



# U.S. ANALYST AND INVESTOR DAY

**WOLSELEY**

November 12, 2015

**FERGUSON**



# IAN MEAKINS, GROUP CEO

**WOLSELEY**

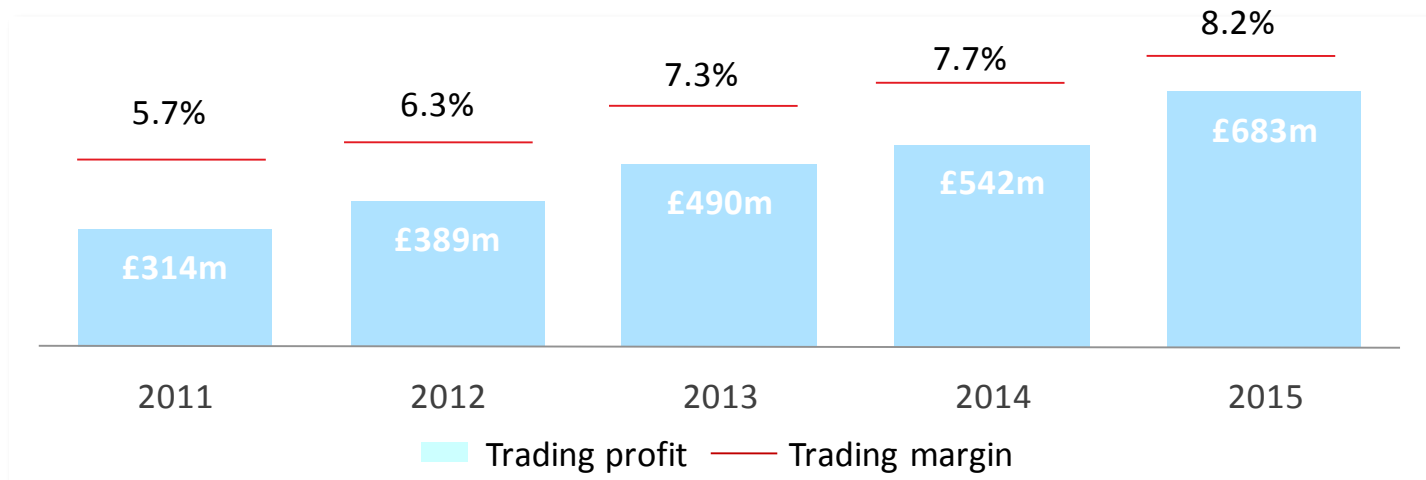
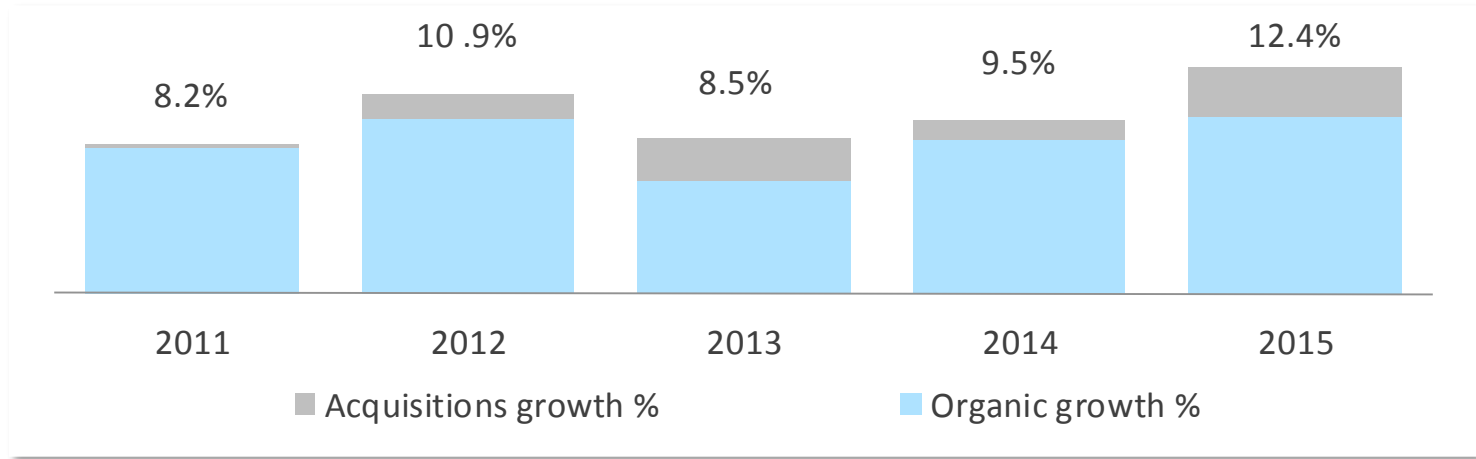
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# WOLSELEY STRATEGY RE-CAP

- Develop our great portfolio of strong businesses
- Drive performance systematically across Group
- Accelerate profitable growth
- Drive evolution of business model
- Deliver Group synergies
- Underpin strategy with strong balance sheet

# USA REVENUE GROWTH AND PROFIT GROWTH



# ACCELERATING PROFITABLE GROWTH RE-CAP

## Customer service

- >99% product availability
- Speed of service
- Range
- Relationships and advice
- Price

## Associate engagement

- Best associates in industry
- Branch and sales staff
- Experienced and knowledgeable
- Trained and rewarded

## Network expansion

- Geographic expansion
- Supply chain and logistics
- Leverage cost base

## Customer Experience (CX)

- Different needs
- Tailored propositions
- Flexible order and fulfilment options

## Sales management

- Winning bids
- Problem solving and advice
- Sales resources
- Efficiency and productivity
- Competitive advantage

## Pricing management

- Competitive and consistent
- Structured
- Charge for services



- Increased wallet share
- Maintain customer loyalty
- Gain new customers

# USA SUMMARY

- Long term growth potential in US
- Customer service and associate engagement
- Importance of eCommerce and end-consumer relationships
- Resource allocation deep into geography – organisation to support
- Initiatives to maintain competitive advantage – segmentation / pricing / sales management
- Core business and adjacent opportunities
- Network required to accelerate service / growth
- Acquisition opportunities to consolidate market positions
- Strategy is clear – execution very good so far – no complacency
- Continue to invest, deliver excellent execution – long-term growth potential