Welcome to the Screwfix Sustainability Report for 2015/16. This is the first time we have published a review of our sustainability progress and we hope the content is of interest.

Our parent company, Kingfisher plc*, provides a Sustainability Strategy and common framework to enable operating companies such as Screwfix to make a positive contribution to society and the communities in which we operate.

We have been using the Kingfisher Sustainability targets for the past three years to measure our progress and all Kingfisher operating companies are measured against the same targets, which have to be delivered by 2020. Progress against the targets is measured from the baseline year of 2010/11.

It is up to each operating company how they deliver these targets and this report summarises our progress. The following pages show how Screwfix is progressing in seven key areas and page 4 gives you a detailed view of each of the targets.

We believe that we have made good progress in a number of key areas. For example, our timber policy requiring all suppliers to be FSC® or PEFC certified has been in place for over five years and, in the last two years, we have made good progress in increasing the energy efficiency of our stores, which have also operated a zero waste to landfill policy since 2012.

In addition, we also support local community projects through The Screwfix Foundation, which was launched in 2013. It has proven to be a fantastic success raising over £1m for over 300 worthwhile causes since its inception.

Andrew Livingston, CEO of Screwfix

2020 target overall progress

<table>
<thead>
<tr>
<th>Category</th>
<th>Target</th>
<th>Progress</th>
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<tbody>
<tr>
<td>TIMBER</td>
<td>67%</td>
<td>67%</td>
</tr>
<tr>
<td>PRODUCTS &amp; PACKAGING</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>ENERGY</td>
<td>31%</td>
<td>31%</td>
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<tr>
<td>ENVIRONMENT</td>
<td>88%</td>
<td>88%</td>
</tr>
<tr>
<td>EMPLOYEE INVOLVEMENT</td>
<td>40%</td>
<td>40%</td>
</tr>
<tr>
<td>CUSTOMER INITIATIVES</td>
<td>65%</td>
<td>65%</td>
</tr>
<tr>
<td>SCREWFIX AND THE COMMUNITY</td>
<td>75%</td>
<td>75%</td>
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</tbody>
</table>

*Screwfix is part of Kingfisher plc, the international home improvement company, with over 1,100 stores in 10 countries in Europe, Russia and Turkey. For further information go to www.kingfisher.com
“The Screwfix Foundation was launched in 2013 and has proven to be a fantastic success...”

However, there are areas where we still need to do more. For example, we believe we need to involve our staff more and create a better awareness of how they can support Screwfix being a more sustainable company. We would also like to engage more with our customers. The recent introduction of eco logos into the Screwfix catalogue is the first step in that direction.
# SCREWFIX SUSTAINABILITY PERFORMANCE

## SCREWFIX’S PROGRESS AGAINST ITS 2020 SUSTAINABILITY TARGETS IS SCORED AS FOLLOWS:

<table>
<thead>
<tr>
<th>0%</th>
<th>25%</th>
<th>50%</th>
<th>75%</th>
<th>100%</th>
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</thead>
<tbody>
<tr>
<td>Behind Plan</td>
<td>Target Met</td>
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</tbody>
</table>

### TIMBER
- 100% responsibly sourced timber and paper products i.e. FSC® or PEFC certified: 75%
- Responsibly sourced timber for construction fit out i.e. FSC® or PEFC certified: 25%
- None of our products (e.g. leather) are sourced from materials linked to tropical deforestation: 100%

### PRODUCTS & PACKAGING
- 100% of the paper used in our Goods Not For Resale (GNFR) to be responsibly sourced i.e. FSC® or PEFC certified: 75%
- Sales from best in class sustainable products: 75%
- Sales from products with sustainable credentials (best in class + compliant): 25%
- All energy-using products meet best practice standards: 50%
- All water-using products meet best practice standards: 50%
- All suppliers will meet or exceed our ethical and environmental standards: 25%
- All Goods Not For Resale (GNFR) suppliers will meet or exceed our sustainability standards: 50%
- Maintain highest standards of ethical business conduct: 75%
- All packaging on own brand products to conform to Kingfisher Packaging Standards: 25%

### ENVIRONMENT
- Achieve zero waste to landfill for all locations: 100%
- Reduction in CO2 emissions from our direct transport impacts by volume: 100%
- Programme to reduce overall carbon footprint of our indirect transport impacts: 50%
- Construction waste recycled on new build projects: 100%

### EMPLOYEE INVOLVEMENT
- Integrate sustainability into our performance management systems: 50%
- Every employee has the right skills to help customers lead sustainable lifestyles: 25%
- Motivate all our staff to become more sustainable at work and at home: 25%
- To be recognised as a “best practice” company for equality and diversity: 25%
- Proactive green travel plans for staff: 75%

### CUSTOMER INITIATIVES
- Energy saved by our customers through products bought from Screwfix: 75%
- Helping customers to live sustainable lifestyles: 50%
- Embedding sustainability into our marketing strategy: 75%
- Investigate alternative sustainable business models: 25%
- Promote sharing skills by building online community platforms: 100%

### SCREWFIX AND THE COMMUNITY
- Develop projects that will fix, maintain, improve or repair charitable and community facilities: 75%
**HIGHLIGHTS FOR 2015/2016**

- **97% Responsibly Sourced Timber + Paper Products**
  - See page 6

- **Zero Waste to Landfill**
  - See page 13

- **1.4 TWh Saved by Customers Using Products Purchased from Screwfix Since 2010/11**
  - See page 16

- **12% Reduction in Property Energy Intensity Compared to 2010/11**
  - See page 11

- **£1,000,000+ Raised to Date Since Launching the Screwfix Foundation in 2013, Helping More Than 300 Local Charities in the UK**
  - See page 20

- **3.4 Million LED Bulbs Sold**
  - See page 7

- **59 41% of All Employees, and 31% of Management, Are Women**
  - See page 14
TIMBER SOURCING

For the past five years, it has been a requirement that all Screwfix suppliers who supply wood or timber products (e.g. from a garden shed to a hammer with a wooden handle) must be FSC® or PEFC certified. Screwfix is currently achieving 97% of timber by volume for FSC® or PEFC certified products.

Screwfix is also working on applying this policy to products that contain paper (e.g. sandpaper and masking tape) to achieve 100% compliance.

During 2015, Screwfix successfully applied to FSC® (Forest Stewardship Council®) for a Trademark Licence to enable it to display the FSC® logo in the catalogue and since then has trialled the use of the FSC® logo in the June 2016 catalogue.

TARGET: 100% of the timber and paper sold to be responsibly sourced. i.e. FSC® or PEFC certified.

PROGRESS:

97% OF OUR TIMBER + PAPER PRODUCTS ARE RESPONSIBLY SOURCED

TROPICAL DEFORESTATION

Screwfix’s aim is that none of its products are actively contributing to tropical deforestation (e.g. tropical hardwoods, cow leather etc).

For example, leather sourced from the Amazon or Southeast Asia has a high risk of contributing to deforestation issues, so Screwfix strives to identify the country of origin of leather products.

TARGET: No Screwfix products to be sourced from materials linked to tropical deforestation (e.g. leather).

PROGRESS:

NONE OF OUR PRODUCTS ARE SOURCED FROM MATERIALS LINKED TO TROPICAL DEFORESTATION

TIMBER USED IN CONSTRUCTION

Screwfix is currently constructing 60 stores per year and building contractors are targeted to use 90% sustainably sourced timber to fit out new stores. The majority (80%) of the timber used by volume came from well-managed forests or recycled sources.

TARGET: 100% of timber procured for construction fit out to be responsibly sourced i.e. FSC® or PEFC certified.

PROGRESS:

80% OF OUR TIMBER FOR CONSTRUCTION IS RESPONSIBLY SOURCED
SUSTAINABLE HOME PRODUCTS
Screwfix classifies sustainable products as either ‘best in class’ (i.e. amongst the most sustainable products available on the market) and ‘compliant’ (i.e. products that have one or more sustainability credential and are better than the industry standard). This year, 14% of Screwfix sales came from the sale of sustainable home products and 8% of sales came from best in class products.

**TARGET:** 50% of sales from products that help create a more sustainable home.

**PROGRESS:** 14%

**TARGET:** 10% of sales from the most innovative products that help create a more sustainable home.

**PROGRESS:** 8%

**PRODUCTS & PACKAGING**

**ENERGY-USING + WATER-USING PRODUCTS**
In 2015, two new measures were introduced to monitor the percentage of energy and water-using products, which met the best practice standards on energy and water efficiency, sold during the year.

59% of all energy-using products sold and 62% of all water-using products sold met best practice standards.

**TARGET:** All energy-using products to meet ‘best practice’ standards on energy efficiency.

**PROGRESS:** 59%

**TARGET:** All water-using products meet best practice standards.

**PROGRESS:** 62%

**ASSESSMENT OF SUSTAINABLE PRODUCTS**
All of Screwfix’s sustainable, energy and water-using products are internally checked against the Kingfisher Sustainable Home Product Guidelines* to ensure they qualify as a sustainable product. Then, they are reviewed by a third party called Bioregional – a registered charity specialising in sustainability.

*www.kingfisher.com/sustainabilitypolicies
PRODUCTS & PACKAGING

SUPPLIER ETHICAL ASSESSMENT

**TARGET:** All suppliers will meet or exceed Screwfix’s ethical and environmental standards.

**PROGRESS:**
All UK-based and most European suppliers are assessed by Screwfix’s in-house Quality Assurance team either by a formal visit or desktop review, dependent on the perceived level of risk. The audit establishes the supplier’s environmental arrangements and if they have any formal environmental accreditation (e.g. ISO 14001 Environmental Management System). The audit will also check the supplier’s corporate social responsibilities as per the Kingfisher Code of Conduct for Factory Working Conditions.

Far Eastern suppliers are audited on behalf of Screwfix by one of six sourcing offices operated by Kingfisher. The sourcing offices carry out supplier audits as per the Kingfisher Code of Conduct for Factory Working Conditions.

PACKAGING

**TARGET:** Packaging on all own-brand products to conform to Kingfisher packaging standards.

**PROGRESS:**
The Kingfisher sourcing offices ensure non-UK sourced own-brand products meet the Kingfisher packaging standards. Further development work and infrastructure is required to implement this for suppliers sourced directly by Screwfix for both own-brand and branded products.

Screwfix works with Valpak (environmental waste specialists) to ensure it meets the requirements of The Producer Responsibility Obligations (Packaging Waste) Regulations 1997, which aim to reduce the amount of packaging waste ending up in landfill.

*www.kingfisher.com/sustainabilitypolicies*
GOODS NOT FOR RESALE
All suppliers of Goods Not For Resale (GNFR) i.e. consumed within the business, are subject to the same sustainability standards. For example, all timber-based products from an office table to copier paper must be FSC® or PEFC certified.

TARGET: Key Goods Not For Resale (GNFR) contracts will meet or exceed Screwfix’s sustainability standards.
TARGET: 100% of the paper used in Screwfix’s Goods Not For Resale (GNFR) to be responsibly sourced.
PROGRESS:

SCREWFIX CATALOGUES + PUBLICATIONS ARE ALL PEFC CERTIFIED

ETHICAL BUSINESS CONDUCT

TARGET: Maintain highest standards of ethical business conduct through compliance with the Kingfisher Code of Conduct.*

PROGRESS:
All suppliers who provide goods or services to Screwfix understand the minimum standards of behaviours expected from them and acceptance of the Kingfisher Code of Conduct is a mandatory part of the tendering process for suppliers. The Kingfisher Code of Conduct can be found through the Kingfisher sustainability website: www.kingfisher.com/sustainability

Equally, all staff must accept the Kingfisher Code of Conduct as part of their terms and conditions of employment.

Screwfix supports the introduction of the UK’s Modern Slavery Act. Kingfisher are reviewing their processes and procedures to ensure group companies comply with its requirements and will publish a transparency statement in 2017.

*www.kingfisher.com/sustainabilitypolicies
Against a 178% increase in the number of stores since 2010/11, Screwfix has actively managed the impact on its carbon footprint, resulting in just a 43% increase overall.

Screwfix measures its carbon footprint based on its CO2e emissions from energy used in properties, dedicated haulage and business travel. In the base year for reporting (2010/11) Screwfix had 156 stores and this has grown to over 433 stores at the year end.

One of the ways Screwfix is seeking to reduce its carbon footprint is to install renewable energy technologies such as Photovoltaic panels. In early 2015, it installed PV panels on its Head Office and Contact Centre buildings in Yeovil and these panels can generate on average 14% of its energy needs.

Following the success of its Head Office PV panels, at the end of 2015 it also installed a large array of PV panels on its distribution centre in Trentham near Stoke-on-Trent and a smaller set on its distribution centre in Stafford. It is set to see the benefit from these panels during 2016.

In July 2015, Screwfix decided all new stores would have LED lighting installed as part of the standard specification and it has a retrofit plan in place to convert all its existing stores to LED. Screwfix has also installed LED lighting in its Head Office and Contact Centre, as well as a state-of-the-art Building Management System.

**Target:** 23% reduction in our absolute carbon footprint (tonnes CO2e) from a 2010/11 baseline.

**Progress:**

- **43%** Increase in carbon footprint
- **178%** Increase in number of stores

**Total Carbon Footprint (CO2e Tonnes) 2015/16:**

- **Property energy (deliveries to store):** 19,529 CO2e tonnes (70%)
- **Haulage (deliveries to store):** 7,314 CO2e tonnes (26%)
- **Business travel (road):** 1,049 CO2e tonnes (4%)
ENERGY & CARBON INTENSITY

As Screwfix is rapidly increasing the number of properties in its portfolio, it also measures the energy use and carbon footprint of its property portfolio compared to the size of the property portfolio (measured in square metres). This gives the energy (kWh/m²) and carbon intensity (CO₂e tonnes/m²).

In 2010/11, Screwfix’s energy intensity was 177 kWh/m² and in 2015/16 it reduced by 12% to 155 kWh/m². This is on course to meet our 2020 target of a 17% reduction.

So, although the Screwfix property portfolio is growing rapidly, the graph below demonstrates that the energy savings made, through measures such as installing LED lighting, are making the property portfolio more energy efficient.

TARGET: 17% reduction in the energy intensity (kWh/m²) of Screwfix’s property portfolio.

PROGRESS: 12%

REDUCTION IN PROPERTY ENERGY INTENSITY kWh/m²

TARGET: 39% reduction in the carbon intensity (CO₂e tonnes/m²) of Screwfix’s property portfolio.

PROGRESS: 12%

REDUCTION IN THE CARBON INTENSITY OF OUR PROPERTY PORTFOLIO TONNES CO₂e TONNES/M²

OWN ENERGY: TOTAL ENERGY USED AND ENERGY INTENSITY

Energy intensity reduction target from 2010/11 baselines

LEARNING STORES

‘Learning Stores’ are where Screwfix trials new energy-saving initiatives to understand the benefits and costs of introducing new technologies. For instance, LED lighting was trialled in a number of premises before making the decision in mid-2015 to make LED lighting part of the standard specification for new stores.

TARGET: Develop at least three ‘Learning Stores’ and an Eco Store that champions low carbon and sustainability innovation.
TARGET: 20% reduction in CO2 emissions from Screwfix’s direct transport impacts.

PROGRESS:

29% REDUCTION IN CO2 EMISSIONS

DIRECT TRANSPORT IMPACTS
Screwfix measures the impact of its store delivery fleet, operated on its behalf by Wincanton Logistics. As the transport fleet is growing to match its continued expansion, it measures the efficiency of its transport fleet in terms of litres of fuel used per cubic metre of stock transported. In 2011/12, it used 10.69 litres of fuel per cubic metre of stock and in 2015/16, it used 7.60 litres of fuel per cubic metre of stock – a 29% reduction.

In 2014, it introduced cab telematics to provide feedback to drivers and to help them drive in a more fuel efficient manner. It is constantly evaluating new tractor units and trailer designs to help improve fuel efficiency.

During 2015, it has been able to divert 78% of import containers entering the country at the port of Felixstowe from road to rail. They then arrive at a rail head in Cannock where they are shipped by road for the final leg of their journey to its distribution centres. Screwfix aims to transfer 100% of import containers from road to rail.

INDIRECT TRANSPORT IMPACTS
Screwfix’s indirect transport impacts relate to deliveries made by Parcelforce Worldwide, part of Royal Mail Group, on its behalf to customers who wish to have their parcels delivered to home or work. Screwfix is pleased to partner with Royal Mail Group who has an excellent reputation for sustainability and has achieved recognition in a number of areas, including:

• Named as a leading company in the Transportation and Transportation Infrastructure Industry in the Dow Jones Sustainability Indices.
• Included in the prestigious FTSE4Good Index.
• All sites in Parcelforce Worldwide are certified to the ISO14001 Environmental Management System.

Screwfix is pleased to partner with Royal Mail who have an excellent reputation for sustainability.

TARGET: Demonstrate a programme of action to reduce the overall carbon footprint of Screwfix’s indirect transport impacts.

PROGRESS: Screwfix’s indirect transport impacts relate to deliveries made by Parcelforce Worldwide, part of Royal Mail Group, on its behalf to customers who wish to have their parcels delivered to home or work. Screwfix is pleased to partner with Royal Mail Group who has an excellent reputation for sustainability and has achieved recognition in a number of areas, including:

• Named as a leading company in the Transportation and Transportation Infrastructure Industry in the Dow Jones Sustainability Indices.
• Included in the prestigious FTSE4Good Index.
• All sites in Parcelforce Worldwide are certified to the ISO14001 Environmental Management System.
CONSTRUCTION WASTE

Screwfix’s two main construction contractors building its stores work with Screwfix to ensure the majority of construction waste is either recycled or reused. All asbestos removed from site is carefully disposed of at specialised treatment facilities.

**TARGET:** 90% of construction waste recycled in new builds.

**PROGRESS:**

97% OF CONSTRUCTION WASTE IS RECYCLED

WEEE REGULATIONS

The UK WEEE (Waste Electrical & Electronic Equipment Regulations) require that businesses involved in the supply of electrical equipment take an active role in its collection, recycling and environmentally sound disposal.

As a distributor, Screwfix provides information to our customers on where they can dispose of their WEEE, is a member of Distributor Take Back Scheme (DTS) and makes a financial contribution which will be used to help set up WEEE collection facilities throughout the UK. Screwfix does offer a facility to recycle household batteries at all of our stores.

ZERO WASTE TO LANDFILL

All Screwfix stores have operated a zero waste to landfill policy for a number of years by segregating cardboard and plastic waste and sending it back on trailers to its distribution centre in Stafford where it’s reprocessed by a recycling partner.

Any waste which cannot be recycled is incinerated to create energy. Therefore, none is sent to landfill.

**TARGET:** Achieve zero waste to landfill from Screwfix’s own operations.

**PROGRESS:**
During 2015, Screwfix built sustainability into the performance objectives for its main Board Directors. During 2016, it plans to start the process with its Senior Managers. 

**TARGET:** Integrate sustainability into the performance management systems for all relevant employees.

**PROGRESS:**
During 2015, Screwfix built sustainability into the performance objectives for its main Board Directors. During 2016, it plans to start the process with its Senior Managers.

Screwfix communicates the latest sustainability developments to staff in its quarterly in-house magazine, The Voice. However, during 2015, employee involvement was limited to a number of key departments at Head Office. Recognising this is an area for improvement, Screwfix is working on an internal communications plan to increase staff involvement. A working group has been established to make recommendations to the Screwfix board on the best way to do this.

**TARGET:** Engagement and development programmes to motivate all employees to become more sustainable at work and at home.

**PROGRESS:**
Screwfix communicates the latest sustainability developments to staff in its quarterly in-house magazine, The Voice. However, during 2015, employee involvement was limited to a number of key departments at Head Office. Recognising this is an area for improvement, Screwfix is working on an internal communications plan to increase staff involvement. A working group has been established to make recommendations to the Screwfix board on the best way to do this.

Screwfix is proud that 41% of all employees are women and 31% of management positions are held by women. The percentage of employees who declared they are from an ethnic minority is 32%. The age breakdown for Screwfix is as follows:

- 32% of employees are 24 and under
- 58% of employees are 25-49
- 10% of employees are 50+

In 2016, Screwfix was named Retail Week Employer of the Year in recognition of its investment in its workforce, which has driven real business growth.

**TARGET:** To be recognised as a ‘best practice’ company for equality and diversity.

**PROGRESS:**
Screwfix is proud that 41% of all employees are women and 31% of management positions are held by women. The percentage of employees who declared they are from an ethnic minority is 32%. The age breakdown for Screwfix is as follows:

- 32% of employees are 24 and under
- 58% of employees are 25-49
- 10% of employees are 50+

In 2016, Screwfix was named Retail Week Employer of the Year in recognition of its investment in its workforce, which has driven real business growth.

**TARGET:** Engage in sustainability activities with the local community.

**PROGRESS:**
Screwfix is proud that 41% of all employees are women and 31% of management positions are held by women. The percentage of employees who declared they are from an ethnic minority is 32%. The age breakdown for Screwfix is as follows:

- 32% of employees are 24 and under
- 58% of employees are 25-49
- 10% of employees are 50+

In 2016, Screwfix was named Retail Week Employer of the Year in recognition of its investment in its workforce, which has driven real business growth.
**TRAINING**

**TARGET:** Every employee has the right skills to help customers lead sustainable lifestyles.

**PROGRESS:**

In January 2016, eco logos were implemented in the Screwfix catalogue and on the website for sustainable products. This was a precursor for helping staff to talk to customers about sustainable products. These logos help customers identify products which help them save water or energy. During 2016, Screwfix is building sustainability messages into new product and catalogue launch support materials to create more staff awareness. Staff can also provide feedback on sustainable products and issues via the Screwfix intranet.

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**GREEN TRAVEL INITIATIVES**

**TARGET:** Proactive green travel programme to minimise the environmental impact of travel by employees.

**PROGRESS:**

At Head Office, Screwfix has developed a number of measures to help employees be greener, including:

- a car share scheme in place to encourage lift sharing to and from work
- a link to local bus times in weekly staff email
- installation of four electric car charging points
- bike racks and promotion of bike2work scheme
- on-site showering facilities for those who walk, cycle and run to work
CUSTOMER INITIATIVES

CUSTOMER ENERGY SAVING
Since 2010/11, Screwfix has helped its customers save over 1.4 TWh (Terawatt hours) of energy through products bought from Screwfix. The sales of energy efficient LED light bulbs has played a major part in this and Screwfix regularly reminds customers of the benefits of switching to LED bulbs. It also has a dedicated LED bay in all stores.

TARGET: 2.3 TWh of energy saved by customers through products bought from Screwfix.

PROGRESS:

HELPING CUSTOMERS LIVE SUSTAINABLE LIFESTYLES

TARGET: Embedding sustainability into Screwfix’s marketing strategy.

PROGRESS:
Sustainability is now incorporated into the main Screwfix catalogue through the inclusion of eco logos for ‘best in class’ sustainable home products. In addition, there is a new web page highlighting environmental aspects of the business, which also explains the meaning of the eco logos in more detail: www.screwfix.com/help/environmentalresponsibility

TARGET: Help our customers to live sustainable lifestyles.

PROGRESS:
In July 2015, Screwfix had a “Connected Homes” campaign to bring some of the latest energy-saving devices to the attention of its customers. It also regularly promotes the benefits of changing to LED bulbs. However, it recognises there is more to do to help customers realise the benefits of buying sustainable products. A working group has been established to make recommendations to the Screwfix board on how this can be improved.

SUSTAINABLE BUSINESS MODELS

TARGET: Investigate sustainable business models.

PROGRESS:
Like many organisations, Screwfix’s business model has been based on a linear “take”, “make” and “consume” product lifecycle. However, seeking improvements, it has been investigating other sustainable business models and continues to monitor developments in this area to trial in the future.

CIRCULAR ECONOMY
The circular economy is an alternative to the traditional “take”, “make” and “consume” business model, in which resources are kept in use for as long as possible. The maximum value is extracted whilst in use and recovered at the end of the product’s life and used as materials for the next generation of products.

We have a working group who are actively looking at Circular Economy opportunities and reporting back to the Screwfix Board of Directors.

We also have a number of managers who have completed the Ellen MacArthur online course on the Circular Economy and have two senior managers actively studying for MBAs in the Circular Economy.
CUSTOMER INITIATIVES

TARGET: Promote sharing of skills and ‘know how’ building online community platforms.

PROMOTE SHARING SKILLS

The Screwfix Community Forum has been in place for a number of years and strives to be a friendly and supportive place for Screwfix customers and other tradespeople to share expertise, ask others for theirs, and enjoy ‘socialising’ online with people who share a common interest. On the forum, debate on the topics and issues of the day is encouraged, whether related to trade/DIY or not: http://community.screwfix.com

CARRIER BAGS

With the introduction of carrier bag charging in England in October 2015 (already in place in Scotland, Wales and Northern Ireland) Screwfix has seen an 80% decrease in carrier bag usage. With the introduction of the new regulations, it also took the opportunity to redesign its carrier bag, which is now made from 100% recycled material. All of the proceeds from the sale of carrier bags will go to The Screwfix Foundation (except Northern Ireland where the proceeds go to the Department of the Environment).

In 2015/16, we donated £12,700 to The Screwfix Foundation from carrier bag sales.

£12,700 DONATED TO THE SCREWFIX FOUNDATION FROM CARRIER BAG SALES IN 2015/16

PROMOTE SHARING SKILLS

TARGET: Promote sharing of skills and ‘know how’ building online community platforms.

PROGRESS:
The Screwfix Community Forum has been in place for a number of years and strives to be a friendly and supportive place for Screwfix customers and other tradespeople to share expertise, ask others for theirs, and enjoy ‘socialising’ online with people who share a common interest. On the forum, debate on the topics and issues of the day is encouraged, whether related to trade/DIY or not: http://community.screwfix.com
CUSTOMER INITIATIVES

BRITAIN’S TOP TRADESPERSON
Screwfix’s Britain’s Top Tradesperson competition is run to champion quality tradesmen and women and to celebrate their success. The selection process of Britain’s Top Tradesperson enables people working in different trades to meet up, share ideas and tell Screwfix about what’s happening on the ground.

TRADESMAN MANIFESTO
The Screwfix Tradesman Manifesto was a survey of more than 600 UK tradesmen and women undertaken to understand what is important to them and how they are reacting to the constantly changing economic and technological landscapes. It was submitted to the Chancellor of the Exchequer in March 2015, providing the trade with a voice to the highest levels of government.

APPRENTICE OF THE YEAR
In 2015, Screwfix launched its first ever Trade Apprentice of the year competition and Andrew Livingston, CEO of Screwfix, comments:

“We’re particularly keen to support apprentices, on whose shoulders the future of the trade industry depends.”

This competition reaches hundreds of apprentices and trainees at the start of their careers, encouraging them to strive for excellence in their craft and achieve the very highest professional standards.

““We’re particularly keen to support apprentices, on whose shoulders the future of the trade industry depends.””

Andrew Livingston, CEO of Screwfix

YOUR GUIDE TO HIRING AN APPRENTICE
In February 2016, Screwfix launched ‘Your Guide to Hiring an Apprentice’. It was released by Screwfix in conjunction with The Department for Business, Innovation & Skills in response to recent research revealing that tradespeople want an increase in the availability of skilled workers through the encouragement of apprenticeships, plus help in understanding how to work with apprentices.

www.screwfix.com/apprenticeguide
AWARDS

RETAIL WEEK MULTICHANNEL RETAILER OF THE YEAR
Screwfix was named Multichannel Retailer of the Year at the 2016 Retail Week Awards – the most prestigious event in the retail calendar.

It was awarded to Screwfix due to the company’s outstanding growth and delivery of convenience to its customers through investment in its truly multichannel platform. This includes developing innovative systems, such as Click & Collect, which allows customers to order over the phone or online and collect five minutes later from any store; next day delivery seven days a week and a real time stock system across its warehouses.

SOUTH WEST CONTACT CENTRE OF THE YEAR
Screwfix was also awarded the South West Contact Centre of the Year for “Contact Centre Performance and Quality”. The Contact Centre receives around 40,000 calls per week, not only taking orders but providing advice and support to Screwfix customers whenever they need it. Screwfix was chosen for the Performance and Quality award because of its consistency in providing the best service possible for its customers.

RETAIL WEEK SUPPLY CHAIN TEAM OF THE YEAR
Screwfix’s supply chain team also earned the esteemed Retail Week title of “Supply Chain Team of the Year” for its dedication to delivering its customer promise of helping customers to get the job done quickly, affordably and right first time.

YOUR GUIDE TO HIRING AN APPRENTICE
In February 2016, Screwfix launched ‘Your Guide to Hiring an Apprentice’. It was released by Screwfix in conjunction with The Department for Business, Innovation & Skills in response to recent research revealing that tradespeople want an increase in the availability of skilled workers through the encouragement of apprenticeships, plus help in understanding how to work with apprentices.

www.screwfix.com/apprenticeguide
THE SCREWFIX FOUNDATION

TARGET: Support community projects that will fix, maintain, improve or repair charitable and community facilities.

PROGRESS:
The Screwfix Foundation is a registered charity set up in 2013. It has a clear purpose of raising funds to support projects that will fix, repair, maintain and improve properties and community facilities for those in need throughout the UK.

During 2016, Screwfix expects to hit its 2020 target early for the number of charities supported. Raising funds to support causes that will change people’s lives, it works with both national and local charities, helping all sorts of projects, from repairing buildings and improving facilities in deprived areas, to decorating the homes of people living with sickness and disabilities.

The Screwfix Foundation has raised over £1 million since its launch and has helped more than 300 local charities throughout the UK, alongside supporting two National Charity Partners; Barnardo’s and Macmillan. The money was raised through a number of initiatives including fundraising events, customer donations via Pennies – an electronic charity box at Screwfix.com – and through customer donations in collection boxes at Screwfix stores. The impact of the fundraising is boosted further through Pound Match, which sees Screwfix match funds raised pound for pound.

The Screwfix Foundation is easily accessible to charities across the UK. They are able to apply for funding for their projects, however big or small they are.
TOUR DE SCREWFIX

In 2015, Screwfix employees raised £160,000 for The Screwfix Foundation following a national cycle relay. Staff from Screwfix stores around the UK teamed up and took part in ‘Tour de Screwfix’, a mammoth 6,100 mile national cycle relay with pit stops at 400 of the company’s UK stores.

900 Screwfix staff rode a leg, or multiple legs, over an eight-week period to raise £80,000. This was pound-matched by Screwfix to total £160,000 for the initiative.

PAY DAY LOTTERY

During 2015, Screwfix set up a Pay Day Lottery which enables employees to donate anything between £1 and £10 each month and the lottery proceeds are split, providing a 50% donation to The Screwfix Foundation and 50% allocated to a prize fund.

POUND MATCH

In 2014, The Screwfix Foundation launched Pound Match. Every £1 raised on behalf of The Foundation by employee fundraising is matched by Screwfix.

CHILDREN IN NEED

In November 2015, Screwfix manned the Children in Need phone lines for the 10th consecutive year, collecting £59,000 on behalf of the charity. Screwfix donated the services of its dedicated Head Office and Contact Centre teams to this worthy cause, and employees from across the business volunteered their own time to help take calls and pledges.

£59,000 COLLECTED ON BEHALF OF CHILDREN IN NEED
GOVERNANCE & SUMMARY

GOVERNANCE

At Kingfisher Group level, sustainability is delivered through a sustainability strategy which sets ambitious targets across all the operating companies. Further information can be found at: www.kingfisher.com/sustainability

In 2014, Screwfix integrated these goals into its own Sustainability Programme which ensures the delivery of Kingfisher Group goals and ambitions. The Kingfisher Group Sustainability Committee (GSC) monitors progress, provides direction on the development of the Sustainability Programme and oversees its implementation. Each operating company has a board-level representative on the GSC and members actively sponsor sustainability at a senior level within their operating company.

DATA ASSURANCE

An annual review is undertaken by sustainability charity Bioregional which provides an independent, third party review of the progress Screwfix has made towards its sustainability objectives.

Screwfix’s performance against the Kingfisher targets is subject to both an internal Kingfisher review and external assurance.

National law firm, KPMG LLP, provides limited assurance over selected aspects of the sustainability report completed in June 2016. In 2015/16 this included Screwfix’s energy, innovation and community data. An assurance statement will be made available following the publication on Kingfisher’s sustainability website.

DATA PROTECTION

Screwfix realises that your personal details are sensitive information. Therefore we will not sell your data to third parties and will always ensure that your data is kept safe and secure and only ever used in line with the Data Protection Act 1998.

THE PAYMENT CARD INDUSTRY DATA SECURITY STANDARD

The Payment Card Industry Data Security Standard (PCI DSS) is a set of security standards designed to ensure that all companies that accept, process, store or transmit credit card information maintain a secure environment. Screwfix is a level one merchant and has been audited by a Qualified Security Assessor (QSA) to ensure compliance to the PCI DSS and certified as PCI compliant. This certification is subject to annual audits.

ABOUT BIOREGIONAL

Screwfix’s partner, Bioregional, champions a better, more sustainable lifestyle, working with companies like Screwfix to create better places for people to live, work and do business.

Bioregional’s ambition is simple; it wants to inspire people to live happy healthy lives within the natural limits of the planet, leaving space for wildlife and wilderness.

Bioregional was founded in 1994 and is a registered charity and award-winning social enterprise based in the UK, with offices in London, Oxford and Brighton.

For more information on Bioregional go to www.bioregional.com
Screwfix is the UK’s largest direct and online supplier of trade tools, accessories and hardware products. Screwfix despatches on average 65,000 parcels every week for next day and weekend delivery to tradespeople, handymen and serious DIY enthusiasts all over the UK.

The Screwfix store network has grown at an outstanding rate, with 60 new stores opening in 2015 and a further 60 planned in 2016. Screwfix currently has more than 470 stores and each offers same day pick up of orders and an online click and collect option.

Screwfix’s Head Office is based in Yeovil, along with a dedicated Contact Centre. It has two distribution centres, one based in Stafford which services its store network and one based in Trentham (near Stoke-on-Trent) which services phone and web orders. It also has a returns centre run on its behalf by iForce adjacent to its Stafford distribution centre. It has nine Screwfix stores in Germany, which are not included within the scope of this report.

Screwfix also offers a Key Accounts service with a unique set of features which benefit large limited companies, PLCs and public and private sector organisations with requirements for management information to successfully deliver procurement strategies.

Further information can be found here: www.screwfix.com/help/keyaccounts