



November 2010

SCREWFIX RECOGNISED AT PRESTIGIOUS AWARDS

Screwfix has this week been recognised at the CIPD People Management Awards as Runner Up in the Employee Engagement category - representing high profile industry endorsement for the multi-channel retailer's excellence in employee development.

The CIPD (Chartered Institute of Personnel and Development) supports businesses committed to managing and developing their employees and Screwfix's major engagement programme which has been rolled out at its Yeovil-based Contact Centre has been rewarded thanks to the real business results that the drive has helped to achieve.

The Screwfix Contact Centre takes over 40,000 customer calls each week and employs around 500 staff. Key engagement drivers were instigated which directly contributed to a 24% increase in order taking productivity. The change programme was initiated with the "Big Event" in March which saw the key business stakeholders and TV celebrity Todd Carty communicate an ambitious business plan for 2010.

Screwfix went through a rigorous process assessing the experience of employees in the Contact Centre and the real business benefits that were achieved. The award was presented at a prestigious awards ceremony which took place on Wednesday 10 November in Manchester.

Guy Eccles, HR Director at Screwfix, comments: "This is a tremendous achievement for the Contact Centre and a fantastic endorsement of how HR can galvanise employee engagement to enhance business performance.

"2010 has been an award-winning year for the Contact Centre, having been ranked 11th in the UK Top 50 Call Centres for Customer Service and enjoying success at the Contact Centre Worlds Awards with seven award wins.

"The Screwfix Contact Centre remains at the heart of our multi-channel business, supporting recent initiatives such as our nationwide Call Pay & Collect service which is already contributing 10 per cent of Contact Centre sales."

For more information visit www.screwfix.com or call 0500 41 41 41.

-ENDS-

Note to editors

About Screwfix:

Recognised as being "where the trade buys" and promising a fast, reliable service, Screwfix is the UK's leading multi-channel supplier of thousands of high quality screws, fixings, hand tools, power tools, plumbing and electrical supplies. Combining trade prices and a massive

range of leading brand name items, Screwfix offers over 18,000 products and is fully committed to customer care and support.

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