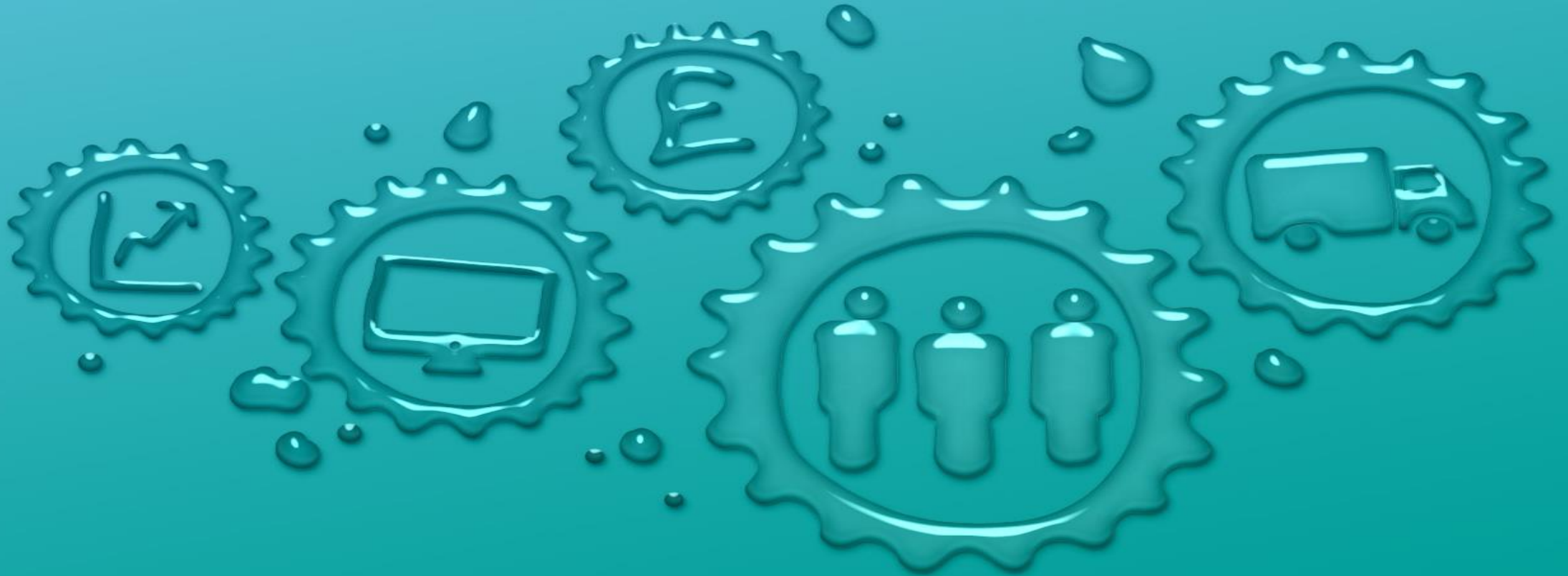


Sainsbury's Argos & Water Plus Successful switching in action





Agenda

- Your presenters today
- Company backgrounds
- Key drivers for switching
- The procurement process
- The switching journey
- Our time since switching
- Key learnings
- Questions

Who we are...



Alex Griffiths

Utilities & Renewables Specialist
Sainsbury's Argos



- 7 number years experience in the energy industry
- Worked at Sainsbury's for 2 ½ years
- Member of the Energy Institute

Anne Connor

Key Account Manager
Water Plus



- 23 years experience in the Water Industry
- 16 years account management experience
- Member of the Institute of Customer Services
- BSc Chemistry (Pure & Applied)

About Water Plus



Waterplus

with you every drop of the way



Waterplus
with you every drop of the way

Sainsbury's Argos

About Sainsbury's Argos



Sainsbury's



2,000
sites nationwide

200,000
colleagues

2020
sustainability targets



Living healthier lives



Sourcing with integrity



Respect for our environment



Making a positive difference to our community



A great place to work

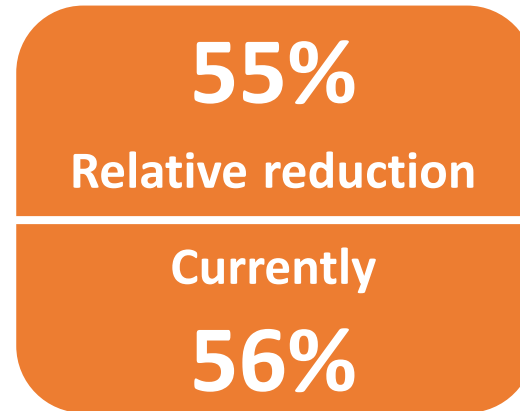
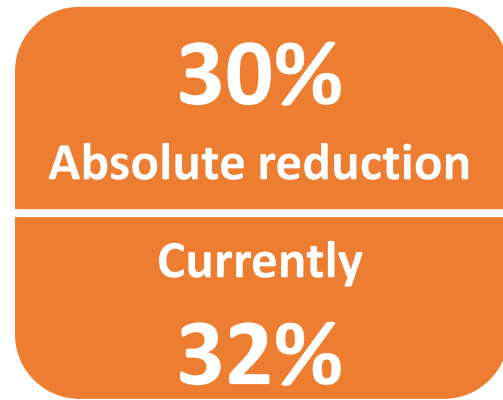
Waterplus
with you every drop of the way

Sainsbury's Argos




Sainsbury's water efficiency targets

Water consumption against 2005/2006 baseline the targets:




We achieved this through the implementation of a number of water efficiency initiatives

Sainsbury's Argos – our key drivers for switching



**Dedicated
Account
Manager**



**Consolidated
Bills**



**Negotiated
Price**



**Negotiated
Contract
Terms**



The procurement process

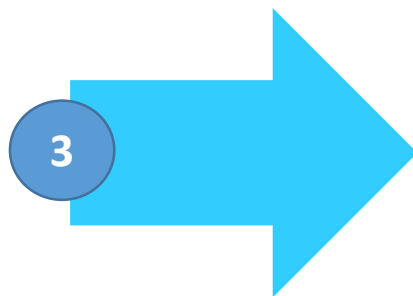
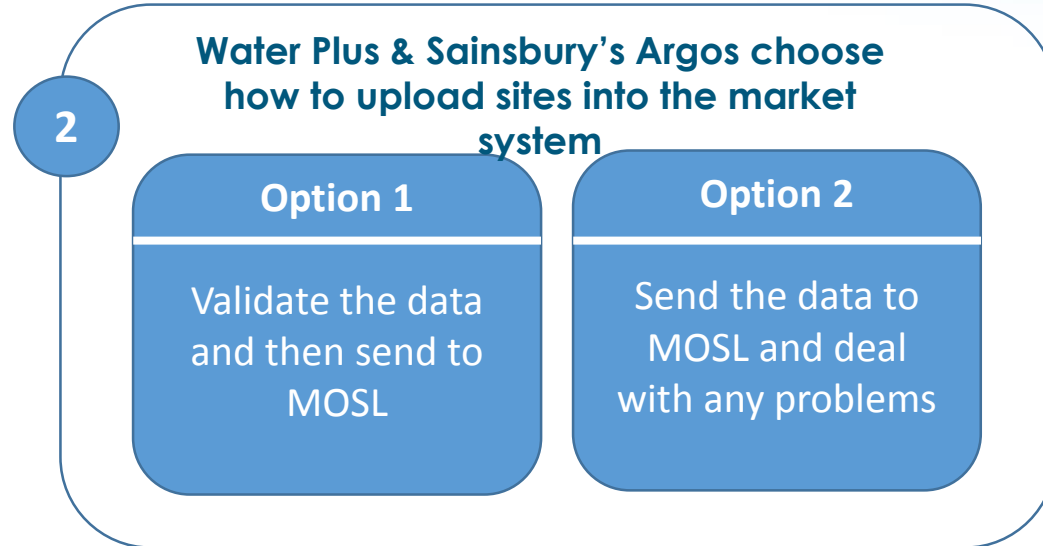
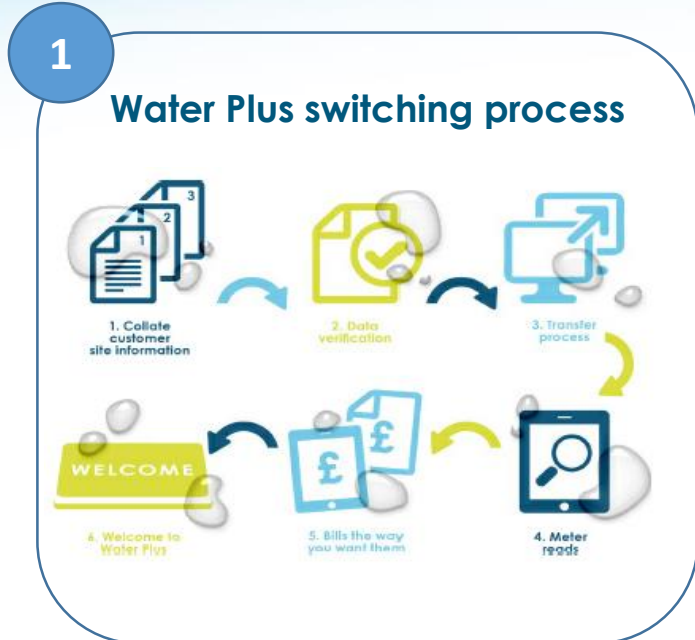
3 month process from start to finish (RFP to appointment of contract)

Joint process between Sainsbury's and Argos' internal procurement, the Utilities and Renewables Specialist and Waterscan

Description	Activity	Date
Issue RFP	RFP distributed and log-in details for e-platform delivered	5th December 2016
Queries log	Final submissions on Q&A forum for tender clarification	16th December 2016
RFP receipt	Submission deadline for RFP qualitative questions	8th February 2017
Confirmation of Lots	Lots issued to all participants for pricing	10th February 2017
Queries log	Final submissions on Q&A forum for pricing clarification	17th February 2017
RFP receipt	Submission deadline for pricing component of RFP	22nd February 2017
E-auction (if required)	Undertake e-auction	3rd March 2017 (PM)
Presentations	One hour slot to present RFP response - allowing 30 mins for presentation and 30 mins Q&A	7th March 2017
Decision announced	To successful candidate and feedback to unsuccessful parties	8th March 2017



Switching the Sainsbury's Argos sites to Water Plus

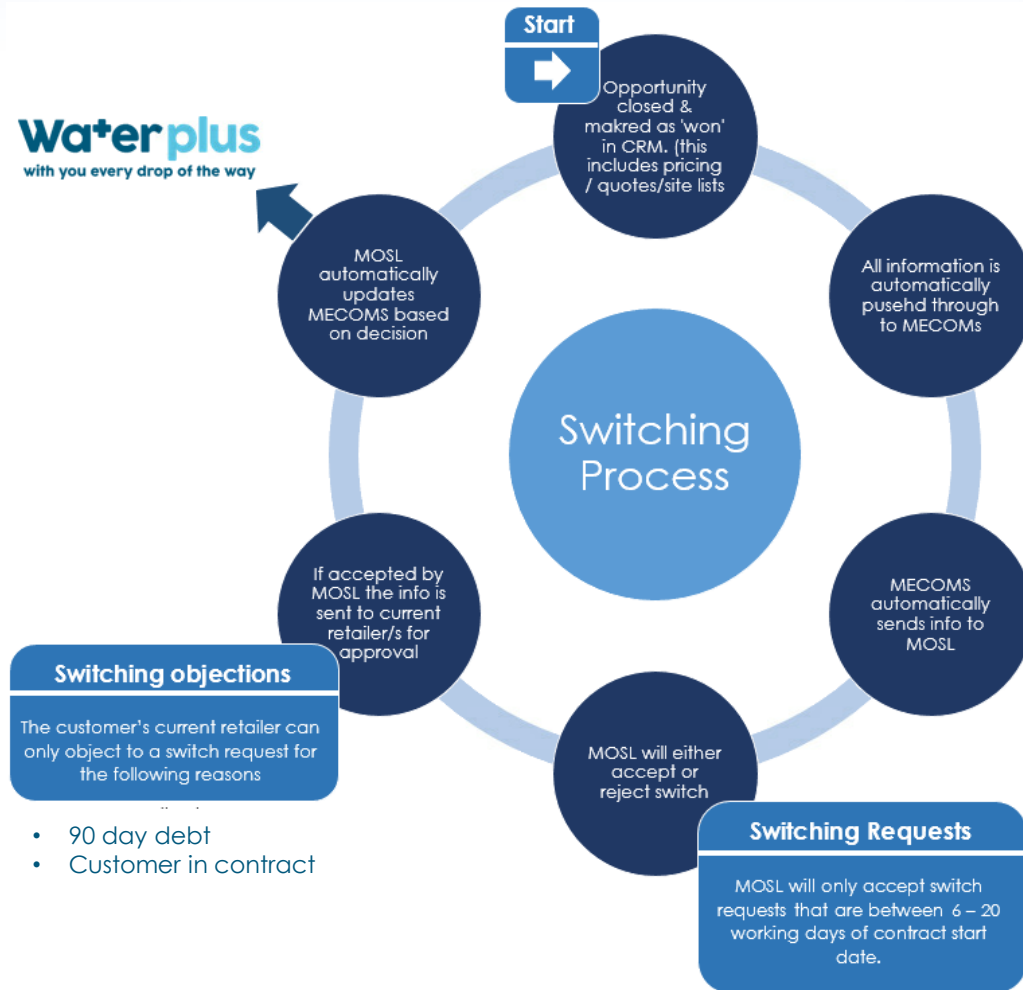


3 Less than 1 month after contract appointment

1 April 2017
Water Plus successfully switched over 1,100 sites for Sainsbury's and Argos in England and Scotland

6th July 2017
First national consolidated bill presented to Sainsbury's Argos for all sites

Switching in the Market



Our time since switching



Regular account management meetings with range of representatives from Sainsbury's and Water Plus

Used the switch as an opportunity to resolve outstanding issues with various wholesalers.



Water Plus Advanced Services sit on account management meetings to help work with Sainsbury's to increase their water efficiency including setting benchmarks based on real data



Key Learnings and recommendations for others

1. Understand your portfolio and ensure you're data is in a good place
2. Decide what is important to you and ensure it is explicit in the tender
3. Ensure the Tender format is fit for purpose

In Summary

“It’s been a great process, impressive actually and it’s been a really good story to tell internally within Sainsbury’s”

Thank You

Questions?

