

November 2016

**SCREWFIX TAKES CALLS TO HELP CHILDREN IN NEED RAISE OVER £46 MILLION**

Yeovil based Screwfix took thousands of calls for BBC Children in Need last Friday, by donating the services of its call centre and contact team for the eleventh year running.

Over 150 employees dressed up and embraced this year’s theme ‘Do your thing’ and gave up their time to take calls all night for the popular charity from across the UK, helping BBC Children In Need to raise a record-breaking £46.6 Million.

In addition to the contact centre team, store staff from all over the country travelled to Yeovil to help man the phones from the company’s award-winning call centre, which is also one of the biggest in the region.

Andrew Ashby, Director of Customer Operations, Screwfix said: “It is great to be able to help such a worthwhile cause and we had a great time taking calls to help towards the £46.6 Million raised.”

“We’re so proud of our eleven years of support to BBC Children In Need and I’d like to thank everyone who volunteered, we couldn’t do it without all our dedicated staff.”

To continue giving, please visit [www.bbc.co.uk/pudsey/donate](http://www.bbc.co.uk/pudsey/donate) or for further information on Screwfix, please visit [www.screwfix.com](http://www.screwfix.com).

**-ENDS-**

**Note to editors**

**About Screwfix:**

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](http://www.kingfisher.com).

Screwfix is recognised as being “where the trade buys”, offering a straightforward and transparently-priced retail experience that enables busy trade customers to shop 27,000 products over the phone, online, via their mobile or from their local store.

* From power tools and work wear to cables and pipe fittings, more than 11,000 products are available to pick up from the national network of over 480 stores. A further range of over 16,000 products can be ordered over the phone, online or from a local store, with orders taken up until 7pm for next day delivery 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 in as little as one minute.
* Customers can call the UK-based Screwfix Contact Centre 24 hours a day, 7 days a week (including bank holidays) on 03330 112 112.
* UK stores are open 7 days a week, from 7am – 8pm Weekdays, 7am – 6pm Saturdays and 10am – 4pm Sundays.
* 9 out of 10 customers would recommend Screwfix to a friend.
* Screwfix was voted the 5th highest rated UK company for work-life balance by Glassdoor Employees' Choice Awards 2016.

**PRESS information:**

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