

Speed & convenience

How our store-based model achieves faster and lower cost fulfilment

Paddy Earnshaw, B&Q Customer and Digital Director

Teach-in, 5 July 2022

Disclaimer













You are not to construe the content of this presentation as investment, legal or tax advice and you should make your own evaluation of the Company and the market. If you are in any doubt about the contents of this presentation or the action you should take, you should consult a person authorised under the Financial Services and Markets Act 2000 (as amended) (or if you are a person outside the UK, otherwise duly qualified in your jurisdiction).

This presentation has been prepared in connection with the 'Teach-in' event held on 5 July 2022. The financial information referenced in this presentation is not audited and does not contain sufficient detail to allow a full understanding of the financial performance of the Group. Nothing in this presentation should be construed as either an offer or invitation to sell or any offering of securities or any invitation or inducement to any person to underwrite, subscribe for or otherwise acquire securities in any company within the Group or an invitation or inducement to engage in investment activity under section 21 of the Financial Services and Markets Act 2000 (as amended) (or, otherwise under any other law, regulation or exchange rules in any other applicable jurisdiction).

Certain information contained in this presentation may constitute "forward-looking statements" (including within the meaning of the safe harbour provisions of the United States Private Securities Litigation Reform Act of 1995), which can be identified by the use of terms such as "may", "will", "would", "could", "should", "expect", "anticipate", "project", "estimate", "intend", "continue", "target", "plan", "goal", "aim", "forecast, or "believe" (or the negatives thereof) or other variations thereon or comparable terminology. These forward-looking statements are based on currently available information and our current assumptions, expectations and projections about future events. These forward-looking statements include all matters that are not historical facts and include statements which look forward in time or statements regarding the Company's intentions, beliefs or current expectations and those of our Officers, Directors and employees concerning, amongst other things, the Company's results of operations, financial condition, changes in global or regional trade conditions (including a downturn in the retail or financial services industries), competitive influences, changes in tax rates, exchange rates or interest rates, changes to customer preferences, the state of the housing and home improvement markets, share repurchases and dividends, capital expenditure and capital allocation, liquidity, prospects, growth and strategies, litigation or other proceedings to which we are subject, acts of war or terrorism worldwide, work stoppages, slowdowns or strikes, public health crises, outbreaks of contagious disease (including but not limited to the COVID pandemic), environmental disruption or political volatility. By their nature, forward-looking statements are not guarantees of future performance and are subject to future events, risks and uncertainties – many of which are beyond our control, dependent on actions of third parties, or currently unknown to us – as well as potentially inaccurate assumptions that could cause actual events or results or actual performance of the Group to differ materially from those reflected or contemplated in such forward-looking statements. For further information regarding risks to Kingfisher's business, please consult the risk management section of the Company's Annual Report (as published). No representation, warranty or other assurance is made as to the achievement or reasonableness of, and no reliance should be placed on, such forward-looking statements.

The forward-looking statements contained in this presentation speak only as of the date of this presentation and the Company does not undertake any obligation to update or revise any forward-looking statement to reflect any new information, change in circumstances, or change in the Company's expectations to reflect events or circumstances after the date of this presentation or to reflect the occurrence of unanticipated events.

1,500 stores offer advantages for speed and convenience

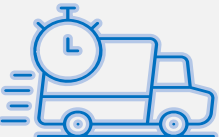




























		Click & collect						In store
		Speedy same day	Extended range next day	Named day	Lockers	Speedy drive thru	Collection points	Scan & Go
		<div></div>	<div></div>					
		<div></div>	<div></div>		<div></div>	<div></div>		<div></div>
castorama		<div></div>	<div></div>	<div></div>		<div></div>	<div></div>	<div></div>
castorama		<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
		<div></div>				<div></div>		<div></div>
		<div></div>						<div></div>
		<div></div>						
Competitors								
Online pureplay					<div></div>		<div></div>	

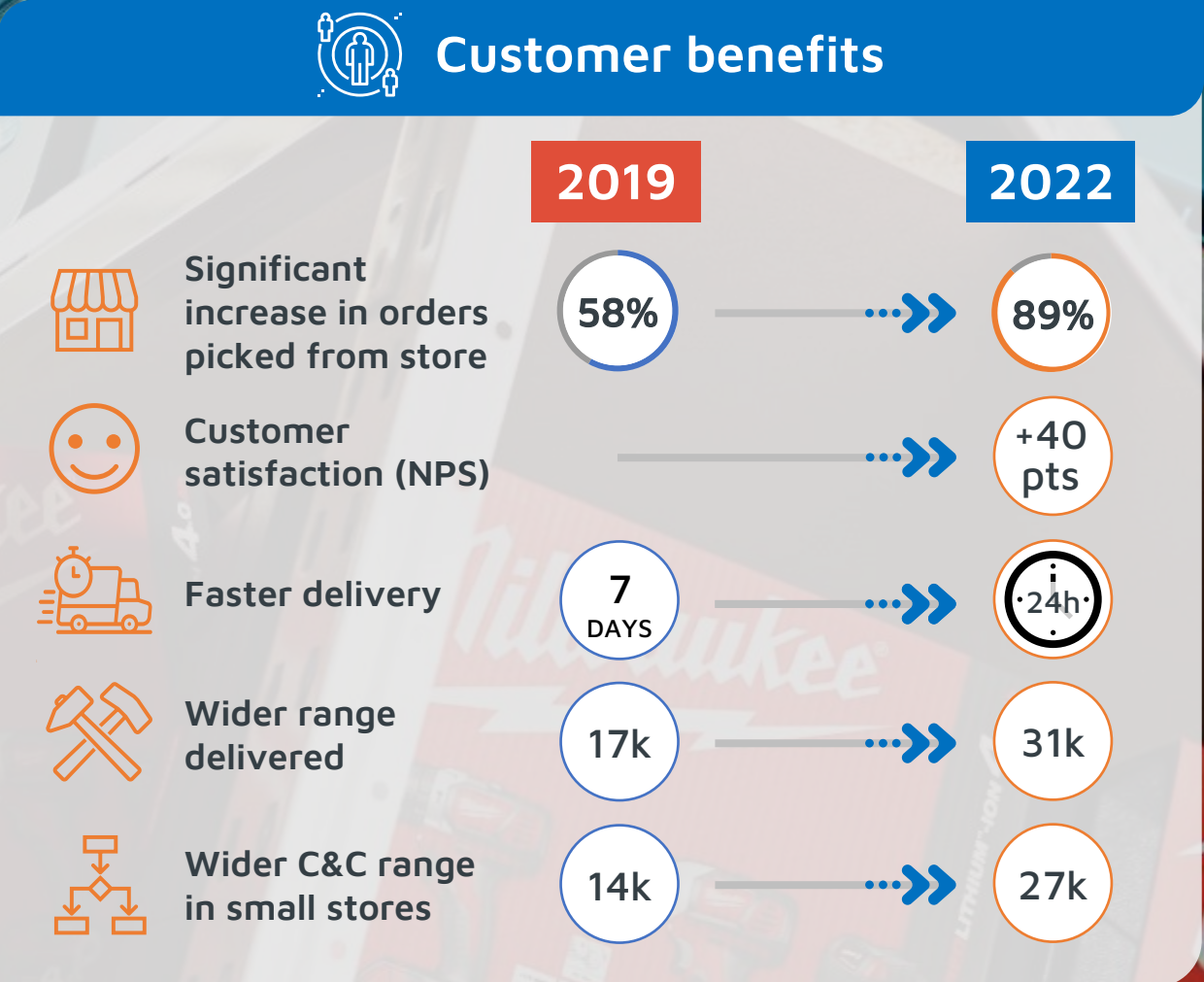


87%
of orders across Kingfisher are click & collect



Delivery from store enhances customer choice and speed

	Home delivery		
	Speedy same day	Extended range next day	Named day
 			
  			
 			
 			
 			
 			
 			
Competitors			
Online pureplay			



Stores at the heart of e-commerce unlocks efficiencies

Leveraging store assets
to create value

Loading
bay

Dark
store

2k
products

Customer-
facing store

40k
products

Optimised
operation

Hybrid store
format

Unlocking operational
efficiencies



Pick time
improvements



Reduced stock
investment



Closer to customer



Reduced set-up cost



Maximises space



Screwfix - the fastest C&C and last-mile delivery in our industry

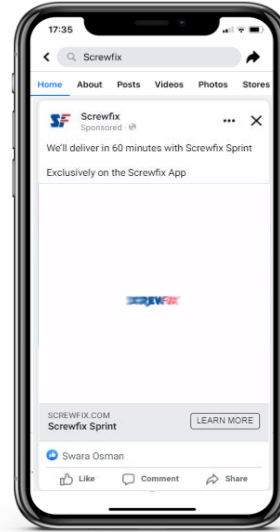
If you're too busy, we'll come to you



DELIVERY IN JUST 60 MINUTES



OVER 9500 PRODUCTS AVAILABLE



NO MINIMUM SPEND



TRACK YOUR ORDER RIGHT TO YOUR DOOR



EXCLUSIVELY ON THE SCREWFIX APP

Agile launch...

40% UK coverage from 275 stores

44.5 Customer NPS

+47% Shopping spend from best Sprint customers

Customer verbatims



“It took 25 minutes from ordering to delivery! I was on the phone recommending to a friend straight away”

“The amount of time this service saves me pays for itself 10x over”

Expansion...



Increase UK **coverage** (+37 locations in July)



Available through **all channels** (not just the app)



Targeted marketing to accelerate growth and **app downloads**

Group e-commerce Centre of Excellence drives faster online growth across banners



Powered by Kingfisher

Group Centres of Excellence



Marketplace



E-commerce



Data

Banners

Decisions linked to individual market and customers



Customer proposition



Trading



Operations



Logistics