



bensons together
working towards a sustainable future

Introduction

01

01. Introduction:

Why our sustainability strategy is important

At Bensons we know sustainability isn't just a buzz-word - it's a call to action and a challenge we must meet.

Globally, we're faced with many challenges that at Bensons we cannot ignore, from the devastating effects that are already being and will continue to be felt by the climate crisis, bed poverty, unethical labour standards in supply chains and inequality.

We're **driven** to be better and so this strategy addresses how Bensons will **be devoted** to improving our impact on people and planet, working **together** towards a sustainable future.

Our targets herein are just the start, we plan to accelerate our actions to meet each target as early as possible, reviewing our strategy on an annual basis. In the process we're **daring** to not only dream of a better world, but to work to create that world and be a spring for change within the bed sector.

 **be devoted**

 **be driven**

 **be daring**



"We know how important it is that Bensons plays its part in creating a sustainable future because none of us can sleep easy if we're not taking action. We've begun by creating this strategy which bridges the gap from Bensons today to the Bensons of tomorrow that we want to create, and we'll be accelerating our progress to get there."

- Nick Collard, CEO

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01. Introduction:

How we've created this strategy

Our Sustainability Focus Group brings **Together** representatives across key areas of our business who together have shared their ideas for action and worked collaboratively to create this strategy.

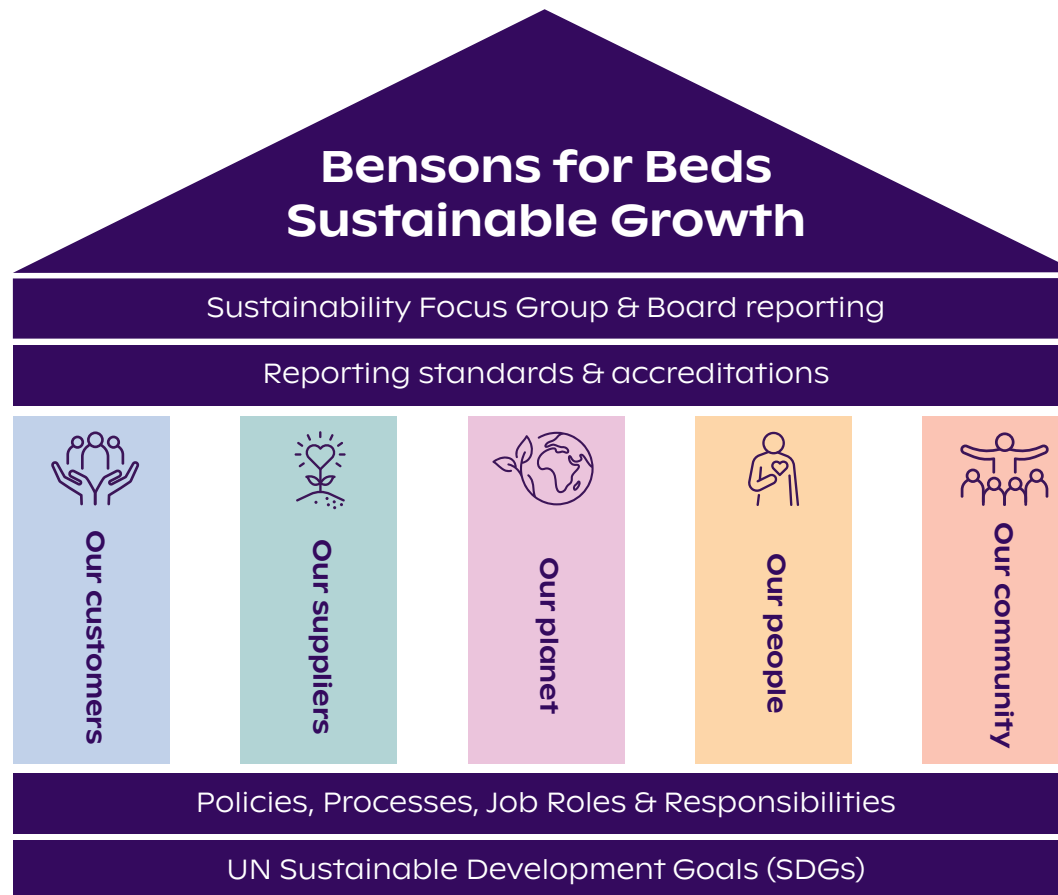
We've engaged our people on what they think we could do to improve as a business across all areas of sustainability. Similarly, we have engaged consumers through our brand tracker.

We realise this is a team effort and we cannot reach the goals set out in this strategy without the effort of everyone at Bensons working

Together, including our strategic partners.

Our sustainability strategy is based on our framework in Figure 1. We realise we have to do this **Together**, which is why it's important to us that our sustainability strategy is stakeholder focused, therefore the pillars are central to our framework.

Each of our pillars has a high-level objective which describes where we want to be at Bensons. We have then identified focus areas essential to our high-level objectives and our targets sit within these focus areas.



Key points to reading our strategy:

1. Our targets are highlighted in our "What we plan to do" timelines throughout this strategy
2. Our target years refer to Bensons financial years (FY)
3. Our baseline year is 2021

Figure 1. Our Sustainability strategy Framework

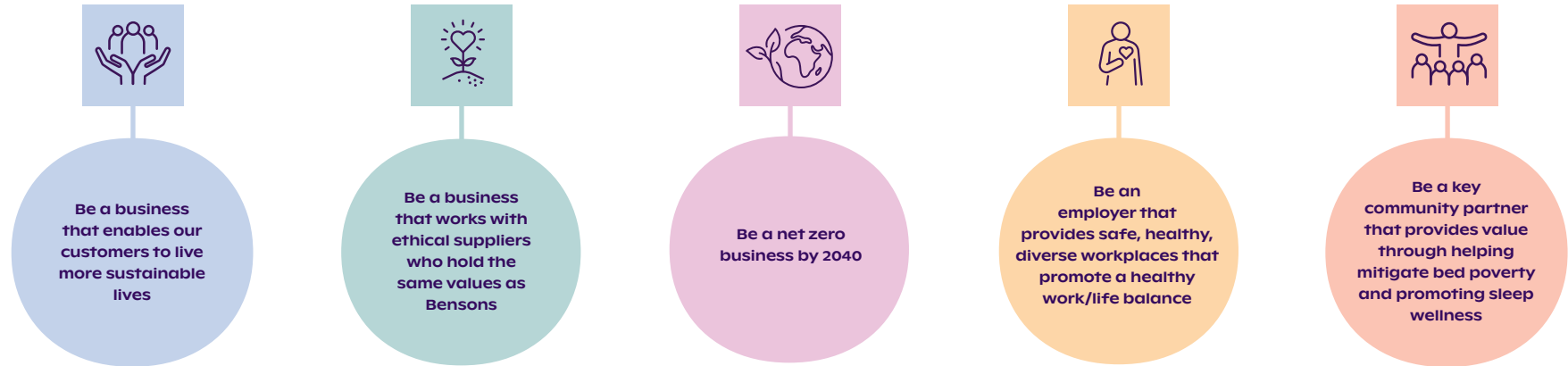
Summary

02

02. Summary: Our high level objectives

Key:

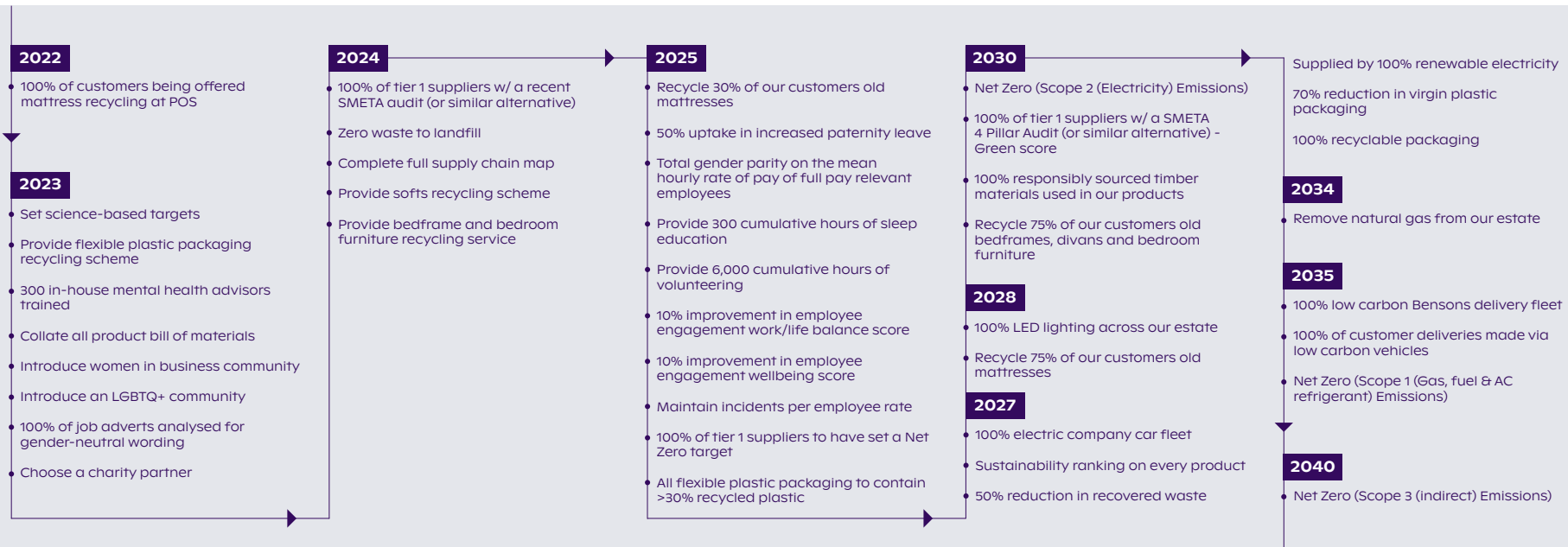
- Our customers
- Our suppliers
- Our planet
- Our people
- Our community



What we plan to achieve

Definitions:

- SMETA = SEDEX Members Ethical Trade Audit
- efw = energy from waste
- POS = Point of Sale
- Softs = pillows, duvets & bedding
- Scope 1 = Direct emissions from owned/controlled heating fuels, fuel for logistics and refrigeration gases
- Scope 2 = Indirect emissions from the generation of electricity
- Scope 3 = All other indirect emissions that occur in the value chain e.g. supply chain, end-of-life etc.



UN Sustainable Development Goals (SDG's)

03

03. United Nations Sustainable Development Goals (SDG's)

The Sustainable Development Goals (SDG's) were created by the United Nations (UN) in 2015 as a call to action for all companies. Together, the goals address the global sustainability challenge.

Bensons Together is guided by the UN Sustainable Development Goals, as they make up the foundation of our sustainability strategy framework (Figure 1).

We recognise that all of the 17 goals are interconnected and as we aim to frequently improve Bensons Together, we will keep the SDG's as a foundation for any future targets we introduce.

SUSTAINABLE DEVELOPMENT GOALS



Our targets

04

What we've done

2018

- Introduced mattress recycling services
- Introduced divan recycling services

2022

- Offered mattress recycling at point of sale for all customers

What we plan to do

2023

- Provide flexible plastic packaging recycling scheme

2024

- Provide bedframe and bedroom furniture recycling service
- Provide softs recycling scheme

2027

- Have sustainability rankings on every product



04. Our targets: Our customers

Be a business that enables our customers to live more sustainable lives



Provide recycling services to our customers

We want to provide our customers with sustainable disposal solutions for all of the products they purchase from us and ensure this is offered at the point of sale for 100% of our customers. In 2022 we've introduced mattress recycling at point of sale for our online customers, rather than just as an email follow up.

What happens to the mattresses that we recycle?

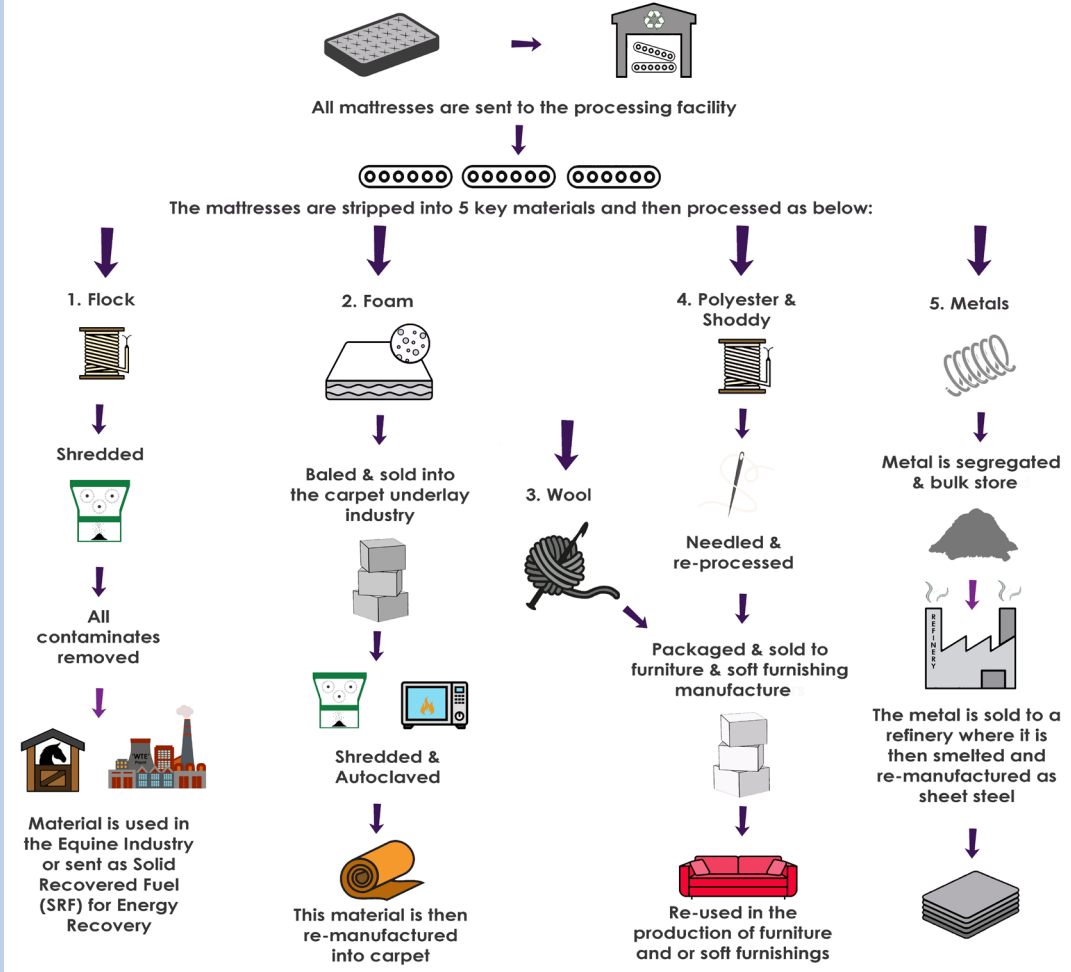
All of the mattresses we recycle are manually stripped by hand and each material is given a new life. None of these materials go to landfill, but some of the materials are recovered and sent to energy from waste.

We're working with our mattress recycling partners to find a better solution for the remaining **1%** of materials that are recovered as energy from waste. Find out what new life your mattress is given in Figure 2.

Clear, transparent and evidence-based sustainability communication on our products

We want to make our customer journey as simple as possible, by having evidence based, visual sustainability rankings of each product to streamline our customers process in choosing the right bed for them, and our planet.

Figure 2. Our partners mattress recycling process



What we've done

- Fabric offcuts from our own-brand mattresses are returned to our supplier who re-purpose them into our spring insulator pads.

The springs used in our own-brand mattresses are from a UK-based supplier, made with an element of recycled steel and delivered in compressed packs.

- We work with innovative suppliers. One of our suppliers for our Bespoke Collection cleans the water used in production, returning it to local waterways in a cleaner state.

What we plan to do

2023

- Collate all product bill of materials

2024

- Complete our full supply chain map
- 100% of Tier 1 suppliers with a recent SMETA audit (or similar alternative)

2025

- 100% of Tier 1 suppliers to have set a Net Zero target

2030

- 100% of Tier 1 suppliers with a SMETA 4 pillar audit (or similar alternative) - Green score

Definition:

Tier 1 suppliers = brands/manufacturers that we directly conduct business with.



04. Our targets: Our suppliers



Be a business that works with ethical suppliers who hold the same values as Bensons

Better governance to ensure no modern slavery and ethical labour practices

We'll be enhancing our governance processes across our supply chain and we'll be working towards all of our suppliers having a 4 pillar SMETA audit, with a green score by 2030.

Our scoring method and alternative audit definitions will be defined in our Responsible Sourcing Policy and Code of Conduct.

Increased traceability

Retail supply chains can be notoriously long and complex. We want to work on mapping our full supply chain.

This not only gives us better traceability of our raw materials, it also enables us to identify any high risk areas where sourcing conditions may change due to the climate or where labour standards are high risk.



Help our suppliers on their sustainability journey

Our supplier emissions make up 65% of Bensons carbon footprint. Therefore, to reach Net Zero we need to work **Together** to help our suppliers reduce their direct emissions. We plan to do this

by helping our suppliers set their own Net Zero targets and ultimately working together to progress both of our sustainability journeys.

Definition:
SMETA = SEDEX Members Ethical Trade Audit

What we've done

2011

- Commenced LED lighting installs in our retail estate

2014

- Began installing and monitoring our half hourly energy data

2018

- Introduced our 1,2,3 Save retail energy policy

2020

- Changed our own-brand mattress packaging from virgin plastic to a recycled plastic and sugarcane alternative
- Committed to the British Retail Consortiums Climate Action Roadmap - targetting Net Zero by 2040
- Started incorporating recycled polyester into some own-brand product ranges

2021

- Formed our Sustainability Focus Group
- Rolled out climate change training as mandatory to all employees



04. Our targets: Our planet

Be a net zero business by 2040

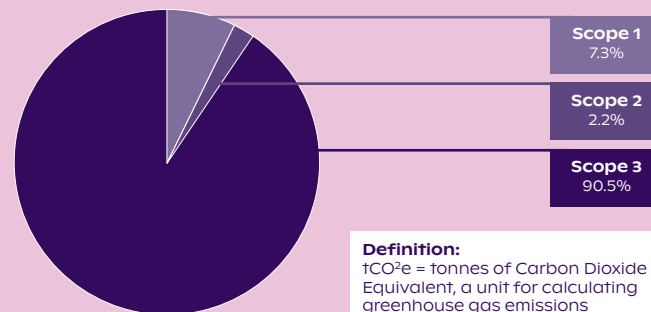
The gaps

To be better, we have to be honest. Our sustainability strategy is a moving feast that we'll continually work to improve. We've already identified areas where this sustainability strategy could be better, such as setting 1.5°C science-based targets (SBT's) and product pathways, which is particularly important as 90.5% of our emissions are from our scope 3 (see figure 3). We're working hard to collate the data and do the calculations so we can include them in the future.

Our Carbon Footprint

In 2022 we've calculated our carbon footprint, using our 2021 FY as our baseline year. Currently, our carbon footprint totals 100,320 tCO₂e. We'll be working to improve the accuracy of our baseline by increasing data quality in some areas and extrapolating some figures to account for COVID disruptions in our baseline year.

Figure 3 - Our emissions split by scope



■ Scope 1 ■ Scope 2 (market-based) ■ Scope 3



What we've done

- Currently over 70% of our estate has LED lighting installed in the majority of fittings.

What we plan to do

2023

- Set science-based targets

2027

- 100% electric company car fleet

2028

- 100% LED lighting across our estate

2030

- Supplied by 100% renewable electricity

2034

- Remove natural gas from our estate

2035

- 100% low carbon Bensons delivery fleet



04. Our targets: Our planet



Be a net zero business by 2040

Net zero by 2030

Scope 2 emissions (electricity emissions)

We'll reduce our estate electricity consumption in line with SBT's. Until we have defined our SBT's we'll aim to improve our energy efficiency by introducing:

1. Sustainability into everyone's roles & responsibilities
2. Role-specific energy efficiency training for our people
3. Energy reporting & targets
4. Reviewing our energy policies



Net zero by 2035

Scope 1 emissions (gas, fuel and fugitive emissions)

In 2023 we're starting our move to a 100% electric (EV) and hybrid company car (CC) scheme. We'll be paying for our CC employees home chargers to encourage a greater uptake in EV's.

Our distribution teams will continue to work hard to make our existing commercial fleet more efficient. We plan to remove gas heating from our portfolio by 2034 and we'll be starting now by choosing new sites with no natural gas.

By 2035 we'll have a delivery fleet made up of low carbon options such as electric.



What we've done

- Since the introduction of our mattress recycling scheme we've recycled over 150,000 mattresses

What we plan to do

2024

- Zero waste to landfill

2025

- All flexible plastic packaging to contain >30% recycled plastic

- Recycle 30% of our customers old mattresses

2027

- 50% reduction in recovered waste

2028

- Recycle 75% of our customers old mattresses

2030

- 70% reduction in virgin plastic packaging
- 100% responsibly sourced timber materials used in our products
- 100% recyclable packaging
- Recycle 75% of our customers old bedframes and bedroom furniture

2035

- 100% of customer deliveries made via a low carbon vehicle



04. Our targets: Our planet



Be a net zero business by 2040

Net zero by 2040

Scope 3 emissions (All of our other indirect emissions)



End of life

We're adopting the National Bed Federation's (NBF) 2028 industry goal to recycle 75% of mattresses. So by 2028 we want to ensure that for every mattress sold, we're recycling the equivalent of 75% of that quantity.

However, we have a long way to go to get to our 2028 target, which is why we've also included an interim target for 2025.

We don't just sell mattresses, so we want to recycle 75% of our customers old bedframes, divans and bedroom furniture by 2030 too.

The difference between recycled & recyclable:

When we talk about recycled packaging, we're referring to packaging made from recycled materials.

Recyclable packaging means ensuring the packaging is able to be recycled by our customers.

Waste

Over the years we've worked hard and chosen waste partners who have helped us minimise how much waste we send to landfill. Currently only a small percentage of our waste gets sent to landfill. We want to reduce that to zero by 2024.

We also want to reduce the amount of waste we send to be recovered at energy-from-waste facilities. So we've set ourselves a further target to reduce this by 50% by 2027.

Plastics & packaging

We recently created a Packaging Material Guidance and our buyers are working hard with our suppliers to identify where we can move to recycled plastic packaging and use alternative materials.

We understand the devastating environmental impact plastics have, and we equally recognise the important role plastic plays in our business in protecting products such as mattresses. That's why we'll aim to reduce virgin plastic packaging as much as possible and explore equally durable alternatives, that above all protect our products.

Definition:

Recovered waste = Waste sent to energy-from-waste facilities.

Forests

All of our own brand products made here in the UK under our Slumberland, Staples & Co and Simply by Bensons ranges contain only responsibly sourced timber components.

We want to increase this to 100% across all of the products we sell that contain timber-related components by 2030.



STAPLES & CO.

SLUMBERLAND



Our customers



Our suppliers



Our planet



Our people



Our community

What we've done

2021

- Introduced new company benefits and health scheme

2022

- Introduced a cycle 2 work scheme
- Offered discounted gym memberships

What we plan to do

2023

- 300 in-house mental health advisors

2025

- Maintain incidents per employee rate
- 10% improvement in Employee Engagement work/life balance score
- 10% improvement in Employee Engagement Wellbeing score



04. Our targets: Our people



Be an employer that provides safe, healthy, diverse workplaces that promote a healthy work/life balance



Provide safe & healthy workplaces

Over the years we've worked hard to ensure we create a safe space for our people. We're proud of the incident rate per employee we've achieved. Here's how we've achieved it and our plan to maintain it:

- All processes, components chemicals and activities assessed for risk
- Relevant control measures put in place
- Appropriate training to meet Management Regulations, duty of care and PUWER
- Review and audit plan to meet HSE expectations

Improve work/life balance

We understand the importance of a healthy work/life balance for our people. Some of the ways we will improve the work/life balance for our people is to:

- Embrace work from home, where possible
- Introduce 1 additional day annual leave (a volunteering day)
- Where possible, offer more flexible working hours
- Introduce increased family leave

Increase employee health and wellbeing

To help improve our employee health and wellbeing, which we'll be measuring against our annual employee engagement wellbeing score, we're aiming to:

- Train 300 in-house mental health advisors in Bensons to support our people and;
- Offer 1 day volunteering day per year.
- This is in addition to the: Cycle 2 work scheme we launched at the end of 2021;
- And our partnership to offer discounted gym memberships.



What we've done

2021

Signed the BRC's Diversity & Inclusion Charter

2022

The gender diversity of our Executive Team increased to 50% female

What we plan to do

2023

Introduce a women in business community

Introduce an LGBTQ+ community

100% of job adverts analysed for gender-neutral wording

2025

50% uptake in increased paternity leave

Total gender parity on the mean hourly rate of pay of full pay relevant employees



04. Our targets: Our people



Be an employer that provides safe, healthy, diverse workplaces that promote a healthy work/life balance

Promote diversity & equality

To be a better business we know we need diverse teams which represent the individuality and diversity of our customers. We want to create a working environment which champions individuality and ensures that everyone can come to work comfortable in who they are.

Like many companies we have some areas of the business which attract certain gender bias splits. We want to encourage more gender diversity in these areas which is why by the end of 2023, we will analyse 100% of our job adverts to ensure gender neutral wording.

We want to ensure everybody has access to equal opportunities, no matter their gender identity or otherwise. That's why in 2022 we plan to introduce

two new communities which will steer future targets in this focus area:

1. Women in Business Community
2. LGBTQ+ Community

We'll also be introducing extended family leave, in which we want to target a 50% uptake in by 2025.



British Retail Consortium's (BRC's) Diversity & Inclusion Charter

In 2021 we signed the BRC's Diversity & Inclusion charter, committing to the following:

1. Our CEO will be accountable for Diversity and Inclusion in our business and we will appoint an Executive with ownership for D&I.
2. Ensure there is no bias in the recruitment process and undertake a transparent process of audit.
3. Take positive action that supports open career opportunity and progression and undertake a transparent process of audit
4. To contributing data on our diversity in the workplace which will feed in to the BRC Better Jobs dashboard.
5. Create a respectful, inclusive work environment within which every employee has the opportunity to make a meaningful contribution to the company's vision and values.
6. We believe supporting equity in the workplace is the responsibility of all line managers.



What we've done

- Raised over £7 million through the British Heart Foundation
- Hosted Missions Christmas since 2018
- Raised £370,820 for Mind through our Rollo mattress donations, promotions and gifted air time
- This year we supported Absolute Radio's Cash for Kids campaign and donated 100 mattresses, bedframes and pillows to children living in bed poverty

What we plan to do

Continue to:

- Support charities and local organisations
- Help mitigate bed poverty

2023

- Choose a charity partner

2025

- Provide 300 cumulative hours of sleep community education
- Provide 6,000 cumulative hours of volunteering



04. Our targets: Our community



Be a key community partner that provides value through helping mitigate bed poverty and promoting sleep wellness

Charity contributions

There are a number of ways we plan to continue supporting charities and local organisations:

1. Promoting our British Heart Foundation Partnership
2. Choosing a national charity partner
3. Finding valuable solutions for material offcuts in our factory
4. Introducing in-store customer charity contribution options at the point of sale.

Increase community engagement

We have been putting our Customers Sleep Wellness® at the heart of everything we do for over 70 years.

We understand the importance of a good night's sleep which is why we want to extend and share our knowledge within our communities.

We plan to do this through:

- Webinars
- Partnering with local schools

In 2023 we aim to introduce 1 volunteering day for our colleagues.

We're so excited to see the value our people bring to their local communities!



Partnered with Mind from 20 January 2020 to 30 September 2021

Help mitigate bed poverty

Bed poverty is a huge issue in the UK, ~500,000 children don't have their own bed. This year we helped 100 of those children through Absolute Radios Cash for Kids but we know this only goes a small way to tackling this issue.

Bed poverty can ultimately lead to poor sleep and our resident sleep expert, Dr Sophie Bostock shares how poor sleep links to physical health, mental health and children's development on our [Sleep Hub](#).

How we plan to help mitigate bed poverty:

- Donating to charities that are working to reduce bed poverty.



Absolute Radios Cash for Kids

- Identifying if any of the mattresses we recycle can be cleaned and donated to charity
- Promoting the British Heart Foundation as an alternative which can help increase the accessibility of beds in our industry.

Governance & our partners

05

05. Governance:



05. Our partners:

Our policy's

Our [Tax Strategy](#) confirms our Board's commitment to paying the right amount of tax.

Our [Modern Slavery Statement](#).

[Gender Pay Gap Report](#)

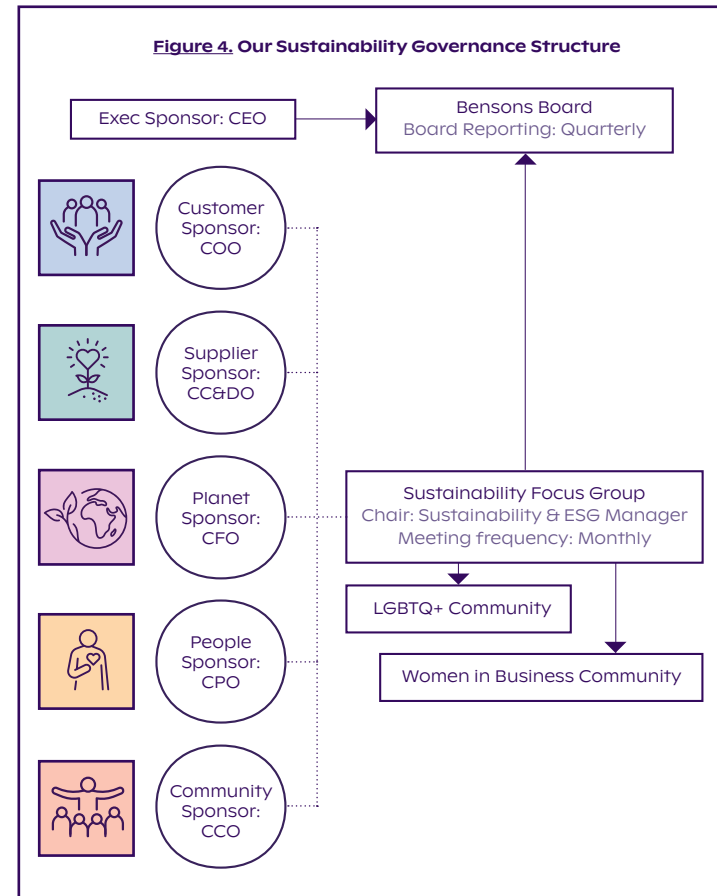
Quality is paramount to our business, that's why Bensons for Beds Manufacturing is [BSI Kitemark accredited](#).

Sustainability Strategy Governance

Bensons Together will be governed by our Sustainability Focus Group (SFG). Our SFG brings together representatives across different areas of the business. The SFG is responsible for meeting our targets set out herein, producing annual sustainability reports and conducting annual reviews to ensure we're consistently improving our Bensons Together strategy.

Our Board will have accountability for delivering the sustainability strategy, with our CEO as our exec sponsor. While each of the pillars overlap, we've also appointed sponsors from the exec team to individual pillars.

We will publish annual sustainability reports detailing our progress towards our Bensons Together targets, acting transparently.



Bensons for Beds Manufacturing:



KM 733978
BS EN 1725:1998 and
BS 7177:2008 + A1:2011

Acknowledgements

06

06. Acknowledgements

Thank you!

We want to thank all of our colleagues, past and present who contributed even in the smallest of ways in creating this strategy. A particularly huge thank you goes out to our Sustainability Focus Group members who have been working together since July 2021 to create Bensons Together. Here's what this strategy means to each of them:



Monika, Manufacturing Compliance & Audit Officer

"...If we all will concentrate on small, manageable steps we can cross unimaginable distances. Having the sustainability strategy in place is crucial to setting up these small steps for a better future for us all."



Chris, Group Head of Legal Compliance & Safety

"...occupational health and safety must be viewed as integral to sustainability and doing so provides an opportunity to better protect workers and achieve a truly sustainable organization."



Leanne, Social Media Manager

"...putting sustainability at the forefront is not only important to me on a personal level, but also from the perspective of the customer, who can have confidence that Bensons is protecting both the environment, and the people who make our products."



Neil, Head of Technical Architecture

"...going beyond the obvious environmental issues and encompassing the people side of things, helping to ensure we are an organisation that both treats its own employees in a fair and equitable manner and ensures the employees of other companies that we deal with are treated in the same manner."



Jessica, Sustainability & ESG Manager

"Everything about Bensons Together embodies its name. Only together can we create a future Bensons whose value goes far beyond providing the UK with a good night's sleep, something we can all be really proud of."



Newton, Head of Property Services

"...it enables all our colleagues to understand what we stand for as a company and what we are working towards that will not only benefit us now but also our children's and their children's futures."



Andy, Financial Reporting & Planning Manager

"...It's been brilliant that the team at BFB have come together to put this important topic at the forefront of everything we do, driving towards our target of Net Zero by 2040."



Sarah, Sustainability & ESG Analyst

"...It means putting sustainability at the heart of everything we do to ensure we are working in harmony with our customers, our suppliers, our planet, our people, and our communities."



Jon, Audit & Compliance Manager

"For me, this is all about people from every part of the business sharing a focus on making Bensons one of the leading retailers in all aspects of sustainability..."



Donna, Outbound Planning & Transport Compliance

"...showing that we care as a person and a business... Ensuring that we have a good work life balance and that our plans and targets are always achievable."



Steve, Head of Procurement & Group Services

"To me, Bensons Together means that all of our interactions with our people, our customers, our suppliers, our planet and our communities are not only protected, but flourish into the future."



Lauren, Senior Buyer

"...driving change and working with our suppliers to ensure we have the most sustainable products possible, that are fit for purpose, great quality and align with our brand values."



Rachel, Brand Manager

"...Every bit we can all do individually (and commercially) makes a big difference. Together we can strive for positive change."



Claire, Head of HR

"...making wise decisions about the global challenges we face in our business..."

bensons
for **beds**