
	303-4 Water discharge		Not material
	303-5 Water consumption	Sustainability Addendum	Resource use - water
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Sustainability Addendum	GHG emissions
	305-2 Energy indirect (Scope 2) GHG emissions	Sustainability Addendum	GHG emissions
	305-3 Other indirect (Scope 3) GHG emissions	Sustainability Addendum	GHG emissions
	305-4 GHG emissions intensity	Sustainability Addendum	GHG emissions
	305-5 Reduction of GHG emissions	Sustainability Addendum	GHG emissions
	305-6 Emissions of ozone-depleting substances (ODS)		Not material
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions		Not material
GRI 306: Effluents and Waste 2016	306-3 Significant spills		Not material
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Annual Report	Page 46: Reducing waste
	306-2 Management of significant waste-related impacts	Annual Report	Page 46: Reducing waste
	306-3 Waste generated	Sustainability Addendum	Resource use - waste
	306-4 Waste diverted from disposal	Sustainability Addendum	Resource use - waste
	306-5 Waste directed to disposal	Sustainability Addendum	Resource use - waste
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	whsmithplc.co.uk	Responsible Sourcing Standards WH Smith PLC Sustainable Forest Policy WH Smith PLC
	308-2 Negative environmental impacts in the supply chain and actions taken	Annual Report	Page 62: As a first step towards our target for 75 per cent of suppliers to have science-based targets in place, we have started to engage with our largest suppliers. Those with science-based targets in place now represent 53 per cent of Category 1, 2 and 4 emissions.

GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Sustainability Addendum	Colleague turnover - hires
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Annual Report	Page 48: Reward and benefits All benefits that apply to full time employees are available to part-time and temporary employees, with the exception of share scheme which is not available to temporary employees.
	401-3 Parental leave		All employees receive parental leave in accordance with local legislation, which for UK-based employees includes 2 weeks for primary care giver and a further 50 weeks of shared parental leave which can be split between the primary and non-primary care giver, or taken by one of them. The same policy applies to parents adopting a child. WHSmith has an enhanced maternity pay policy for UK Head Office employees.
GRI 402: Labor/Management	402-1 Minimum notice periods regarding operational changes		Not reported
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Annual Report	Page 48: Health, safety and wellbeing
	403-2 Hazard identification, risk assessment, and incident investigation	Annual Report	Page 48: Health, safety and wellbeing
	403-3 Occupational health services		Not reported
	403-4 Worker participation, consultation, and communication on occupational health and safety	Annual Report	Page 48: Health, safety and wellbeing
	403-5 Worker training on occupational health and safety	Annual Report	Page 48: Health, safety and wellbeing
	403-6 Promotion of worker health	Annual Report	Page 48: Health, safety and wellbeing
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		Not reported
	403-8 Workers covered by an occupational health and safety management system	Annual Report	Page 48: Health, safety and wellbeing
	403-9 Work-related injuries	Annual Report	Page 48: Health, safety and wellbeing
	403-10 Work-related ill health		Not reported
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Sustainability Addendum	People data - Training
	404-2 Programs for upgrading employee skills and transition assistance programs		Not reported
	404-3 Percentage of employees receiving regular performance and career development reviews		Not reported
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Sustainability Addendum	People data - Diversity, equality and inclusion
	405-2 Ratio of basic salary and remuneration of women to men	whsmithplc.co.uk www.wgea.gov.au	Gender Pay Gap Reports WH Smith PLC WGEA Gender Equality Data
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken		During FY25 in UK, 12 cases involving discrimination were reviewed and resolved. 14 cases involving sexual harassment were also reviewed and resolved. Each case was investigated and recommendations were made to reduce recurrence and enforce the Company's zero tolerance approach when it comes to any acts of bullying, harassment, victimisation or discrimination.

GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	whsmithplc.co.uk	81% UK employees are covered by collective bargaining agreements Responsible Sourcing Standards WH Smith PLC
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	whsmithplc.co.uk	Modern Slavery Statement WH Smith PLC
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	whsmithplc.co.uk	Modern Slavery Statement WH Smith PLC
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures		Not material
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples		Not material
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs		Not material
	413-2 Operations with significant actual and potential negative impacts on local communities		Not material
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	whsmithplc.co.uk	Modern Slavery Statement WH Smith PLC Human Rights, Supply Chain, Modern Slavery Position Statement WH Smith PLC
	414-2 Negative social impacts in the supply chain and actions taken		
GRI 415: Public Policy 2016	415-1 Political contributions	Annual Report	Page 123: no political donations, contributions or political expenditure were made in the year
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories		Not reported
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services		Not reported
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling		Not reported
	417-2 Incidents of non-compliance concerning product and service information and labeling		Not reported
	417-3 Incidents of non-compliance concerning marketing communications		Not reported
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		No material breaches of customer privacy or losses of customer data this year.
		Sustainability Addendum	Customer privacy and data protection

Sustainability Accounting Standards Board (SASB) index


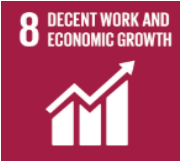



For a number of years, we have aligned our reporting with the Sustainability Accounting Standards Board (SASB) standards for Multiline and Speciality Retailers and Distributors. The SASB Standards provide disclosures across a range of sustainability matters and will eventually inform the industry-based requirements in the new IFRS Sustainability Disclosure Standards. Until the IFRS standards are fully developed, our approach is summarised in the the table below and shows where SASB criteria can be found in our reporting.

Topic	Accounting metric	SASB Code	Disclosure	Location
Energy Management in Retail and Distribution	(1) Total energy consumed	CG- MR-130a.1	Our total energy consumption in 2025 was 72,487 MWh to heat and light our stores, distribution centres and offices. This include the discontinued businesses up to the point of disposal	Annual Report page 59
	(2) Percentage grid electricity		90% of this total energy consumption for our buildings was grid electricity	Annual Report page 59
	(3) Percentage renewable		86% of our total energy consumption was from renewable energy sources (100% renewable electricity purchasing in the UK, USA and Europe)	Annual Report page 59
Data Security	Description of approach to identifying and addressing data security risks	CG-MR-230a.1	We apply global privacy and data protection policies and principles universally across our operations and employ a framework of controls including robust cyber security systems, privacy impact assessments and audits.	Sustainability Addendum - Cybersecurity
	(1) Number of data breaches	CG-MR-230a.2	We report any loss of personal data to the regulatory authority. For our UK business this is the Information Commissioner’s Office. We do not include this data in our public reporting.	Sustainability Addendum - Customer privacy and data protection
	(2) percentage that are personal data breaches			
	(3) number of customers affected			
Labour Practices	(1) Average hourly wage by region	CG-MR-310a.1	We do not currently include this data in our public reporting. We regularly review the overall structure of pay practices across the wider retail sector to ensure it remains competitive and is able to retain and attract employees. See our report for our approach and principles to reward our employees.	Annual Report page 48
	(2) percentage of in-store and distribution centre employees earning minimum wage, by region		50% of all WHSmith employees are based in the UK and earn minimum wage or above, in accordance with national legislation.	
	(1) Voluntary and (2) involuntary turnover rate for in-store and distribution centre employees	CG-MR-310a.2	34% voluntary turnover and 47% total turnover in UK	Sustainability Addendum - Colleague Turnover
	Total amount of monetary losses as a result of legal proceedings associated with labour law violations	CG-MR-310a.3	We do not currently include this data in our public reporting.	

Workforce Diversity and Inclusion	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management and (c) all other employees	CG-MR-330a.1	The gender representation across the business on 31 August 2025 was: 42% Male, 57% Female; 2% unknown for all employees; 89% male and 11% female for the Group Executive team; 65% male and 33% female and 1% unknown for Senior Managers. Please see page 49 of the Annual report and the People tab for further definitions of the categories and our diversity policies. The ethnic diversity of our UK employees and the ethnic diversity of our senior managers, executive team and board is reported on the People tab. We are committed to being an inclusive employer and promoting a culture of inclusion and diversity through our policies, procedures and working practices. As well as our internal actions we have signed up to the British Retail Consortium’s Diversity and Inclusion Charter and Business in the Community’s Race at Work Charter.	Annual Report page 49 Sustainability Addendum - People data
	Total amount of monetary losses as a result of legal proceedings associated with employment discrimination	CG-MR-330a.2	We do not currently report this data.	
Product Sourcing, Packaging & Marketing	Revenue from products third-party certified to environmental and/or social sustainability standards	CG-MR-410a.1	All of our forestry and paper suppliers must meet the standards set out in our Sustainable Forests Policy, which require any materials to be made from recycled or certified sources (FSC and PEFC). We received certification or evidence of recycled content for 100 per cent of the paper, pulp and timber products purchased for resale that have been delivered to us by suppliers this year. We have a small number of food lines that contain palm oil. Any palm oil used in these products is certified by the Roundtable on Sustainable Palm Oil certification scheme. We do not currently publish data on revenues from our certified products.	Annual Report page 46
	Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products	CG-MR-410a.2	We closely monitor the chemicals used in our own-brand products, specifically with regard to REACH, the UK and European legislation. We work with all our suppliers (own-brand and third party brands) to ensure they understand their obligations under the legislation and that they provide us with the information we need to ensure compliance and product safety.	Sustainability Addendum - Retailing
	Discussion of strategies to reduce the environmental impact of packaging	CG-MR-410a.3	Our aim is to reduce the environmental impact from our packaging by removing it where possible, switching to better environmental options where packaging is necessary and to minimise waste from our operations. For further details of specific packaging strategies, see the Annual Report.	Annual Report page 46
Activity metrics for continuing business		Category	Value	
Number of retail locations		Quantitative	1,280 stores	Annual Report Inside cover
Number of distribution centres		Quantitative	1	
Total area of retail space		Quantitative	1.2 (million sq. ft)	Annual Report page 26
Total area of distribution centres		Quantitative	0.2 (million sq. ft)	

UN Sustainable Development Goals

We have aligned our activities with the United Nation's Sustainable Development goals, focusing on those which are most material to our business and where we can have the greatest impact:

			Annual Report
	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.	Our books provide access to learning materials for children, young people and life-long learners. Through our partnership with the National Literacy Trust we are aiming to bridge inequalities in reading and writing abilities of children and young people and provide them with the basic skills they need to succeed in life	pages 11, 15
	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.	As a member of the Ethical Trading Initiative, we continue to support the rights of all workers to be free from exploitation and discrimination, and enjoy safe, secure and equitable working conditions. We are also focused on supporting our own employees' development, reward and wellbeing.	pages 48-50
	Reduced inequality within and among countries.	We are focused on improving diversity and reducing inequality in our workplace and working hard to reduce inequalities in children and young people's access to reading resources.	pages 15, 48, 49, 51
	Ensure sustainable consumption and production patterns.	We are working to reduce the quantities of packaging associated with our own-brand products and move towards less environmentally-damaging materials. We are adopting circular economy models with some of our most popular consumable items such as bottled water and coffee cups.	page 46
	Take urgent action to combat climate change and its impacts.	We have committed to reducing our Scope 1 and 2 emissions in line with the trajectory needed to limit global warming to 1.5 degrees, and to ensure that 75 per cent (by emissions) of suppliers of purchased goods and services and transport and distribution will have science based targets by 2027. We continue to support the British Retail Consortium (BRC) to help develop a climate roadmap for the retail sector to accelerate progress towards achieving net zero emissions.	pages 60-62