

## Responsible business



# Introduction to Responsible Business

Sonita Alleyne, Chair of the Responsible Business Committee

As Chair of the Responsible Business Committee, I am pleased to introduce the Responsible Business section of this Annual Report and Accounts.

In 2025 the business continued to focus on strategically important sustainability topics as part of delivering its Responsible Business Strategy.

Prioritising the wellbeing and inclusion of all colleagues is fundamental to the success of the business and enables it to deliver a positive societal impact. Our CEO, David Wood, won the 'Most Inclusive Group CEO in Retail' award at the Retail Industry Awards, recognising how the leadership champions this important topic.

The business continues to make good progress with inclusion and diversity. I am pleased with the progress this year in improving ethnicity representation across the colleague population to reflect the communities the business serves (refer to pages 34-35). While the business narrowly missed the gender colleague target, significant progress has been made with the introduction of additional interventions designed to drive increased gender balance across the business in the future (refer to pages 34-35).



Prioritising the wellbeing and inclusion of all colleagues is fundamental to the success of the business and enables it to deliver a positive societal impact.

The business has also continued to mature its approach to managing its climate change risks and impacts, which is reflected in the Science Based Targets initiative's (SBTi) approval of our updated near term SBTs (refer to pages 40-41) and an improved CDP (previously known as Carbon Disclosure Project) Climate Change rating, which is now A- (refer to page 29).

The business remains dedicated to delivering its Responsible Business Strategy targets on important sustainability topics, including climate change and inclusion and diversity. Colleague gender and ethnic diversity targets have continued to be linked to the executive annual bonus scheme, and the decarbonisation roadmap is linked to the LTIPs for 2024, 2025 and 2026 (refer to pages 108-109).

The Board and I remain committed to balancing positive commercial performance with ensuring the business addresses its key social and environmental impacts, as we continue to face challenges that lie ahead for the business.

### **Sonita Alleyne**

Chair of the Responsible Business Committee

16 March 2026

## Responsible business continued

# Our approach to responsible business

Our Responsible Business Strategy, Built to Last, directly supports our corporate purpose to help the nation feel house proud.

By delivering our Built to Last strategy, we are building a business we are proud of:

- by creating a business where all our colleagues have the freedom to be their authentic selves and are empowered to support their customers and communities;
- by supporting the fight against climate change and taking action to protect the natural environment; and
- by helping our customers to save energy and reduce the carbon footprint of their homes.

### Understanding what's important

When we developed our Built to Last Strategy in 2021, we engaged with our key stakeholders to inform our understanding and assessment of our most material sustainability topics. We address our priority topics through three core pillars: People, Environment and Homes. These are underpinned by ESG areas that are critical to operating a responsible business – we collectively refer to these as our Fundamentals. We manage and measure our performance across these critical topics: safety and wellbeing, ethical business conduct, and responsible sourcing.

Throughout 2025, we have continued to engage with key stakeholder groups, including our colleagues, customers and investors, to ensure that we maintain our focus on the topics that are of most importance to them. Relevant insight from our customer research is discussed on page 44, and a summary of our colleague engagement is provided on page 33. Key themes arising from conversations with investors continue to focus on our climate change targets and our performance in ESG ratings. In our Section 172 statement, we formally recognise the environment and community as a key stakeholder of the business (see page 86).

As a large business and prominent brand in the UK, we recognise the important role that we hold in building a sustainable society. We map how our strategy aligns to the UN's 2030 Sustainable Development Goals (SDGs). The targets in our Responsible Business Strategy directly contribute to the delivery of targets that sit within 7 of the 17 SDGs (see summary table on page 31).

### Governance

We have a Board-level Responsible Business Committee which regularly reports to the Board on progress and matters arising. The Responsible Business Committee report is set out on pages 100-101 and the Committee's Terms of Reference is available on our corporate website.

Our Executive Board receives regular updates from the Head of Sustainability and Environment on progress with delivering the Responsible Business Strategy across the business. Performance is monitored quarterly against defined ESG measures and targets, with remedial actions taken where required. A Responsible Business Working Group brings together leaders in the business to work collaboratively to monitor the delivery of the strategy.

Further information on these governance arrangements in the context of climate-related risks and opportunities is set out in our Climate-related Financial Disclosures (TCFD report) on pages 51-61.

### Disclosures

We recognise that disclosing our performance is an essential part of building trust with our stakeholders by demonstrating how we are performing in the delivery of our Responsible Business Strategy. We participate in many external ESG benchmarks and indices, and our latest ESG ratings are listed alongside.

We have continued to disclose against the Sustainability Accounting Standards Board (SASB) standard for our sector – Multiline and Speciality Retailers & Distributors. This can be found on our website at: [www.wickesplc.co.uk/company/responsible-business/policies-and-reporting](http://www.wickesplc.co.uk/company/responsible-business/policies-and-reporting).

### ESG ratings



#### CDP

Climate change 2025 submission: We achieved the leadership rating A-.



Forests 2025 submission: We maintained an awareness rating of C.



FTSE4Good

#### FTSE4Good

We were first listed in the FTSE4Good Index in 2024. In July 2025 we achieved a score of 4.2 out of 5.



#### ISS

In our latest ESG Corporate Rating the Group achieved a rating of C+ (30 September 2025).

The rating is supported by our 'Prime' status, which is given to companies that are perceived to be sustainability leaders in their industry.



#### MSCI

In 2025, the Group received a rating of AAA in the MSCI ESG Ratings assessment.

## Responsible business continued

# Our Built to Last Strategy

We believe we have an important role to play in society, from the products we sell, to the stores we run and the infrastructure we use to serve our customers.

## Built to Last



### People

Creating a business where all our colleagues have the freedom to be their authentic selves and are empowered to support their communities and customers.

#### Inclusion and diversity

#### Learning and development

#### Communities

[Read more on pages 32-39](#)



### Environment

Supporting the fight against climate change and taking action to protect the natural environment.

#### Carbon

#### Waste

#### Nature

[Read more on pages 40-43](#)



### Homes

Helping our customers save energy and reduce the carbon footprint of their homes.

#### Products

#### Services

#### Installations

[Read more on pages 44-45](#)

### Underpinned by our



## Fundamentals

[Read more on pages 46-50](#)

### Safety and wellbeing

Our safety culture is centred around commitment and care and we make it our priority to ensure that everyone who works and shops with us goes home safe and well every single day.

### Ethical business conduct

We are committed to conducting our operations honestly, responsibly and with integrity.

### Responsible sourcing

From the materials used to make our products, to how they are manufactured and transported, everything we do is built on a responsible supply chain.

## Responsible business continued

# Built to Last strategy progress update



Data subject to Independent Limited Assurance by DNV Business Assurance Services UK Ltd (DNV). DNV's Limited Assurance Statement is available on our website [www.wickesplc.co.uk/company/responsible-business/policies-and-reporting](http://www.wickesplc.co.uk/company/responsible-business/policies-and-reporting).

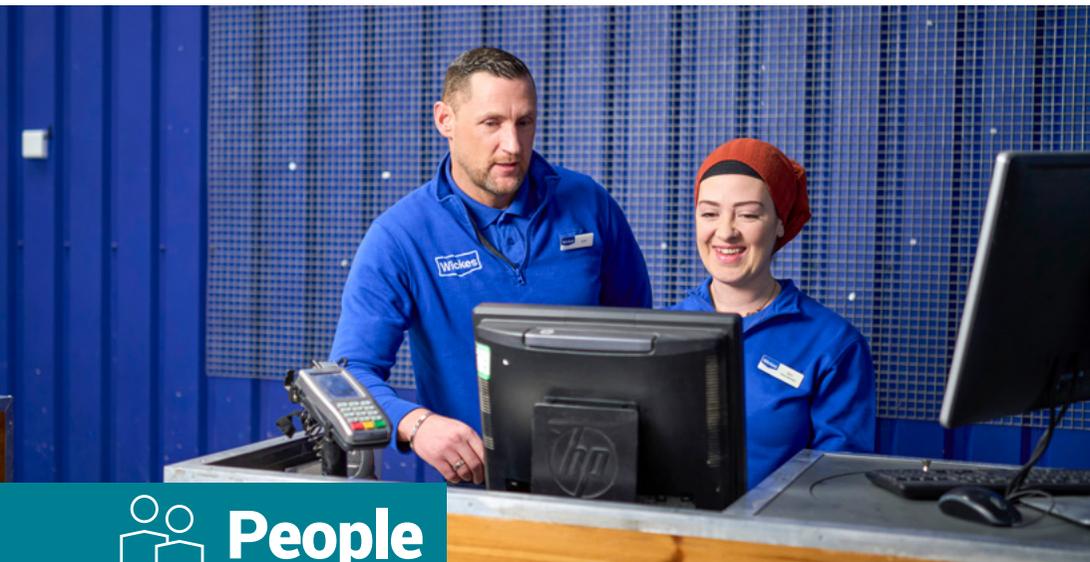
| Pillar           | Focus area  | Our targets  | Progress in 2025  | Further information   | Alignment with UN Sustainable Development Goals (SDGs) and Targets |
|------------------|---|--|---|---|--|
| <br>People       | Inclusion and diversity   | Gender: 39.10% female representation across Wickes by end of 2025  | 38.89% of our colleagues disclosed as female at end of 2025 <sup>1,2,3</sup>  | See page 34   | SDG 10 Reduced Inequalities – Target 10.2                          |
|                  |   | Ethnicity: 13.9% Underrepresented Ethnic Minorities (UEM) across Wickes by end of 2025   | 15.05% of our colleagues disclosed as UEM at end of 2025 <sup>1,2,3</sup>   | See page 34   | SDG 10 Reduced Inequalities – Target 10.2                          |
|                  | Charity and community   | Over two years, fundraise £2 million for The Brain Tumour Charity (April 2023-April 2025)  | £2 million target met for The Brain Tumour Charity. (£417,200 fundraised and £26,600 donated in 2025)   | See page 37   | SDG 3 Good Health and Wellbeing – Target 3.4                       |
|                  |   | Over two years, fundraise £2 million for CALM, the suicide prevention charity (May 2025-April 2027)  | £908,687 fundraised for CALM in first eight months of the partnership   | See page 37   | SDG 3 Good Health and Wellbeing – Target 3.4                       |
|                  | Support 2,250 projects across our local communities in 2025 through the Wickes Community Programme                                    | 2,511 projects supported across our local communities  | See page 38   | SDG 9 Industry, Innovation and Infrastructure – Target 9.1  |  |
| <br>Environment  | Carbon  | By 2030, reduce absolute Scope 1 and 2 GHG (market-based) emissions by 42% compared to 2021  | 61.0% reduction in Scope 1 and 2 GHG market-based emissions in 2025 compared with 2021 <sup>3</sup>   | See page 42   | SDG 7 Affordable and Clean Energy – Target 7.3                     |
|                  |   | By 2027, 77.5% of suppliers (by purchased goods and services emissions) to have SBTs   | 46 suppliers, responsible for 54% of our 2025 Scope 3 category 1 GHG emissions, have set SBTs <sup>3</sup>  | See page 42   | SDG 7 Affordable and Clean Energy – Target 7.3                     |
|                  | By 2030, reduce absolute Scope 3 GHG emissions from the use of sold products by 42% compared to 2021                                  | 26.7% reduction in GHG emissions from the use of sold products in 2025 compared with 2021 <sup>3</sup>   | See page 42   | SDG 12 Responsible Consumption and Production – Target 12.2 |  |
| Waste            | Make it easier for customers to recycle own brand packaging (rated as hard-to-recycle by the Extended Producer Responsibility scheme) | Continued to collaborate with industry partners to make it easier to recycle the packaging used in own brand paint, grow media, sealants and adhesives | See page 43   | SDG 12 Responsible Consumption and Production – Target 12.5 |  |
| <br>Homes        | Products  | Develop methodology for calculating 'avoided emissions' and measure baseline for home energy solutions   | Methodology developed and avoided emissions baseline established for solar panels sold and installed, a key part of our home energy solutions customer proposition                                  | See page 45   | SDG 13 Climate Action – Target 13.1                                |
| <br>Fundamentals | Safety  | Our aim is: Everyone home safe and well, every single day  | 8% decrease in total colleague injuries <sup>2</sup> (with 772 in 2025 compared to 842 in 2024) and 5% increase in total customer accidents <sup>2</sup> (with 363 in 2025 compared to 346 in 2024) | See page 47   | SDG 8 Decent Work and Economic Growth – Target 8.8                 |

1 Data as of 31 December 2025.

2 Data represents performance of Wickes Building Supplies Ltd.

3 Methodology can be found on our website [www.wickesplc.co.uk/responsible-business/policies-and-reporting](http://www.wickesplc.co.uk/responsible-business/policies-and-reporting)

## Responsible business continued



### People

#### Our objective

We are building a business we are proud of, where all our colleagues have the freedom to be their authentic selves and are empowered to support their communities and customers.

#### Key focus areas

Inclusion and diversity

Learning and development

Communities

#### Our targets

- A gender-balanced team across all roles and functions at Wickes, and a business that reflects the communities we serve through ethnic diversity and leadership ethnicity balance.
- Improve the quality of apprenticeships provided to hit 60.5% achievement rate and 61.9% retention rate.
- Raise £2 million for our charity partner over each two-year partnership.
- Wickes Community Programme to support 2,250 projects across our local communities in 2025.

## Our colleagues

#### Our approach

Our commitment to embedding our Employee Value Proposition (EVP) continued throughout 2025, shaping the entire colleague journey and key colleague touchpoints. This EVP, which we call our Colleague Promise, encapsulates the Company's culture through three core pillars: Freedom to be, Big on what matters, and Empowering you.

Our values – which we refer to as our Winning Values – are strongly embedded in our culture. These act as guiding principles for all our colleagues:

**Winning** We relentlessly pursue our targets, celebrate and share successes, support all colleagues and embrace challenges positively.

**Can do spirit** We say 'yes' to challenges, go the extra mile for customers and take initiative.

**Being at your best** We approach every day with fresh enthusiasm, lead by example and learn every day.

**Humility** We acknowledge we don't have all the answers and are honest and accountable.

**Authentic** We embrace our true selves, respect our colleagues and have courage to face tough conversations.

Building on our core values, we continued to roll out a specific set of leadership behaviours across Wickes during 2025. This framework is designed to underpin future selection, development and performance management for colleagues in leadership roles.

Our recruitment strategy continued to mature, to respond to challenges which are common to the UK retail sector. We are working hard on externalising our Colleague Promise to reach our target audiences and continue to increase representation in our application pipelines and improve our candidate experience.



#### Workforce composition

The Group employed 7,453 people at the end of 2025, compared with 7,382 at the end of 2024. On average in 2025, 92% of our colleagues worked in our stores or our Distribution Centre, and 40% of our workforce worked part-time.

In 2025, we opened five new Wickes stores (Leeds Moor Allerton, Bury St Edmunds, Dunfermline, Southport and Northampton Riverside) – four of which were former Homebase locations. Through the implementation of our property strategy, we closed three locations in 2025 (two Kitchen and Bathroom showrooms in Muswell Hill and Southport, and a dark store in Croydon). When we make the difficult decision to close a location, we take all reasonable steps to support our colleagues who are affected in securing alternative employment with Wickes.

0.6% of our colleagues work for our subsidiary Gas Fast Ltd, trading as Wickes Solar. In 2025, we have continued to transition the business into the Group. Where we are reporting ESG data we have explained if this includes activity from Wickes Solar.

## Responsible business continued

### Colleague voice

At Wickes, we remain committed to fostering transparent communication with our colleagues. We use a variety of formal and informal methods to ensure regular, open and robust two-way dialogue. Our independent Non-executive Director, Sonita Alleyne, takes the lead on ensuring colleague views are heard by the Board and taken into consideration in their decision making.

We've continued our main listening channels in 2025:

- **Colleague Engagement Survey** Completed twice a year, this survey seeks both quantitative and qualitative feedback from colleagues on a range of subjects and assesses overall colleague engagement.
- **Colleague Voice** Held twice a year, we invite a variety of colleagues to meet with independent Non-executive Director Sonita Alleyne, where they discuss various topics.
- **'Hangout With The Exec'** Quarterly virtual sessions give retail, distribution and office based managers the opportunity to ask executive management questions and provide feedback.
- **Inclusion and Diversity Surveys** Ad hoc surveys gathering insights focused on I&D.



Our colleagues demonstrated a strong commitment to sharing their feedback and ideas, with 92% participating in at least one survey and providing just over 60,000 comments collectively.

Primary strengths identified by our colleagues were I&D and our positive workplace environment. However, the annual engagement surveys highlighted the need for more meaningful work, a greater sense of accomplishment, and an uplift in the quality of peer relationships as areas for improvement. Following the survey, the Responsible Business Committee reviewed these results alongside actions planned to address matters raised. Every department in the business has a specific action plan to respond to the findings and improve our colleagues' experience and engagement.

Our whistleblowing service is also a vital channel for colleagues to raise any issues freely and frankly without fear of recrimination – refer to the Ethical business conduct section on page 48 to find out more about our approach to whistleblowing.

### Colleague engagement

Colleague engagement showed a small improvement in 2025 compared to the previous year, achieving an aggregated score of 7.8/10 across two Company-wide surveys. We are pleased with this result which aligns with the benchmark<sup>1</sup> for the consumer retail industry. Our colleagues demonstrated a strong commitment to sharing their feedback and ideas, with 92% of our colleagues participating in at least one survey during the reporting period, and providing just over 60,000 comments collectively.

We continued to see an improvement in our voluntary colleague turnover rate (21.0% in 2025, compared to 22.6% in 2024). In our store colleague population it was 23.5% (2024: 24.2%), which is better than the benchmark<sup>2</sup> for the UK retail industry, demonstrating the continued improvements in our colleague engagement and culture.

<sup>1</sup> Benchmark provided within the Peakon engagement platform

<sup>2</sup> HR Benchmark Q3 2025, British Retail Consortium

### Culture metrics

#### Colleague engagement score (aggregated)

|      |     |
|------|-----|
| 2025 | 7.8 |
| 2024 | 7.7 |

#### Voluntary turnover rate for all colleagues (12 months rolling)

|      |       |
|------|-------|
| 2025 | 21.0% |
| 2024 | 22.6% |

#### Colleague participation (aggregated)

|      |     |
|------|-----|
| 2025 | 92% |
| 2024 | 92% |

#### Voluntary turnover rate for in-store colleagues (12 months rolling)

|      |       |
|------|-------|
| 2025 | 23.5% |
| 2024 | 24.2% |



## Responsible business continued

# Inclusion and diversity

We're building a space where everyone has the freedom to be themselves. Equity, diversity and inclusion (EDI) remains a strategic priority for the business ensuring that we reflect the communities we serve.

Our overall approach is set out in our Inclusion and Diversity Policy which is available on our website [www.wickesplc.co.uk](http://www.wickesplc.co.uk). Our Inclusion and Diversity (I&D) strategy focuses on our three key missions:

- A gender-balanced team across all roles and functions at Wickes.
- A business that reflects the communities we serve through ethnic diversity and leadership ethnicity balance.
- A colleague life cycle experience that drives equity and equality.

The Responsible Business Committee oversees the development of the strategy and progress against targets on behalf of the Board. Our Chief People Officer is the Executive sponsor for EDI, and provides regular updates to the Executive Board on progress against the strategy and targets. Each of the colleague-led networks is also sponsored by a member of the Executive team, demonstrating the priority given to this topic.

### Gender balance

Female representation across the full colleague population<sup>1</sup> was included as a metric within the 2025 executive remuneration annual bonus scheme. We saw a slight drop in the percentage of women across the Company, with 38.89% female representation compared to 38.95% in 2024, narrowly missing our annual target of 39.10%. This was due to more women choosing to leave the business in 2025, compared to those joining.

We have undertaken detailed analysis to understand the gender balance at different levels and teams across the organisation, and trends in movers and leavers. This has helped us to focus on interventions that can support our female colleagues across the colleague journey. For example, we have introduced gender-balanced shortlists for certain vacancies in the organisation. We have also piloted inclusive leadership training to support our leaders to champion diversity in their decision making.

Following our entry into the FTSE 250, we made our first submission to the FTSE Women Leaders Review, and have also published details of the number of women on the Executive Board and the direct reports to the Executive Board in the table on the right.

### Ethnic diversity

The percentage of colleagues from Underrepresented Ethnic Minorities (UEM) across the full colleague population<sup>1</sup> was included as a metric within the 2025 executive remuneration annual bonus scheme. In 2025, we increased the proportion of UEM colleagues from 13.29% to 15.05%, and exceeded our target of 13.90%. We continued analysing our store colleague populations and how they reflect the local census data to inform our approach.

### Colleague diversity metrics<sup>1</sup>

#### Gender<sup>2,3</sup>

##### Board

| Year | Male  | Female |
|------|-------|--------|
| 2025 | 71.4% | 28.6%  |
| 2024 | 71.4% | 28.6%  |

##### Senior managers<sup>4,6</sup>

| Year | Male  | Female |
|------|-------|--------|
| 2025 | 63.3% | 36.7%  |
| 2024 | 65.6% | 34.4%  |

■ Male ■ Female

#### Ethnicity<sup>2,3</sup>

##### Board

| Year | White | Ethnic minority <sup>5</sup> | Unknown |
|------|-------|------------------------------|---------|
| 2025 | 85.7% | 14.3%                        |         |
| 2024 | 85.7% | 14.3%                        |         |

##### Senior managers<sup>4,7</sup>

| Year | White | Ethnic minority <sup>5</sup> | Unknown |
|------|-------|------------------------------|---------|
| 2025 | 80.7% | 14.7%                        |         |
| 2024 | 83.3% | 12.5%                        |         |

2024 = 4.2% 2025 = 4.6%

■ White ■ Ethnic minority<sup>5</sup> ■ Unknown

##### Executive Board

| Year | Male  | Female |
|------|-------|--------|
| 2025 | 66.7% | 33.3%  |
| 2024 | 66.7% | 33.3%  |

##### All other colleagues

| Year | Male  | Female |
|------|-------|--------|
| 2025 | 61.1% | 38.9%  |
| 2024 | 61.0% | 39.0%  |

##### Executive Board

| Year | White | Ethnic minority <sup>5</sup> | Unknown |
|------|-------|------------------------------|---------|
| 2025 | 77.8% | 22.2%                        |         |
| 2024 | 77.8% | 22.2%                        |         |

##### All other colleagues

| Year | White | Ethnic minority <sup>5</sup> | Unknown |
|------|-------|------------------------------|---------|
| 2025 | 73.2% | 15.0%                        | 11.8%   |
| 2024 | 68.3% | 13.3%                        | 18.4%   |

1 All colleagues employed by subsidiary Wickes Building Supplies Ltd which represents 99.4% of the Group's colleagues.

2 The data for this disclosure is a percentage of the total headcount of Wickes Building Supplies Ltd (7,414) measured on 31 December 2025.

3 Methodology is available on our website [www.wickesplc.co.uk/responsible-business/policies-and-reporting](http://www.wickesplc.co.uk/responsible-business/policies-and-reporting)

4 Wickes senior manager definition: D2 Director level, D1 Senior leadership roles and M3 Senior management including technical and Head of Department roles.

5 All ethnic groups except White British and White ethnic minorities.

6 Leadership gender data reported to the FTSE Women Leaders Review as at 31 October 2025: 33.3% female Executive Board members; 47.7% female direct reports to the Executive Board.

7 Leadership ethnicity data reported to the Parker Review as at 31 December 2025: 12% of senior management team (defined as the Executive Board and direct reports to the Executive Board) identify as minority ethnic.

## Responsible business continued

Our Raising Awareness and Action on Culture and Ethnicity network organised active bystander training for all leaders in the business, and an e-learning module on the same topic was launched for all colleagues.

We made our first submission to the Parker Review upon our entry into the FTSE 250, including setting a target for the representation of ethnic minorities in senior management roles, to be achieved by December 2027.

### Flexible working

We have continued to review our flexible working arrangements and now offer these opportunities to all operational and non-operational areas, recognising that working flexibly is important and different for everyone. In our recent colleague engagement survey, we asked our colleagues if they had enough freedom to decide how to do their work and the response was 8.0/10.

### Family-friendly policies

Our suite of family-friendly policies cover maternity, paternity, neonatal, adoption, and shared parental leave. An internal review of our family-friendly policies found that four out of five offered above the statutory requirement in regards to pay. Furthermore, where no statutory pay requirement is in place (e.g. for IVF treatment) we offer colleagues who have over 52 weeks service additional paid time off.

Colleagues who return from maternity leave and paternity leave also receive an additional five days holiday per year for two years regardless of service in a bid to support colleagues during those formative years of a child's life.

### Driving equity and equality

We continue to champion all diversity across the business and our six colleague networks supported initiatives to champion the diversity of our colleagues. Presenter Robert Rinder hosted a stimulating conversation where our networks shared differing perspectives and experiences on I&D, bringing the sometimes polarised views to the forefront.



Our Ability colleague network has led our involvement in the government-led Disability Confident scheme, and we are pleased to have achieved Level 2 – Disability Confident Employer in early 2025. We are working towards achieving the Level 3.

In 2025, our CEO, David Wood, won the 'Most Inclusive Group CEO in Retail' award at the Retail Industry Awards, and Wickes won 'Business of the Year' at the Metro Pride Awards.

### Reward

Guided by our colleague reward principles, we continued to enhance our reward offering during 2025. Details of our wider reward offering and level of uptake, including salary increases, Save As You Earn schemes and pension benefits available to colleagues are set out in the Remuneration Committee report on page 110.

All our colleagues are guaranteed a minimum of 16 hours per week (unless a different arrangement has been requested by the colleague), and we do not use zero-hours contracts. We pay the National Minimum Wage as a minimum, and basic pay within stores is supplemented by Gainshare, our store profit share scheme, which helps to incentivise and reward team success, alongside helping to keep our costs flexible.

Fair pay remains at the core of our reward offering, and we recently reported our median gender and ethnicity pay gaps for the 12 months to April 2025 of 3.2% (2024: -0.8%) and 0.7% (2024: 0.9%) respectively. The increase in our gender median pay gap was mainly as a result of an operational decision to remove the Kitchen and Bathroom Advisor role from our stores, as this role was predominantly undertaken by female colleagues. The full report is available on our website [www.wickesplc.co.uk](http://www.wickesplc.co.uk).



### Case study: Welcoming retail colleagues into Wickes

2025 has continued to be a challenging time for the retail sector across the UK. In 2025, we welcomed 54 colleagues who had previously worked with home improvement retailer Homebase that went into administration at the end of 2024.

To support these colleagues as they joined the Wickes business we:

- allocated a dedicated store manager to support them through the transition;
- provided one week of additional paid leave following the closure of their store;
- organised a team building day to introduce them to business leaders and our Wickes culture; and
- provided a bespoke training programme leading up to store launch, including a 'store takeover day' where the team had the opportunity to run an entire store for the day and test their new skills.

## Responsible business continued



### Case study:

#### Data Protection Apprenticeship



#### Growing up, I never found a love for traditional learning.

That changed when I came across data protection whilst working in airport security. In the early days of my career, I looked at senior professionals and their qualifications with genuine awe, wondering if I could ever reach that level.

I have now realised that ambition, a milestone that would have been out of reach without the support of Wickes. Through their apprenticeship programme, I have become a qualified specialist after completing my Data Protection and Information Governance Practitioner Apprenticeship, achieving Distinction.

I've also earned a professional certification with the International Association of Privacy Professionals. I am proof that when a business invests in its people, the passion to excel follows.

**Jodie, Privacy Analyst**

## Learning and development

Our learning and development strategy aims to empower all of our colleagues to find the right support to build their skills and capabilities. As a retailer, we offer an ideal opportunity to support people from any background to develop the skills needed to gain employment and thrive within our business and beyond.

In 2025, we launched a new online learning portal available to all colleagues, providing them with access to personal development and management skills training, including content provided by learning and development provider, Mindtools.

We also continued to provide our leadership development programmes for colleagues who aspire to become a future leader of the business. In 2025, 70 colleagues completed one of our instructor-led leadership programmes, with 20 participating in our Future Store Leadership Programme.

#### Kitchen and Bathroom Installations Apprenticeships

Our Kitchen and Bathroom Installation Apprenticeships Programme, launched in 2019, plays a vital role in developing skilled tradespeople who go on to become independent kitchen and bathroom installers. During apprenticeship programmes, which typically last for 18 months, our apprentices work alongside a Wickes Approved Installer to install kitchens or bathrooms in our customers' homes, which is complemented with training sessions from our dedicated training provider and key product suppliers.

In 2025, 116 people were actively engaged in either a Kitchen or Bathroom Installation Apprenticeship. Within the year, 33 graduated from the programme with a Level 2 qualification.



#### Retail, distribution and office-based apprenticeships

We also offer apprenticeship opportunities to colleagues working for the Group. In 2025, 158 colleagues were engaged on apprenticeships spanning Levels 3 through to 7, directly relevant to their roles within the business. Within the year, 66 colleagues completed their apprenticeship, supporting their professional growth and increasing the overall skills and knowledge within the Group.

#### Wickes Apprenticeship Levy Share Scheme

In 2025, the business partnered with the Co-op Levy Share to repurpose our unspent apprenticeship levy by funding other organisations to provide apprenticeships. Through this scheme, in 2025 we gifted £394,619 to support small businesses (including nurseries, carpenters, and care providers) to help people gain essential skills and professional qualifications through apprenticeship programmes.

#### Work-readiness skills

Working with local schools and colleges, we offer young people a vital first step into the world of work, helping them build confidence and gain hands-on experience in a professional environment. We also support people who are looking to get back into work after a career break or a period of unemployment. In 2025, 64 people aged 16-40 completed work experience placements in Wickes (2024: 28).

The cohort completing these placements were more gender and ethnically balanced than our overall workforce (42% female, and 37.5% UEM).

In partnership with The Inspirational Learning Group, we delivered the Wickes Wellbeing Space Challenge specifically for Year 10 students (14-15 year olds). This programme is designed to raise career aspirations and challenge misconceptions about the retail sector. Students were tasked with redesigning an unused school space into a wellbeing hub using Wickes products. In 2025, over 4,000 students from 27 secondary schools participated in the challenge.

The winning school, Chesham Grammar School in Buckinghamshire, received a product donation of £2,000 from the Wickes Community Programme to bring their idea to life.

## Responsible business continued

# Charity and community

### Our local communities

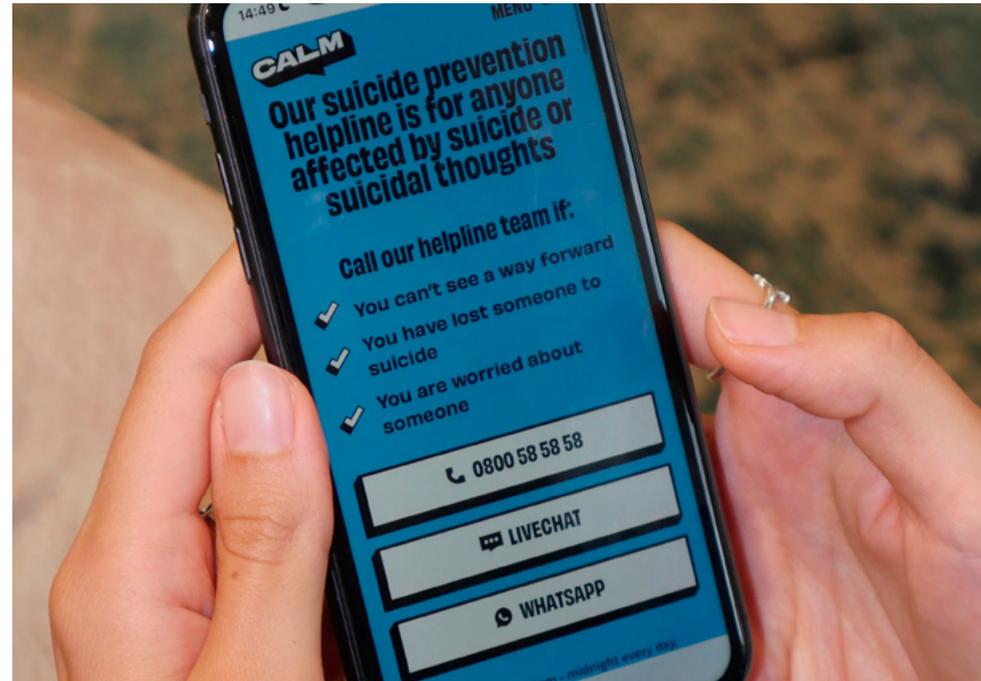
At Wickes, we're committed to making a positive impact on the communities where our colleagues and customers live and work. Our Community and Charity Policy is available on our website [www.wickesplc.co.uk](http://www.wickesplc.co.uk). An overview of our Wickes Community Programme, a dedicated product donation fund, can be found on pages 38-39.

### Charitable giving

In 2025, we completed our two-year corporate partnership with The Brain Tumour Charity, raising a total of £2 million (from April 2023 to April 2025). £417,200.82 of this was raised in 2025, supported by a direct donation of £26,599.94 from the Wickes Group. We were delighted that the partnership received recognition in the 2025 Third Sector Business Charity Awards, winning the award for 'Best Short Term Partnership'.

In May 2025, we launched a new two-year partnership with Campaign Against Living Miserably (CALM), the suicide prevention charity. The objectives of the partnership are to fundraise £2 million for CALM over two years, to help raise awareness of the charity's objectives with our customers and suppliers, and support our colleagues to support the wellbeing of those close to them.

In the first eight months of the partnership, we have fundraised £908,687 for CALM. Thanks to the incredible support from our customers, our store colleagues raised just over £494,000 for CALM through four dedicated '50p ask' weeks. Our fundraising is further supported by our strong supplier relationships, who also donated £288,045 through their continued support of our supplier engagement events, including our annual charity dinner. Colleagues at all levels have also embraced our new charity partnership by undertaking fundraising events, either as a team or individually.



### Case study:

## Delivering impact through our partnership with CALM

**Our partnership with CALM is centred on providing £2 million of unrestricted funding. This approach allows CALM the flexibility to direct our support where it's needed most, ensuring the charity can continue its vital, life-saving work.**

We are pleased that, in the first eight months, our funding has already been able to support provision of essential services, such as the CALM helpline.

The helpline is available every day of the year from 5pm to midnight. It offers support through a phone line, live chat and a WhatsApp service. This critical resource is staffed by paid and expertly trained CALM employees for people who are facing a suicidal crisis or simply need a listening ear.

In 2025 they responded to thousands of calls from people across the UK. It costs CALM £12.20 to hold a call and 52 pence to fund a potentially life-saving WhatsApp message. Thanks to our fundraising in 2025, we have potentially supported over 74,000 life-saving phone calls provided by CALM.

Additionally, CALM has delivered talks and webinars for our colleagues about suicide, to ensure that our colleagues feel supported through our charity partnership.



## Looking forward

We want all of our colleagues and customers to be their authentic selves when visiting a Wickes store and to be able to make a difference to their communities.

### In 2026 we plan to

#### Inclusion and diversity

- Continue to mature our I&D strategy and review how we can formalise our role through supporting social mobility and neurodiversity.

#### Learning and development

- Evolve our learning and development programme to adapt to our changing colleague profile and respond to external government policy.

#### Communities

- Review our approach to social value ensuring it has a strong business case and measurable positive outcomes.
- Continue to fundraise for our existing charity partner CALM, the suicide prevention charity.

Responsible business continued

# Helping to build our local communities

Launched in 2022, our Wickes Community Programme has continued to support people across the UK to improve their local community spaces.



In 2025:

2,511  
local community  
projects supported

27,291  
products donated

£350,103  
retail value invested in our  
local communities

Through our Wickes Community Programme, we empower our colleagues to give back by donating Wickes products to good causes across the UK, including registered charities, schools and community groups. Local communities can apply for essential Wickes products to help their maintenance, renovation and improvement projects.

In 2025, we launched a new online process to improve how we manage applications and measure our impact. Community groups accessing our Community Programme can give feedback via Trustpilot and we are pleased that in 2025 all 215 reviews received the highest 5-star rating.

We supported 2,511 projects in 2025, with all of our stores engaged in the programme, beating our 2025 target of supporting 2,250 projects. Over 50% of the good causes we supported were schools, and just over a quarter were community interest groups such as food banks. We are working to better understand the positive impact of the community programme on driving social value.



We were also delighted to have received recognition for the good work of the Wickes Community Programme by winning 'Best Community Engagement Programme' at the 2025 CSR Awards.

In 2025, we have expanded our community focus with the launch of the Home Improvers' Community. This is helping us to deliver our mission to 'Unite the Doers'. The introduction of this new customer-focused initiative works in tandem with the Wickes Community Programme. While the Community Programme continues its important work supporting local good causes with product donations, the new Home Improvers' Community creates an opportunity for us to engage and inspire the individuals – the 'doers' who are at the heart of improving their homes and local spaces.

Responsible business continued

# Wickes Community Programme in practice



## Enabling our colleagues to support their local communities



This year we supported two major DIY SOS projects by donating products and colleague volunteering.

Colleagues from some of our north-eastern stores volunteered their time for a DIY SOS project at the Beverley Cherry Tree Community Centre. Along with donating timber and DIY materials, we were delighted to support the inspiring transformation to the charity's brand-new youth club.

In addition, colleagues from our Winsford store volunteered at The Joshua Tree centre in Cheshire, alongside the DIY SOS team, tradespeople and local helpers, with Wickes also donating timber, sheds and other essential DIY materials to help complete the build. The Joshua Tree supports families in the north-west affected by childhood cancer. The DIY SOS project built a brand-new, two-storey building for the centre and the project was showcased in the BBC's Children in Need episode.

## Building our brand value through media awareness



The Point in Eastleigh is a hub for local performing arts groups, which needed a refresh to help create a warmer environment for everyone who uses it. Products donated – including Wickes paint by Kimberley Walsh, paintbrushes and dust sheets with a retail value of just under £800 – helped to improve heavily used areas which had become tired and outdated over the years.

Securing media coverage and leveraging social media and other channels is a key objective of the Community Programme, and this project serves as a strong example of that in action.



Through the Wickes Community Programme, my school has received donations that will enhance our playground provision. Thank you very much!

Review on Trustpilot from a recipient of a donation from the Wickes Community Programme

## Leveraging our network to create greater impact



### Crown Paints:

In 2025, we continued working with Crown Paints, one of our strategic supply chain partners, helping it to amplify its reach to local communities. Over 450 donations of its unsellable paint was donated through the Wickes Community Programme, enabling Crown Paints to repurpose waste stock and reduce its environmental impact.



### Men's Sheds:

We have partnered with the UK Men's Sheds Association by providing local groups access to surplus stock via its local store. The partnership is already making a difference at the Herne Bay Men's Shed, which has benefited from product donations including timber, roofing felt, wood treatment, adhesives and various tools and fixings.

Pick n Wickes

### Pick 'n' Wickes with Library of Things:

In 2025, we launched a trial with Letchworth Garden Shed, a library of things initiative. We donated DIY products like screws, nails and safety equipment, helping its members to cut their project costs, and enabling us to reduce the amount of end-of-range stock becoming waste.

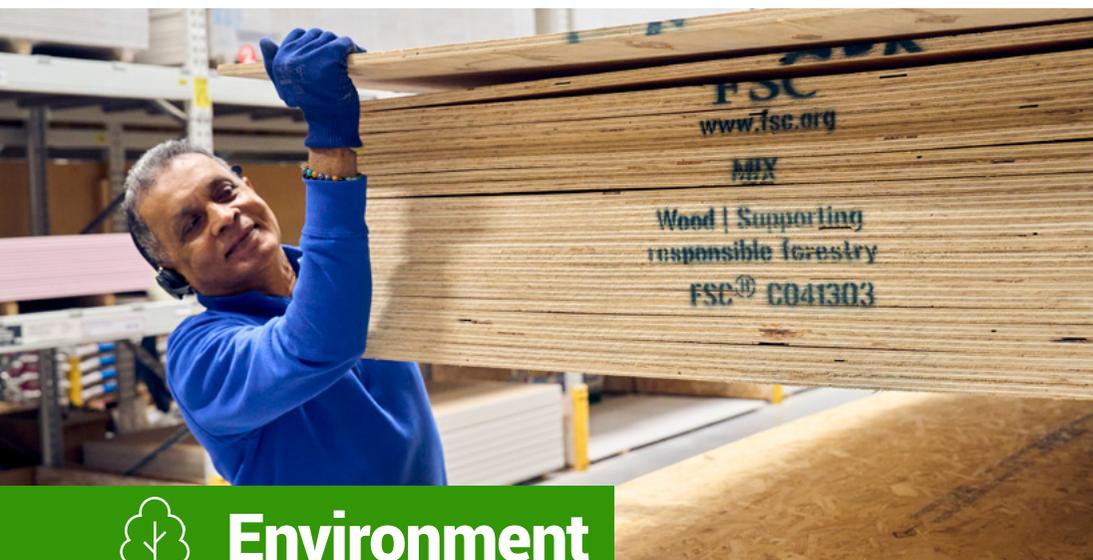
## BUILDING HEROES

### Building Heroes partnership:

In 2025, we partnered with Building Heroes to help equip four of its construction skills and training centres by donating products, including over 40 internal doors, wallpaper, door handles and dowelling. The charity works with Service leavers and the wider Armed Forces community to develop trade skills that support progression into employment or self-employment.



## Responsible business continued



## Environment

### Our objective

We are building a business we are proud of, by supporting the fight against climate change and taking action to protect the natural environment.

### Key focus areas

Carbon

Waste

Nature

### Our targets

#### Carbon

- Reduce absolute Scope 1 and 2 GHG emissions by 42% by 2030 from a 2021 base year.
- Reduce absolute Scope 3 GHG emissions from the use of sold products by 42% by 2030 from a 2021 base year.
- 77.5% of our suppliers by emissions from our purchased goods and services will have science-based targets (SBTs) by 2027.

*The target boundary includes land-related emissions and removals from bioenergy feedstocks.*

#### Waste

- Make it easier for customers to recycle own-brand packaging (rated as hard-to-recycle by the Extended Producer Responsibility scheme).

### Our approach

Our commitment and ambition to addressing our environmental impacts are set out in our Environment Policy, which is available on our website [www.wickesplc.co.uk](http://www.wickesplc.co.uk).

The Company's environmental management controls are designed to align with the international environmental management system (EMS) standard ISO 14001. In 2025 we continued to develop our EMS, further integrating robust environmental controls into key business areas.

## Carbon

### Deepening our understanding

The Company remains committed to understanding and mitigating the risk that climate change poses to our shared environment. With that in mind, in 2025 we focused on increasing our ability to understand the impacts of our operations and those of our suppliers, in order to refine our future strategy to tackle climate change.

As is common in the retail sector, over 99% of our emissions come from our Scope 3 value chain. Furthermore, 97% of our footprint was directly attributed to the manufacturing, transport, use and disposal of the products we sell. Further breakdown of our GHG footprint can be found in our climate-related financial disclosures on page 61.

### SBTi revalidation

We originally set our near term SBTs in 2022, covering our Scope 1 and 2 emissions as well as our most material Scope 3 emissions. The approval from the Science-Based Targets initiative (SBTi) confirmed that our near term targets were consistent with a 1.5°C decarbonisation pathway.

Following the outsourcing of some of our logistics activities and methodological improvements, we rebaselined our 2021 GHG inventory in 2024. This found we had exceeded the 5% threshold for resubmission stated in our Emissions Recalculation Policy (available on our website [www.wickesplc.co.uk](http://www.wickesplc.co.uk)).

We received approval from the SBTi in 2025 for our updated targets. Our existing absolute reduction targets remained valid, and our supplier engagement target required updating. With refreshed clarity on the scope of the target, we were able to confirm that the target encompasses only emissions from our purchased goods and services (known as category 1), as opposed to our full Scope 3 footprint. This means that our target has moved from 55% of our entire Scope 3 footprint to 77.5% of our Scope 3, category 1 footprint, covering the emissions from the manufacturing of the products we use and sell across our business.

While we have undertaken work that has moved us closer to achieving our SBTs, we know that, due to the nature of our business and our large supplier base, this engagement target will be challenging to meet. Nevertheless, we remain committed to collaborating with our suppliers, to support their journey towards decarbonisation.

In 2025, we also took this opportunity to seek assurance of our 2021 rebaselined figures. The results of this assurance exercise are included in our GHG reporting on page 61.

### Net zero transition plan

Following the work undertaken to rebase and recalculate our GHG footprint we used the results to forecast a glidepath to meeting our near term SBTs to 2030.

This plan is informed by our five-year plan, as well as external policy, developments and improvements such as the planned decarbonisation of the UK electricity grid.

#### – Scope 1 and 2 near term targets

We will meet our Scope 1 and 2 emissions reduction targets mainly by the switching of our electricity supply to a renewable electricity contract. We are developing a roadmap that identifies further opportunities to reduce Scope 1 and 2 emissions from our gas and diesel consumption, helping us to work towards the longer term net zero goal. We are also actively working on rolling out onsite solar across our estate, via our solar panel installation

# Responsible business continued

business Wickes Solar, to help increase our electrical capacity and independence from the grid.

### – Scope 3 near-term targets

Like many of our peers in the retail industry, the majority of our emissions come from our Scope 3 emissions. For us, this is made up mainly from the manufacturing of the products we sell, their transportation, their use and finally their disposal at the end of life.

We know that meeting our revised 2027 supplier engagement target will be challenging due to the composition of our supplier base, with over 400 Tier 1 Goods for Resale (GFR) suppliers. Nevertheless, we are making good progress with our key strategic suppliers committing to SBTs.

We are also working hand in hand with our suppliers to identify organisations that offer robust approval of SBTs that will allow our varied supplier base to take positive strides in their decarbonisation journeys.

Reducing the emissions from the use of the products we sell by 2030 will rely on introducing non-fossil fuel alternatives to our ranges, and the decarbonisation of the UK electricity grid.

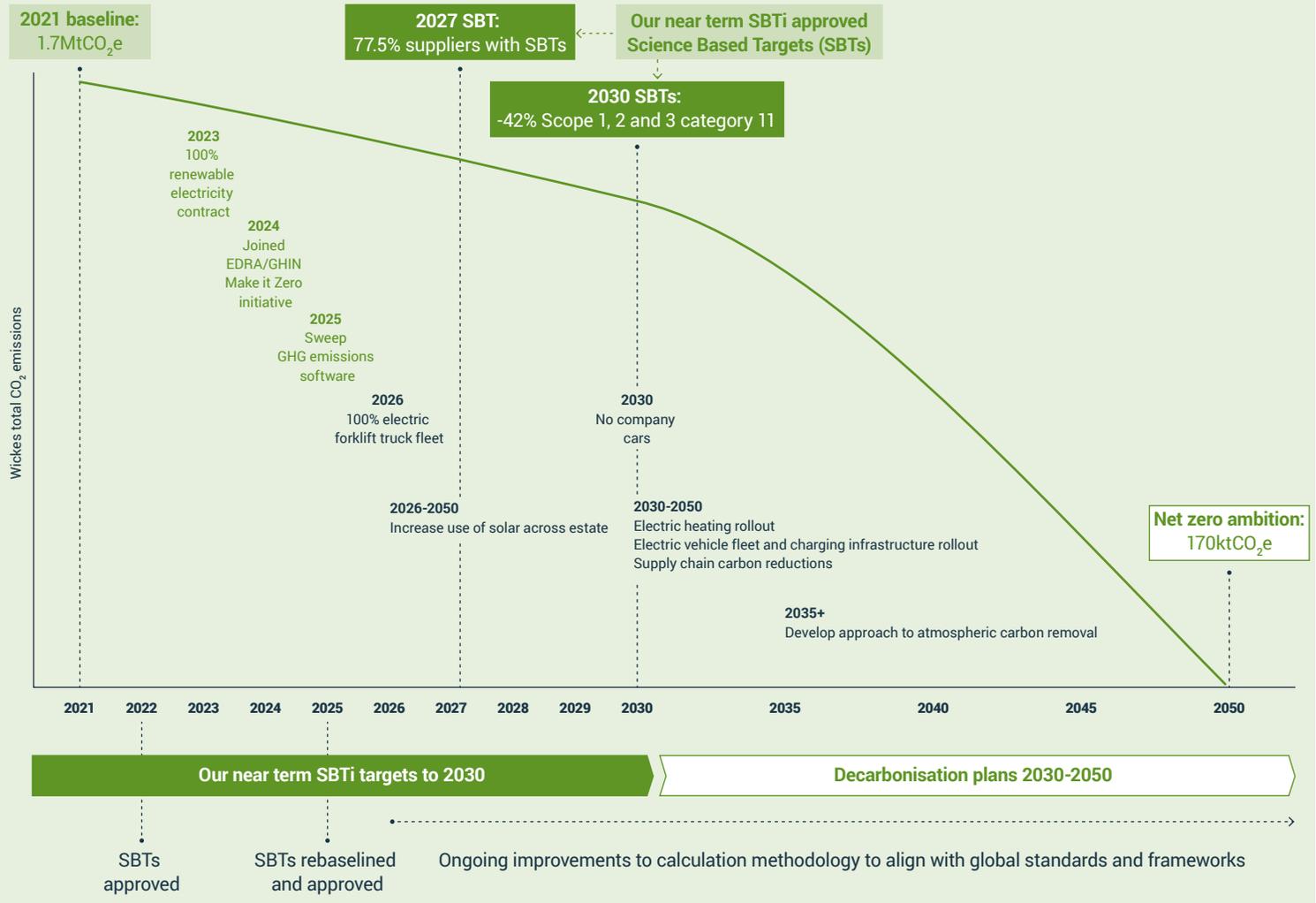
### – Net zero ambition

We have continued to work on our net zero transition plan, which now looks ahead to 2050 as the latest year in which we aim to be a net zero emissions business. This reflects our improved understanding of the transformational change required for emissions to reduce across our Scope 3 value chain.

The chart on the right shows our indicative plan to reach net zero. We are focusing on developing costed plans for meeting net zero for our Scope 1 and 2 emissions, as well as understanding the respective net zero transition plans for the different sectors which make up our value chain.

## Our journey to net zero

## Indicative net zero transition plan



## Responsible business continued



### Case study: GHG emissions platform

**In 2025, we implemented a GHG data platform as part of our commitment to continuous improvement. This move will help us lay the foundations for longer term emissions reductions and collaboration with our suppliers.**

We chose to work with the GHG data management platform Sweep, which offers both GHG calculation capability and supplier engagement tools. We have focused on setting up the platform for success and finding opportunities to automate data sharing to increase our capacity to understand our performance. This will enable us to track performance more frequently and provide data to support business decisions.

We also spent time designing the supplier collaboration tool included within Sweep. We plan to launch this in 2026 and we look forward to the conversations this will help to unlock. The platform will allow us to source and use a wealth of data directly from our suppliers which will, in turn, improve the accuracy of our emissions reporting and inform the actions we can take collectively to reduce emissions across the industry.

### Our progress in 2025

This year we have seen a 16% decrease in our total GHG emissions compared to our assured, rebaselined 2021 figures. Our full 2025 GHG inventory is provided on page 61. Our methodology statement for calculating our emissions can be found on our website [www.wickesplc.co.uk/responsible-business/policies-and-reporting](http://www.wickesplc.co.uk/responsible-business/policies-and-reporting).

#### – Scope 1 and 2 GHG emissions

In 2025, our Scope 1 and 2 market-based GHG emissions have increased by 5% compared to 2024 due to increased diesel and gas consumption from increased business activity.

Overall, we are making positive progress against our 2030 target to reduce Scope 1 and 2 emissions by 42% compared to 2021, with a 61.0% reduction in our market-based GHG emissions in 2025. This is primarily supported by our 100% renewable electricity contract that the Group (excluding Wickes Solar) has had in place since April 2023.

Our Scope 1 and 2 emissions now predominantly arise from the use of gas to heat our buildings and diesel to operate our fleet. We have made further progress with these areas, such as introducing gas heating controls and moving towards a fully electric forklift truck fleet in our stores. We have also carried out a desktop exercise to understand the feasibility of electrifying our fleet.

A significant part of our plans to decarbonise rely on increasing our onsite electrical capacity. To this end, we have an ambition to roll out solar to as many stores as possible whilst we transition to net zero. In 2025, we continued our rate of



This year we have seen a 16% decrease in our total GHG emissions compared to our assured 2021 baseline.

installing solar on three stores per year. We have also expanded our understanding of some of the challenges with retrofitting solar onto the roofs of our property estate, which requires landlord consent, as well as ensuring the roofs can take the additional weight of the solar panels.

#### – Scope 3 GHG emissions

We have reported a reduction of 9% in our overall Scope 3 emissions compared with 2024. This can be mainly attributed to a 15% reduction of emissions from our purchased goods and services.

We have made good progress against our two Scope 3 near term SBTs. In 2025, our emissions from the use of sold products have decreased by 26.7% compared with the 2021 baseline, but increased slightly by 1.4% compared to 2024.

By the end of 2025, 46 parent companies of our suppliers have now set an SBT, all validated by the SBTi. This represents 54.0% of purchased goods and services emissions (Scope 3, category 1) compared to our 2027 SBT of 77.5%. When compared to our total Scope 3 emissions, 36.9% of the GHG emissions were covered by suppliers with an SBT (this metric was used in our 2023 executive remuneration LTIP, refer to page 107 for further information on the ESG targets).

Engagement with and support of our suppliers is at the heart of our strategy and we acknowledge that SBTi validation is not necessarily right for everyone. To that end, this year we recognised the schemes run by Planet Mark and the Carbon Trust as alternative validation routes for our suppliers to demonstrate that their SBTs meet the SBTi Corporate Net-Zero Standard.

#### Improving our data capability

To achieve our long term Scope 3 carbon reduction goals we know we need to invest in improving the data that we use, moving from a broad emissions-factor-based calculation approach, towards a more specific carbon life cycle picture. This shift will enable us to better capture the improvements and changes being implemented by our suppliers.

With that in mind in 2025 we engaged Sweep, a GHG data management platform (see case study box). We have started to implement the platform into the business, and we plan to commence supplier engagement via the platform in 2026, allowing us to gather a clearer picture of actual carbon emissions in our supplier base.

#### Collaboration

In 2025 we continued to engage with the BRC's Climate Action Roadmap, which we have supported since 2021. During this year we have worked with the BRC and other UK retailers to develop our understanding of interventions that will drive our journey to net zero.

We also continued to be active members of Make it Zero, the global home improvement sector's Scope 3 reductions initiative. In 2025 we further solidified our commitment to collaborating with our peers in the industry when our CEO, David Wood, joined the Board of EDRA/GHIN (European DIY Retail Association and Global Home Improvement Network partnership). Our existing SBTi-approved targets align directly with Make it Zero's commitments.



## Responsible business continued

### Waste

#### Operational waste

The installation side of our business generates the vast majority of our waste, roughly 78.7% of our waste footprint in 2025. This year, however, we were able to work with our main waste supplier on an improved methodology which allows us to more robustly and accurately calculate the amount of waste from installation projects in customers' homes which is segregated for recycling. This year we are able to report that 82.9% of this waste was sent for recycling.

Through the continued work of our colleagues we recycled 77% of waste from our stores and Distribution Centres. This translates to 9,885 tonnes of cardboard, wood, plastic wrap and plastic banding. In turn, we have also seen a decrease in the waste we send to landfill, with a drop to 0.8% from 1.3% in 2024.

#### Packaging waste

We remain focused on meeting our compliance obligations while maximising the opportunities to innovate the packaging materials we use on our own brand products. Our approach is set out in our Packaging Materials Policy available on our website [www.wickesplc.co.uk](http://www.wickesplc.co.uk).

Over the last few years, we have focused on moving to recyclable materials, as well as improving the accuracy of our packaging data, in order to reduce our financial exposure ahead of the introduction of the EPR obligations in 2025.

Specific own brand packaging materials that require our focus moving forward are paint containers, growing media bags and adhesives and sealants packaging. These remain hard-to-recycle for the wider industry due to either the mixed packaging materials or contamination from the products' residue.

We are committed to working closely with our suppliers and the wider industry to make it easier for our customers to recycle these packaging materials in the medium to long term.

#### Water

Water use in our business is limited to colleague catering, cleaning of stores and cleaning of fleet vehicles. Nevertheless, we continue to seek opportunities to decrease our water consumption to ensure that we use only what is needed. In 2025 we consumed a total of 72,871 m<sup>3</sup> of water, 14% lower than the previous year (2024: 84,704 m<sup>3</sup>).

### Nature

As the industry continues to understand the link between climate change and nature deterioration, we remain committed to understanding our direct and indirect impacts in order to develop our strategy and take action in partnership with our suppliers and peers. In 2025, we continued to sell only peat-free compost.

In 2025 we have further deepened our understanding of our nature-related dependencies, impacts, risks and opportunities of our sourcing activities. Following an initial high-level analysis of our supply chain, we were able to confirm that our greatest impact on nature comes from our timber-related products. We are reviewing the findings of the report to develop prioritised actions to manage the risks and opportunities.

Timber remains one of the biggest commodities we rely upon, with an estimated 34% of our total revenue coming from timber-based products. Our approach is set out in our Timber Sourcing Policy available on our website [www.wickesplc.co.uk](http://www.wickesplc.co.uk). In 2025 we continued to prioritise the sourcing of certified responsible timber with 98.8% of timber-based products with either FSC or PEFC certification.



#### Looking forward

We will continue to play our part in the fight against climate change and take action to protect the natural environment.

#### In 2026 we plan to

##### Carbon

- Continue to develop and deliver our net zero transition plan.
- Collaborate with our strategic suppliers and industry partners to identify key interventions to reduce Scope 3 GHG emissions.

##### Waste

- Develop opportunities to test circular principles ahead of embedding circular practices into the business.
- Work with industry partners to identify solutions to improve the recyclability of our hard to recycle packaging.

##### Nature

- Work with key suppliers to gain a deeper understanding of the timber we source.

## Responsible business continued



### Homes

#### Our objective

We are building a business we are proud of, by helping our customers save energy and reduce the carbon footprint of their homes.

#### Key focus areas

Products

Services

Installations

#### Our targets

- Develop methodology for calculating 'avoided emissions' and measure baseline for home energy solutions.

#### Understanding what is important to our customers

We regularly check in with our key customer groups to ensure that we understand how the growing awareness of sustainability may be influencing buying decisions.

In our 2025 market research, we continued to explore energy saving as a key motivator for our customer groups. In the home improvement retail sector, both DIY and trade customers have continued to be concerned about affordability and uncertainty. The interest in energy saving products remains consistent as saving money on energy bills remains a key motivator for installing home energy solutions. Further insights on the home energy solutions market is provided in the Market review section on page 17.

## Products and services

#### Home energy solutions

As reported last year, our main area of focus in this pillar – responding to the growing market demand for energy saving solutions – has been integrated into our commercial strategy. The commercial potential linked to this strategic driver is included in the Strategy in action section on page 20.

By offering home energy solutions that help our customers save energy and decrease their home's carbon footprint, we are also realising a climate-related commercial opportunity. Refer to our climate-related financial disclosures on pages 51-61 for further details.

#### 'Supporting sustainability'

It is important that we continue to look at our wider product and service offering and how we can improve the sustainability of these. Sustainability is a broad term encompassing products that are ethically and responsibly sourced, those that have a lower environmental impact compared to similar offerings, and those that deliver a positive social impact.

Our approach to reducing the environmental impact of our products is covered under our Environment pillar (see pages 40-43), and how we ensure that we are sourcing responsibly is covered on page 50.

We continued to track the percentage of our own brand revenue derived from products that we have classified as 'supporting sustainability'. This classification is based on specific, substantiated claims that we believe resonate with our customers:

- Supports energy efficiency
- Supports water efficiency
- Contains recycled materials
- Contains responsibly sourced timber

In 2025, 58% of our own brand revenue was from the sale of Wickes products that we have classified as 'supporting sustainability'. Of this, the majority was from the sale of products that contain certified responsibly sourced timber.

We have been reviewing how this metric aligns with similar metrics in sustainability reporting frameworks, such as the EU taxonomy for sustainable activities ('EU Taxonomy'). Although these frameworks do not apply directly to the Group, we recognise that aligning how we report our sustainability progress is important to stakeholders.

## Responsible business continued

# Installations

### Calculating avoided emissions

In 2025, we have developed a robust and credible methodology to calculate avoided emissions from our customers' use of solar panels sold by the Group. The methodology has been developed to meet recognised good practice according to the World Business Council for Sustainable Development (WBCSD) Guidance on Avoided Emissions.

Solar power is recognised by the Intergovernmental Panel on Climate Change (IPCC) mitigation options for energy efficiency and the EU Taxonomy as a genuine climate solution with verified emissions mitigation potential, and is not directly related to fossil fuels.

Recognised as a climate solution, solar panels have a direct and significant decarbonising effect, and allow measurable and significant GHG emissions reductions relative to a reference scenario.

To ensure a robust approach we used the Avoided Emissions Platform (AEP) to calculate the avoided emissions related to the sale of solar panels by the Group in 2024 and 2025. The AEP is a global online platform launched in 2025 to standardise evaluations of positive climate solution impacts by using a transparent, harmonised methodology for calculating avoided emissions.

Following the Group's acquisition of 51% of Wickes Solar in 2024, the installation of solar panels is a key part of our home energy solutions growth lever. We have used our calculations to support avoided emissions claims as part of our compelling customer value proposition for solar. At present, we do not externally disclose the total quantified avoided emissions or associated revenues from solar for reasons of commercial confidentiality.

We plan to review the benefits of measuring this positive impact, and consider expanding the avoided emissions calculations to our other climate solutions that we offer, such as ASHPs and insulation.



### Case study:

#### Promoting the growth of solar

In 2025 we commissioned a model village on the Isle of Wight to install tiny replica solar panels across three of its iconic houses. The installation aimed to promote the growing adoption of solar panels across the UK, with 1 in 20 UK households already generating electricity through solar panels.<sup>1</sup>

The initiative aimed to showcase how solar panels are no longer just a practical solution for helping to reduce energy bills – they're becoming increasingly popular.

<sup>1</sup> <https://www.gov.uk/government/statistics/solar-photovoltaics-deployment>



### Looking forward

Whilst we review and develop our product ranges, we will continue to monitor evolving customer trends, market developments and government policy, understanding their influence on consumer behaviour and lifestyle choices.

#### In 2026 we plan to

- Continue to build our home energy solutions proposition to enable our customers to be more energy efficient.
- Explore the benefits of expanding the measurement of avoided emissions from our home energy solutions product offer.
- Review how our product ranges support our wider sustainability ambitions, including our net zero transition plan.

## Responsible business continued



## Fundamentals

### Key focus areas

Safety and wellbeing

Ethical business conduct

Responsible sourcing

### Safety and wellbeing

Our safety culture is centred around commitment and care and we make it our priority to ensure that everyone who works and shops with us goes home safe and well every single day.

### Ethical business conduct

We are committed to conducting our operations honestly, responsibly and with integrity.

### Responsible sourcing

From the materials used to make our products, to how they are manufactured and transported, everything we do is built on a responsible supply chain.

## Safety and wellbeing

Nothing is more important to us than the safety and wellbeing of our colleagues and anyone who works or shops with us. Our aim is to ensure that everyone goes home safe and well every single day to their families or loved ones by managing our risks and ensuring our focus is on achieving and maintaining an embedded culture of safety and care. Consideration of the risks to the health and safety of our people and customers always comes first, with leadership from managers who understand the importance and are supported by our culture.

### Our safety management framework

Every year our Safety Policy (available on our corporate website [www.wickesplc.co.uk](http://www.wickesplc.co.uk)) is updated and sets out our safety promise to our colleagues. We comply with safety laws, and use incidents as a learning opportunity to continuously improve. Last year we reinforced this promise by better embedding our safety management framework across the business, through our safety leadership training and Safety Management System.

We have reviewed the key safety risks across our business and the comprehensive Safety Risk Registers that are owned by our operational areas with accountability for ensuring that any risk of harm is identified and controlled. We continually seek to reduce the risk of harm in our operations by developing annual safety improvement plans. These controls and other safety information are communicated to our colleagues through comprehensive training and instructions, so that they understand how to work safely and protect others from harm.

We actively seek to understand how we can do better through accident investigations and Executive Board-led incident review meetings. Through this process, we have continued to make significant improvements in a number of key risk areas, including slip, trips and falls to reduce the number of accidents to customers, and the management of change in stores.

We follow a three lines of defence model to manage and mitigate safety risks:

#### 1. Operations

Accountability – Responsible for implementation of our Safety Policy, identifying and managing operational risks and developing and implementing procedures.

#### 2. Stay Safe team

Oversight – Responsible for the development of the safety management framework and provision of assurance to the Executive Board.

#### 3. Internal audit and risk function

Assurance – Responsible for independent verification of the Safety Policy and its implementation.

Assurance activities are carried out by both our Safety team and our internal audit and risk function. The Safety team carries out assurance of our stores, Support Centre and Distribution Centres at a frequency informed by the level of risk.

Our model is supported by strong governance, with clear accountability for safety and monthly reporting of our safety performance to the Executive Board. The Board is provided with updates at every meeting and six-monthly deep dives on key aspects of safety performance and improvement plan activity.

#### Our progress

Our focus in 2025 was to continue to improve our management of safety risks, and embed key parts of our safety management framework, including how we work across the business to manage key risks, how we engage our colleagues and how we assure ourselves that our controls are adequate.

## Responsible business continued

Notable activities in 2025:

- Following a business-wide review of operational risk we established a cross-functional Slips Trips and Falls Working Group to identify opportunities to improve risk management. This led to targeted initiatives in each operational area and a 'Watch your STEP' safety campaign across our business. There is a continued focus on the elimination and prevention of slip and trip risks. As a result our slip and trip incident rate has fallen by 4% compared to 2024.
- We launched a business-wide behavioural safety campaign, to empower our colleagues to put safety first before any other activity. Messages were reinforced by the launch of a new safety video, acknowledging risks within the business and highlighting the importance of calling things out to ensure the safety of individuals, colleagues and customers.
- After cementing our operational safety committees we wanted to further engage and inspire colleagues from across the business, providing opportunities for them to develop their skills and confidence to make a difference where they work. In the year, we held our first Safety Champion Summit, focused on Purpose, Power and Practice.
- Throughout the year we worked with Wickes Solar's management team to support the implementation of our safety management framework into our part-owned subsidiary. This involved identification of areas for safety process improvement within their current controls. Wickes Solar did not report any injuries in 2024 or 2025.
- We launched a Forklift Truck Managers course for new managers with limited experience of mechanical handling equipment.
- A three-year safety review programme launched across stores, which is a continuation of an ongoing programme but included consultation with our store leaders to ensure its effectiveness and continuous improvement.

### Our performance

After several years of significant injury reduction, we anticipated a plateau in our safety performance figures. To avoid this, our focus in 2025 shifted to integrating safety more robustly into operational planning, with safety improvement initiatives specifically targeting our principal risk areas.

In 2025, we have seen a reduction of total colleague injuries reported across the business, and a reduction in the rate of colleague reportable injuries (RIDDOR).

The frequency rate of colleague LTIs increased by 27% compared to 2024. This was primarily due to a rise in musculoskeletal manual handling injuries that occurred during our peak trading period. In response, we have developed new manual handling training for colleagues to improve their safe-lifting skills. Furthermore, managers will be trained to identify unsafe lifting practices and coach colleagues on safe lifting techniques. Our operational teams will closely review the impact of the training.

Our total customer accidents increased by 5% compared to 2024, which is proportionate to the 5% growth in customer numbers. These were mainly driven by slips, trips and falls, and following a business-wide safety campaign, the incident rate dropped towards the end of the year.

### Wellbeing

In 2025 our colleague-led Wellbeing network continued to focus on promoting the financial, mental and physical wellbeing of our colleagues. A programme of educational and awareness events was delivered to all colleagues, including Wellbeing Fairs, information on heart health and self-care, and a panel event on therapy to support colleagues with specific issues in their lives. A wellbeing pack designed specifically for the challenges faced by our nightshift colleagues was also launched within this event.

The business continues to support the rollout of our Mental Health First Aider training programme across the business with training provided to people managers by St John Ambulance.



| Key performance indicator                                | 2024 <sup>1</sup> | 2025 <sup>1</sup> |
|--|-------------------|-------------------|
| Colleague reportable incidents (RIDDOR)                  | 22                | <b>17</b>         |
| Colleague Lost Time Incident frequency rate <sup>2</sup> | 3.61              | <b>4.58</b>       |
| Total colleague injuries                                 | 842               | <b>772</b>        |
| Customer reportable incidents (RIDDOR)                   | 17                | <b>22</b>         |
| Total customer accidents                                 | 346               | <b>363</b>        |

<sup>1</sup> Data represents performance of Wickes Building Supplies Ltd.

<sup>2</sup> Number of Lost Time Incidents, divided by total hours worked, multiplied by 1 million hours.

### Looking forward

We will continue to ensure that our risks are effectively managed using better insight and technology to understand where we can improve and provide visibility of the checks that we make to assure ourselves that our controls are working.

Due to the success of our first Safety Champion Summit, we will endeavour to engage our leaders and colleagues further in our safety aims and actively support colleague wellbeing by listening to both our colleagues' needs and external requirements.

Our focus in 2026 will be on establishing improved safety insight across the Group to develop our operational risk improvement plans, seeking to continue to reduce our incident numbers, with a higher priority on those with the most significant impact on our colleagues and customers.

## Responsible business continued

# Ethical business conduct

### Our approach

In 2025, we continued to implement the Wickes compliance framework. It is designed to provide a simple, clear and consistent approach to compliance across the business, and is built on three key elements of strong ethical culture, robust risk management processes and effective monitoring. It sits within the overarching governance framework that supports the business to operate within its legal and ethical boundaries. Subject matter experts are embedded across the business for all key compliance areas.

The Compliance Oversight Committee continued to meet during 2025. This Committee covers compliance with all laws and regulations applicable to the business including health and safety, consumer protection, data privacy, restricted sales, construction and planning, product safety and responsible sourcing, environment and community, financial, tax, employment, competition, fraud, modern slavery and whistleblowing.

Members of the compliance oversight group, who are subject matter experts from across the business, are required to carry out an annual review of the compliance area for which they have oversight and report back on performance, including any instances of non-compliance. This forms part of the twice-yearly legal and regulatory update to the Board to enable it to ensure that Wickes is discharging its legal obligations.

We have further strengthened our compliance programme during 2025, which has matured in both its breadth and effectiveness, specific examples of which are covered in the sections on this page and page 49. This robust foundation strengthens our ability to support the business in integrating the processes and controls necessary to address a complex and evolving regulatory landscape. The programme's maturity has been key to consistently embedding our ethical culture more deeply across our operations.

The audit programme that was carried out in 2025 included audits of corporate fraud and green claims – refer to page 98 of the Audit and Risk Committee report. In addition, a number of compliance measures are included within the key control audits carried out by Wickes' internal operational audit team in stores, including training completion rates, pricing checks and data privacy checks.

### Business ethics

Wickes is committed to conducting our operations honestly, responsibly and with integrity. Our Code of Business Ethics that applies to all colleagues and is at the heart of our business was updated in 2025 to incorporate new legislative requirements. All of our part-time and full-time colleagues are required to complete annual training on this. In addition, we have policies which support the Code of Business Ethics for all key regulatory areas, including competition law, anti-bribery and corruption, anti-money laundering, corporate criminal offence, consumer duty, data privacy, market abuse and anti-fraud. Colleagues working in relevant areas of the business or in higher risk roles also complete bespoke training on these key regulatory subjects.

We are committed to engaging colleagues on business ethics and regulatory matters in a practical and relevant way, and have a calendar of communication activity in place to ensure colleagues are both clear on the standards we expect and know what to do if they are concerned something is wrong. We review and update our regulatory e-learning modules on a periodic basis to ensure they remain relevant and engaging for colleagues. During the year, we designed and implemented a bespoke e-learning module on age restricted sales to support colleagues in applying 'Challenge 25' effectively and consistently.

### Whistleblowing

Wickes does not tolerate any wrongdoing or malpractice and has a Whistleblowing Policy in place which protects whistleblowers from retaliation. We encourage colleagues and third parties to report any concerns of wrongdoing through our confidential and independent whistleblowing service and we ensure that any reports are thoroughly investigated, with any learnings applied, including disciplinary action, training and process improvements as appropriate. Both the Executive Board and the Board receive reports on whistleblowing on a regular basis. We also promote our whistleblowing helpline to our suppliers for them to report concerns. Further detail on whistleblowing can be found on page 81.

During the year we updated our Whistleblowing Policy and relaunched the whistleblowing service to colleagues with an updated awareness campaign, including a video from our CEO asking colleagues to tell us about any concerns they had, and posters in all workplace locations with QR codes included to improve accessibility. This resulted in a 60% increase in whistleblowing reports across 2025 compared to 2024. 64 reports were received in total, of which 44 were received in the second half of the year, demonstrating the impact of the relaunch. 98% of those reports came from store colleagues and the concerns raised covered management behaviour, bullying, harassment or discrimination, conflicts of interest, safety and fraud. 16 reports related to discrimination, bullying or harassment, with 11 of those upheld and resulting in disciplinary action, training and improvements. Three fraud-related reports were received, and although none of these were upheld, each of them was appropriately investigated.

### Human rights and modern slavery

Wickes is committed to respecting all internationally recognised human rights, standards and legislation relevant to our operations. Our Human Rights Policy sets out how we uphold human rights by identifying our areas of responsibility and taking relevant action, including the right of our colleagues to freedom of association and collective bargaining.

We recognise the harmful impact that modern slavery has on individuals and society, and we are committed to help prevent these illegal practices. Our Modern Slavery and Human Trafficking Policy sets out our zero tolerance approach to any form of forced, bonded or involuntary labour, human trafficking, child labour, and other kinds of slavery and servitude within our own operations or within our supply chain.

Our biggest risk of modern slavery is in our supply chain. We are committed to upholding human rights and promoting positive working conditions and practices throughout our supply chain, and we commit to meet the principles of the Ethical Trading Initiative (ETI) Base Code. More detail can be found in our relevant policies, Supplier Code of Conduct and annual Modern Slavery Statement on our website [www.wickesplc.co.uk](http://www.wickesplc.co.uk).

All colleagues are required to complete modern slavery training on an annual basis. Any issues of non-compliance are reported to the Board.

### Anti-fraud and anti-money laundering

We have an Anti-Fraud Policy in place which has been updated during the year to ensure compliance with the Economic Crime and Corporate Transparency Act 2003 (ECCTA) and to include reference to the new corporate offence of 'failure to prevent fraud'. We have also completed a programme of work during the year in readiness for ECCTA.

We take a zero tolerance approach to any activity that either amounts to fraud or is dishonest. All colleagues are required to complete a training module on fraud to ensure awareness and understanding and we encourage colleagues to report any suspected incidents of fraud or dishonest behaviour, either through line management or through our independent, anonymous whistleblowing service. Due diligence is completed on third parties before contracting with them and we have appropriate contractual provisions incorporated into our standard terms of business. Any issues of non-compliance are reported to the Board. We will continue to monitor

## Responsible business continued

our anti-fraud processes and controls to ensure we are meeting legislative requirements.

An Anti-Money Laundering Policy is also in place to ensure our business is not complicit in money laundering activities and that we have the appropriate controls and processes in place to mitigate any risk. All colleagues are required to complete anti-money laundering training to ensure they understand the risk and how they can protect against the risks of money laundering and corrupt practices. Any issues of non-compliance are reported to the Board.

### Anti-bribery and corruption

We are committed to the highest standards of ethics and have a zero tolerance approach to any form of bribery and corruption in our business and supply chain. We have an Anti-Bribery and Corruption Policy, which sets out our commitment to prevent bribery and corruption, and we require all colleagues to complete annual training on anti-bribery and corruption. Our suppliers are required to have their own anti-corruption policies and programmes in place, as set out in our Supplier Code of Conduct, and we monitor compliance with this through our supplier audit process.

Our anti-bribery and corruption programme is built around a clear understanding of how and where bribery risks affect our business and comprises key controls of: policies (including anti-bribery and corruption, gifts and hospitality, and conflicts of interest); procedures (such as conducting due diligence on suppliers); training all colleagues on bribery risks; targeted communications to higher risk colleagues; and ongoing assurance programmes to monitor the effectiveness of controls.

We consider that Wickes has a low risk of bribery and corruption due to our geographical location and the robust processes and controls we have in place. Further, Wickes has no government ownership or government contracts.

We encourage any instances of alleged bribery and corruption to be reported either through line management or through the anonymous

whistleblowing service. All reports are thoroughly investigated and the Board receives reports of any breaches of the Anti-Bribery and Corruption Policy.

### Privacy and data security

The cyber threat being faced by all organisations has continued to grow, evidenced by the cyber incidents experienced by other retailers during the year. Data and security remains one of our most significant business risks and additional work has been completed over the year to further mitigate this risk through improved processes and controls. Further detail on this is set out in the risk section on page 64.

We recognise that maintaining and safeguarding the security of our colleague, customer and confidential data, along with the availability and security of our systems, are critical for Wickes to operate successfully. Across the year, we have continued to improve our data and security controls to prevent, detect and mitigate unauthorised activity, as well as improve our operational processes, and have invested in both our Privacy and Information Security teams to achieve this.

We have a clear governance framework in respect of data security and privacy, which is overseen and monitored by a dedicated Data and Information Security Committee – chaired by the Director of Legal and Governance as the Data Protection Officer and with Executive Board sponsorship from the General Counsel and Company Secretary – which meets every two months throughout the year. Regular update reports on both data privacy and information security are provided by both the Director of Legal and Governance and the Head of Information Security to the Board.

We have a Protecting Personal Information Policy, which is applicable to all full-time and part-time colleagues, contractors and temporary workers within the Group. It sets out how we safeguard all personal data that we process, as well as our commitment to process only data that is required to fulfil the defined purpose to ensure data minimisation. Alongside this, we have a Data Retention Policy which sets out our requirements for retaining and disposing of data.

We also have robust processes to assess the security and data controls of any third party data processors, including carrying out Data Protection Impact Assessments and vendor assurance.

A cyber response plan is also in place alongside an Information Security Policy.

We seek to be completely transparent in our data processing activities and our Privacy Policy, which is available on our customer website ([www.wickes.co.uk](http://www.wickes.co.uk)), sets out how we process the personal data of our customers, including consent management, customers' right of access, rectification and right to be forgotten. We also have an Employee Privacy Policy, which sets out how we process the data of our colleagues along with their rights as a data subject.

All colleagues are required to complete both cyber security training and data privacy training on an annual basis. The data privacy training that colleagues complete is determined based on risk, with those in higher risk areas of the business completing more detailed and focused training. This training is supported by an ongoing awareness and communication programme, including phishing tests and focused communications on data privacy, to keep colleagues informed and aware of data privacy and cyber security risks in a practical and relevant way.

All data breaches are recorded on a breach register and investigated to root cause to ensure the appropriate learnings can be put in place to avoid reoccurrences. We had no reportable breaches during 2025.

As we continue to invest in new technology and platforms, we follow a 'Privacy by Design' approach to ensure data security and privacy are appropriately embedded into the design at the outset and throughout the life cycle.

### Artificial intelligence

With the growing use of AI, we have taken steps to understand both the opportunities and risks for the business. Following the launch of our Generative AI Policy in 2024, our AI Council has continued to meet on a regular basis. Formed by a group of functional experts, it serves as a central steering committee, focused on guiding and promoting best practice to facilitate the successful integration of AI across the business, ensuring appropriate controls and safeguards are in place to meet our legal and ethical obligations.

### Responsible marketing

Building trust with our customers is central to our brand proposition, and how we advertise and promote our products is key to building and maintaining trust. We have an internal policy which sets out the principles that we follow when we are advertising and communicating.

Our approach to responsible marketing extends to ensuring that we are accurately talking about any environmental credentials of our products – also known as green claims. We have a robust internal process for reviewing adverts and promotions which include environmental credentials, ensuring that we are adhering to the principles set out in the UK's Competition and Markets Authority Green Claims Code.

## Responsible business continued

# Responsible sourcing

### Policy and processes

Our Responsible Sourcing Steering Group, chaired by our General Counsel and Company Secretary, continued to oversee the application of our Responsible Sourcing Policy, which sets out how we source products and services in a safe, ethical and legally compliant way using responsible suppliers and partners. Our controls are designed to protect our customers and meet all relevant legislative requirements, as well as to provide confidence for our stakeholders that Wickes is a trusted partner and retailer.

Our Supplier Code of Conduct and Supplier Manual outline our expectations of our suppliers, in the areas of labour standards and human rights, safety and wellbeing, environmental responsibility and community engagement, business integrity and ethics, and management processes and systems. Our Responsible Sourcing Policy, Supplier Code of Conduct, Supplier Manual and Supply Chain Animal Welfare Policy Statement can all be found on our website [www.wickesplc.co.uk](http://www.wickesplc.co.uk).

We aim to work collaboratively with our suppliers and to create an environment that enables transparency throughout the supply chain. We promote our whistleblowing helpline to our suppliers for them to report concerns. We are a member of Sedex (Supplier Ethical Data Exchange), a leading platform that supports the management and improvement of working conditions in supply chains.

### Supplier assessment

We have a global supply chain of over 400 Tier 1 suppliers, with around 100 of these supplying Wickes own brand products. The majority of our Tier 1 GFR suppliers are UK registered companies. Our Supplier Online Risk Assessment (SORA) programme includes all of our Tier 1 GFR suppliers, and helps us to better understand and manage risks within our supply chain, and to educate and improve our supplier base. We regularly review the outcomes of the assessments, and we review our minimum standards each year to make sure that our policy remains fit for purpose.

During the reporting period, we completed our two-year SORA programme (2024-2025), assessing all our Tier 1 GFR suppliers and high-risk GNFR (goods not for resale) suppliers. In addition, our Responsible Sourcing team completed all planned in-person verification visits with key suppliers, including to suppliers located in China, Germany, India, Ireland, Italy and Türkiye.

Recognising that our highest exposure to modern slavery is through our supply chain, we have developed a robust approach to ethical procurement. Our primary and preferred ethical audit provider is Sedex, but we will also consider the Business Supply Chain Initiative and SA8000 audits.

Before we begin trading, we require all suppliers providing Wickes own brand products to undertake and deliver an acceptable ethical audit (such as Sedex Members Ethical Trade Audit (SMETA) or equivalent). Ongoing, we require that our own brand suppliers complete an ethical audit every two years, or once a year where a significant risk has been identified. These independent audits are designed to help protect workers from unsafe conditions, overwork, discrimination, low pay and forced labour.

### Product quality and safety

Wickes aims to source only products that are safe and fit for purpose, and meet or exceed our customers' expectations. We require each product that enters our supply chain to comply with all applicable legislation.

As a responsible retailer, we have developed an internal process that aligns with the UK Government's Office for Product Safety and Standards guidance on product safety alerts, reports and recalls. We review this process each year to ensure our controls remain fit for purpose. In 2025, there were no product recalls, safety alerts or reports issued in relation to the products that we sell.

We recognise the concerns of safe use, content and labelling of chemicals. We actively abide by all UK legislation to reduce the impact of substances of concern and, where possible, use a suitable alternative. Wickes has committed to identifying any products that are supplied to us that contain any substances of very high concern (SVHCs), explosives precursors or poisons, and we take steps to replace any products that contain restricted substances or SVHCs with suitable alternatives.

We require our suppliers to ensure that products supplied to Wickes are free of any banned substances and compliant with any restrictions detailed by the UK's Registration, Evaluation, Authorisation and Restriction of Chemicals regulations. We also ensure that all paint and varnish products that we sell are compliant with volatile organic compound regulations.

As the UK Government develops its own approach to chemical safety policy, we continue to maintain a watching brief on the developments with EU chemical safety policy. To stay abreast of developments, we engage with cross-sector product quality groups, including the BRC's Product Safety Community.

### Health and safety in our supply chain

At Wickes we care about the health and safety of everyone who operates in our supply chains, both in the UK and globally. We have been working with our suppliers to understand the risk posed by two substances, which are not banned, but can be responsible for negative health effects during the production process if adequate controls are not in place.

When Chromium 6 is used to chrome-plate products, it can create negative health effects for people in our supply chain. Once manufactured, there are no known risks to the consumer associated with products of this nature. Our suppliers have continued to replace Chromium 6 during the manufacturing of Wickes own brand products with safer alternatives, and by the end of 2025 it has been removed from 99% of our chrome-plated products and we are continuing to work towards 100%.

There can also be negative health effects experienced by stone fabricators working with quartz, a material often used for kitchen worktops. Once fabricated there are no known risks to the consumer associated with products of this nature. All suppliers to Wickes of quartz stone products comply fully with the UK's health and safety laws, and our key stone fabricating suppliers have been working with the Health and Safety Executive to develop a new quality safety standard.

### Responsible sourcing of timber and compost

Our approach to the responsible sourcing of timber, timber products and compost is discussed on page 43.