



Business and Trade Committee

House of Commons, London SW1A 0AA

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Stuart Machin
Marks & Spencer

[By email]

1 May 2025

Dear Stuart Machin,

I was deeply concerned to hear the recent reports of the cyber-attacks carried out against your business, and to learn the effect that they have had on your customers and staff. While I understand that much of the information regarding these incidents is sensitive, I would be grateful if you could provide the Committee with further details.

Firstly, the Committee would be interested to know more information about whether you've been able to access the necessary support from government agencies during this difficult period of disruption.

Secondly, in recent years, there has been a concerning increase in the frequency and potential impact of cyber-attacks directed towards a range of UK sectors and institutions. Given the severity of these threats to businesses, it is important for the Committee to understand whether any wider lessons may be learnt from these recent incidents.

In this context please could you respond to the following questions:

1. What cyber security measures were in place to defend against these attacks?
2. Had the National Cyber Security Centre's protocols and guidance been adhered to?
3. If so, in your view, why did these systems not prevent the attack?
4. Have you received adequate support from government agencies, such as the National Crime Agency and the National Cyber Security Centre?
5. When do you expect that affected services will be running as normal again?
6. What lessons have you learnt from this, and how could these be applied to other firms in your sector?

Yours sincerely,

Chair of the Business and Trade Committee