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SCREWFIX NAMED EMPLOYER & MULTI-CHANNEL RETAILER OF THE YEAR

Screwfix has been named Employer and Multi-channel Retailer of the Year at the prestigious 2016 Retail Week Awards - the most prestigious event in the retail calendar, honouring the businesses and talent who achieve excellence across the sector.

It was named Employer of the Year in recognition of its investment in its workforce, which has driven real business growth. The judges praised its "impressive development programme", which consistently internally fills over 60% of all manager appointments, and also the way in which employees on the ground can directly develop and suggest programmes to innovate the business based on the customer needs which they identify.

The title of Multi-channel Retailer of the Year was awarded to Screwfix due to the company's outstanding growth and delivery of convenience to its customers through investment in its truly multi-channel platform. Starting with its iconic catalogue, the judges liked how this has been integrated into its online, instore and mobile shopping experience. The judges commented that "Screwfix keep on innovating and getting better and better, with initiatives like its 24/7 contact centre and 5 minute click and collect service."

Andrew Livingston, CEO of Screwfix, comments: "We are absolutely delighted to win these awards in such competitive categories. It's a great reward for our team's hard work.

"We focus on our two core elements to success, our staff and our customers and it is great that our commitment to both of these groups has been recognised with these wins. Only through continuing to develop our staff can we support our growth plans and expand our network of 457 stores further, to meet the needs of our busy trade customers."

The judges recognised Screwfix's significant achievements over the last 12 months, including a strong internal development programme which aims to promote and recognise excellence both internally and externally, real-time colleague feedback with *Your Screwfix*, *Your Say*, which gives employees a voice within the company, and a staff satisfaction rate in excess of 90% in its annual HR survey.

Chris Brook-Carter, Editor-in-Chief of Retail Week, said: “The judges faced their toughest year yet deciding on this year’s Retail Week Award winners. The entries highlighted that a multitude of retailers are relentlessly innovating to accommodate the needs of the modern-day consumer, while establishing British retail as a key asset to the UK economy.”

For more information on Screwfix visit www.screwfix.com or call 03330 112 112.

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Note to editors

About Screwfix:

Screwfix is part of Kingfisher plc, a home improvement company with over 1,100 stores in 10 countries in Europe, Russia and Turkey. For further information go to www.kingfisher.com.

Screwfix is recognised as being “where the trade buys”, offering a straightforward and transparently-priced retail experience that enables busy tradesmen to shop 26,000 products over the phone, online, via their mobile or from their local store.

- From power tools and workwear to cables and pipe fittings, more than 11,000 products are available to pick up from the national network of 457 stores. A further range of over 15,000 products can be ordered over the phone, online or from a local store for next day delivery, with orders taken up until 7pm to home or site.
- Screwfix.com attracts 2.2 million unique visitors per week and the Screwfix Click & Collect service means customers can conveniently purchase supplies online (or over the phone) and then collect from store just five minutes later.
- Customers can call the UK-based Screwfix Contact Centre 24 hours a day, 7 days a week (including bank holidays) on 03330 112 112.
- All 457 UK stores are open 7 days a week and from 7am Monday to Friday.
- 9 out of 10 customers would recommend Screwfix to a friend.

PRESS information:

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