

live and in  
**COLOUR**  
York, June 2017



Martin Mason

**WOLSELEY**



# Altogether Better

- Our partnership explained...
- Becoming altogether better for our customers
- Delivering altogether better financial returns

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## About Wolseley

Wolseley is the world's largest trade distributor of plumbing and heating products and a leading supplier of building materials.

- 11 countries
- 39,000 people
- 3,000 locations
- FTSE 100

£12,773m

Group revenue +6%

£761m

Trading profit +9%

£28.1%

Gross margin

£3,677m

Gross profit

USA

Canada

UK

Nordic

Central EU and  
France

7,045m

779m

1,853m

1,892m

1,204m

# Our three measures of success

1



Employee Engagement

2



Net promoter score

3



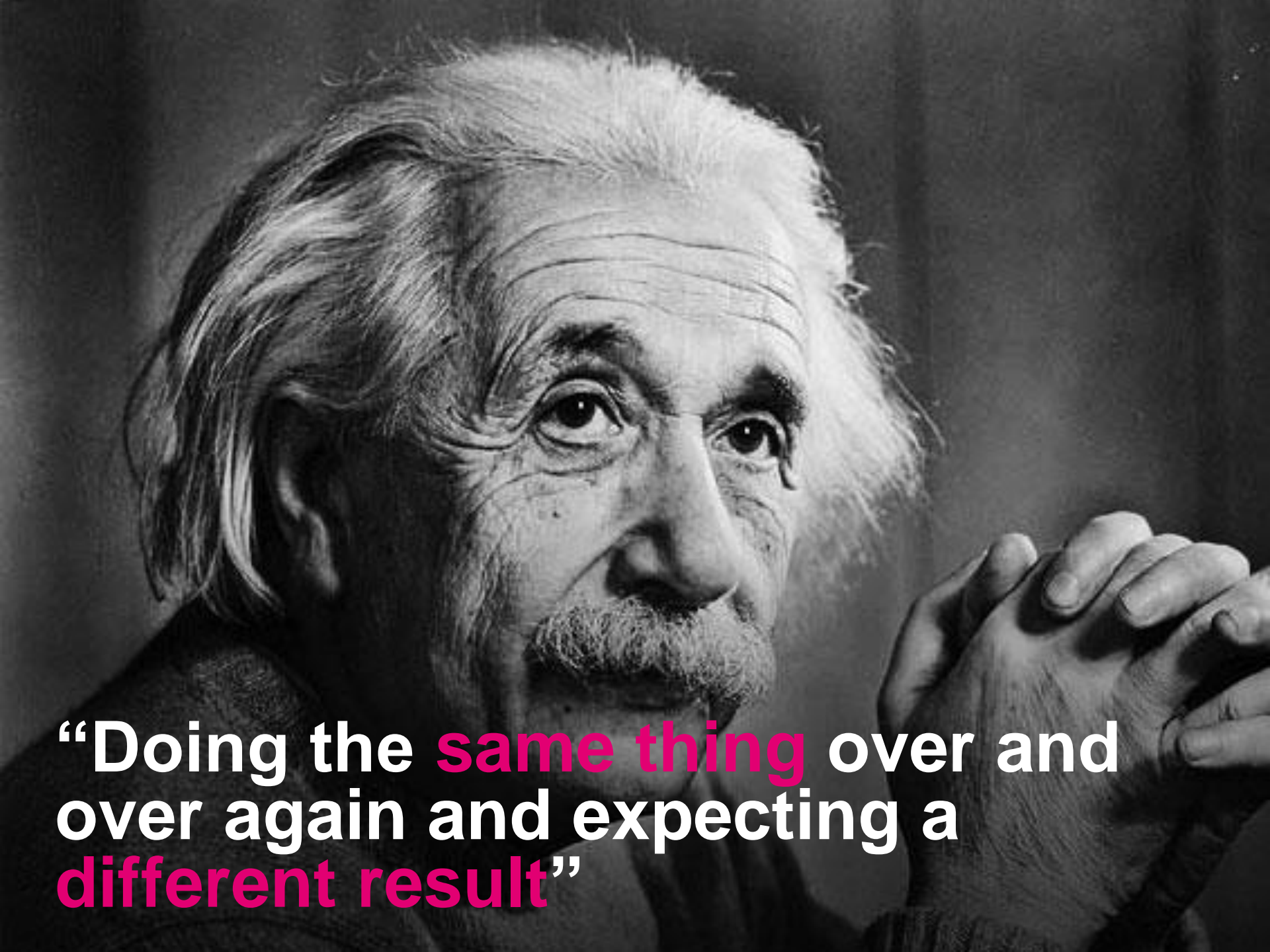
Trading profit £cash

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# What we want from our partners

- Best expert advice
- Best product range
- Fastest and most reliable delivery
- Good value for money
- Easy to do business with

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“Doing the **same thing** over and over again and expecting a **different result**”

# A key moment in our history – the support required...

- We need to take our people on our journey with us
- Effective communication and engagement is critical
- Use Insights tools to enable great conversations with our colleagues
- Set the tone - enthusiasm, pride, sensitivity, collective spirit
- Cast the right shadow – have the right conversation

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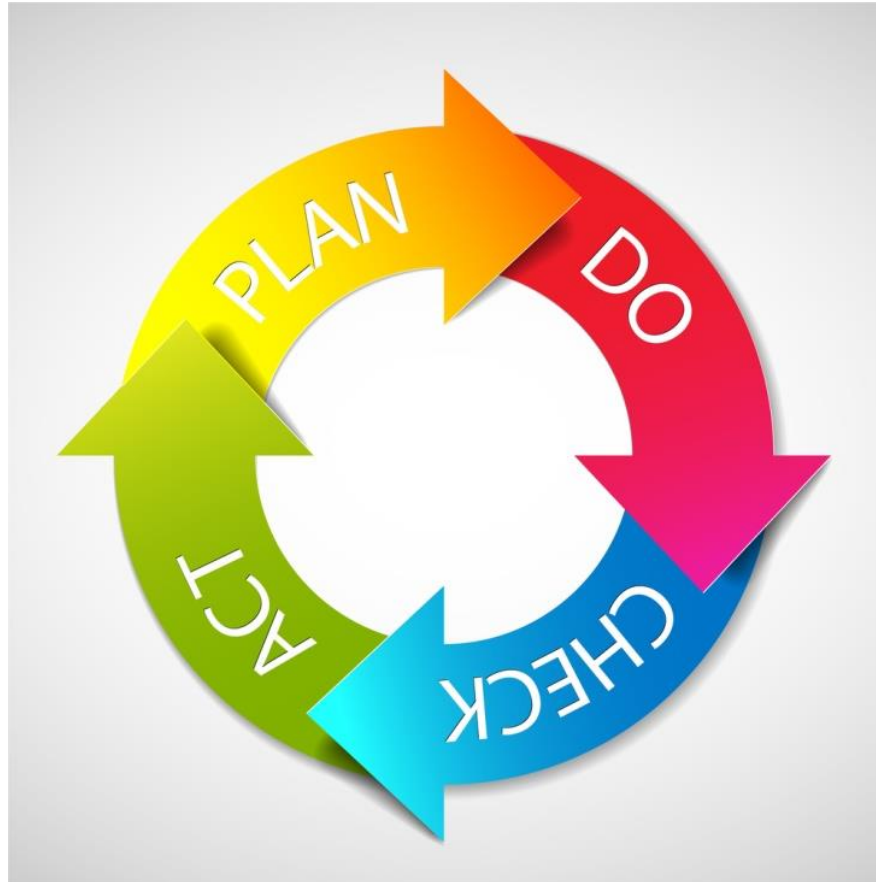
# Leading for Results Programme



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# The ROI



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**Altogether  
Better**

**Reflections and questions**

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insights®