

Your Sainsbury's Case ID: ECM-71707

16th April 2019

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Dear Ms Frei

Thank you for your letter to Mike Coupe which has been received into our Executive Office. Mike has asked me to personally look in to your complaint and respond to you on his behalf.

Minimising our impact on the environment is important to our customers and to us.

Here are just some examples of the plastic we will be removing, reducing and reusing by the end of this year:

- 175 tonnes – reducing plastic content from water bottles
- 5 tonnes – switching plastic trays to wooden on plants and flowers
- 65 tonnes – ready meals
- 131 tonnes – removing plastic packaging from cauliflowers and organic bananas and reducing the plastic on easy peelers
- 77 tonnes – removing plastic sleeves from greetings cards
- 55 tonnes – reducing thickness of clothing bags on underwear and shirts and removing plastic sleeves from slippers
- 1000 tonnes – removing plastic sleeves from clothing
- 800 tonnes – reusing and recycling clothing hangers, which are made from 100% recycled materials
- 14 tonnes – removing plastic cups and cutlery from all offices
- 12 tonnes – reducing weight of olive oil bottles
- 61 tonnes – changes to poultry packaging

We have also removed:

- 50 tonnes – plastic stems from cotton buds, replacing them with a biodegradable option
- 37 tonnes – plastic straws

We are a member of the UK Plastics Pact and have committed to meeting a number of collective targets by 2025:

- Eliminate problematic or unnecessary single-use plastic packaging through redesign, innovation or alternative (re-use) delivery models
- 100% of plastic packaging to be reusable, recyclable or compostable
- 70% of plastic packaging effectively recycled or composted
- 30% average recycled content across all plastic packaging

So far, we have reduced our own brand packaging by 35% since 2005 and nearly 40% of our packaging uses recycled content.

For Sainsbury's branded products, 67% of the plastic that we use is widely recyclable. We are also working with the Natural Environment Research Council on the key research challenges surrounding the whole plastics system to ensure we achieve our ambitious targets to increase this.

And we are not stopping there. From 24th April, we will offer 25p off hot drinks across all our cafes when a customer brings a re-usable cup. We will also encourage customers to bring in Tupperware containers to our counters.

Beyond updating our approach to packaging, we are one of the few retailers to invest in recycling facilities at many of our supermarkets. This includes facilities for our carrier bags, but also produce bags, film, some cereal bags and bread bags.

Where we can't currently offer a recyclable alternative for packaging, we will look to use as little of it as possible.

I hope this has helped to show you that recycling and reducing plastic is a priority for Sainsbury's. We are always looking at ways to package products that help to reduce food waste, while protecting products through our supply chain, in our stores and in customers' homes.

We will continue to look at ways we can innovate and make further improvements both in collaboration with others as well as within our own business.

Yours sincerely



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