

M&S

EST. 1884

PROPOSED M&S FOODHALL

Unit 5-7 Watersmead Business Park, Norway Lane / Worthing Road  
Littlehampton BN17 6LS

Operator Statement by Marks and Spencer Plc

# CONTENTS

<b>1.0 INTRODUCTION.....</b>	<b>3</b>
<b>2.0 M&amp;S UK STORE ESTATE .....</b>	<b>3</b>
<b>3.0 NEW FOODHALL PROPOSALS.....</b>	<b>6</b>
<b>4.0 EMPLOYMENT AND JOB CREATION.....</b>	<b>9</b>

## TABLES

Table 1	M&S New Store Openings	Page 5
Table 2	M&S Employment and Colleague Development Programmes	Page 10
Table 3	M&S Apprenticeships Available	Page 11

## 1.0 INTRODUCTION

- 1.1 This statement has been prepared by Marks and Spencer P.L.C (M&S) to accompany a full planning application submitted to Arun District Council (The Council) to facilitate the delivery of a new retail offer, which is to include a new M&S Foodhall store located at Unit 5-7 Watersmead Business Park, Norway Lane / Worthing Road Littlehampton BN17 6LS.
- 1.2 The statement explains the M&S requirement for new sites in general and at this location. It highlights the details of the proposed store and issues with the current proposition, the number and type of jobs which will be provided on site alongside the established M&S approach to employment. It also details M&S' commitment to sustainability.
- 1.3 M&S is one of the UK's leading retailers, committed to delivering sustainable value for our customers and shareholders by making every moment special through the high quality, own brand food, clothing and home products offered in store and online to millions of customers around the world. Our food is known for its quality, freshness and innovation credentials and our clothing and home wear is a contemporary, wearable style at great value. In addition to clothing, homewares and food, M&S provide financial services including credit cards, savings and insurance within the M&S Bank brand.
- 1.4 M&S first commenced trading as Penny Bazaar in Leeds market in 1884 by founders Michael Marks and Thomas Spencer and now retails from over 1,500 stores globally and across 98 website platforms. The M&S brand which is quintessentially British operates in 62 international markets including the Republic of Ireland, Czech Republic, Singapore, and the United Arab Emirates. The business employs over 70,000 employees across our stores, warehouse and distribution network and support centres. M&S serve nearly 30 million customers each year with c.80% of the population within a 20-minute drive of a large store with customers shopping across both the store and online channels.
- 1.5 The purpose of this statement is to give an overview of the proposed new M&S Foodhall store in Littlehampton and outline why the proposal is of the up most importance to M&S business.

## 2.0 M&S UK STORE ESTATE

- 2.1 At the end of 2017/18 M&S had 1,035 stores in the UK: 300 clothing, home and food, 696 food-only and 39 Outlets. In November 2017 M&S set out a five-

year transformation programme for the business concentrating on 'Restoring the Basics, Shaping the Future and Making M&S Special'. M&S have one of the largest and oldest property portfolios in the UK and under this transformation programme, M&S announced the reshaping of the UK estate in line with the target to take at least a third of sales online by a series of store closures given the growth trajectory of online shopping within the UK. Alongside relocations, conversions, downsizes and the introduction of concessions, the closures have radically reshaped M&S's Clothing & Home space. Alongside the closures has been an accelerated M&S Foodhall opening programme. Since the announcement of the renewal strategy, 122 M&S stores have closed with 36 relocating to provide a new fit for future M&S store offer. Of the closures, 93 were full line stores with a clothing and home offer and 29 loss making foodhalls. M&S is committed to the department store style full line offer of retailing clothing, homewares (with furniture displayed and sold primarily online), food and a café. In smaller markets the full line may not be considered appropriate for the level of required investment and a renewal Foodhall will be more appropriate. M&S Foodhalls facilitate a clothing and home fulfilment for customers via the M&S website and App and the instore click and collect provisions. This enables customers to 'Shop Your Way' be it in person using check outs, self-serve or Scan and Go, online or a mix of both. Many customers will shop instore at an M&S Foodhall and collect online purchases in the same shopping mission.

- 2.2 Today M&S is committed to transforming the business which protects the magic of M&S, whilst modernising the rest. Protecting the magic means holding true to the things M&S customers love about M&S: the leading product innovation, the quality and exceptional sourcing standards, and the longstanding reputation for doing the right thing by the colleagues and the planet. Modernising the rest means removing the impediments to growth and re-shaping the business for today's digital era so to compete against online and discount retailers. This requires faster and more efficient supply chains, ongoing utilisation of tech to improve customer experience, and critically, building a fit for the future store estate. This is made more challenging when over 40% of the M&S store estate pre-dates the second world war. The benefits of this strategy are now coming to fruition with M&S returning to the FTSE 100 in August 2023.
- 2.3 M&S currently have over 30 new or relocated full line department store requirements and over 235 new Foodhall requirements across the UK. Examples of new Full Line and Foodhall stores opened since the Covid-19 pandemic are listed below.

**Table 1: M&S New Store Openings**

Store	Launch	Property Strategy	Old Footage (sq. m)	New Footage (sq. m)	Building Type
Plymouth Derriford	November 2024	Foodhall to Foodhall Relocation	650	1,301	New build
Selby	November 2024	New Foodhall		1,526	Retail Park
Dundee Gallagher	July 2024	Combined Full Line and Foodhall to Full Line Relocation	5,009	4,554	Retail Park
Ladymead Guildford	June 2024	New Foodhall		1,425	Retail Park
The Galleries, Washington	May 2024	Foodhall to Full Line Relocation	650	4,015	Retail Park
Coleraine	January 2024	Foodhall to Foodhall Relocation	371	1,068	Retail Park
Linlithgow	January 2024	New Foodhall		1,160	Retail Park
Sidcup	June 2024	New Foodhall		1,125	New build
Friern Barnet	August 2024	New Foodhall	2,319	2,319	Retail Park
Cheltenham Centrum	April 2025	Full Line to Foodhall Relocation	1,838	2,239	Retail Park
Leytonstone	July 2025	New Foodhall	3,560 (split up into two units)	2,015	High Street Existing
Bristol Cabot Circus	November 2025	New Full Line		7,432	Existing Department Store
Clapham Common	November 2025	New Foodhall		1,086	High Street Existing
Fulham Broadway	November 2025	New Foodhall		1,012	High Street Existing

Cannock	December 2025	Foodhall to Foodhall Relocation		1,672	Retail Park
Bath Southgate	February 2026	Full Line to Full Line Relocation		7,710	Existing Department Store

2.4 The table above highlights the M&S property transformation of providing new fit for the future retailing premises for our customers across the UK. The proposed M&S Foodhall in Littlehampton will continue to add to this transformational growth within Arun District Council.

### 3.0 NEW FOODHALL PROPOSALS

#### Fit for the Future M&S Foodhall

3.1 The proposed development will provide a fit for the future M&S Foodhall located at units 5-7 Watersmead Business Park, Norway Lane/ Worthing Road, Littlehampton BN17 6LS. This new store will ensure that M&S has a presence in Littlehampton for the long-term.

3.2 The new M&S Foodhall, which will provide a net sales area of c1,675qm, will deliver the best of M&S in a state-of-the-art retail experience for the customers of Littlehampton and the surrounding area, within a well-designed building which complements the site surroundings. The use of attractive lighting, light boxes and digital screens further ensures a modern shopping environment to entice customers into the store.

3.3 The new Foodhall will deliver the soul of a fresh market, with the mind of a supermarket and will include the fill your own range, the famous 360-degree cheese barge. It will stock the full M&S food range such as Plant Kitchen and Eat Well with a much fuller depth and footage with approx. 6,600 lines providing a far enhanced, more enjoyable shopping environment.

3.4 Enhanced LED lighting throughout the store is critical to ensuring the product is presented well and the customer has a welcoming experience as they travel through the store.

3.5 The store can be shopped in many ways from manned and self-serve counters to shop as you go, online ordering with in-store collection. Not only will the shopping experience be enhanced and vastly improved in the new store, but the operational efficiency and management also. The design of the sales floor and back of house will enable the use of new technology to keep the product replenishment accurate in real time. Using Radio Frequency Identification (RFID), every product will be scanned as it enters the store or leaves it (and if it was paid for). Colin and Connie, the mobile counting-pillars, will count everything in store

every night. This should significantly reduce loss compared to more traditional M&S Foodhalls, and help better serve customers and fulfil online orders in store.

3.6 Colleagues will be armed with the technology they need to work together seamlessly and serve customers and assist with online orders. Our back of house areas have been designed with a focus on Plan A with improved segregation and recycling. A range of advanced loss prevention initiatives, including cameras, mirrors, screens, and security resource will also be deployed. Store fulfilment will be as efficient as possible, with the aim of minimising cost to serve and making it easy for colleagues. Alongside dedicated colleagues, cleaning robots (Percy) that will be utilised to keep the store clean and tidy during the day. There will be approximately 2 deliveries to the store per day.

3.7 The pictures below demonstrate the new M&S Foodhall renewal concept as described above.





## 4.0 Employment and Job Creation

- 4.1 The new store is estimated to employ up to 70 colleagues, both full and part-time.
- 4.2 M&S take pride in being one of the best retail employers in the UK with a host of employee benefits alongside market leading pay, pension, share buy and share save schemes, holiday buy to purchase additional days leave and celebration time. All colleagues get 20% discount across all the M&S brands. There are travel incentives including season ticket loans, and cycle to work tax incentives alongside access to healthy lifestyle schemes such as Health Hero 24/7 access to a GP, gym discounts, cancer screening and healthy minds access to wellbeing activities and PAM Assist expert support, counselling, and mental health therapies. There are a range of flexible working policies and options for colleagues including job share, term time working and part time hours.
- 4.3 M&S run a Marks & Start initiative in associated with the Kings Trust to help break down barriers to work and create a better future for individuals who need extra assistance to access employment. Marks & Start is a successful internal employability scheme that helps people who are at a disadvantage in their job hunting. The programme gives people an insight into a career in retail, but also creates a clear, accessible route into work. The current format of the programme has run since 2014, supporting hundreds of young people each year. M&S also work with brilliant programme partners and are humbled by the opportunity to meet such resilient and inspiring people, many of whom are now valued members of the M&S family.
- 4.4 Since July 2022, within the South East cost area (which includes Littlehampton), 30 Marks and Start placements have completed the scheme with 70% being offered a 12-week fixed term contract within the business. M&S working with others is building a more inclusive and diverse workforce as a result. Other initiatives within M&S are detailed in the table below.

**Table 2: M&S Employment and Colleague Development Programmes**

INITIATIVE	WHAT IS IT?
Marks and Start	Marks & Start is our successful employability scheme that helps people who are at a disadvantage, in their job hunts – whatever prejudices they deal with daily. Our programmes don't just give people an insight into a career in retail, but also create a clear, accessible route into work.
RISE – aimed at customer assistant colleagues	2-year programme aimed at customer assistant colleagues in store who would like a career in the support centre
Stepping Into Store Management aimed at Team Manger Colleagues	6-month training programme to support readiness for Store Management roles
Stepping Into Team Manger – aimed at customer assistant colleagues	Front line management training programmes to support readiness for Team Manager
Level 4 apprenticeship in Retail Management aimed at School leavers and customer assistants	L4 Apprenticeship programme aimed to fulfil the Team Manager pipeline
Industrial Placements	Our industrial placements are for students full of ambition and enthusiasm for the world of retail. They give you the chance to experience a live role, while you discover where your talents lie. And they're an opportunity for you to make the most of your year in industry.
Internship Programme	A structured internship programme to provide an opportunity to work with experts in their field, providing real life insight into life and a career at M&S. Topped off with great training and mentoring.
Diversity Insight Programme	An exploratory programme for students from low socio-economic backgrounds* and/or those who identify as Black heritage. Providing students with an opportunity to gain real-life experience of what a career at M&S would be like, through a range of interactive sessions and networking opportunities.
Grad Programme – Retail	Retail Graduate programme to support Store Management pipeline. Opportunities are open to M&S colleagues who have the opportunity to apply.
Grad Programme – Generalist	Graduate programme with rotations across the business. Opportunities are open to M&S colleagues who have the opportunity to apply.
Apprenticeships across the business	We offer a variety of apprenticeships to our colleagues from digital and data learning to Retail Management (list on next page)

4.5 M&S prides itself in its apprenticeship training programmes and a full list of the M&S apprenticeship schemes is detailed below in Table 3 below.

**Table 3: M&S Apprenticeships Available**

<b>APPRENTICESHIP SCHEMES AT M&amp;S</b>
<ul style="list-style-type: none"><li>• Artificial intelligence (AI) data specialist, Level: 7</li><li>• Associate project manager, Level: 4 (Standard)</li><li>• Buying and merchandising assistant, Level: 4</li><li>• Chartered manager (degree), Level: 6</li><li>• Coaching Professional, Level: 5 (Standard)</li><li>• Data analyst, Level: 4</li><li>• Data technician, Level: 3</li><li>• Digital and technology solutions specialist (integrated degree), Level: 7</li><li>• Engineering technician, Level: 3</li><li>• Facilities manager, Level: 4</li><li>• HR consultant partner, Level: 5</li><li>• HR support, Level: 3</li><li>• Learning and development practitioner, Level: 3</li><li>• Professional accounting or taxation technician, Level: 4</li><li>• Retail manager, Level: 4</li><li>• Retail team leader, Level: 3</li><li>• Retailer, Level: 2</li><li>• Senior Leader Master's Degree Apprenticeship, Level: 7 (Standard)</li><li>• Senior leader, Level: 7</li><li>• Solicitor, Level: 7 (Standard)</li><li>• Team leader or supervisor, Level: 3</li></ul>

4.6 Internal development is very much supported with mentoring, leadership development, coaching and a various course available to colleagues who wish to develop and further their career within the M&S business.

4.7 The M&S business prides itself in its inclusivity support networks which includes Buddy, Cultural & Heritage, Family & Carers, Gender Equality, Inclusion & Diversity, LGBTQ+, Forces and Veterans and Menopause networks to support and celebrate the diversity in the workplace and the different needs of the M&S colleagues across the UK. This extends further to support colleagues going through both happy and more challenging times including shared parental leave, paid time off if undergoing fertility treatment or 9 months unpaid leave for carer responsibilities if required or just to enjoy a career break.

- 4.8 M&S have supported welcoming and recruiting Ukrainian refugees fleeing the war in Ukraine and offer a wide range of vacancies to apply to across the UK. The individual is provided with additional training and support to settle into role and have provided Ukrainian translations to the job descriptions available. Similar support is also given to refugees from other countries.

### **Local Sourcing**

- 4.9 M&S are very proud to support British farming through long-standing relationships with over 9,500 Select Farm partners across the UK, including almost 200 farms based in the South-East. The proposed new store will further strengthen our commitment to local sourcing, bringing high-quality, local produced food straight to customer's shelves. There are a number of high-quality local suppliers within Arun District Council, including, Wicks Farm (Ford); Barfoots of Botely (Bognor Regis); and Newey (Runcton) – supporting over 1,000 jobs locally.

### **Sustainability**

- 4.10 A new M&S Foodhall in Littlehampton will provide M&S with an iconic best in class shopping environment within a modern attractive building providing a convenient shopping environment for the community of Littlehampton and the surrounding area. M&S are committed to reducing reliance on fossil fuels and support the circular economy through its Plan A initiatives because there is no Plan B for the planet. Plan A, as reset in 2021, is M&S's mission to become a net zero business across its entire value chain by 2040. The ambition is to become net zero across Scope 1 and 2 emissions (M&S's own operations) by 2035, encompassing carbon emissions from M&S stores, transport network, and logistics. The 2040 ambition also covers Scope 3 emissions from M&S suppliers.
- 4.11 A summary of what Plan A has historically achieved within Property is provided below.

Graphic 1: 10 Years of Property Plan A



4.12 M&S are proud the following sustainability benefits will be included in the build to ensure the new store is fit for the future, aligns with our Plan A goals, and provides maximum environmental and energy efficiencies:

- High levels of health and wellbeing for occupants and visitors;
- Cycle parking and the provision of EV car charging points;
- An all-electric servicing strategy with the removal of gas from our new store estate;
- M&S will provide Fit-Out installation to ensure that an Energy Efficient operational performance is achieved for the store. M&S will strive to achieve an energy demand that demonstrates a reduction, when compared to a baseline in accordance with Building Regulations Part L (2021, with 2023 Amendments).
- Low flush/flow fittings to reduce water consumption.

## **M&S Commitment**

- 4.13 The proposed new store is a well thought out future proofing strategy to provide fantastic M&S products within a well-designed site making it convenience for shoppers to access the store which is fit for the future within Littlehampton and the wider area.