# Screwfix_RGB_72dpi

# December 2017

# Screwfix Highly Commended in Contact Centre Award

Screwfix is delighted to have been awarded the title of ‘Highly Commended Large Contact Centre of the Year’ in the prestigious European Contact Centre and Customer Service Awards (ECCCSAs).

The annual awards, held in association with the Call Centre Management Association, are the largest and longest running awards in the customer contact industry. Highly regarded for its robust judging process, the ECCCSAs recognise organisations that are leading the way in delivering exceptional service to customers. These organisations not only value their people, they continually innovate to improve the customer experience, and operate efficiently and effectively. They are raising the standards year on year.

The ‘Large Contact Centre of the Year’ category invited contact centres with more than 250 seats to submit an entry and host a visit showcasing to the judges how they operated their centre with the following values:

* a clear understanding of the contact centres role within the business at all levels, with appropriate resources and systems in place to ensure ongoing success
* a robust people process including recruitment, learning and development and colleague engagement
* a people-centric environment with effective communication vehicles
* appropriate reward and recognition schemes
* clear targets and measures of performance

The awards evening, this year was held on Tuesday 28th November in London. Screwfix was up against some very well-known brands.

Andrew Ashby, Director of Customer Operations comments: “To be placed so highly in this category is a real achievement for all of us at Screwfix. We are incredibly proud of our team who go above and beyond to deliver a first-class service to our customers. We were the only company to be awarded ‘Highly Commended’ in our category. An achievement like this shows that our commitment to our people and customers is truly paying off.”

Ann-Marie Stagg, Chair of the Judges, ECCCSA adds: “Achieving this accolade was not easy. The robust face to face judging process was carried out by judges who are very experienced and recognised across our industry. Each entry was judged through a two-stage process which included both panel presentations and site judging visits”

**-ENDS-**

**Note to editors**

**About Screwfix:**

Screwfix is part of Kingfisher plc, the international home improvement company, with nearly 1,200 stores in 10 countries in Europe, Russia and Turkey. For further information go to [www.kingfisher.com](http://www.kingfisher.com).

Screwfix is convenient, straightforward and affordably-priced, helping its trade customers get the job done quickly, affordably and right first time. Tradespeople can shop 28,000 products over the phone, online, via their mobile or in-person from their local store.

* From power tools and work wear to cables and pipe fittings, Screwfix offers over 11,000 products available for pick up from over 546 stores nationwide. Our full range of over 28,000 products can be ordered over the phone, online or from a local store, with orders taken up until 7pm (weekdays) for next day delivery to home or site.
* Screwfix.com attracts 2.6 million unique visitors per week.
* The Screwfix Click & Collect service means customers can conveniently purchase supplies online or over the phone and then collect from the 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 9am – 4pm Sundays. Excludes selected stores. See [www.screwfix.com/stores](http://www.screwfix.com/stores) for details.
* 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 in 2016.
* Screwfix was awarded Glassdoor’s Best Places to Work in 2017.
* Screwfix was awarded Retail Week’s Multichannel Retailer of the Year in 2017.
* In 2016, Screwfix sales surpassed £1bn for the first time.
* Screwfix was awarded 2nd place in Retail Week’s Best Employer Rankings in 2017.
* Screwfix was awarded South West Contact Centre Forum’s Large Contact Centre of the Year Award in 2017.
* For more information about Screwfix please visit our media centre: [www.screwfixmedia.co.uk](http://www.screwfixmedia.co.uk)

**About the ECCCSAs:**

The European Contact Centre and Customer Service Awards (ECCCSAs) are the largest and longest running awards in the customer contact industry. Highly regarded for its robust judging process, the ECCCSAs recognise organisations that are leading the way in delivering exceptional service to customer. These organisations value their people, continually innovate to improve the customer experience, and operate efficiently and effectively. They are raising the standards year on year.

* Entries from a record 17 countries from all across Europe
* 103 organisations attended the Awards Dinner
* 24 categories each with a Gold, Silver and Bronze winner
* Ann-Marie Stagg, Chief Executive, CCMA, and President of ECCCO, was Chair of the Judges
* Entries for Best Contact Centre of the Year and Employer of the Year - Great Place to Work categories included site visits. All other entries were judged by panels during September and October.
* Over 1,100 people celebrated the European Contact Centre and Customer Service Awards 2017 in London on Tuesday 28 November 2017
* The awards are in their 17th year