



Wickes Group plc

WEEE & Battery Take Back Policy Statement

"We are committed to reducing the environmental impact of waste that is produced as a result of our activities. This policy outlines our approach to supporting our customers to recycle waste batteries and electrical and electronic equipment responsibly and meet our legal obligations."

What does this policy address

To support UK consumers with convenient ways to recycle batteries and waste electric and electronic equipment (WEEE), and avoid them being disposed of irresponsibly, UK retailers are legally required to take-back waste batteries and waste electrical and electronic equipment (WEEE). This policy sits under our [Environment Policy](#), which provides overall direction on our approach to managing our environmental impacts.

Doing the right thing

- We will provide a WEEE and battery take-back process in our stores, where customers can:
 - return any household battery free of charge, regardless of their purchases from Wickes
 - return WEEE free of charge and on a one-to-one, like for like basis (i.e. where the product has fulfilled the same function as the supplied product), regardless of brand, make or size.
- We will provide a WEEE collection service from our customers home, where it is not feasible for the customer to return it to a Wickes store.
- We will provide clear and accessible information to our customers on our take-back process in our stores and on our website.
- We will maintain a reliable WEEE and battery take-back record-keeping system to evidence how we have fulfilled our commitments set out in this policy.

What this means for us

- We support our customers by providing clear advice and support when asked about our WEEE and battery take-back offer.
- We ensure that we store batteries and WEEE safely and appropriately until they are collected for recycling.
- We record all returned WEEE products and maintain these records for four years, by following these steps::
 - Takeback the product (customer must present a receipt demonstrating the new item has been purchased from Wickes within 28 days).
 - Log this in the Mark Down Book and transfer information into the Wickes WEEE Takeback Form.
 - Place the returned WEEE into the designated WEEE storage area and arrange for collection to SDC.
- We provide training for all relevant colleagues.

Who does this policy apply to

This policy applies to all officers, employees and temporary workers (such as consultants, contractors, casual and agency staff) of Wickes Group plc ("the Company") and its subsidiaries (together "colleagues").

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The Regulatory Authority

OPSS – the Office for Product Safety and Standards - is the national regulator for WEEE and Battery takebacks. They are the enforcing government agency. OPSS can inspect any store for the takeback process unannounced at any point. In the event of an inspection, we are required to:

1. Demonstrate how we offer takeback – in discussion with the store manager and store colleagues.
2. Seek to locate in-store information on how we support takeback for customers.
3. Provide evidence of record keeping of takeback in-store and identify the location.

When a regulator visits your store, you should ask to see their identification and check they are who they say they are. You should then contact the Environment team and complete the Regulatory Visit report on Notify - the IRS (Incident Reporting System).

Failure to comply

The consequences of a breach can be very serious for the company, with enforcement action from the regulator, Office of Product Safety and Standards. It could also result in negative media interest and damage to our trading reputation. A breach of this policy is a disciplinary matter, which will be dealt with under the Disciplinary and Appeal Policy.

Wickes Group plc Executive Board

4 August 2025