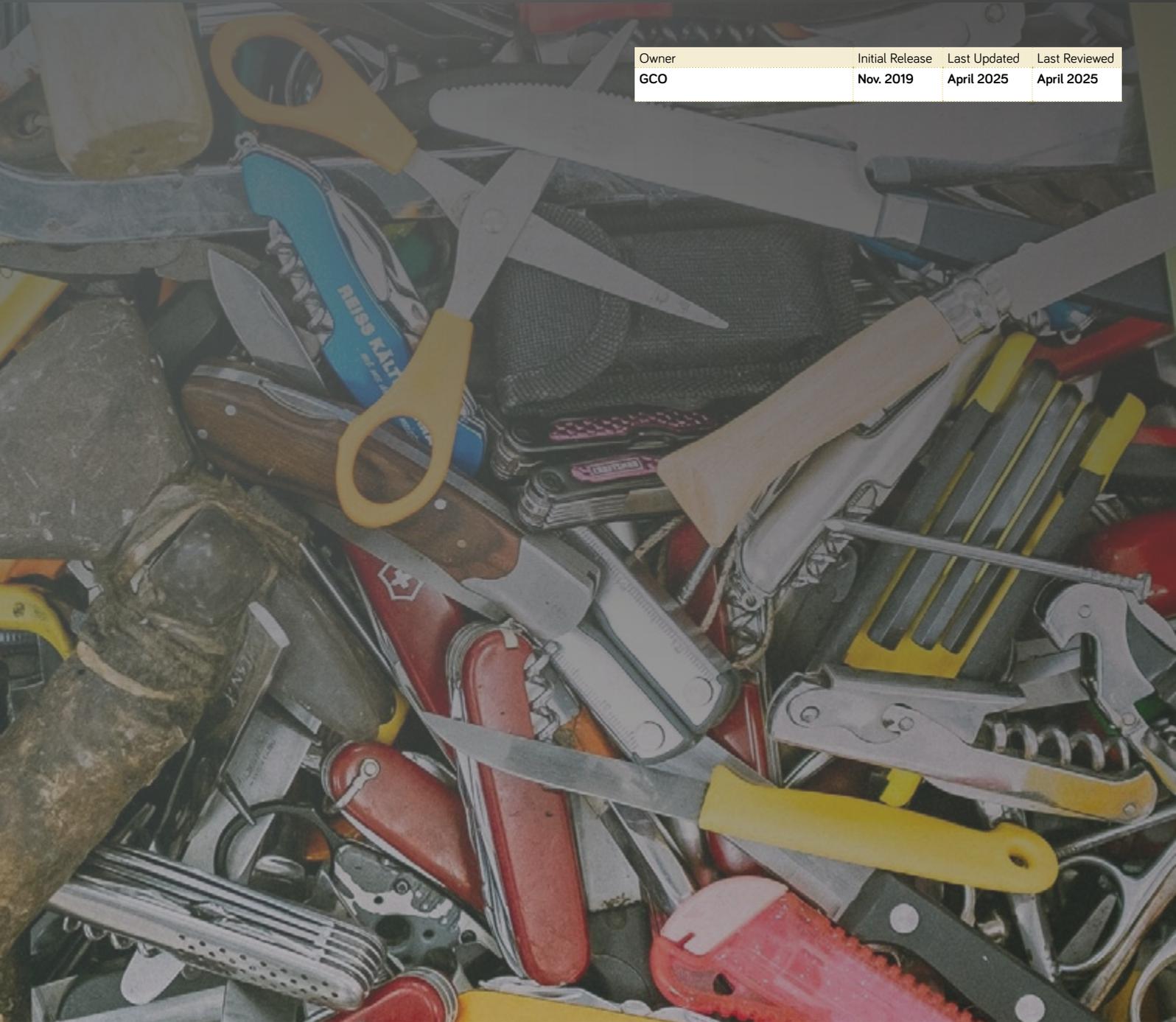




# Sale of Restricted Products Policy

We expect all restricted products to be sold in a controlled way

Owner	Initial Release	Last Updated	Last Reviewed
GCO	Nov. 2019	April 2025	April 2025





# Sale of Restricted Products Policy

We expect all restricted products to be sold in a controlled way

At Travis Perkins plc, how we work is as important as what we do. Our Group Values underpin the way we work to deliver outstanding service for our customers. That's why we expect colleagues to do the Right Thing. This means we have a Sale of Restricted Products Policy (i.e. for the sale of knives, poisons, corrosives and other hazardous products which are legally restricted).

## → Executive Summary

### What does this policy address?

There are a number of products which have sales restrictions due to their potentially hazardous nature. For example knives and other bladed products and corrosive products under the Offensive Weapons Act 2019 and Criminal Justice Act 1988, solvents (under the Psychoactive Substances Act 2016) and aerosols (under the Anti-Social Behaviour Act 2003). Corrosive products include acids and chemicals which may burn the skin. Solvent products include glues, adhesives, paint stripper and solvent cement. This policy is designed to define the steps that we will take to more tightly control and monitor sales of these product types, in order to be a responsible trader.

### Who does this policy apply to?

This policy applies to all businesses within the Travis Perkins Group.

### Doing the Right Thing

- We will ensure that any hazardous products that are legally restricted are sold in a controlled way.
- We will work with external authorities (e.g. Trading Standards) to mitigate the risk of uncontrolled sales.
- We will define a framework for businesses to deliver against this policy and monitor compliance against it.
- We will identify senior owners and map key internal and external stakeholders to deliver against this policy.
- Training will be available for all employees and mandated for those deemed at most risk.
- We expect all relevant employees to follow the established processes and take appropriate action.

→ This policy will be reviewed annually and we will continue to communicate our performance with our stakeholders.

Approved by the Group Leadership Team

## What this means for you

### ✓ DO

#### For commercial managers:

- Build and continually maintain a list of products that are legally restricted, liaising with manufacturers as needed. The accuracy and integrity of product master data is key to this.
- Flag relevant products in the system to ensure checks are made at the point of sale or on delivery.
- Implement a process to monitor trends in sales of relevant products, refusals and other management information.

#### For sales colleagues:

- Remain vigilant and follow till prompts where they appear at the point of sale.
- Record all refusals and notify your manager if you have any concerns.
- Report suspicious transactions about hazardous products to Group Security.

#### For all sales colleagues and all relevant commercial colleagues:

- Complete the training modules which are relevant to your role on Thrive

**Speak Up!** Hotline 0800 890 011  
then key in 833 331 1347

### ✗ DON'T

- Do not accept without question, be prepared to challenge and question to verify the age of the buyer.

### i Information

#### Where to go for help

Guidance can be found on MyPlace under 'Doing the Right Thing' and you can also contact: Group Legal at [group.legal@travisperkins.co.uk](mailto:group.legal@travisperkins.co.uk)