

Wickes

Fact Sheet

Wickes is a digitally led, service-enabled home improvement retailer, delivering choice, convenience, value and best-in-class service to customers across the United Kingdom. All of this is fulfilled by a low cost, efficient and integrated operating model.



A clear framework to win

OUR VISION

A Wickes project in every home

OUR MISSION

To be the partner of choice for home improvers and local trade

OUR PURPOSE

To help the nation feel house proud

Uniquely balanced business supporting three customer propositions

LOCAL TRADE

From trade-trusted brands to always being 10% cheaper, we can save you time and money when you shop with TradePro.

- ✓ EXTENSION
- ✓ LOFT CONVERSION
- ✓ DRIVEWAY

①

DO-IT-FOR-ME

From concept to completion, plus all the finishing touches, we can help you with your project every step of the way.

- ✓ BATHROOM
- ✓ KITCHEN
- ✓ TILING

②

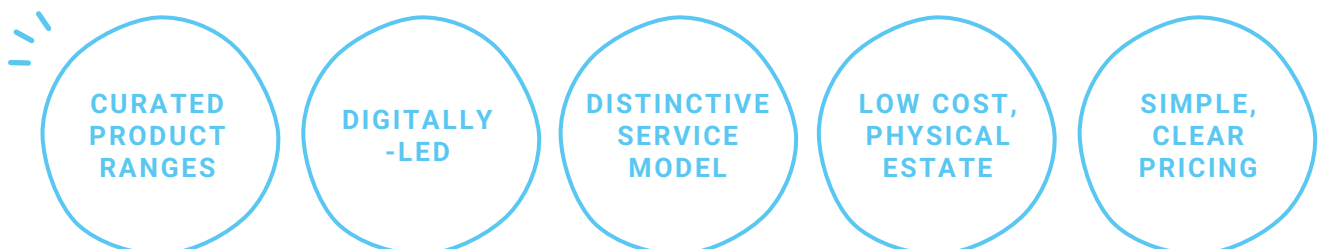
DIY

From our curated range to bringing you the right quality products at the right prices, we can help you to tackle your project providing advice, guidance and knowledge.

- ✓ PAINTING
- ✓ HANG A SHELF
- ✓ GARDENING

③

Supported by an efficient and integrated model



Underpinned by delivering brilliant customer experience through engaged colleagues, a winning culture and growing responsibly.

Our winning behaviours

Our business is powered by highly engaged teams, who operate around a simple, yet deeply held set of beliefs we call our winning behaviours.



WINNING



CAN DO
SPIRIT



BEING AT
YOUR BEST



HUMILITY



AUTHENTIC

Wickes in numbers

£1.6bn

2022 REVENUE

746k

TRADEPRO MEMBERS,
UP 18% IN 2022

£75.4m

2022 ADJUSTED PROFIT
BEFORE TAX

8,100

COLLEAGUES

3,000

INSTALLER TEAMS

2/3

SALES DIGITALLY-LED

c.20

NEW STORES OVER
THE NEXT FIVE
YEARS

99.8%

OF ALL TIMBER FSC
OR PEFC CERTIFIED

NEAR-TERM
SCIENCE
BASED
TARGETS
APPROVED

#1
UK RETAILER

Stonewall's Workplace
Equality Index

£2M

RAISED FOR
YOUNGMINDS

230

STORES

162

STORES IN THE
NEW FORMAT

66

This was a year in which we achieved record sales and made further market share gains. Our performance was underpinned by our uniquely balanced business model, our digital leadership and our ability to offer the best value and service proposition across Trade, DIFM and DIY

DAVID WOOD CEO

99

