

# Speed & convenience

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

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# 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
<b>SCREWFIX</b> 	■	■					
<b>B&amp;Q</b>  <b>TRADE POINT</b>	■	■		■	■		■
<b>castorama</b> 	■	■	■		■	■	■
<b>castorama</b> 	■	■	■	■	■	■	■
<b>BRICO DEPÔT</b> 	■				■		■
<b>BRICO DEPÔT</b> 	■						■
<b>BRICO DEPÔT</b> 	■						
<b>Competitors</b>							
<b>Online pureplay</b>				■		■	

■ Current proposition ■ In progress ■ Competitor

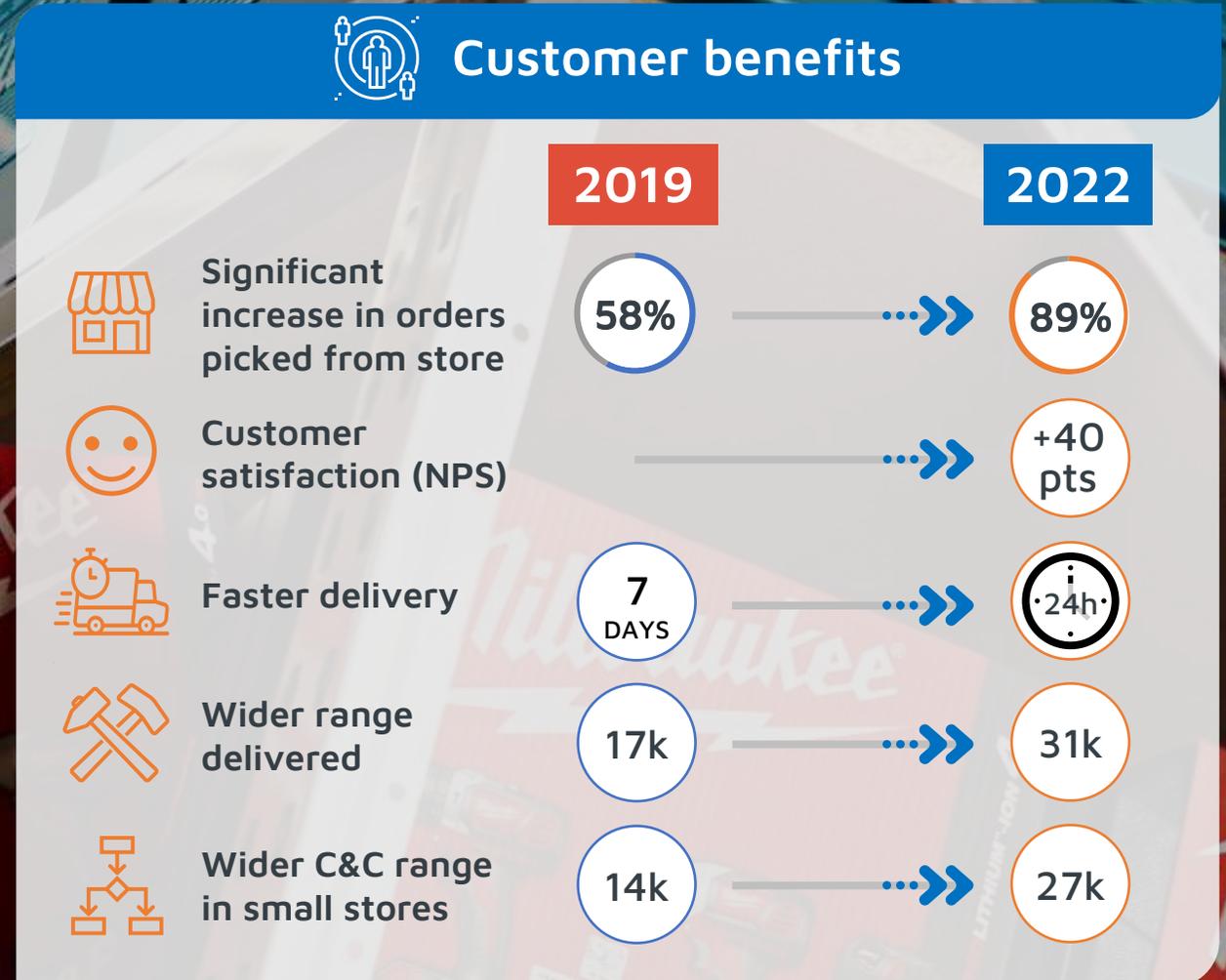


**87%**  
of orders across Kingfisher are click & collect



# Delivery from store enhances customer choice and speed

	Home delivery		
	Speedy same day	Extended range next day	Named day
 			
  			
 			
 			
 			
 			
 			
<b>Competitors</b>			
Online pureplay			



 Current proposition
  In progress
  Competitor

# 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



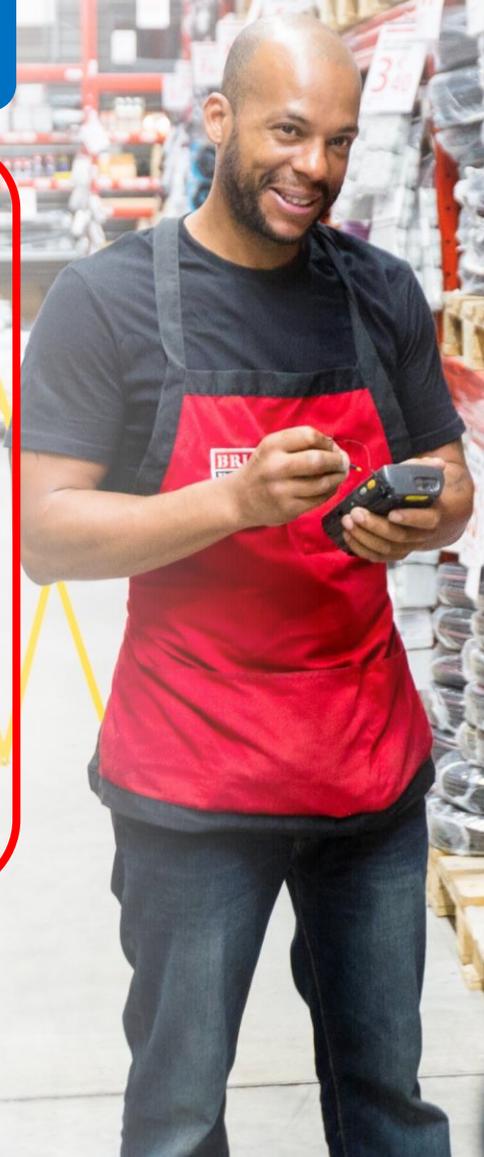
Closer to customer



Reduced set-up cost



Maximises space



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

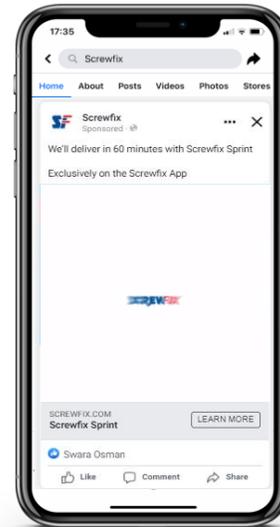
If you're too busy, we'll come to you



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

