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Agenda

YOUR M&S

- Overview - Marks & Spencer CSR
- Marks & Start
 - Background to programme
 - Business benefits
 - Lessons and challenges
 - Future
- LBG reporting at M&S

YOUR M&S

Plan A

Because there
is no Plan B



Climate change · Waste · Raw materials · Fair partner · Health

What? – 100 point, 5 year, £200m strategic plan



CLIMATE



WASTE



SUSTAINABLE RAW MATERIALS



FAIR PARTNER



HEALTH

Marks & Start



- Moving on from corporate philanthropy
- 2003 – focusing efforts in one area
- Employability
- Point 84 of Plan A under ‘Fair Partner’:
‘Continuing to help disadvantaged groups like the disabled and homeless get into jobs via work placements in our stores, offices and suppliers factories.’

Marks & Start



- Award winning employability programme
- Homeless, Disabled, Young Unemployed, Lone Parents
- 2-4 week work experience at M&S stores and office
- Travel and food expenses, a 'buddy', coaching
- Skilling them up to get jobs at M&S or elsewhere

YOUR M&S

Business ⁱⁿ _{the} Community Business Action on Homelessness



One parent families
making change happen



The Business Case

- Diversity
- Recruitment
- Pride in Company
- Employee Skills
- Trusted by Customers
- Impact on Brand

Progress



- Currently in our **4th year** of Marks & Start
- Over **2000** placements altogether since 2004
- **38%** of participants go into work within 13 weeks of placement
- **71%** of participants continue to work after 6 months
- **57%** of participants continue to work after 12 months
- Over **1000** employees have acted as buddies or coaches to the participants

Lessons learnt and challenges

- Choose partners carefully and monitor progress
- Preparation for candidates and staff
- Measurement of benefits
- Caution over selection criteria
- Sensitivity to commercial pressures
- Communication of benefits
- Consistency of programme
- Sustainability and succession planning with partners

Future

YOUR M&S

- Committed to another 3 years
- Ensuring continuing relevance
- Marks & Start in supply chain

LBG at M&S



- One of founding members of LBG
- Data collection now 'business as usual'
- Stores surveyed bi-annually
- Head office contacts surveyed quarterly
- Information also used for Percent Standard and Annual Reporting

Thank you

Any questions?