



Department
for Work &
Pensions

Invitation to Tender

**Qualitative Evaluation Questions
Annex U
LOT 3**

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[1] Implementation and Delivery

Explain how you will Implement, deliver and meet the service requirements detailed in the specification, identifying key associated risks and assumptions, including your critical dependencies. You should also detail your risk management of service delivery processes.

Please also detail the challenges identified within the service requirements, any challenges or efficiencies you have identified which would impact service delivery, and how you would deal with these.

Please upload as **Annex I**, your detailed “overarching” Implementation and Delivery Plan in Microsoft Excel Format. The document should be clearly named;

“Supplier Name” Overarching Implementation and Delivery Plan_ Annex I [REDACTED]

A page limit does not apply to your Implementation/Delivery plan. Where possible, use universally understood terminology, or give an explanation of internally used terminology.

Present your response at the top of a new page, within these preset margins in Arial font size 12 up to **3** sides of A4, **excluding** the question text and these instructions.

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[1]

Implementation and Delivery Plan

Argos for Business (AfB) plan to maintain the service that currently exists between DWP and AfB. The high level process is where the Job Centre will physically issue the customer with an Invoice Payment form. This form details the specific Argos catalogue item that the Customer is eligible for and is used as a payment method by DWP's customer in store.

The customer takes the form into anyone of the 737 Argos Stores, where colleagues are already trained and experienced with servicing DWP customers and providing them with their product efficiently. If the item is not available, then the store will offer to order the item in for collection on a specific day.

A weekly extract file will be issued to DWP which already exists and contains the item ordered, the Quantity, Store, Cost Centre, Account Code and Invoice Payment Form number.

As there are existing processes which have been thoroughly tested and are robust, the set-up for AfB will be minimal. An experienced Account Manager has already been assigned to manage the DWP account and we also have a dedicated in-house Implementation team who will manage the account set up from start to finish.

A change will need to be made to the account to reflect the agreed discount and our Legal team will need to review any proposed amendments to the contract following our submission within this tender of changes that we wish to make.

Following the changes to the account AfB will run test orders through the process to ensure that the amends have been correctly reflected on the final invoiced price on the weekly extract file and seek agreement from the DWP for sign off.

The store training required is minimal as the process exists already. However, AfB will be issuing new store communications to all stores to remind them of the process to ensure a successful launch of this new initiative. It is mandatory that all stores brief their staff on this process within a week of their receipt which is tracked through a portal and monitored via the Stores Operation team. Any stores who fail to complete the training will be flagged and escalated to the Area Store Manager to ensure training takes place.

Overall we see the implementation process taking 11 days providing that we receive all the information required within the timescales quoted which would mean we could go live on the due date of the 1st December 2014.

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[1] continued

[REDACTED]

[1] continued

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[2] Resources

Please detail the staff resource you will need to deliver and manage the Retail Trade Framework Service across ALL aspects of service delivery to include Key Personnel for

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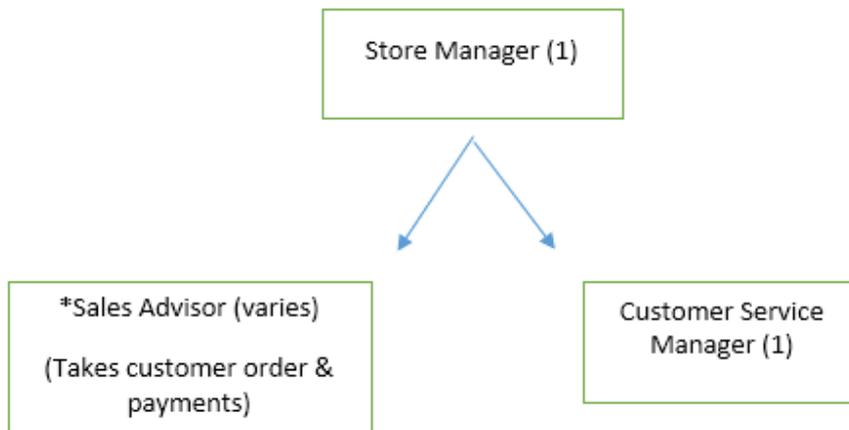
example: operational manager; administrative roles , Customer Service/or Sales Advisors.
Your response should specifically refer to responsibilities with regard to processing and monitoring invoices to the Department including collation of MI to monitor the service
Please upload as **Annex J** your organisational structure showing the ratios for each role in a typical store.

Present your response at the top of a new page, within these pre-set margins in Arial font size 12 up to **2** sides of A4, **excluding** the question text and these instructions. :

[2]

See Annex J

Stores Organisation Chart



* *Main interaction*

[2] continued

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[3] Training and Development

Clearly identify how you will provide your staff with professional and dedicated training; experienced and effective leadership; and on-going management in order to ensure that all of your stores provide, and maintain high quality customer service

Present your response at the top of a new page, within these preset margins in Arial font size 12 up to **3** sides of A4, **excluding** the question text and these instructions.

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[3]

Through our "Intranet" which allows stores access to all training and guidelines, clear instructions will be published to every store on how to service DWP customers. It is the Store Managers responsibility to ensure that this takes place which is monitored by our central stores operations team to ensure that the training takes place and is refreshed ongoing.

Argos for Business will monitor the service given to DWP customers and will ensure through feedback relating to poor customer experiences are addressed and rectified with the Store Manager.

A dedicated Account Manager and Account Support team has been allocated to DWP to ensure that the service is monitored against key SLA's.

Internal staff have already been trained on the DWP process and as part of the re-launch a refresher training session will take place. This will be carried out on all staff who have a touch point with the DWP customer.

Monthly review meetings will be held with the Account Manager and internal staff to review the performance of the DWP scheme. This will feed into the monthly meeting held with DWP to review the performance and discuss any issues or improvements.

Argos stores are being transformed over the next year in line with introducing improved technology which will enable stores staff to find new ways to satisfy customers' needs and wants. In order to ensure that stores staff are fully trained, Team Transformer Events have been developed which are face to face sessions to engage every colleague in the programme to transform their store. This is an 11 weeks programme and will immerse them in all aspects.

As part of the programme every store manager attends a one day readiness event to involve them in the planning and delivery of the components need to implement the transformation of their store. The manager and a nominated team member (the Team Transformer) then attends a 4-day intensive event going through every aspect. The customer is at the very heart of the transformer events. All plans for the next 6 months are about delivering better outcomes for the customer.

Skills and development

Find, attract and retain the best talent. Support colleagues to reach their full potential, whether they work five or thirty-five hours a week, in whatever capacity.

What we've done

We've worked hard throughout the year to make Home Retail Group a great place to work, by developing training and development programmes that give colleagues the skills and knowledge to deliver great customer service and advance their careers.

We are focused on developing the digital skills of colleagues in Argos, adding a digital module to our in-store 'STEPS' training programme to help colleagues who are furthest away from technology to be comfortable with the basics of the internet.

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[3]

Training

Our internal development programme - STEPS - provides colleagues with a structured framework which enables them to manage their own career development. A new digital module has been added this year to help colleagues with basic computer and internet skills. STEPS provides colleagues with all the necessary training and development on how to do their job effectively. It contains everything a colleague needs to know from their first-day induction through to full management training and development.

Development

We are focused on developing internal talent, for example 600 Argos colleagues have been successful in completing our internal apprenticeship programme with two colleagues achieving special recognition as Scottish Young Apprentice of the Year and Argos Apprentice of the Year.

In Homebase we have trained over 600 colleagues in the Institute of Customer Service and City & Guilds accredited training programmes ranging from horticulture to room planning and painting and decorating – equipping them with the skills to help our customers create a home they love. Homebase has also launched the Garden Academy, which offers a broad range of gardening and horticulture experience plus the opportunity to gain a Royal Horticultural Society Level One Award.

At our distribution centres, over 100 colleagues have gained basic literacy and numeracy skills through our lifelong learning programme.

Apprenticeships are just the job

14/02/2014

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Distribution colleagues have the option of progressing their careers with assessments provided on-site... by colleagues! More than 150 colleagues are working towards the Argos Apprenticeship, which includes a Warehouse and Distribution NVQ, and modules in employment rights and responsibilities, learning and thinking skills, and functional skills in maths and English.

The qualification is sponsored and led by Argos in partnership with assessors – Unite the Union Learning representatives and Argos colleagues – instead of an external provider. This ensures that the qualification is tailored to the needs of the business, and delivered to a high standard. “We’re growing our own talent, which means more people are applying for jobs internally,” says Learning and Development Advisor (Central) Ed Cooper of the apprenticeship.

Colleagues are growing in confidence and skills to become the next generation of staff trainers or assessors – or even General Manager.

Their focus on understanding and getting the process right will result in a better customer experience, and support the transformation of Argos. They’re challenging the way we do things – which ultimately will help improve the business.”

Magna Park Warehouse Operatives [REDACTED] and [REDACTED] (pictured) are currently working towards an Argos Apprenticeship, and say the course is helping them become more efficient in their work – and, in [REDACTED] case, more ambitious. “It gives you a better understanding of your job and made me realise that I can do more. I’ve now applied for a different role,” she says.

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[3] continued

The diploma, which was introduced in March and is part of Distribution's 'Lifelong Learning', is available at Barton, Bridgwater, Castleford, Heywood and Magna Park (and soon, Basildon). It's so popular that several locations are unable to cope with the level of interest.

"Colleagues are talking about the skills they're learning without realising it. They're spreading the word about health and safety, about rights and responsibilities," says Barton Union Steward [REDACTED] "To have people knocking on your door waiting to be educated in their workplace gives you a real buzz. Argos should be extremely proud of this. Colleagues are spreading the word about the skills they're learning without realising it."

The diploma also gets the thumbs up from Magna Park's General Manager [REDACTED] "Lifelong Learning encourages everyone to be involved in their role as colleagues. It helps people feel that they belong, and builds great relationships between the union, the leadership team and our colleagues," he says.

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[4] Operational Flexibility

Please provide details of your organisations ability to deliver significant flexibility to meet any rapid changes in demand including detail on stock levels maintained for the goods you will be supplying. Please detail how you would ensure the Authority would always receive the quality of goods offered within your proposal.

Present your response at the top of a new page, within these preset margins in Arial font size 12 up to 2 sides of A4 excluding the question text and these instructions.

[4]

Operational Flexibility

Argos is a British retailer operating in the UK and Ireland with 737 stores and 340 million website visits as year, it is one of the largest high street retailers in the UK and in 2013 it was estimated that 96% of the population of the UK was within 10 miles of an Argos branch.

Together with sister company Homebase it today forms part of the Home Retail Group alongside Habitat.

Argos owns numerous brands including electronic brands Alba and Bush and Chad Valley alongside many others. Argos publishes catalogues twice a year (a spring/ summer edition in January and an autumn winder editions in July. Catalogues are complemented by seasonal sales flyers, offering non-catalogue lines and price reductions on existing deals. Other items are sometime available in stores such as ex-catalogue goods at reduced prices (especially after the launch of a new catalogue).

Argos currently has over 45000 products to choose from and the supply chain network coverage to ensure items are available in store with the ability for the customer to check and reserve on-line before going into store in order to avoid disappoint. Argos has an in-house Supply and Trading team who manage suppliers to get the best deals and to closely monitor purchase patterns to ensure that stock intakes incorporate peaks in demand.

DWP will benefit from all in store offers and price reductions in conjunction with the discount we will apply at the point of invoice.

Argos are currently transforming the UK store estate with every store participating in a programme to up-skill and equip them so that by 2015 they have the ability to deliver items same day/ next day to customers that will be for free. Customers will have the ability to pay on-line and collection locally within 60 seconds of entering the store.

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[4]

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[5] Quality

Please provide detail on the quality assurance plans and/or systems you have in place to ensure the quality of the goods you will provide. Your response should include detail to evidence that

- the goods are fit for purpose
- meet any standards for the purpose for which they were bought
- you adhere to the ISO 9000 and BS5750 standards
- adhere to a Corporate Social Responsibility policy

Present your response at the top of a new page, within these preset margins in Arial font size 12 up to 3 sides of A4 excluding the question text and these instructions.

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[5] Quality

We are very aware that the impact that our business has is far reaching. We employ 47,000 people directly but influence the lives of many more in our supply chains and in local communities, as well as the millions of customers we serve every year.

While acting responsibly is of course the right thing to do, at Home Retail Group we believe it makes good business sense too – the issues that corporate responsibility encompasses are important to all of our stakeholders. We call our approach to corporate responsibility ‘the basis of good business’.

The basis of good business continues to help us to be more efficient by reducing waste and cutting carbon emissions. Setting tough targets encourages innovation and improvement in these areas. We are delighted to have reduced our CO2 emissions by 20% since 2006 in absolute terms and to have reduced our overall waste by 40% since 2006 to 49.8k tonnes, continuing to divert 92% of our waste from landfill.

We have a fully comprehensive “Corporate Responsibility Summary 2014” available for review (unable to attach as too long a document) which includes topics such as:

- What we mean by the basis of good business
- Shopping for tomorrow
- Building a great place to work
- Being a good neighbour
- Keeping clean and green
- Sourcing with care
- Our performance and objectives
- Feedback and contacts

Our performance and objectives

We have 12 higher-level areas of focus, each with an objective to inspire and direct our programme of activities. Here are some of our highlights:

Good Business Principles	Area of Focus	Our Progress
Shopping for tomorrow	Argos	<ul style="list-style-type: none"> ▪ Argos is becoming a digital leader and this includes helping Britain to reach its ambition to become the most digitally skilled nation in the World. By joining the UK Go ON consortium, Argos will work with other businesses to achieve this ambition
	Homebase	<ul style="list-style-type: none"> ▪ Homebase partnered with the Group charity partner – Alzheimer’s Society – at the RHS Chelsea Flower Show in May 2013, with the ‘Sowing the seeds of change’ show garden winning a prestigious gold medal. The garden aimed to educate the younger generation about the natural world, and to show how a sustainable place can also be a place where people can come together to create memories ▪ Homebase’s core purpose is to help everyone live in a home they love. This year they partnered with the Brighton Housing Trust to convert shipping containers into homes for 36 homeless people

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[5]

Good Business Principles	Area of Focus	Our Progress
Building a great place to work	Skills and Development	<ul style="list-style-type: none"> Home Retail Group has become a member of Business in the Community's (BITC) 'Opportunity Now' and 'Race for Opportunity' campaigns, to support our business in developing and achieving our diversity objectives Diversity training sessions piloted successfully and will be rolled out during our 2015 financial year Unconscious bias training was provided to colleagues primarily responsible for recruitment 600 Argos colleagues have been successful in completing our internal apprenticeship programme, with two colleagues achieving special recognition as Scottish Young Apprentice of the Year and Argos Apprentice of the Year This year, in Homebase, we have trained over 600 colleagues in the Institute of Customer Service and City & Guilds accredited training programmes, ranging from horticulture to room planning to painting and decorating – equipping them with the skills to help our customers create a home they love Eleven colleagues have been enrolled into the Homebase Garden Academy, developing their knowledge of horticulture and putting their knowledge into practice
	Reward and Recognition	<ul style="list-style-type: none"> All colleagues are given the opportunity to join one of our Save As You Earn schemes, with 6,300 colleagues currently in active schemes. Over 40m Home Retail Group shares are currently under option 17,300 colleagues registered with our benefits scheme that gives them access to great savings and offers from supermarket shopping to holidays
	Wellbeing and Support	<ul style="list-style-type: none"> As part of the renewal of catering contracts there has been a focus on healthier eating menus A selection of core national health campaigns such as Dryathon and Movember promoted to colleagues 2,155 colleagues have taken BUPA private health cover We participated in the Britain's Healthiest Company Survey

Good Business Principles	Area of Focus	Our Progress
Keeping clean and green	Waste	<ul style="list-style-type: none"> 92% of our operational waste recycled We have reduced our landfill waste by 92% since 2006 A further 6% reduction in water consumption year-on-year and a 36% reduction in water use since our baseline in 2009
	Operational Carbon	<ul style="list-style-type: none"> Retained Carbon Trust standard demonstrating a commitment to ongoing improvements in carbon management 33% reduction in CO₂e emissions per sq foot vs 2006 baseline 20% absolute reduction in CO₂e emissions vs 2006 baseline We have continued to reduce our buildings energy consumption by 2.5% vs last year We have improved our disclosure and performance score on the Carbon Disclosure Project (CDP) rankings
	Enabling customer sustainability	<ul style="list-style-type: none"> Take-back and recycling available on all home-delivered white goods In-store customer recycling facilities including batteries, catalogues and water filter

Good Business Principles	Area of Focus	Our Progress
Sourcing with care	Suppliers	<ul style="list-style-type: none"> 957 ethical audits carried out and 100% of all own-brand direct source suppliers have a current valid audit 137 suppliers operating on Sedex, a collaborative platform that facilitates the efficient sharing of ethical supply chain data Working together with suppliers to backhaul products, we have saved 1.8m kms of distance travelled by picking up goods from our suppliers on the return journey from stores
	Products and raw materials	<ul style="list-style-type: none"> 63% of growing media in Homebase is peat free Home Retail Group remains a member of WWF GFTN We have reduced our paper usage by 13% year-on-year – that's a 34% reduction since 2006 – and all paper publications are printed on paper from certified sources or recycled paper

The Home Retail Group has “Quality Assurance Technical Standard” for all product ranges and are available upon request (too many and documents too long to include in this annex) – example of available information:

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[5]

Home Retail Group Compulsory Standards:

Important: Reference must be made to the most up to date Standards/Policies in all cases

BS EN 60204 Safety of machinery: Electrical equipment of machines

BS EN 60745-1: Hand-held motor-operated electric tools - Safety - Part 1:
General requirements

BS EN 60745-2-1: Hand-held motor-operated electric tools - Safety - Part 2-1:
Particular requirements for drills and impact drills

BS EN 60745-2-2: Hand-held motor-operated electric tools - Safety - Part 2-2:
Particular requirements for screwdrivers and impact wrenches

BS EN 60745-2-3:2007 Hand-held motor-operated electric tools - Safety -
Part 2-3: Particular requirements for grinders, polishers and disk-type sanders

BS EN 60745-2-4: Hand-held motor-operated electric tools - Safety - Part 2-4:
Particular requirements for sanders and polishers other than disk-type

BS EN 60745-2-5: Hand-held motor-operated electric tools - Safety - Part 2-5:
Particular requirements for circular saws.

BS EN 60745-2-6: Hand-held motor-operated electric tools - Safety - Part 2-6:
Particular requirements for hammers.

BS EN 60745-2-11: Hand-held motor-operated electric tools - Safety - Part 2-
11: Particular requirements for reciprocating saws (jig and sabre saws)

BS EN 60745-2-14: Hand-held motor-operated electric tools - Safety - Part 2-
14: Particular requirements for planers

BS EN 60745-2-17: Hand-held motor-operated electric tools - Safety - Part 2-
17: Particular requirements for routers and trimmers

BS EN 60745-2-19: Hand-held motor-operated electric tools - Safety - Part 2-
19: Particular requirements for jointers.

BS EN 60745-2-20: Hand-held motor-operated electric tools - Safety - Part 2-
20: Particular requirements for band saws.

BS EN 60745-2-21: Hand-held motor-operated electric tools - Safety - Part 2-
21: Particular requirements for drain cleaners.

BSEN 61029-1 Safety of transportable motor operated tools- General
requirements

BSEN 61029-2-11 Safety of transportable motor operated tools- Particular
requirements for combined mitre and bench saws

BSEN 61029-2-1 Safety of transportable motor operated tools- Particular
requirements for circular saw benches

BSEN 61029-2-4 Safety of transportable motor operated tools- Particular
requirements for Bench Grinders

BSEN 61029-2-9 Safety of transportable motor operated tools- Particular
requirements for mitre saws.

BSEN 60335-2-45 Household and similar electrical appliances - Safety Part
2-45: Particular requirements for portable heating tools and similar appliances

BS 1363-1 Safety of UK 13A Plugs.

ISO 3864-3: Graphical symbols - Safety colours and safety signs - Part 3:
Design principles for graphical symbols for use in safety signs.

BS 6500: Electric cables. Flexible cords rated up to 300/500V, for use with
appliances and environmental intended for domestic, office and similar
environments.

And more

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[6] Returns and Exchange Policy and Process

Please provide full details of your organisations returns policy and your proposals on how this will

- identify and accommodate the requirement for any refunds to be made to the authority
- operate a strict “like for like” exchange policy
- how you will identify if any returns have been purchased via the RTF to prevent customer fraud

Present your response at the top of a new page, within these preset margins in Arial font size 12 up to 2 sides of A4 excluding the question text and these instructions.

[6]

Returns and Exchange Policy and Process

There is a specific returns' process for DWP – as follows:

- If there is a return, the customer returns the item back to the store (or Argos direct collects the item).
- The end user then goes back to the initial Job Centre with either the proof of collection (from AD) or the till receipt refund. Please note the end user is advised of this in the first place where the Job Centre operative initially fills out the form.
- The Job Centre will then fill out a new form which is used in the store

Meanwhile we will raise a credit note to DWP for the refund.

If there is a query on the credits, DWP centrally will contact the Receivable Manager.

This is a tried and tested process with 0 fraud in the last 8 years of being in place.

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[6]

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[7] Contract and Performance Management

Please provide details of the processes you will adopt in the areas of contract management, performance management, resource forecasting and continuous service development and improvement.

Present your response at the top of a new page, within these preset margins in Arial font size 12 up to **3** sides of A4, **excluding** the question text and these instructions.

[7]

Contract and Performance Management

All orders will be fulfilled via the store and paperwork issued to the AfB Finance team to process on a weekly basis. The paperwork is keyed onto the invoicing system within the next 10 working days from the time of sale, and the invoice feed is generated weekly.

The Finance Manager is responsible to ensure that the paperwork is received by Stores Managers within the same week the order processed and that it is keyed for invoicing by the following week. Any paperwork not received is chased by the Finance Manager and if not supplied will be charged back to the store in question and not charged to DWP.

Repeat offending stores are escalated to the Area Manager to address directly with the store.

All complaints are logged internally and reported on a monthly basis. The Customer Service Manager will analyse trends and make recommendations for process reviews and service improvements based on re-occurring themes on increases in volumes.

A dedicated Account Manager has been supplied to manage and grow the relationship with DWP. Monthly review meetings will be held to discuss the previous month's performance and any issues or new opportunities. A dedicated Account Support Team are in place to assist the Account Manager to ensure that queries are responded to and continuation of service is maintained at all times.

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[7]

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[7]

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[8] Customer Care

Please provide detail on your customer care procedures and proposals for dealing with Jobcentre Plus customers.

You should also detail how you will facilitate and ensure smooth interaction with Jobcentre Plus advisors who may be required to make contact with you on behalf of the customer.

Present your response at the top of a new page, within these preset margins in Arial font size 12 up to 4 sides of A4 excluding the question text and these instructions.

[8] Customer Care

Argos are committed to selling high-quality products however most things we sell are covered by our 30 day money back guarantee which provides any customer will a full refund provided they are unused and in their original packaging, in a saleable condition. Some products are excluded by the 30 day money back guarantee such as earrings, foot spas and dental products as well as video games and some imaging and recording products such as MP3 players and digital cameras. These items are clearly marked by † next to the product name in the catalogue and on the website.

If you order by telephone or the internet under the distance selling regulations you have a statutory right to cancel the order and receive a full refund.

Home Retail Group: Diversity and Inclusion Policy

At a glance

At Home Retail Group we recognise and embrace the value of having a diverse workforce. This policy outlines our commitment to promoting equal opportunities in employment at Home Retail Group and forms part of the Home Retail Group business principles.

Who this policy applies to

This policy applies to all colleagues of Home Retail Group, including potential and former employees, contractors, consultants and agency workers. It also applies to our customers and business partners in their dealings with our colleagues; this includes our third party recruitment agencies.

Our commitment to inclusion and diversity

At Home Retail Group we are committed to equality, valuing diversity and promoting a working environment where everyone's contribution is recognised and valued. All colleagues will have the same opportunities for training, development and promotion, taking into consideration their ability, experience, behaviour and work performance.

We understand each colleague is unique and we positively recognise difference. These differences can include, but are not limited to, gender (including gender reassignment), marital status, sexual orientation, pregnancy, race (including colour, ethnic or national origin or nationality), religion or belief, disability, age, political opinion, trade union membership or any other legally protected status.

We aim to create a workforce that is representative of the communities we serve.

Diversity and inclusivity in recruitment

As an employer, Home Retail Group aims to ensure that differences are actively valued for the benefits they can bring for our customers, our colleagues and our business.

Our recruitment and other selection procedures are designed to be objective and based on merit.

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[8]

We are committed to promoting and nurturing different and diverse talents in our business and we have designed our employment policies to achieve this. We actively promote this diversity and inclusion policy through training courses for our colleagues, particularly those directly involved in recruitment, and by embedding it in Home Retail Group's culture.

Enquiries about disability and health during recruitment

If we ask an applicant for employment questions about their health, they will be relevant and asked at an appropriate time. For example, before an offer of employment is made, applicants may be asked questions to help identify adjustments that may be required, either to decide whether the applicant can carry out a function intrinsic to the job, or to establish whether any adjustments are required at interview stage or for the purposes of equal opportunities monitoring. Information provided for the purposes of monitoring equal opportunities will not be used for selection or decision making purposes.

It is our policy to provide equal opportunities regardless of personal characteristics and our decisions about employment will be objective and fair.

Supporting disabled colleagues

We work in partnership with colleagues to identify the adjustments that may be needed to support a disabled colleague or candidate to participate in the workplace and perform effectively in their role. We are committed to making adjustments to the workplace and/or work arrangements that are both reasonable and effective in supporting disabled colleagues or candidates to do so.

Behaviour in our workplace

We aim to have a working environment that is free from discrimination, harassment and victimisation.

Our bullying and harassment policy sets out what harassment, bullying and victimisation can be. It also describes how we expect our colleagues to behave, what you can do and what you can expect the Company to do if bullying, harassment or victimisation occurs.

Roles and responsibilities

Dignity and respect at work is everyone's responsibility. We are all expected to treat each other, our customers and our business partners with dignity and respect. We also expect our customers and business partners to do the same.

As business leaders, our managers have a responsibility to ensure that colleagues are aware of this policy and that their decisions and actions are in line with it. We will also expect them to take action in response to discrimination, harassment or victimisation they observe or have raised to them.

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[8]

Monitoring

To ensure that this policy is being effectively implemented we will undertake equal opportunities monitoring from time to time. The information used for the purpose of monitoring may relate to our colleagues' personal characteristics such as gender, ethnic origin, age or their job grade or pay. The processing of this data will be in accordance with our data protection policy.

Raising concerns under this policy

If you have any questions or concerns about any type of discrimination in the workplace we would encourage you to raise them with your line manager, any other member of management or the HR department. If you wish to make a formal complaint about discrimination you should use our grievance procedure.

If you feel that you are the subject of bullying, harassment or victimisation, the bullying and harassment policy provides guidance on raising and addressing such concerns.

If you are a visitor or business partner of Home Retail Group and are concerned, you should raise your concerns as soon as possible with your main contact in the Company

Breaching this policy

We view any breach of this policy, or the bullying and harassment policy, as a serious matter. We will take such action as is appropriate in the circumstances to deal with any such acts that are found to have occurred.

Breaches to this policy will be liable to disciplinary action up to, and including, summary dismissal. Consultants or agency workers may have their contract/placement terminated with immediate effect.

Any false allegations made deliberately in bad faith will be treated as misconduct and dealt with under our disciplinary policy.

Policy status

This policy is owned by the Group HR Policy and Reward team. It is non contractual and may be updated or changed by the Company at any time. Colleagues are reminded that it is their responsibility to keep up to date with policy changes.

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[8]

Complaints

We're committed to selling high-quality products and giving excellent Customer Service. If for any reason something does go wrong, we would like the chance to try and put this right. The quickest way to get your problem solved would be to call us on one of the numbers below, however if you wish to email us please use the below link. We aim to reply to all emails within 24 hours.

Website and order enquiries

0345 640 2020*

General and store enquiries

0345 640 3030*

Email us

If you bought an item for home delivery we ask that you please include your order number and full delivery address as well as the post code.

(For security and training purposes, telephone calls to and from Customer Service Centres may be recorded and monitored.)

*From Monday to Saturday the Customer Service team is available from 8am to 8pm. On Sunday the Customer Service team is available from 10am – 6pm.

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[9] Accessibility

As set out within the specification a high street/local presence is preferable but other methods of ordering and delivery/collection would be considered.

Please provide detail on the level of high street/local presence you will have and detail of any other proposals you may have to meet customer need and individual District requirements. Make reference to your completed Annex K

Please complete and upload the attached stencil annex K with details of the available stores for each of the Jobcentre Plus Districts within the Group you are bidding for

Present your response at the top of a new page, within these preset margins in Arial font size 12 up to 3 sides of A4 excluding the question text and these instructions.

[9]

Accessibility

Argos is a unique multi-channel Retailer recognised for choice, value and convenience. We sell general merchandise and products for the home from over 700 stores throughout the UK and Republic of Ireland, online and over the telephone. In the last financial year, our sales were £4.3 billion and we employ some 33,000 people across the business.

We serve over 130 million customers a year through our stores and take 26% of sales through the internet channel alone. Four million customers order either online or over the phone. On average, 18 million UK households or around two thirds of the population have our Argos catalogue at home at any time. We intend to open approximately 20 stores this financial year. The Argos website was the most visited high street retail website in the UK in 2008.

Qualitative Questions
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