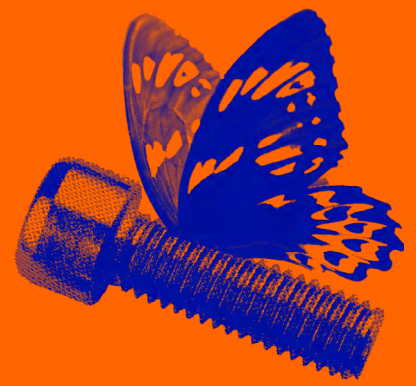


B&Q Build a life project

ANNUAL REPORT 2024

Build a
life project



Annual Report 2024 ▶



B&Q

Together, we can do it.

Contents

01

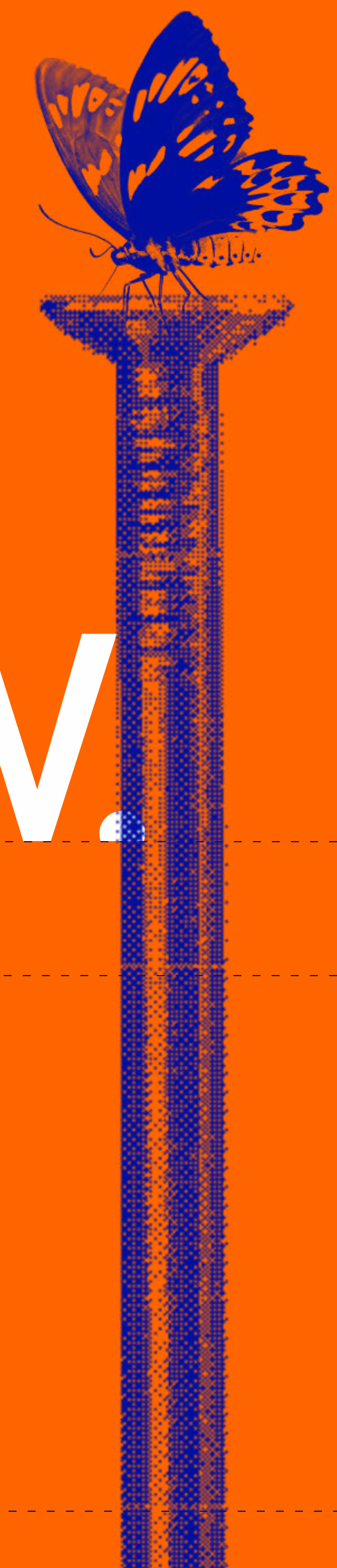
02

03

04

Introduction and overview.

01



Build a
life project

A word from our Chief Executive

At B&Q, we put Responsible Business at the heart of our operations. In June 2023, we launched B&Q Build a Life Project, our commitment to being a more responsible business.

Our goal is to continue making changes to improve as a business and help build a better world for our customers, colleagues and communities and we will do this by focusing on the impact and good that B&Q could achieve for our Planet and People.

Our vision is for B&Q to be the easiest and most sustainable place to improve your home, and we're making this a key priority for everyone at B&Q.

Our commitment to reducing carbon emissions

We have a strong history of acting with integrity, and when it comes to reducing our carbon emissions this is no exception. We're committed to getting to net zero for Scope 1 and 2 carbon emissions by 2040, and we've worked hard over the past few years to reduce these emissions in our store estate and logistics network. We've further progressed this in the last 12 months, achieving a total reduction of 63.5% since 2016/17.

We have also made good progress in reducing our Scope 3 emissions, which primarily come from the impact of products we sell, and we're committed to making further headway on this.

We're trying to make our products as sustainable as possible when it comes to them being used in our customers' homes. We also

have a role to play in helping homeowners to decarbonise their homes. Some improvements they can make themselves, but as more homeowners look to install measures like insulation, heat pumps or solar panels, the current shortage of trades people will become even more pressing, and we're taking action to help get that addressed.

Making a difference in our communities

We believe that anyone can improve their home to make life better and are very aware that not everyone has a safe and secure place to call home. We've continued to work with and support our partner charities – the B&Q Foundation, Shelter and Focus Ireland – to help improve the lives of people across the UK and ROI.



Standing for inclusivity

Making B&Q a place where everyone can feel they belong is a top priority for me and I'm proud that we've made strong progress over the last three years, but know we still have more to do. Earlier this year, we put into words what you can expect from B&Q and what B&Q expects from anyone involved in or with our business, making clear that we stand for inclusivity and do not tolerate abuse or discrimination of any kind.

Strengthening our Responsible Business team

This year, we have strengthened our Responsible Business team and have appointed our new Director of Responsible Business, Joanna Gluzman-Laukkanen. Joanna's appointment is an important pivot point in building our internal and external strength and expertise across all our responsible business topics, with a particular focus on sustainability.

Everyone at B&Q has a part to play in achieving our targets and we're confident that together, we can do it.



Graham Bell
CEO, B&Q

From our new Director of Responsible Business

I am excited to have joined B&Q for the opportunity to help millions of people make more sustainable choices for their homes, and to enhance B&Q's positive contribution to people and planet.

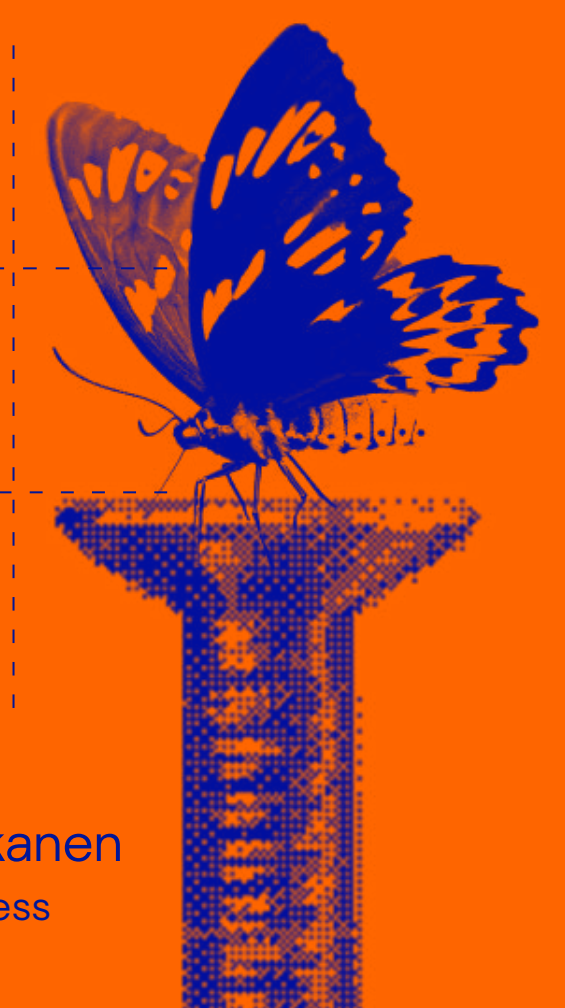
B&Q Build a Life Project included five responsible business pillars at launch. Going forward we are simplifying our approach to two pillars – helping us to focus on the impact and good that B&Q could achieve for our Planet and People.

There's always a lot that we must do for legislative and other reasons. However, we also have choices to make about what we want to do above and beyond that. We're currently identifying environmental and social opportunities and risks so that we can prioritise our focus for the coming years, and we're creating an integrated roadmap to give us a more holistic view of our Planet and People initiatives.

With B&Q's heritage, we have a good foundation to build on and we're committed to continuing to make changes to improve as a business and to help build a better world for our customers, colleagues and communities.



Joanna Gluzman-Laukkanen
Director of Responsible Business



Our key responsible business targets and measures, 2023/24

Net Zero by 2040

for scopes 1 and 2; 2050 for scope 3

Carbon emissions

63.5%

reduction in Scope 1 and 2 carbon emissions across our operations since 2016/17

56%

reduction in intensity of our Scope 3 emissions per million £ turnover from the supply chain and customer use of products since 2017/18

Decarbonising our logistics network

Our logistics carbon footprint has reduced by

28% since 2016

Waste management

99% of our waste is diverted from landfill

Sustainable packaging

Introduced our B&Q Sustainable Packaging Guidelines with ambitious targets to reduce packaging waste and increase recycling including

at least **30%** recycled plastic in packaging and 100% recyclable, reusable or compostable packaging by 2030

Responsibly sourced wood

99.3% of the wood and paper used in our products is responsibly sourced

Founding members of the Forest Stewardship Council® (FSC®) 30 years ago and launched our first timber policy in 1991

Reducing the impact of the products we sell

60.7% of our sales were from products with more sustainable features...

and/or that delivered more sustainable benefits to our customers

Energy use

Our total energy use is down by **34%** in the last 10 years

...and

99%

of the energy we purchase is from renewable sources

Move to peat-free

Since 2023, we've been **100%** peat-free for all bagged composts, and by 2026 we will sell only 100% peat-free B&Q branded plants. (We first launched a peat-free compost in 1991).

Planet

People

Standing for inclusivity

6 colleague networks and advisory groups

Improving gender equality

45%

of management roles currently held by women

Community Impact

718,083

people benefitting from our community programmes

Volunteering

33,726

hours donated to support local communities

Learning for Life

Over **2,000**

colleagues have completed or are undertaking apprenticeships

Raised/donated

£3.1m

to support our charity partners and local communities

Our strategic approach

When we launched B&Q Build a Life Project in 2023, we identified five responsible business pillars: Products, Services, Colleagues, Community and Operating with Integrity.

We're committed to delivering on these five areas. However, going forward we are simplifying our approach to two pillars. We'll focus on the impact and good that B&Q could achieve for our Planet and People.

Our responsible business heritage

B&Q is committed to being a responsible business. We have a long-standing heritage of helping make sustainable choices easier for customers, reducing our operational impact on the environment, and helping communities.

1991 Set our first timber sourcing policy to reduce illegal logging and deforestation in our supply chain

1993 Became founding members of the Forest Stewardship Council® to improve responsible sourcing of wood and paper across the industry

1998 Launched our first peat-free compost

1998 Became the first UK retailer to label and reduce Volatile Organic Compounds (VOCs) in paint

2008 Stopped selling gas patio heaters, non-native invasive plants, 100% bagged peat growing media and PVC shower curtains

2012 Stopped selling pesticides containing the neonicotinoids: clothianidin, thiamethoxam and imidacloprid

2014 Removed expanded polystyrene packaging from pack bedding plants

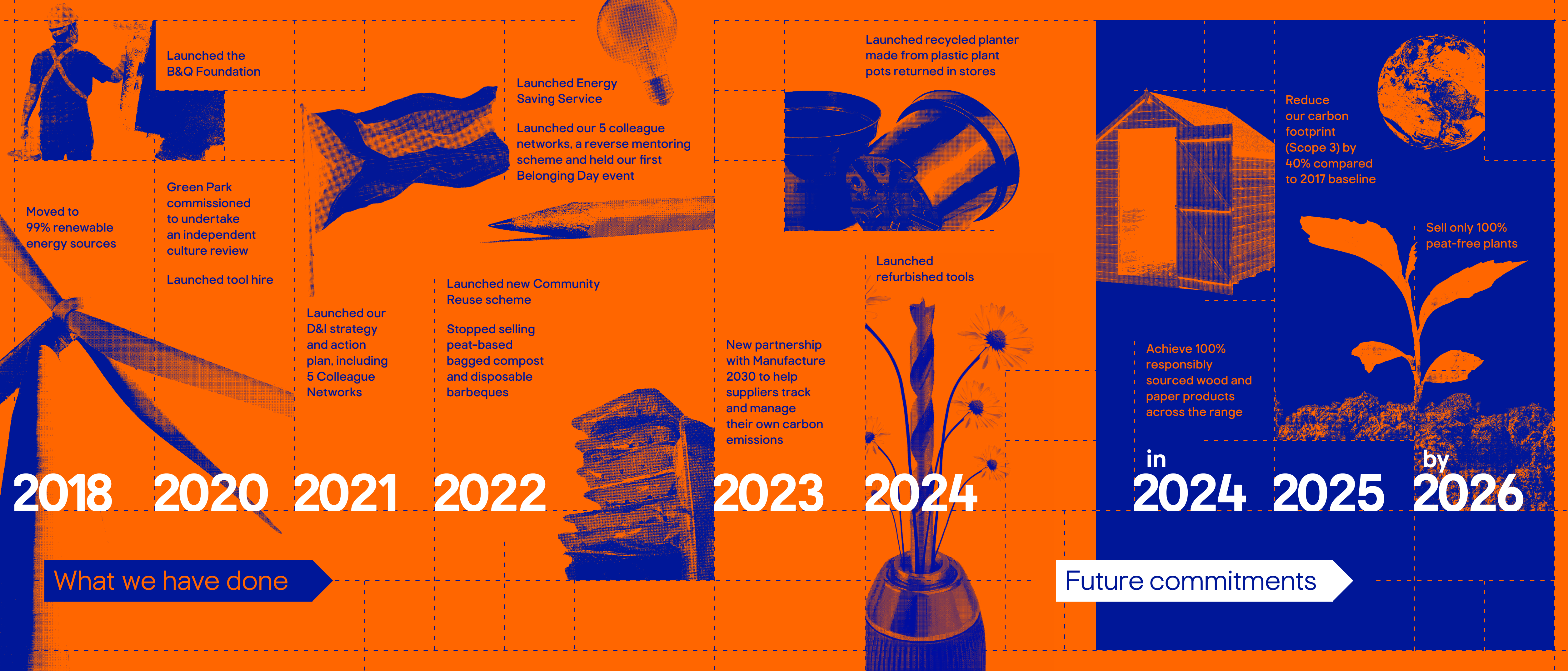
2015 Required all Christmas trees to be grown to the highest agricultural standards (G.A.P.)

2016 Stopped selling high strength sulphuric acid-based drain unblocking chemicals and removed all peat from strip vegetable plant packs

2017 Launched Shelter partnership funding DIY Skills Advisers

Build a life project

Our responsible business heritage continued



2018 2020 2021 2022 2023 2024 2024 2025 2026

What we have done

Future commitments

2018

Launched the B&Q Foundation

Moved to 99% renewable energy sources

Green Park commissioned to undertake an independent culture review

Launched tool hire

2020

2021

Launched our D&I strategy and action plan, including 5 Colleague Networks

2022

Launched new Community Reuse scheme

Stopped selling peat-based bagged compost and disposable barbeques

2023

Launched Energy Saving Service

Launched our 5 colleague networks, a reverse mentoring scheme and held our first Belonging Day event

New partnership with Manufacture 2030 to help suppliers track and manage their own carbon emissions

2024

Launched recycled planter made from plastic plant pots returned in stores

Launched refurbished tools

2024

Achieve 100% responsibly sourced wood and paper products across the range

2025

Reduce our carbon footprint (Scope 3) by 40% compared to 2017 baseline

2026

Sell only 100% peat-free plants



Planet

02



Build a
life project

Our commitment to net zero



Our goal is to continue making changes to improve as a business and to support the creation of healthier and more sustainable homes.

We want to make a positive difference through tangible action. Taking care of and improving our homes is not only important to homeowners and renters, but to the nation’s health and well-being as well.

We want to make sustainable choices easier for our customers, and continue our heritage of looking after people and planet, from being a FSC® founding member 30 years ago to first launching a peat-free compost in 1991.

We have led the industry when it comes to peat-free compost, and continue to put innovation at the heart of our approach to help gardeners transition to peat-free alternatives, as well as to lead innovation in other areas.



Our progress in 2023/24

With global warming now exceeding 1.5°C across an entire 12-month period, we’re more determined than ever to help tackle climate change by reducing carbon emissions from our business, products and supply chains.

This includes emissions across our direct operations (Scope 1 and 2 emissions) and from our supply chain and customer use of products we sell (Scope 3 emissions).

During 2023/24, we reduced our absolute greenhouse gas emissions from our operations – our Scope 1 and 2 emissions – by 63.5% since 2016/17, exceeding our 2025/26 reduction target of 37.8%.

Progress includes reducing our logistics carbon footprint by 28% since 2016, and our total energy use by 34% in the last 10 years. At least 99% of the energy we purchase is also now from renewable sources. Maintaining this progress puts us in a strong position to deliver our Scope 1 and 2 target to be net zero by 2040.

Scope 3 emissions account for around 98% of our total carbon emissions. In 2023/24, we made progress on reducing the intensity of our Scope 3 emissions, achieving a reduction of 56% since 2017/18. This included offering products with improved energy efficiency, working with our suppliers to help tackle manufacturing emissions and by using fewer and different materials.

We’re also on track to deliver against our target for 100% responsible sourcing of wood and paper having sourced 99.3% of the wood and paper used in our products from responsible suppliers. This year, we have also continued our partnership with the Woodland Trust, investing in the habitat restoration and nature recovery project at Snaizeholme, near Hawes, North Yorkshire.

In 2023, we achieved our target of offering only 100% peat-free bagged compost.



We’re now working on our carbon footprint:

Energy use	Emission type	Proportion of all B&Q carbon emissions (2023/24)
Buildings Operating our stores and other properties, includes energy and water use and waste generated	Scope 1, 2 and 3	1.1%
Logistics Transporting our products	Scope 1 and 3	3.0%
Supply chain Sourcing and manufacturing of products	Scope 3	23.8%
Use and disposal of sold products Customers’ use and disposal of our products	Scope 3	61.9%
Travel Employee and customer travel	Scope 3	7.9%
Other Other indirect emissions e.g. investments, capital goods and leased assets	Scope 3	2.3%

Advancing towards net zero for Scope 3

Around 90% of our carbon footprint comes from the sourcing and manufacturing of our products, along with the emissions produced when using our products.

Having already achieved a 56% reduction in our Scope 3 emissions compared with 2017/18, and exceeded our target of 40% reduction per £ million turnover by 2025/26, we're now working towards developing a new Scope 3 net zero target which we will submit to the SBTi for validation against its Corporate Net Zero Standard.

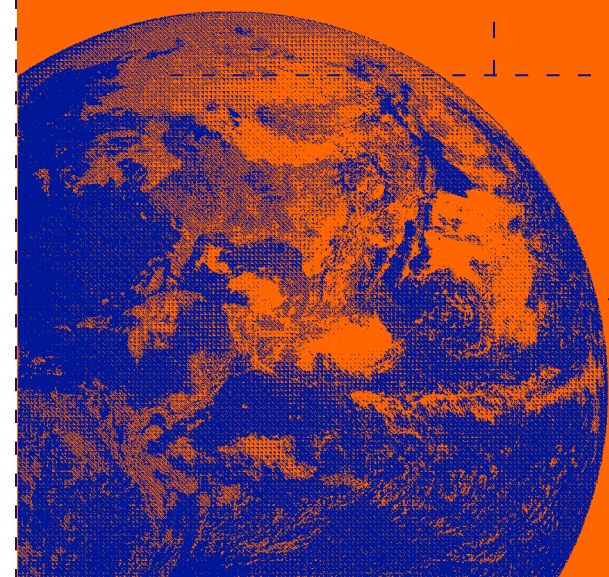
Collaborating with Suppliers

We can't achieve net zero without our suppliers and so collaboration across the industry is the key to achieving Scope 3 goals. As founding members of a global collaborative task force, launched in June 2023 by the retail association EDRA/GHIN (of which our Kingfisher CEO, Thierry Garnier, is President), we're developing an industry standard on collecting and disclosing Scope 3 emissions data. This will be crucial for us to develop a credible net zero plan.

We're actively working with our suppliers to reduce our Scope 3 carbon emissions. In 2023/24, we've expanded our

collaboration with our suppliers and are working in partnership with Manufacture 2030. Manufacture 2030's Low Carbon Manufacturing Programme (LCMP) helps our suppliers calculate their baseline carbon footprints (if they haven't done so already) and to start developing their decarbonisation plans, i.e. mapping out the actions needed to improve their efficiency and reduce carbon from their manufacturing processes.

We hosted an event to engage our suppliers on the key topics of importance, including delivering sales of more sustainable products that meet our Sustainable Home Product (SHP) criteria, as well as carbon reduction and packaging improvements. To date, we are seeing encouraging numbers of them signing up to Manufacture 2030's programme and working openly with us to make carbon emission reductions. In addition, we continue to engage with Goods Not For Resale (GNFR) suppliers on emissions through the EcoVadis assessment process.



Products for more sustainable homes

Increasing the number of more sustainable products we sell

We're committed to helping customers make more sustainable choices by helping them to choose products that can help reduce environmental impact.

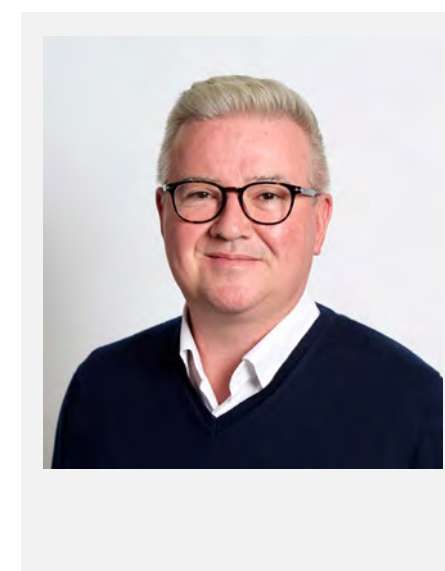
In 2023/24, over 60% of our sales came from products that had more sustainable features and/or that delivered more sustainable benefits to our customers. We call these products Sustainable Home Products (SHP). They integrate with our ambition to address climate change through reducing carbon emissions embodied in the products and emitted when our customers use and dispose of the products.

Our guidelines for SHP products includes a framework of nine attributes, based on

what a product is made from, how it has been made, what the product does when used by customers and what happens to the product at the end of its life. The programme addresses:

- **Upstream Scope 3 emissions** by reducing the carbon footprint from extracting materials and manufacturing; and
- **Downstream Scope 3 emissions** by enabling our customers to emit less carbon when using products and services, as well as addressing the carbon emissions from product disposal

It's important that we're open and transparent about the sustainability credentials of our products. All the criteria in our SHP Guidelines are checked every year by an independent partner, the charity and social enterprise Bioregional, and no criteria or product is included without its agreement.



With some 98% of our carbon emissions being Scope 3, our priority is to work collaboratively with our suppliers to help reduce the environmental impact of the products we offer, both in their production, distribution and disposal, as well as in our customers' homes. We're focusing on increasing the number of more sustainable home products we sell, on reducing carbon emissions up and downstream, and on establishing packaging goals, including reducing the weight of packaging and ensuring responsible disposal. There's lots to do and it's good to see the progress we've made this year.

Paul White Commercial Director, B&Q



This year, to point customers towards products that could help them reduce their environmental impact, we launched our Green Star product marker programme at diy.com. It now covers over 1,500 products.



Saving water at home*



Made from responsibly sourced materials*



Made from recycled materials*



Find out more at: [Green star | Products | B&Q \(diy.com\)](#)



Products for more sustainable homes

Reducing carbon emissions up and downstream

Peat-free

B&Q has sold only 100% peat-free bagged compost since 2023 and we are committed to selling only 100% peat-free B&Q branded plants by 2026.

We have been a leading retailer in peat-free product offerings for over 30 years, having first launched a peat-free compost in 1991. As well as selling only 100% peat-free bagged compost since 2023, we stopped selling 100% peat in 2008 and introduced a range of peat-free bedding plants in 2014.

Over the last few years, we've been working with our suppliers to improve the quality of our bagged composts, and have developed a high-quality 100% peat-free formulation under the GoodHome brand, formulated using coir (coconut fibres), and other ingredients to replace peat.

To achieve our target of offering only peat-free plants by 2026, we're committed to working with our growers and to bringing them on the journey to peat-free plants with us. We've been working with peat-free composts with our UK bedding plant growers for over 10 years and they're now adopting peat-free in all their product lines - for grow your own, hardy and bedding plants.



Working with growers more widely - helping them to understand our peat-free commitment, has led them to test and develop new grower composts and the new growing protocols that are required.

Initially peat-free plants were considered a UK-only requirement but we're now seeing more European retailers making plans for peat-free plants too. As demand increases, it will help to drive the change needed across the horticultural sector and will help to make offering our customers peat-free plants easier for the long term.



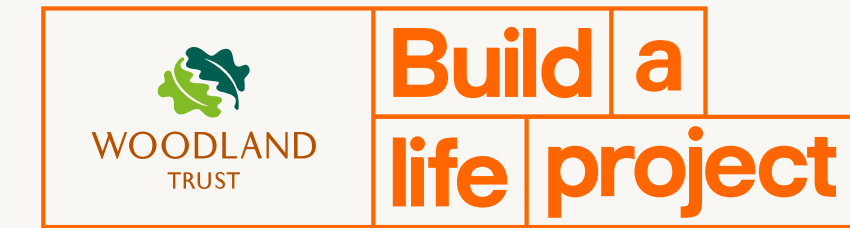
Why peatlands are important

It is vitally important that peatlands are maintained and restored to protect natural habitats, and provide unique ecosystems for a diverse range of wildlife. They are also the world's largest land store of carbon, absorbing carbon and helping prevent flooding. However, when peat is extracted and added to our gardens, it breaks down quickly, releasing ancient carbon into the atmosphere and contributing to climate change.

Encouraging nature

At B&Q, we've been helping to protect and maintain natural habitats for years, through the responsible sourcing of products, as well as by helping our customers to encourage nature in their gardens through advice and products, ranging from pollinator-friendly flowers to water-saving water timers.

Earlier this year, we updated research undertaken for our 'Nature of Gardens report 2017' and found that almost three quarters (75%) of people are now concerned about UK wildlife - up from 64% seven years ago, with 19% of people deliberately adopting the use of peat-free compost in the last seven years.



Woodland Trust partnership

In 2022, B&Q launched a new partnership with the Woodland Trust, the UK's largest woodland conservation charity, to support their flagship habitat restoration and woodland creation project at Snaizeholme in the Yorkshire Dales.

The Woodland Trust is transforming the barren, eroded and windswept landscape at Snaizeholme into a vibrant mosaic of habitats, including establishing one of England's largest new native woodlands. Through this partnership, we're helping to promote biodiversity, protect threatened species and restore peatlands.

Snaizeholme is home to 279 acres of upland peat bog, which the Woodland Trust will restore as a part of its complex restoration project - preserving its role as a vibrant natural habitat as well as its CO2 absorbing properties which are vital for the environment as a whole.

The Woodland Trust is a charity registered in England and Wales (No. 294344) and in Scotland (No. SC038885). The Woodland Trust logo is a registered trademark.



Our products for more sustainable homes

Wood and paper

As a founding member of the Forest Stewardship Council®* in 1993, we've led the market by establishing sustainable practices around wood and paper.

In 2023, 99.3% of our wood and paper products was responsibly sourced, as well as 100% of catalogue paper for the third year. This means that the wood or paper is either FSC® certified with full chain of custody, Programme for the Endorsement of Forest Certification (PEFC)** certified with full chain of custody or from a proven recycled source, ensuring that all timber and paper products sold by B&Q are sourced from well-managed forests that provide environmental, social, and economic benefits.

The 99.3% of responsibly sourced wood and paper products covers a breadth of ranges from wallpaper, picture frames, kitchen cabinets, timber, internal doors and leisure furniture, as well as decking planks, amongst others. They can be identified by the use of either the Forest Stewardship Council® logo (FSC®) – or the Programme for the Endorsement of Forest Certification – (PEFC) logo, on their labelling.

We're committed to helping to protect forests and our target is for our wood and paper to be 100% responsibly sourced timber in 2024.

99.3%
of all wood and paper
was responsibly sourced
in 2023

*Forest Stewardship Council® License code: FSC® C013937

**Programme for the Endorsement of Forest Certification Licence code: PEFC/16-37-510



Low VOC paint

In 1998 B&Q was the first UK retailer to label and reduce Volatile Organic Compounds (VOCs) in paint. VOCs not only give paint a chemical smell, but as paint dries, they evaporate – a process called gassing off – and contribute to the formation of greenhouse gases. Today over 95% of the paint B&Q sells is water-based and low VOC.



Low VOC
0.30% - 7.99%

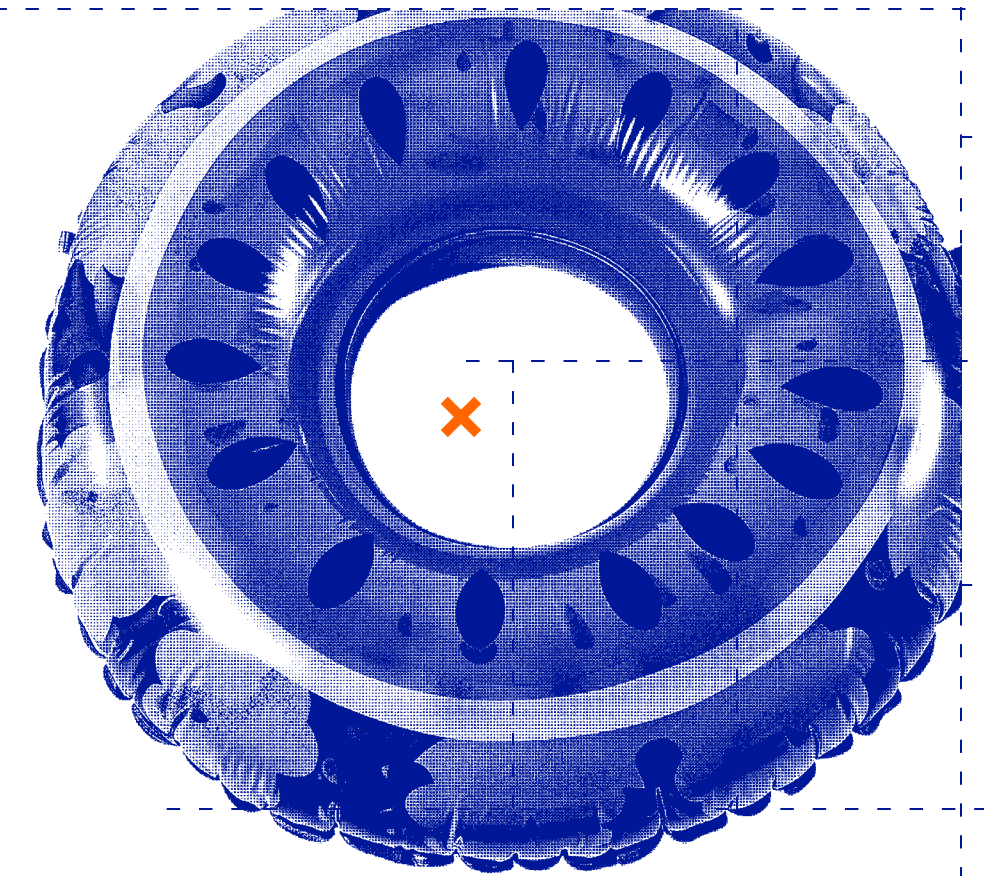
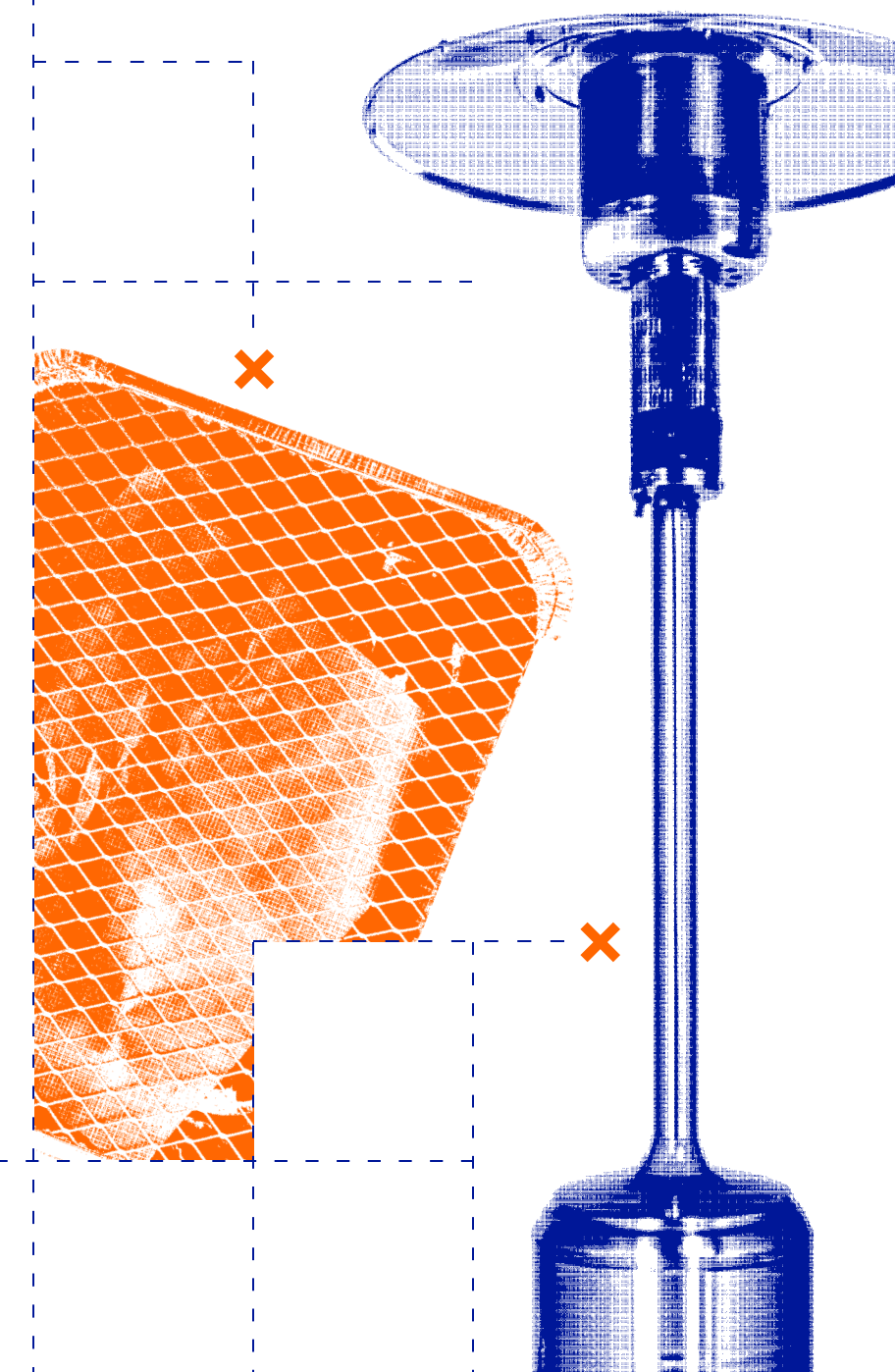


Minimal VOC
0.1% - 0.29%

What we don't sell

There have been many instances over the years where we have removed products on sustainability grounds or replaced products with a practical alternative to help customers make more sustainable choices.

This year, we have expanded our range of cordless electrical lawn mowers and garden power tools as an alternative to petrol driven products.



What we've removed

- Peat from bagged compost - replaced with peat alternatives to protect peatlands
- Patio heaters
- Phthalates in hosepipes - replaced with alternatives to remove toxins
- Disposable BBQs - to protect the environment
- PVC in shower curtains
- Non-native invasive plants
- Sulphuric acid in drain cleaner
- Neonicotinoids - to protect bees
- Toy rings - to protect wildlife

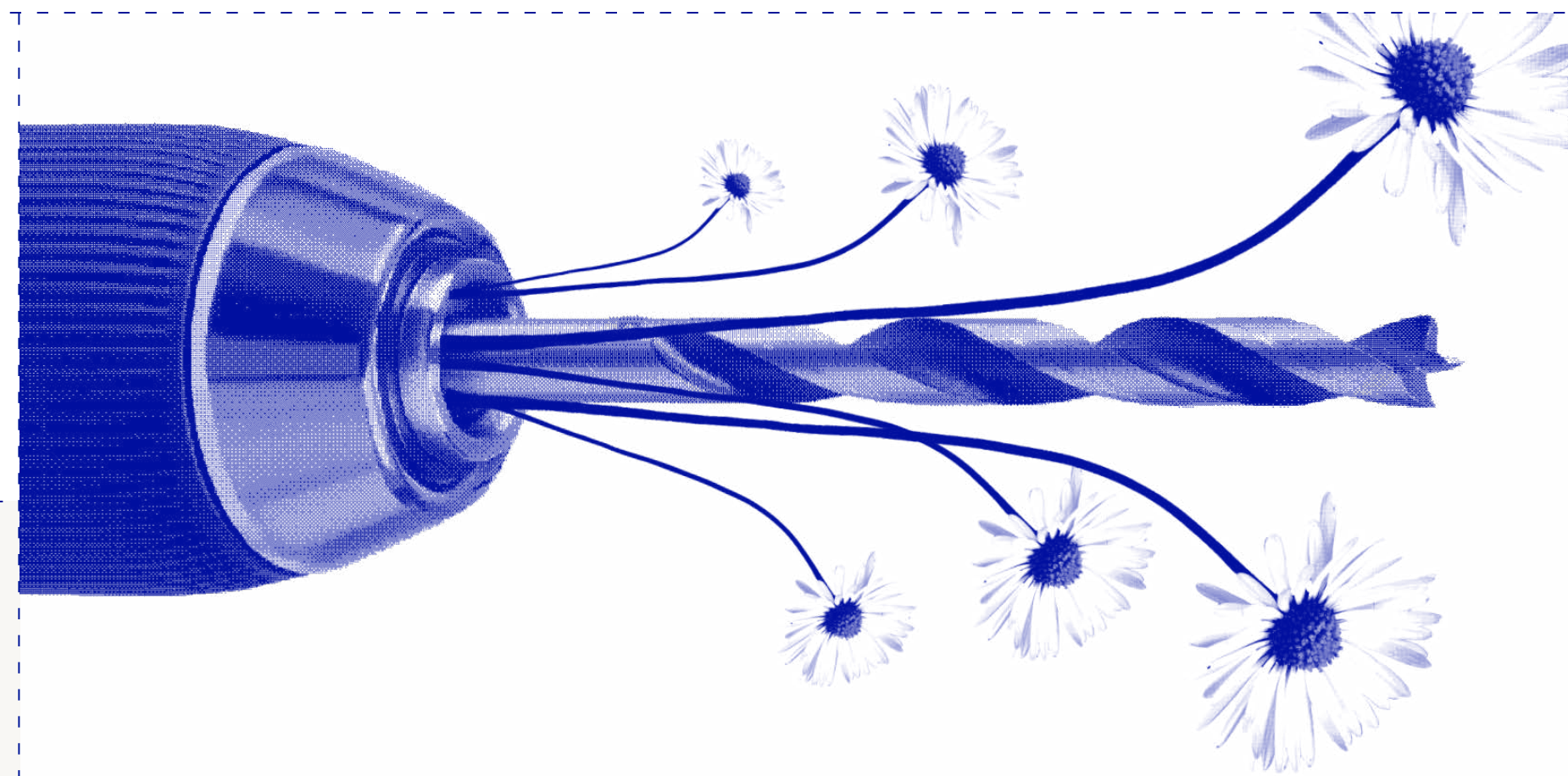
All of these were done well ahead of, or in the absence of, any legislative requirement.

New services for more sustainable living

Embracing the circular economy

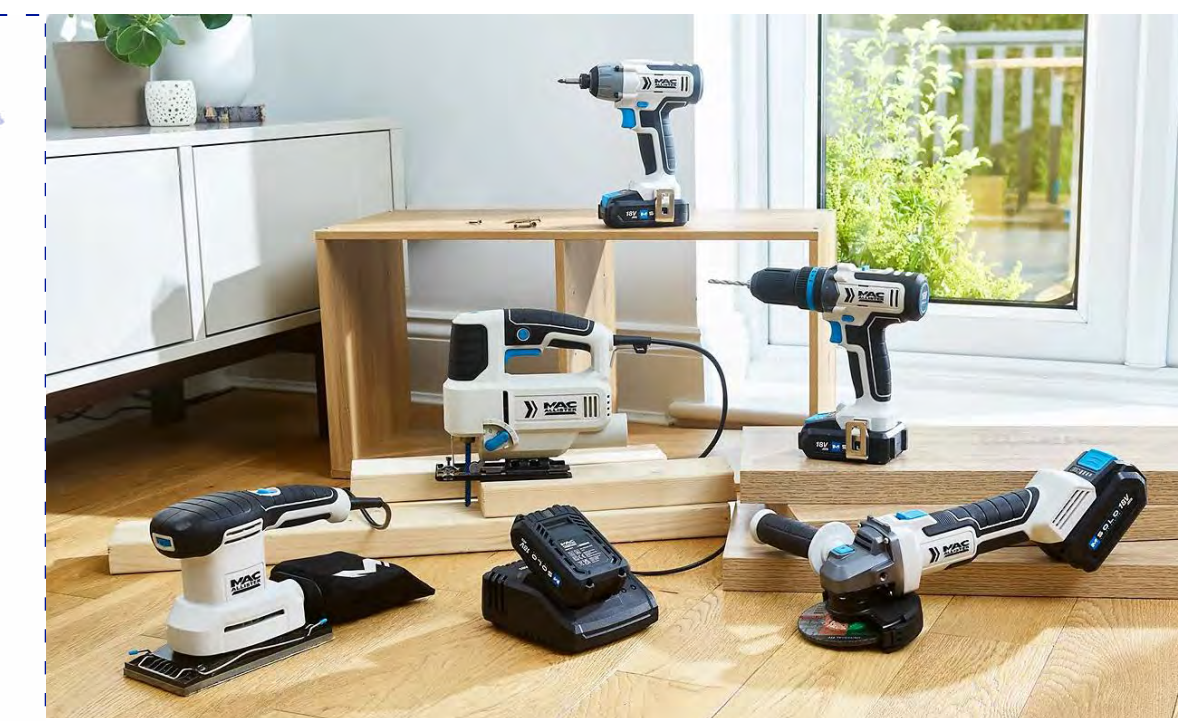
As resources become more scarce, the concept of the circular economy – which seeks to promote resource efficiency and minimise waste by designing products and systems with recycling and sustainability in mind – becomes increasingly important.

We're committed to working with our suppliers and vendor brands to identify product uses for some of the waste that goes through our stores, as well as improving product design and using more recycled materials in the products we sell.



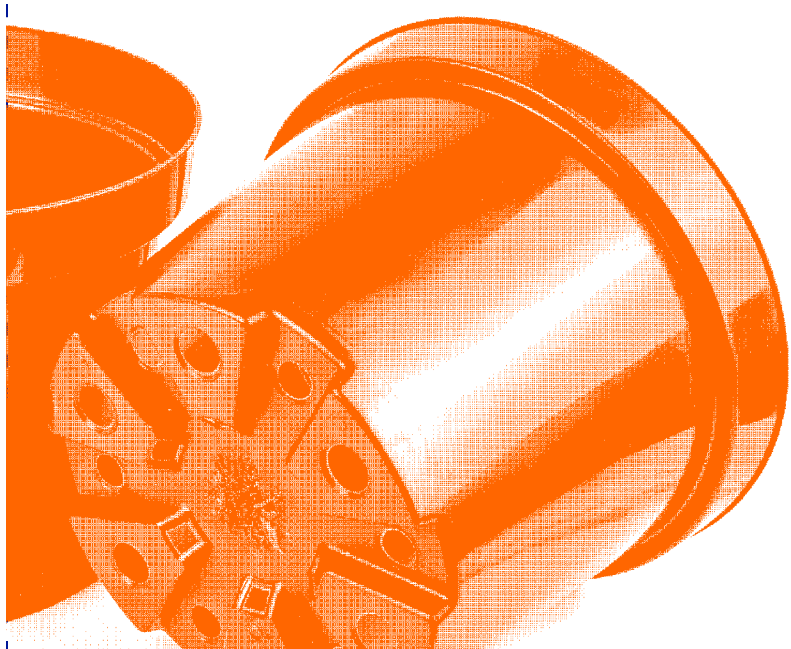
Refurbished tools

Broken and faulty products are costly for our customers, our business and our planet. We repair, refurbish and recondition products to give them a second lease of life and to keep valuable materials in use for longer and have been working with iForce for many years, selling refurbished products through external platforms. In August 2024 we launched a new refurbished tools offer, selling products directly to our customers at diy.com.



Innovations in tool and equipment rental

Rental models are becoming increasingly attractive to our customers, particularly for products that may only be needed for one-off or occasional use. At B&Q, we work with a third-party logistics provider, Speedy Hire, to offer over 100 products at diy.com, for week or weekend hire periods. Delivery and collection are included and TradePoint members get a 10% discount.



Plant pot recycling

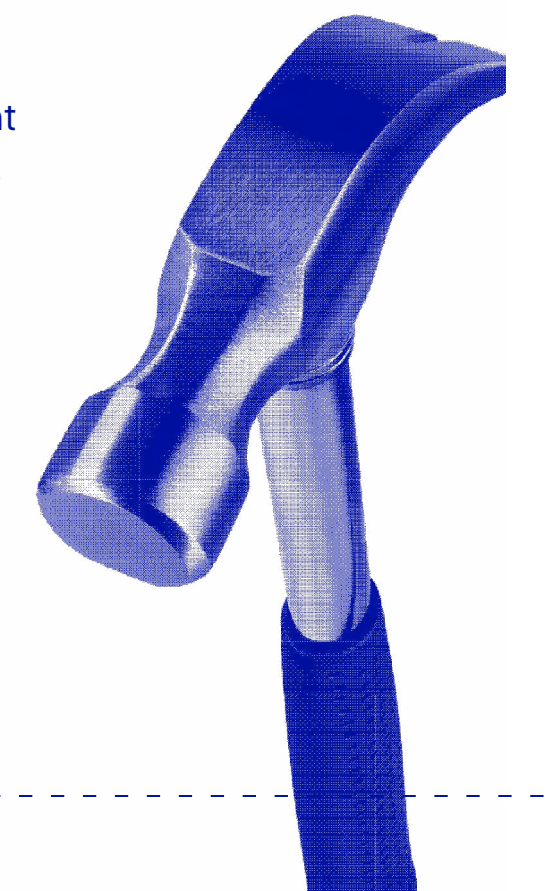
In May 2024, we launched our plant pot recycling scheme. As part of our ongoing commitment to help customers make more sustainable choices, we've installed plant pot recycling stations in over 100 stores for customers to drop off unwanted plastic plant pots which will then be recycled and turned into new pots – ensuring plastic materials are continually recycled and reused, reducing waste and environmental impact.

The new Blacksmith Planter pot created from the recycled pots, are made using 100% recycled plastic, are all weather resistant and made in the UK.

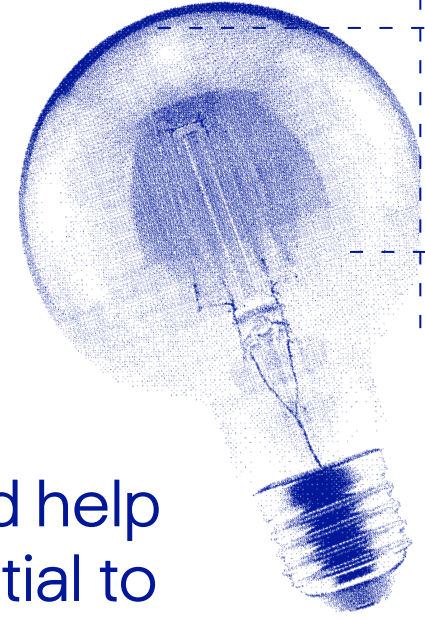


Help and Advice

To help make it easier for customers to do their home improvement projects, we offer ideas and advice at diy.com. This includes advice on quantities of products to buy to help minimise waste as well as guidance on ways to have a more energy efficient home and on more sustainable choices.

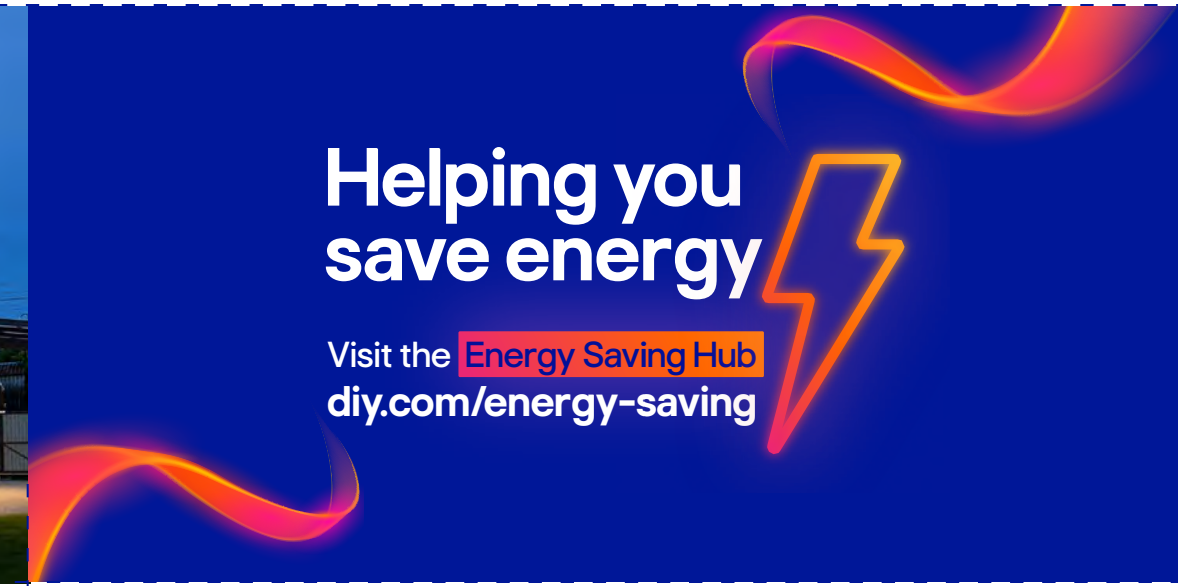


New services for more sustainable living

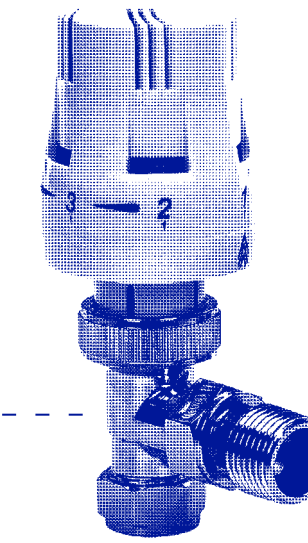


Energy saving for customers

To minimise the UK carbon footprint and help our customers with their bills, it is essential to reduce energy consumption in our homes.



At diy.com, the energy hub gives advice on how to reduce energy use, prevent heat loss and control energy use.



In February 2024, we launched two in-store Energy Saving Hubs in collaboration with the Greater Manchester Combined Authority (GMCA). The hubs, located at B&Q's Trafford and Cheetham Hill stores, provide in-person support for customers looking to make their homes more energy-efficient.

2/3
UK households have an EPC rating of D (or worse)



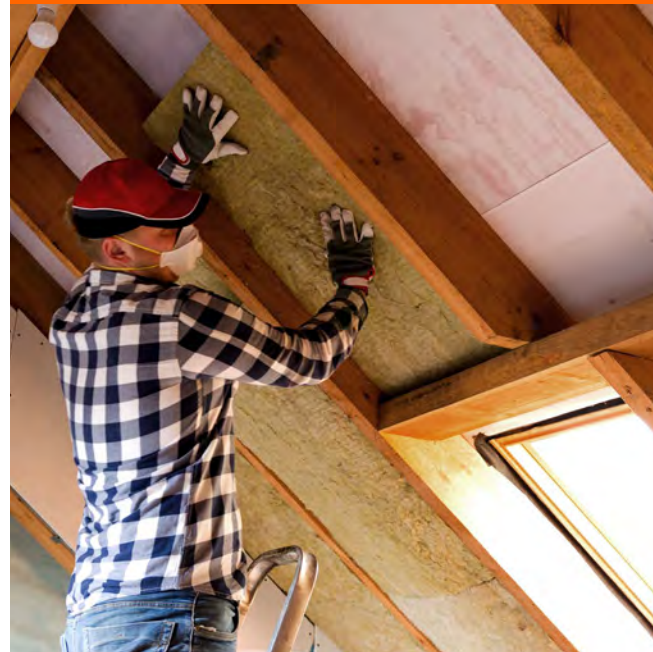
Our own B&Q Slice of Home Report found that **1/3** of people don't know how to live more sustainably

In November 2022, we launched our Energy Saving Service, partnering with the Energy Savings Trust (EST) to offer customers free, personalised advice. We begin by carrying out a home energy assessment, using EST data on their property's age, construction and EPC rating, as well as a phone interview to understand their current energy usage. From these insights, we not only provide a full report including a customised action plan with advice on how you may reduce your bills and carbon emissions, we also help make it easier for customers to undertake their energy efficiency projects by including details of B&Q products, recommended partners and installation services. Our partners include Egg for solar panel and battery solutions to generate and store electricity, Instagroup for insulation, Vibrant for EPC's and Pod Point for electric vehicle charging.

Find out more at: [B&Q \(diy.com\) | energy saving](https://diy.com/energy-saving)



19
million homes need better insulation



Working collaboratively to drive change

Establishing our packaging goals

This year our focus has been on working collaboratively with our suppliers on establishing packaging specifications for all products sold by B&Q.

We're committed to ensuring that cardboard and fibre-based packaging is sustainably and responsibly sourced and that the use of plastics is significantly reduced over the longer term. Many of our suppliers are making good progress and already working to reduce the packaging used in their products.



Kingfisher own brands: packaging targets and achievements

The Kingfisher own exclusive brand (OEB) products sold by B&Q are all subject to the Kingfisher packaging targets, and in 2023/24, Kingfisher made further progress against these:

At least 30% recycled content in plastic packaging by the end of 2023.

51.6% of plastic packaging purchased in 2023 contained a minimum of 30% recycled content (2022: 31.3%) (6,309 tonnes compliant, 12,222 tonnes of plastic purchased).

Phase out all non-recyclable plastic packaging such as PVC and Expanded Polystyrene by the end of 2023.

92.2% of all plastics purchased in 2023 are compliant (2022: 91%) (11,266 tonnes compliant, 12,222 tonnes of plastic purchased).

Reduce overall plastic packaging by 25% (by weight) by the end of 2025.

3.7% plastic weight reduction in 2023 vs. 2022 on a 'like-for-like' basis.

Reduce overall packaging weight.

3.7% weight reduction per SKU in 2023 vs. 2022 on a 'like-for-like' basis. Overall recorded volume of packaging increased due to improvements in our data to include a further 18,000 SKUs.

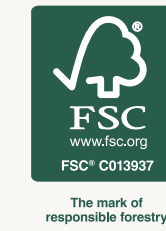
All paper and board used in all primary and transit packaging to be verified sustainably sourced by the end of 2025.

81.9% of paper and board purchased was sustainably sourced in 2023 (2022: 44.9%) (43,822 tonnes compliant, 53,530 tonnes of paper and board purchased).

Partners for certification

B&Q was a founding member of the Forest Stewardship Council® over 30 years ago, and we continue to work with the FSC® and also with PEFC to ensure that the wood and timber we are sourcing is certified as from sustainable sources.

B&Q's FSC® and PEFC systems are audited and certified by the Soil Association.

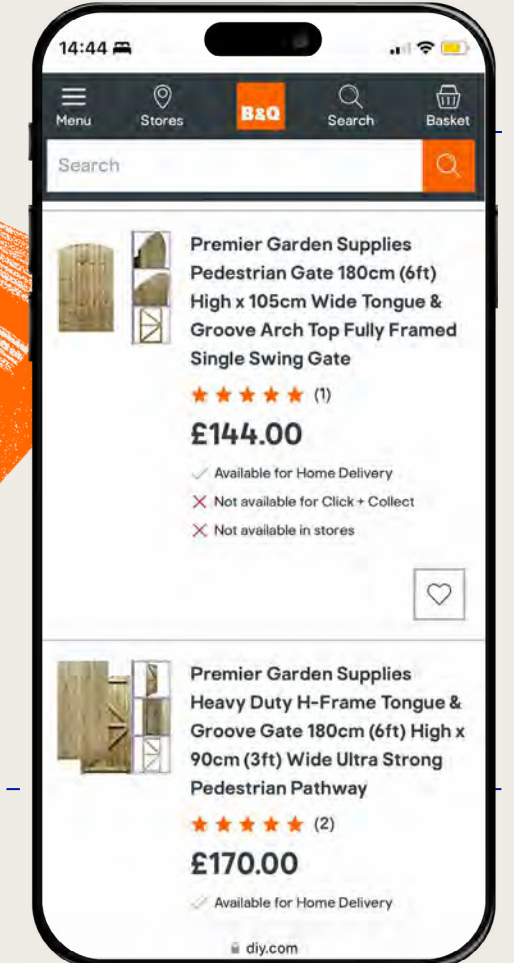


Our partnership with the Energy Saving Trust to provide independent calculations of potential energy savings, helps us to give advice about energy saving products and supports our energy saving service (ESS). The ESS specialises in providing help and advice for larger projects such as insulation and solar panels.



Expectations of our Marketplace Sellers

We launched our marketplace at diy.com in March 2022 to help extend choice to customers. We now offer 1.5 million products from 1,300 verified sellers. We ensure that our third party sellers meet stringent criteria during the vetting process, with ethical practice being one of the main conditions to entry into our marketplace. We also expect our third party sellers to sell only wood and paper products certified as being responsibly sourced, and where this is currently not the case, provide training modules to help them to reach this standard within a five-year period.



Reducing the impact of our operations

Advancing towards net zero for Scope 1 and 2

Scope 1 and 2 emissions relate to the energy and water use in our buildings – our stores, distribution centres and offices, the waste we generate, and how we transport our products.

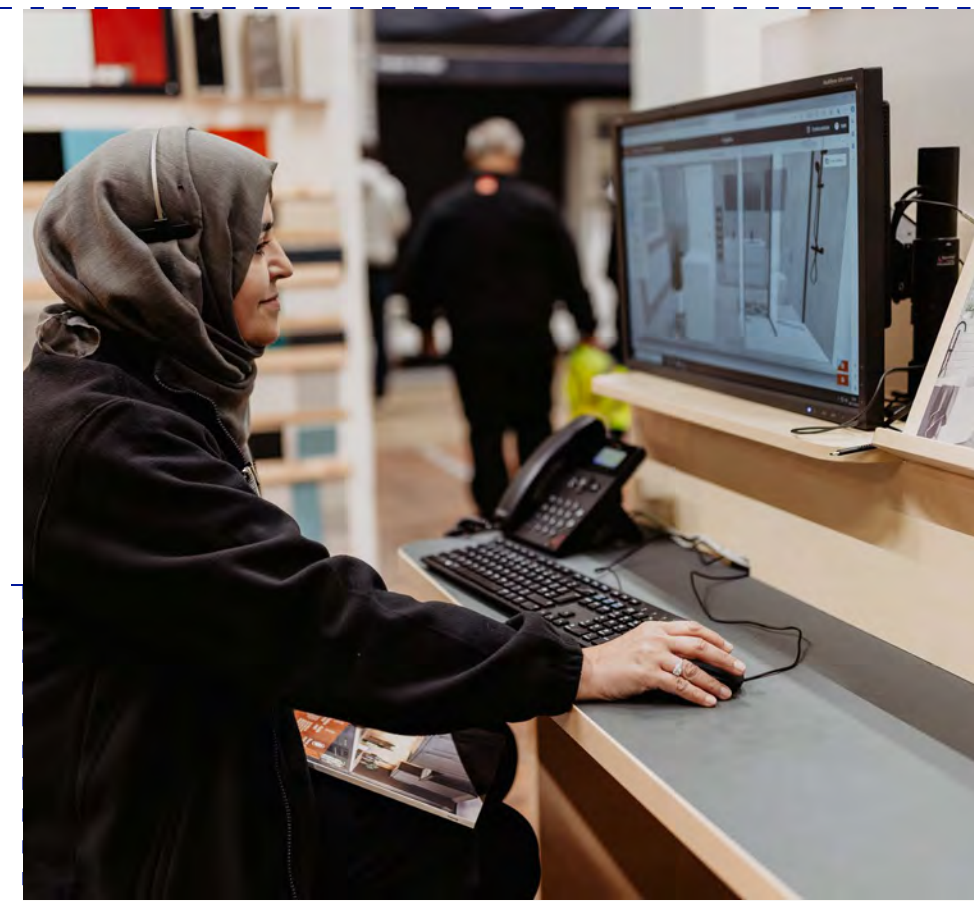
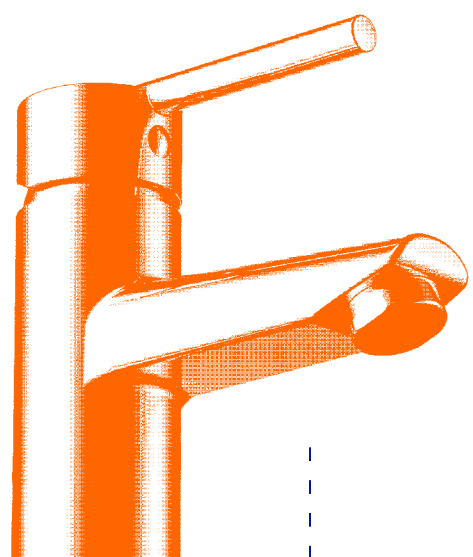
In 2023/24, we reduced our Scope 1 and 2 emissions by 63.5%, from a 2016/17 baseline. This included reducing our logistics carbon footprint by 28%, along with reducing our total energy use by 34% in the last 10 years.

We're committed to maintaining this progress to deliver our Scope 1 and 2 target to be net zero by 2040 and we've established a five step plan to help us achieve this.

The first four steps focus on improving energy efficiency and using alternative energy sources. Our target is to reduce emissions by at least 90% through these four steps:

- 1 Improving energy efficiency**
Continued investment in LED lighting, roof cooling systems and building fabric improvements.
- 2 Securing zero-carbon electricity**
Purchasing electricity from zero-carbon sources, supported by Renewable Energy Certificates.
- 3 Electrifying in-store heating**
Using air source heat pumps (ASHP) to heat our stores.
- 4 Decarbonising our vehicles**
Investing in alternatives to diesel and testing electric vehicle options

Once we've achieved the first four steps and reduced emissions by at least 90% by 2040, our fifth step will be to neutralise the remaining emissions through the removal of carbon from the atmosphere in line with SBTi requirements.



We source **99%** of our energy from renewable sources



Improving energy efficiency in our stores and distribution centres

Over the last ten years, our energy usage has reduced by 34% and we now source 99% of our energy from renewable sources. This has been achieved through reducing our energy and gas consumption in our stores with many initiatives such as light sensors and more localised heating (rather than heating the entire store),

This year, we've reduced emissions at our stores and distribution centres, by:

- Implementing building fabric improvements, such as reducing instore store temperature settings and continuing to roll out fast-loading bay doors to all stores. We've also trialled door curtains and lobby doors.
- Continuing our investment in LED lighting, which is now across over 90% of our store estate.
- Conducting a series of energy efficiency trials to find ways to reduce our carbon footprint. For example, we installed light sensors in 17 stores, resulting in an energy saving of 30% and voltage optimisation, saving a further 2% on electricity usage.
- Continuing our investment in solar power at three more stores. We now have Solar PV in over 40% of our freehold stores.

B&Q Harrogate electrification trial

Electrification is key to decarbonisation and we have successfully completed a trial in our Harrogate store involving the holistic conversion of the main heating system, outdoor heaters, back-of-house heating and hot water heating to electric.

To help minimise heat loss and maximise energy efficiency, heat trapping doors and door controls were installed at the entrance and exit points. We also installed heat pumps to convert heat generation sources to electricity.

So far, the electrification of the store has reduced store carbon emissions by 38 tonnes on average when compared to the previous year, and we're currently trialling a further three stores to continue to learn about the most effective and sustainable way to heat our stores.



Reducing the impact of our operations

Advancing towards net zero for Scope 1 and 2

Decarbonising our vehicles by using alternative fuels

The reality of our business is that deliveries have to take place, most people can't fit a bathroom or a kitchen in their family car. In 2023, our fleet of delivery vehicles covered over 25 million miles, delivering around 956,000 orders.

Our aim is to give customers more choice of speed and location of deliveries whilst, at the same time, fulfilling our commitment to reduce our impact on the environment.

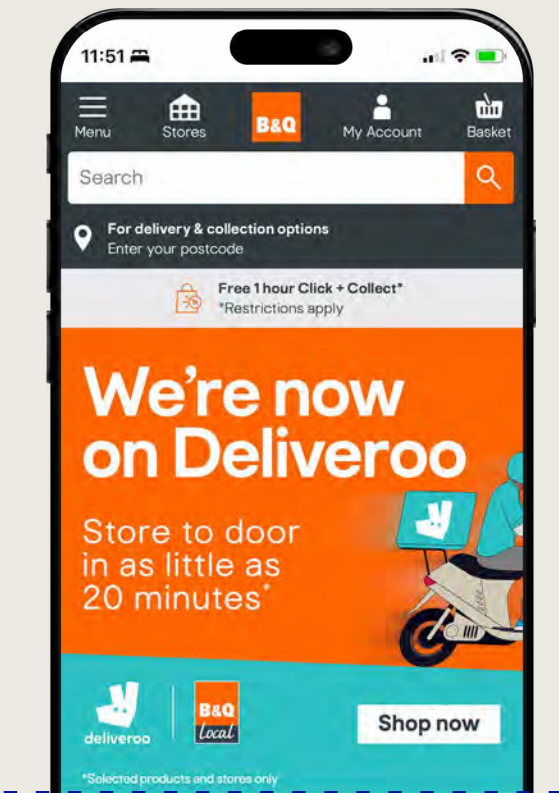
In our Retail Logistics fleet, which delivers products to our 309 stores, we switched more trucks to Liquefied Natural Gas (LNG), improved trailer fill to reduce road miles by 13.6% against 2022 and reduced diesel use by 2.4 million litres compared with 2022. This year, we'll be trialling electric Rigid trucks that could save between 50 to 70 percent CO2 equivalent, and are looking at testing compressed natural gas in 2025.

In our Store to Home fleet, which operates from 53 of our larger stores across the UK, we are currently trialling 7.5 tonne electric vehicles for two-man deliveries, and are soon to launch a trial of five electric home delivery vans.

We're also working with two partners to help reduce emissions of local deliveries from stores.

In London, we've partnered with Deliveroo to test on-demand delivery for our customers served by nine of our B&Q Local high street stores.

In Milton Keynes, where we're working with DPD, our parcel delivery partner, we're trialling delivery of customers' orders to home using autonomous robots.

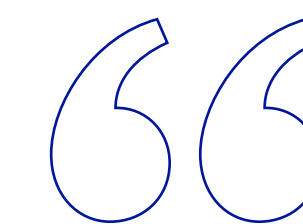


Our Liquefied Natural Gas (LNG) fleet

B&Q has the second biggest Liquefied Natural Gas (LNG) fleet in the country – these trucks can reduce emissions by up to 30% compared to traditional diesel. Over 65% of our Retail Logistics network, delivering products into our 309 stores across the UK and Ireland is now powered by LNG (liquefied natural gas), saving 6800 tonnes of CO2 per year. In 2023, we replaced a further 20 diesel tractor units with LNG saving 1400 tonnes of CO2 per year.

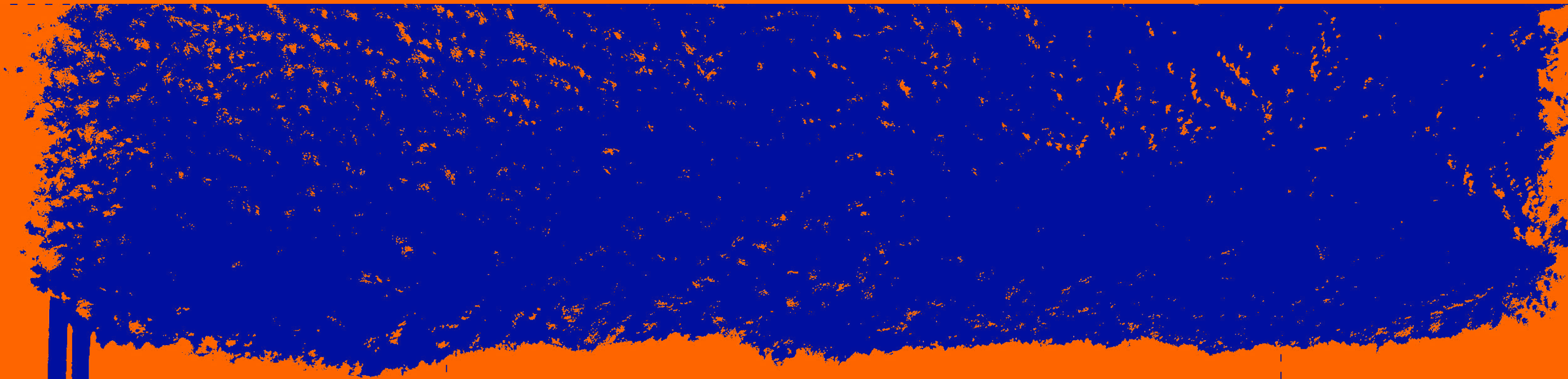


Since 2016/17, we've reduced our logistics carbon footprint by **28%**



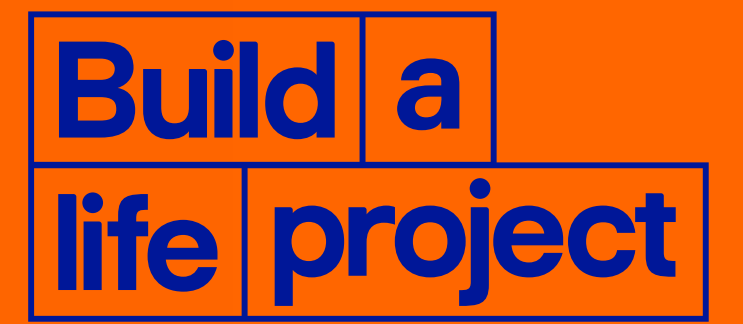
We're constantly looking at how we can help make home improvement projects easier. This includes helping customers to get their home improvement products in the most efficient, and convenient way possible, by meeting increasing consumer demand for speed, convenience, and mobile access. We're committed to doing this whilst maintaining our commitment to reduce our impact on the environment.

Amélie Gallichan-Todd
Supply & Logistics Director, B&Q



People

03



Strengthening our local communities

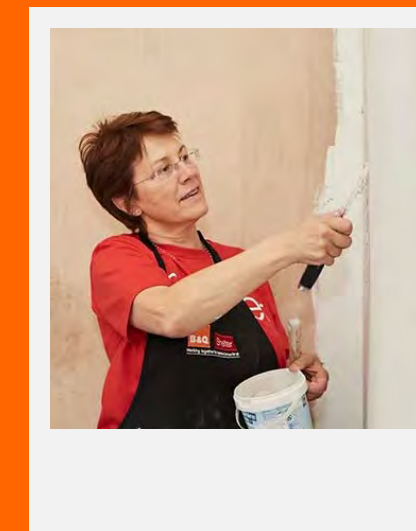
Our ambition

Since opening our doors in 1969, we've been making a difference to the communities we serve.

We believe that everyone needs a place to feel at home and we're proudly strengthening our local communities who are struggling with bad housing or homelessness to improve their home and build a better life.

Whether it's fundraising, volunteering, donating or building awareness of important issues, our community programmes aim to make a positive change through action.

Our programmes deliver action in the following three ways:



Fixing homes
Improving homes and community spaces



Sharing DIY skills
Empowering people to improve their homes



Providing emergency support
Helping people facing crisis including homelessness and disaster relief



“

A home is so much more than four walls, it's where people build a life. We want to help communities and charities to be there for more people, when they need it most, so that they can have a safe and secure space that they can call home.

Paddy Earnshaw
Retail, Property and Technology Director



Strengthening our local communities

Our impact

In 2023/24, our community programmes helped more than 718,000 people, more than double our target, and we donated a total of more than £3 million for our charity, B&Q Foundation and national partner, Shelter.

Shelter reached over **241k** people with digital advice on their housing rights and damp and mould

Shelter, Focus Ireland and Housing Rights provided frontline support to **5,442** people

B&Q Foundation awarded grants to **300** charities helping 195,475 people benefit from places that feel more like home

33,726 volunteering hours

112,000+ items donated through Community Reuse

£3.1m raised
£2.19m – B&Q Foundation
£850k – Shelter partnership
£60k – other charities

718,083 people reached

B&Q colleagues completed **302** Community Day projects fixing up spaces for charities local to our stores

Shelter DIY Skills Advisers empowered **1,034** people to learn essential skills to improve their home

£100k donated Red Cross Turkey-Syria

Our partnerships



Providing grants for charities to improve homes and community spaces for those who need it most



Shelter and their partner charities – Shelter Cymru, Housing Rights and Focus Ireland. Supporting people facing homelessness or unfit housing across the UK and Ireland



Responding to both local and international emergencies

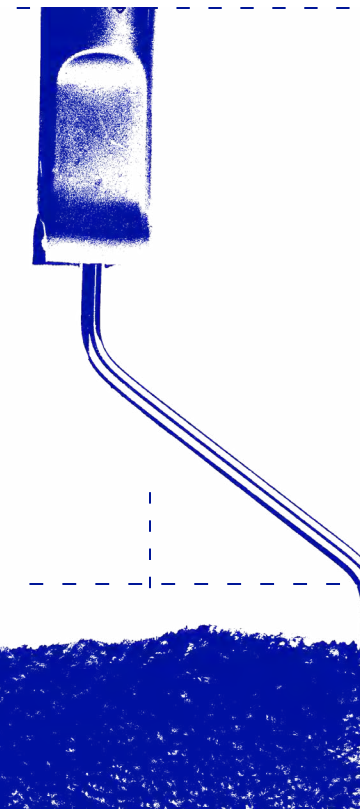


Connecting with local good causes to support with funding, product and volunteering



How we support communities

We support our communities through partnerships, fundraising, volunteering, product donations and reuse



Partnership: B&Q Foundation

In 2020, we set up the B&Q Foundation to help make it easier for charities to access the funding they need to create better, safer places in our communities for people who need them most.

The B&Q Foundation raises funds to distribute grants to other registered charities in the UK. The grants help these charities to improve homes and community spaces for those who need

them most – whether that's by creating community gardens, redecorating properties, or converting rooms to increase capacity.

Since 2020, the B&Q Foundation has donated over £5.5 million in the form of grants to 1,078 projects across the UK, ranging from homelessness and abuse charities, to children's hospices and rehabilitation centres.

B&Q supports the B&Q Foundation through product sales, donations, and fundraising events. Our colleagues regularly take on challenges such as climbing 'the three peaks' and running marathons. They hold bake sales and tombolas, and support fundraising weekends held throughout the year in our 309 stores, all to raise money for the B&Q Foundation.



Since 2020, the B&Q Foundation has donated

£5.5m of grants to

1,078 projects across the UK

Case study:

Outlook Foundation



The Outlook Foundation is a charity empowering adults with learning disabilities through safe, supportive homes, where they can learn the life skills they need to live as independently as they choose. The B&Q Foundation awarded the charity £10,000 to make improvements to Jean Marshall House, one of the charity's properties which is home to 8 residents. They spent the grant replacing the carpets and flooring and redecorating the lounge to make it more welcoming for the residents. They also made improvements to the lighting system to make it more accommodating for one of the residents with visual issues.



"It's wonderful to have this help from the B&Q Foundation, helping us to replace the flooring and creating a cosy and welcoming communal area for the adults with learning disabilities who live here to relax and socialise in."
Sarah Wilmshurst, Director of Premises, Outlook Foundation.

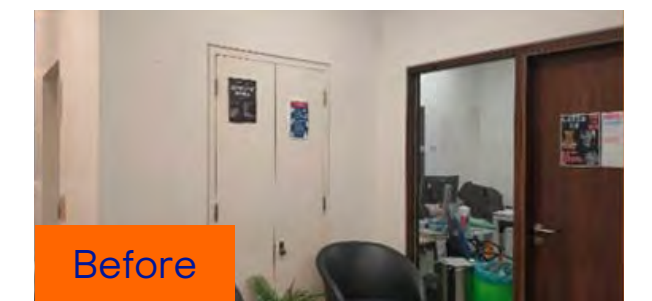
Case study:

The Passage



The Passage is based in the heart of Westminster, providing practical support and a wide range of services to help transform the lives of people who are, or at risk of, street homelessness. The Passage runs a Resource Centre in Victoria, four residential and resettlement projects, outreach and health services, and homelessness prevention schemes. A £5,000 grant The Passage received from the B&Q Foundation was used to refurbish the office and client reception at Montfort House to create a warm and welcoming space.

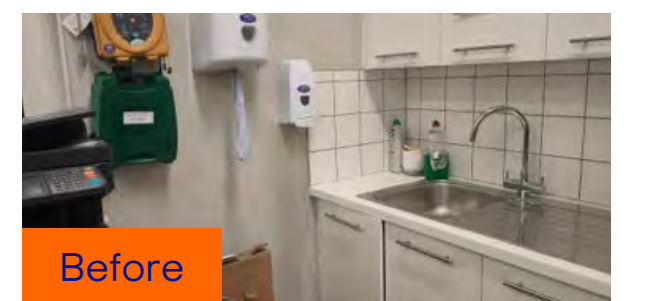
The Passage said "Clients feel more at ease when accessing our services and therefore feel more comfortable talking about sensitive topics, such as trauma and be less resistant because there is a subconscious sense of safety. Creating a therapeutic environment instils trust to work with our staff to support progress toward treatment goals, personal growth, and positive change for people using our services.



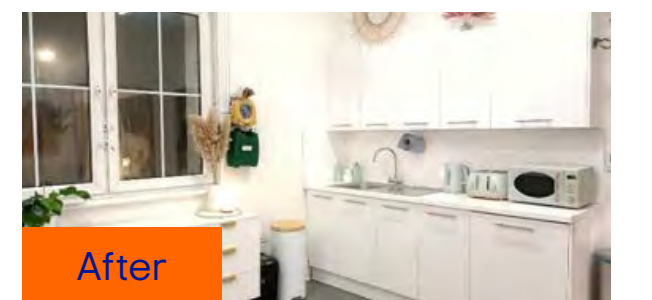
Before



After



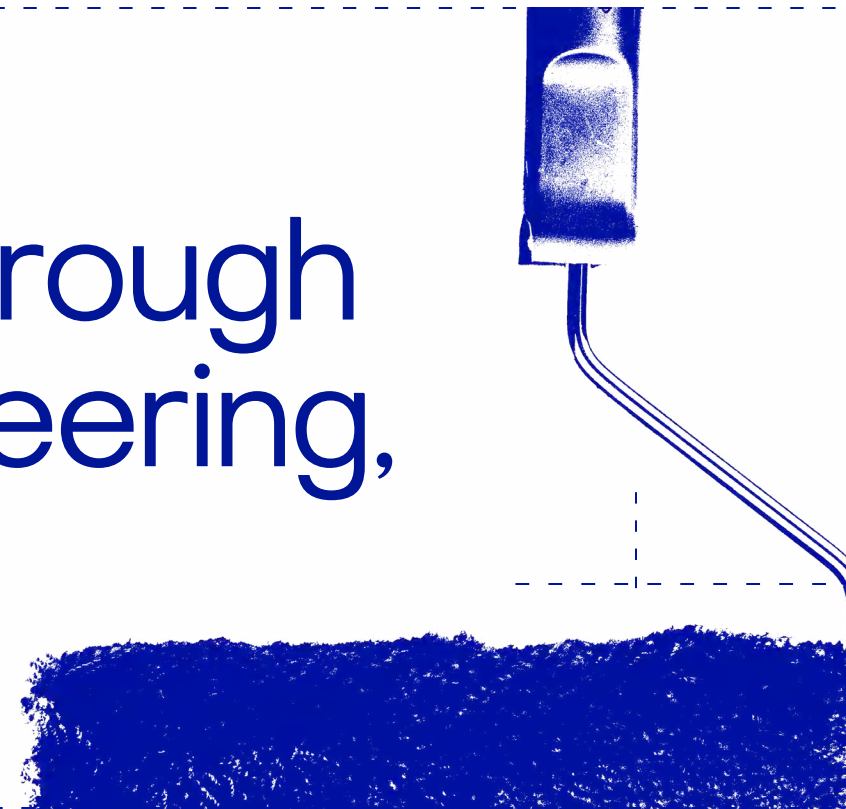
Before



After

How we support communities

We support our communities through partnerships, fundraising, volunteering, product donations and reuse



Product donations: Lavender for Pride

Through sales of plants in our stores during Pride month in 2023 we raised over £200k for the B&Q Foundation, specifically to award grants to LGBTQ+ charities to help improve the spaces their clients use.



Case study:

Wolverhampton LGBT+



Transformation of ground floor space in Pride House with a grant of £10,000 from B&Q Foundation.

"Pride House plays a crucial role in providing support, fostering understanding, and celebrating diversity. With the grant we received from the B&Q Foundation, we embarked on a transformational journey to redesign our downstairs space, creating a more welcoming environment for all who walk through our doors. The revamped space has become more than just a physical environment; it's a symbol of empowerment and community engagement. From interactive workshops to support groups, the newly redesigned area serves as a catalyst for meaningful connections and personal growth. B&Q Foundation's donation has enabled us to expand our programming and reach even more individuals in need of support and understanding.

The £10,000 donation has been instrumental in our journey to create a more welcoming and inclusive environment at Wolverhampton LGBT+. From vibrant aesthetics to enhanced accessibility, every aspect of the redesign reflects our commitment to serving and uplifting our community."

Kelly Walker-Reed, CEO Wolverhampton LGBT+



Before



After



Case study:

Kite Trust



A grant of £5,750 supported The Kite Trust to renovate their LGBTQ+ Community Youth Centre in Ely. Many of their youth work activities take place within this space including weekly youth groups, family activities and our holiday programme. Funding enabled the charity to renovate their kitchen facilities and create a utility room. They now have a space and the facilities to provide community meals, have hot food at activities, and for young people to use our centre to cook meals if this is not accessible to them at home.

This is the only LGBTQ+ youth community centre in the region and provides a safe, inclusive and accessible space for LGBTQ+ young people to attend youth work activities and drop in to when they need.

"This funding from the B&Q Foundation has allowed us to make a transformational change to our centre - extending the range of food based activities we can offer and giving young people a stronger sense of ownership over the space as they have been involved in the design. We're looking forward to using our beautiful new space for community meals, learn to cook activities with young people, delivering training in LGBTQ+ inclusion and much more."

Pip Jamie Gardner, The Kite Trust, Chief Executive



Raising funds: Raise the Roof

B&Q's 'Raise the Roof' event raised over £225k for Shelter. The focus was a 24-hour themed dance-a-thon, held on a purpose built light up dancefloor in the heart of B&Q's head office, with B&Q colleagues acting as DJs and dance teachers.

It was live streamed to all stores and included video content created by store colleagues. The partnership fundraising was backed by B&Q's vendors.

Across the weekend, colleagues in all stores took part in a fundraising extravaganza of activities, letting loose in a fun-filled 'house party' themed celebration.

'Raise the Roof' was awarded 'Challenge Event of the Year' at the 2023 Business Charity Awards.



How we support communities

Partnership: Shelter's DIY Skills Advisers

Since launching our partnership with Shelter in 2017, our colleagues and customers have raised over £5 million for Shelter and their partner charities – Shelter Cymru, Housing Rights and Focus Ireland.

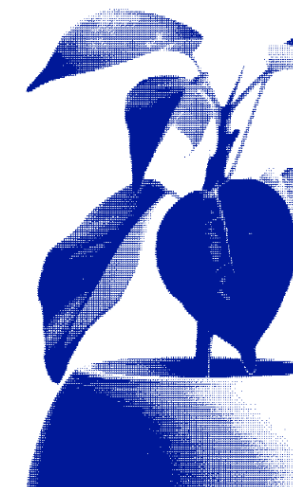


These donations fully fund Shelter's DIY Skills Adviser Service and support frontline advice services, across the UK and Ireland, to support those who need it the most.

Shelter's DIY Skills Advisers help thousands of people by sharing practical skills and support with home improvement tasks. The specialist teams work with communities in London, Birmingham, Manchester, Sheffield, Liverpool, Bournemouth, Newcastle and Bristol to help transform houses into homes.



£5m
raised since 2017



B&Q Community Reuse Programme

B&Q stores have been donating unsellable materials and products to their local community groups for many years. Last year, we donated over 112,000 items to more than 1,000 local causes.

From paint to pallets and plants to tiles, our surplus and display items go to those who need them the most, to help build a stronger community for all of us. It's a great way to reduce waste whilst helping out the community.

112,000
items donated

to over
1,000
local causes



How we support communities

Volunteering: Community Days

We support our communities all through the year with fundraising and product donations. In September, working with Neighbourly, we give an extra push through our Community Days programme. Colleagues across the country have the opportunity to help improve a space for a charity local to their store.

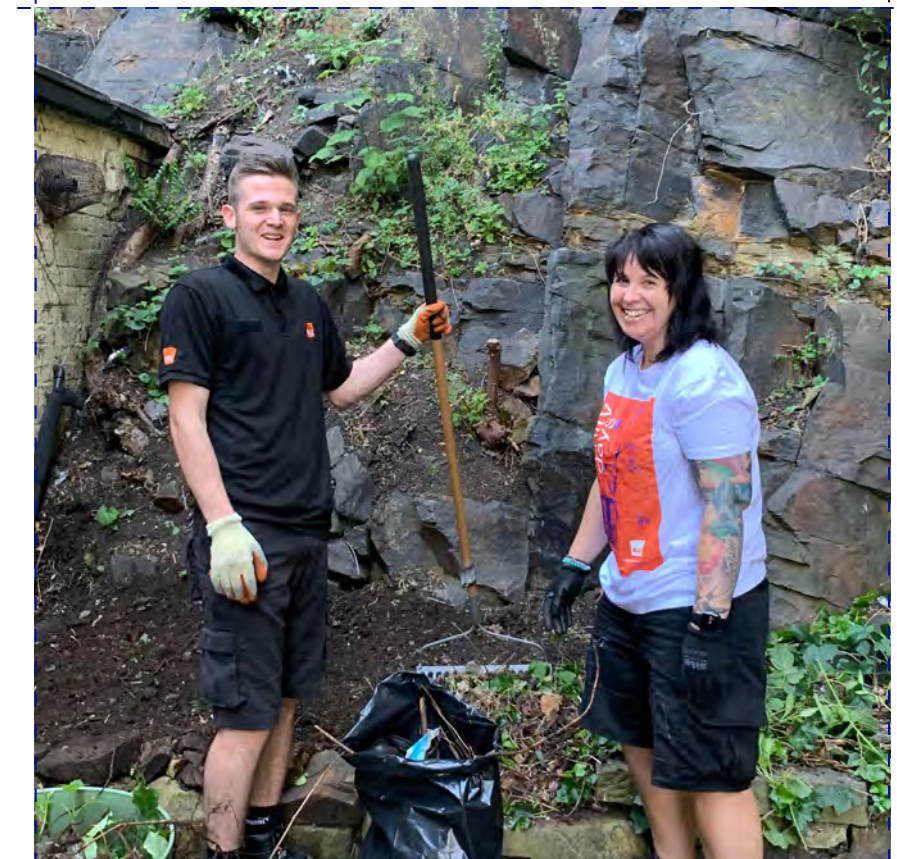


Case study: Roundabout

Our Sheffield store created a garden and seating space for Roundabout, a supported living house for young adults leaving care.

“The difference the B&Q team are making is just phenomenal. It’s really creating and changing a practical space into a really beautiful space the young people can enjoy”

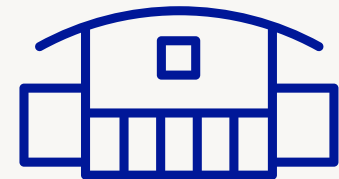
Denise Lawrenson, Roundabout



306
projects



295
stores participated



13,000
hours donated



275k
people benefitted from better spaces



1,620
colleagues



£90k
worth of products donated



Case study: Focus Ireland

Our Limerick store redecorated the communal areas of one of Focus Ireland’s supported living accommodation for people who have previously experienced homelessness.

“It’s amazing to have B&Q come along and help refurbish and spruce up the building here, I think for the customers living in the building it will give them more pride and a sense of making their house a home”

Bebhinn Crowe, Focus Ireland



In 2024, we are repeating the programme, giving our teams the opportunity to nominate local charities they want to help.

Standing for inclusivity



D&I maturity model score



Four years ago, we worked with Green Park – an independent external consultancy – to carry out our first cultural review to understand more about our culture, and in 2023 Green Park undertook a reassessment to help us understand where we are today. We're very proud that in their second review, we've increased to 3.5 out of 5 on the D&I maturity model. The Green Park report highlights that, although we still have plenty more to do, we've made strong progress so far.

We believe that B&Q should be a place where everyone feels welcome and that they can belong.

We launched our D&I strategy in 2021, and since then we've introduced a range of initiatives including:

- Inclusive leadership education for Top500 leadership team
- Creating five colleague networks
- Belonging learning modules for all colleagues
- Celebrating inclusion events and cultural moments
- Enhancing our policies to be more inclusive
- Inclusive learning initiatives such as our reverse mentoring scheme and our 'I will' programme

We use insights from the B&Q Census, the Green Park D&I cultural reassessment, our colleague networks and our My View colleague listening surveys, to regularly review and refresh our D&I strategy. Gender balance and Race and Ethnicity remain a key focus, as does delivering against our ambition for everyone to feel that they can belong at B&Q.

This year, we've launched and communicated our commitment to inclusivity through our stance on discrimination. Initially shared with our colleagues, we've also communicated it to our vendors and other stakeholders.

We've also been unlocking the power of allyship, with colleagues' sharing their personal experiences to raise awareness through conversations and reverse mentoring, lots of energy exploring topics individually or as a team and, rounded off by taking part in the allyship e-learning module to show how we can all be allies.

What we stand for

We're the biggest home improvement retailer in the UK and one of the most recognisable brands in the country. People trust us to help make their homes, and their lives, better. To continue to be deserving of that trust, we have to stand up for what's right.

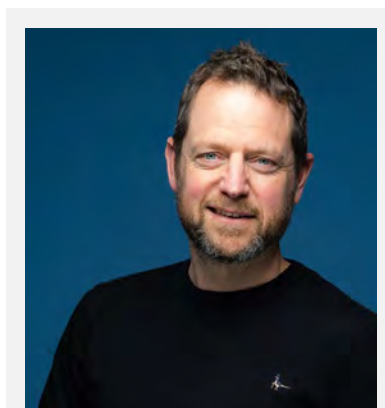
We do not tolerate racism, sexism, homophobia, transphobia, ableism, religious intolerance or any form of discrimination from anyone.

This is what B&Q stands for.

It's not our responsibility to change anyone's opinion, but it is everyone's responsibility to behave inclusively and be respectful to one another.



In February 2024, we launched 'Our stance on discrimination', acting as our line in the sand towards non-inclusive behaviour. We're making it clear that there's no place for discrimination in B&Q - that we do not tolerate abuse or discrimination of any kind by anyone – colleagues, customers, contractors or business partners. We want everyone to feel welcome at B&Q.



Andy Moat
People Director, B&Q



Our D&I progress

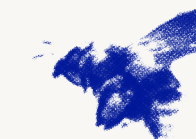


Our colleague networks

In 2021, we created and launched five colleague networks, representing Gender, LGBTQ, Ethnicity, Disability, neurodiversity and mental health, and Armed Forces. Through improving policies, celebrating significant cultural moments and increasing accessibility along with a host of other achievements, our colleague networks, along with our Ethnic Advisory Group, are helping to accelerate the pace at which we're changing and ultimately helping to create a stronger sense of belonging.



Strengthening allyship



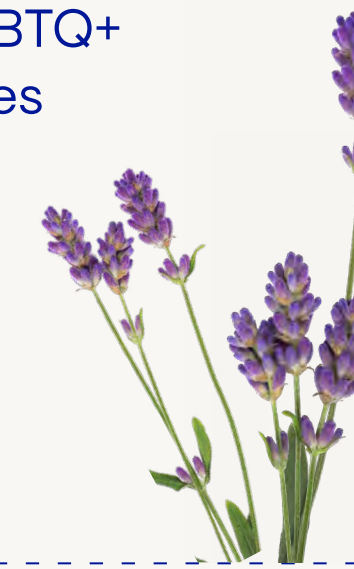
Showcased women in leadership

Released B&Q 'Coming Out' guide

A review by the Business Disability Forum to recommend best practice for workplace adjustments for people who have disabilities



Lavender promotion raised £240k for LGBTQ+ charities



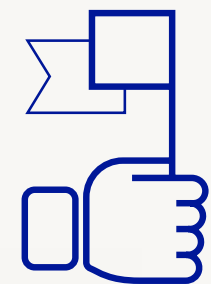
Multi faith rooms in stores, offices and DCs

Raised awareness on LGBTQ+ related topics and education on inclusive language



Exploring secondment opportunities from Armed Forces into our head office

Celebrating moments!



International Day of Persons with Disabilities



Neurodiversity celebration week



LGBTQ+ History Month

Black History Month
carnival lunch and education

Raised awareness of the colleague experience for Muslims during Ramadan

Women's Wellness Month and International Women's Day

Men's Wellness Month and International Men's Day

We celebrated Eid

Represented B&Q at a National Pride event

B&Q Celebrates Pride

A customer facing Pride campaign for the first time



Transgender and non-binary awareness month

Trans Awareness Month

"I was able to come back to a company I love, as Lewis. I can safely say I am a 100% confident trans man at work, and at home because everyone sees me as me."

Lewis - Customer Advisor

Recognising Armistice day / Remembrance Sunday whilst raising money for the Royal British Legion

Lest we forget

11 November

Armed Forces Week

Our first Diwali product trial with POS to test a more inclusive offer and customer response

Celebrate Diwali with B&Q

Our D&I progress

Enhancing and introducing new policies



Enhanced Paternity leave and pay



Extended IVF/fertility paid leave

Enhanced Neonatal leave and pay



Maternity, adoption or shared parental leave reassurance to return to the same role

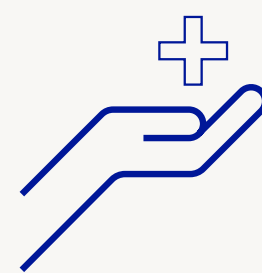
Reservists and Cadet Forces Volunteers additional

2 weeks

paid leave to attend training and related duties

Menopause policy launched

Supporting colleagues who experience pregnancy loss



Supporting Foster carers with flexibility and an additional weeks paid leave for meetings and training

We've led the way as the first major high street retailer to become a Gold standard Kinship Friendly Employer

This reassures colleagues who unexpectedly come to care for a child of a family member or friend. Colleagues in this situation are now entitled to the same leave and enhanced pay as those covered in our enhanced maternity leave and adoption/surrogacy leave policies.



B&Q celebrates Reserves Day



"B&Q's commitment to the Armed Forces Covenant and how this supports the balancing of a civilian life with being part of the armed forces, gave me the confidence to pursue my dream."

Rich Morris - Store Manager

#TogetherWeCan

Armed Forces Covenant

The Armed Forces Covenant (AFC) is a promise by the nation to ensure those who serve or who have served in the armed forces are treated fairly.

We signed the AFC in 2020 and do all we can to support ex-armed forces veterans, Reservists, Cadet Forces Adult Volunteers (CFAV) and their families to develop their careers and wellbeing in our workplace. This includes an additional 5 days paid leave per annum to support their military training and commitments. We held a Silver award since July 2021, as part of the Ministry of Defence's Employer Recognition Scheme and this year successfully applied and proudly gained Gold level status.



EMPLOYER RECOGNITION SCHEME

GOLD AWARD

Gender balance

When it comes to gender, we have a great balance across our overall workforce population making us closely representative of society. However, we'd like to reach gender parity across all our work levels and will continue to work at achieving this by 2030.

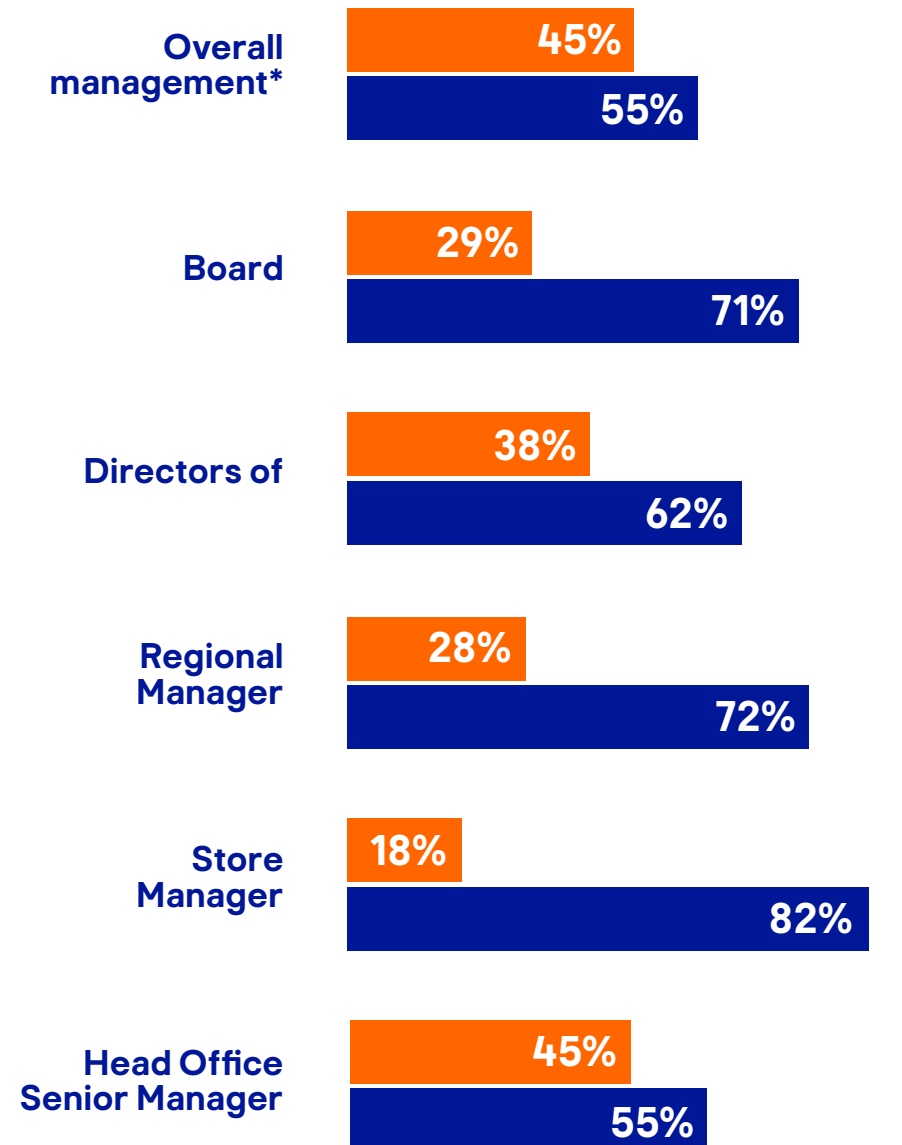
Our top 500 leadership population is made up of 35% women, up from 31% last year and in our overall management population, 45% of roles are filled by women, largely driven by the more balanced representation in our store management teams.

To support our aspiration, the Gender Equality colleague network has established priorities for action to increase flexible working options available at manager level, and to continue to showcase the diversity of women in leadership roles at B&Q to provide visibility of more role models.

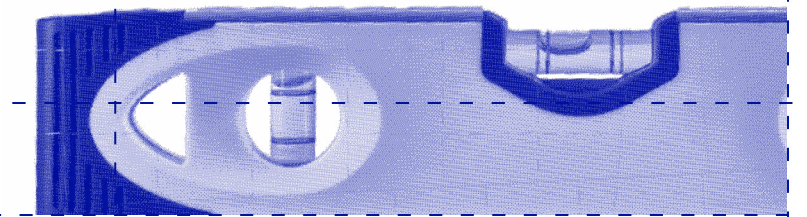


Representation of Top 500 leadership team

Female Male



* including middle management



Our D&I progress

B&Q Census

To understand more about our workforce, our colleagues are voluntarily providing us with anonymised personal information. We call this our B&Q Census.

Now in it's second year, it helps us to understand more about our workforce and to confidently assess how our colleagues are representative of the nation as a whole. We can do this across a number of traits, including gender identity, ethnicity, religion, sexual orientation, carer responsibilities, and disability and neurodiversity.

We've already found out more about our colleagues and are taking steps to make B&Q more inclusive. We also have a stronger picture of our workforce, supporting us to be curious around representation and explore how reflective we are of the communities we serve. For example, knowing that Islam is the second largest religion in our workforce and that around 700 colleagues are Muslim, helps to highlight the need for us to raise awareness of the colleague experience during Ramadan, and ensure fair opportunities for those who wish to have time off to celebrate Eid.

Our Multi-generational Workforce

Our colleagues range from 16 – 86 years of age. For a long time we've led the way to truly be a multi-generational workforce.

28% same as 2022

Generation Z

Born 1997 – 2012 (12-27 years)

25% same as 2022

Millennials

Born 1981 – 1996 (28 – 43 years)

28% increase of 1%

Generation X

Born 1965 – 1980 (44 – 59 years)

19% same as 2022

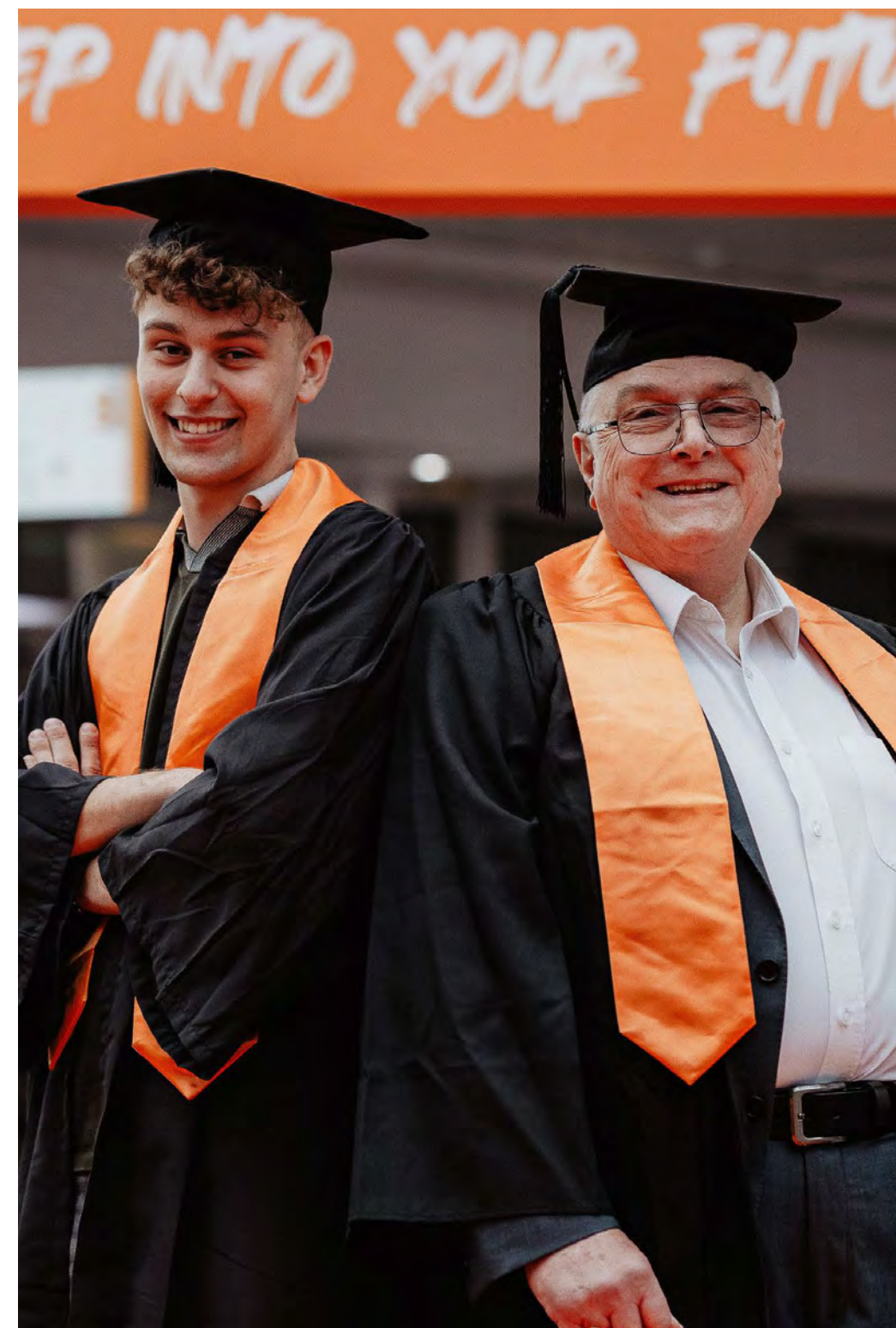
Baby boomers

Born 1946 – 1964 (59 – 76 years)

0.5%

Post War Born 1928 – 1945 (79years+)

Includes 59 colleagues over 80 years old



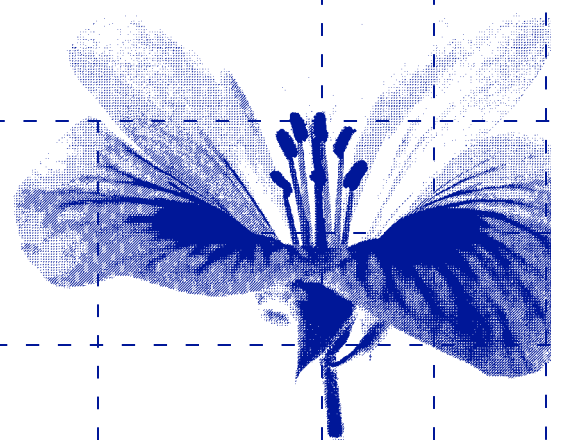
Race at Work Charter

People from an ethnic minority background still face significant disparities in employment and progression, and that's something we need to change. In July, we signed the Business in the Community (BITC) Race at Work Charter (RAWC), alongside other leading UK businesses.

Being a signatory of the Charter requires B&Q to take practical steps to ensure our workplace is tackling barriers that Black, Asian, Mixed Raced and other ethnically diverse people face in recruitment and progression, and that our business is representative of British society today.

The Charter is composed of seven calls to action for leaders and organisations across all sectors and has a crucial role to play in ensuring that ethnic minorities don't face significant disparities in employment and progression.

Whilst we're making good progress on driving equity within B&Q, the BITC RAWC will help us to do more.



Operating ethically, with integrity

At B&Q, our modern slavery and ethical sourcing commitments start at Board level and are embedded into our business processes:

- We respect, protect and promote the human rights of our colleagues, workers across our supply chain, and others affected by our business activities.
- We work with suppliers across the world to bring our customers great products at great prices, without compromising on our ethical standards.



Established by Kingfisher plc Board and Group functions, our B&Q Board takes responsibility for the application and implementation of our modern slavery policies and ethical compliance programme within B&Q's operations and by B&Q suppliers.

Our suppliers are categorised into one of three groups, depending upon how the goods are procured:

- Goods for Resale (GFR): supplying own brand and branded products for sale to customers
- Goods not for Resale (GNFR): supplying goods and services used to run our business
- Third party, products services and partnerships: supplying goods and services sold direct to customers, such as verified sellers at B&Q marketplace

We continue to ensure respect for human rights is consistently applied throughout our business. We work with colleagues, our supply chains, and relevant partners to ensure we identify and assess risk, apply due diligence, and take any necessary steps to deliver our human rights and modern slavery agenda.

Kingfisher's Modern Slavery Statement

Kingfisher's Modern Slavery Statement covers the six areas outlined in the Home Office guidance:

1. Organisation structure and supply chains
2. Policies in relation to slavery and human trafficking
3. Risk assessment and management
4. Due diligence processes
5. Key Performance Indicators to measure the effectiveness of steps being taken, and
6. Training on modern slavery and trafficking. It sets out the steps taken by Kingfisher plc and all its subsidiary undertakings, including B&Q, to prevent modern slavery in its own business and supply chain, for financial year ending 31 January 2024.

Read the full statement at: [B&Q \(diy.com\) | Modern Slavery Act](https://www.diy.com/modern-slavery-act)



Committees and Networks

B&Q representatives participate in the Kingfisher's working groups and networks to manage development and implementation of policies. These include the Human Rights and Modern Slavery Working Group, Ethical Working Group, Responsible Business Network and Business-Critical Surgery.





About B&Q

04



About B&Q

At B&Q, we believe anyone can improve their home to change anything, sometimes everything, to make life better. We are the UK's leading home improvement and garden living retailer, offering great prices on a wide range of products at over 300 stores throughout the UK and Ireland, and at diy.com for home delivery or click and collect.



B&Q founded
1969

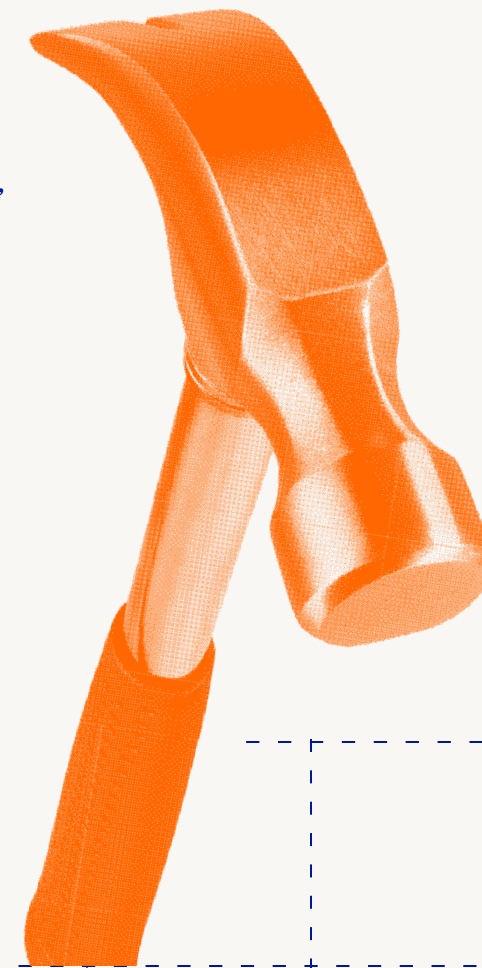
309
stores

1.5m
products

21k
colleagues

B&Q launched the UK's first home improvement marketplace in March 2022, adding additional choice for consumers, and now offers over 1.5 million products at diy.com. The marketplace offers a unique, integrated experience with in-store returns for many products and click and collect options are being explored.

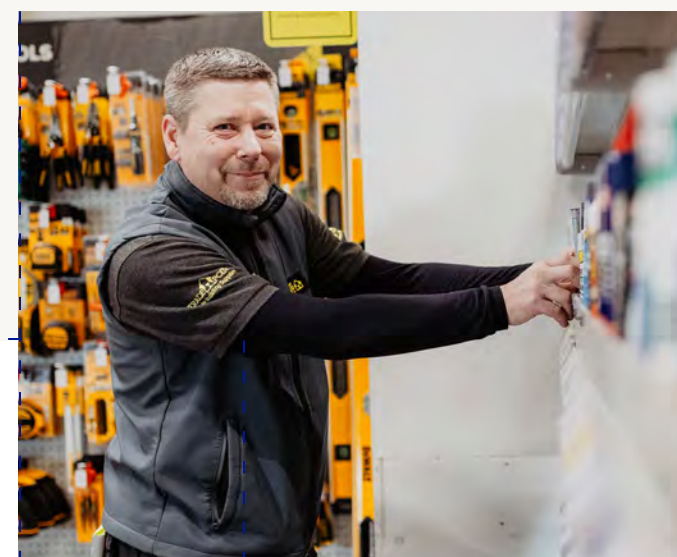
For trade professionals, B&Q TradePoint offers exclusive membership to those in trades such as electricians, plasterers, fitters, plumbers, roofers, decorators, joiners, tilers, builders, landscapers and facilities and maintenance professionals. TradePoint members have exclusive access to dedicated TradePoint counters at 209 B&Q stores as well as to Tradepoint.co.uk.



The team of more than 26,000 colleagues of all ages are respected nationwide for providing great home improvement help to customers. They're the beating heart of B&Q and their iconic orange aprons are worn with pride.

Every year, more than 20 million people improve their homes and make life better with B&Q, and every year the company achieves ever-higher standards for sustainable operations and sourcing, and supports our local communities, including funding B&Q Foundation grants and Shelter's DIY Skills Advisors. For more information on our community initiatives visit diy.com/corporate/community.

B&Q is part of Kingfisher plc, the international home improvement company, operating over 2,000 stores in 8 countries across Europe.



Became part of Kingfisher Group
1982

20m
customers

donated by B&Q Foundation
£5.5m

209
TradePoint counters

B&Q Build a life project

ANNUAL REPORT 2024

Build a
life project



Annual Report 2024 ▶

diy.com/responsible-business



B&Q

Together, we can do it.