

M&S

EST. 1884

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marksandspencer.com

Maya Forstater
CEO, Sex Matters

12 March 2026

By email

Dear Ms Forstater,

Thank you for your letter.

I'm afraid you have been misinformed about our approach to providing fitting rooms for our customers.

For many years, M&S has in the vast majority of stores provided unisex spaces which have individual cubicles secured with a lock from the inside. A colleague is usually on hand to provide assistance if required. This has not changed as a result of the Supreme Court or High Court rulings you refer to.

Most of our fitting room spaces have long been signposted to customers with a generic 'Fitting Rooms' sign and not, as you wrongly suggest, with individual signage for women or men. The new 'Try On' signage is not a change of policy, it is simply part of a wider store redesign and updates the existing 'Fitting Rooms' signage in stores we are refreshing.

I'm pleased to have this opportunity to update you on our longstanding position.

Yours sincerely,

Nick Folland
General Counsel and Company Secretary

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