

Statewide Independent
Wholesalers



'Delivering The Goods'

SIW BUSINESS UPDATE

DREW FREEMAN

General Manager SIW

DELIVERING THE GOODS IN TASMANIA SINCE 1981



37mil
Cartons moved



95%
Outbound service
levels (OBSL)



1100
Store
deliveries per
week



300
TEU of
inbound
stock per
week



35
Days of stock
(DOS)



13,500
SKU's on
hand



430
Team members
employed

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'Delivering The Goods'

CELEBRATING

40
YEARS

1981 - 2021



SIW are proud
supporters of
**Food Bank
Tasmania**



STATEWIDE INDEPENDENT WHOLESALERS



COVID-19

- Impact to service levels
= 5% in November
- Stock on hand (DOS)
= 5 weeks & 6 weeks for essentials
- Xmas stock build completed
- DC nudging 90% capacity (Full)
- Daily supplier engagement re fill levels and forecasting
- SIW major OOS & COVID supply issues update weekly vi IGA Bulletin
- Updated COVID Safety Plan
- Compliance \$550k pa including cleaning, wages & site costs



CHARGING MODEL

- KPMG engaged to commence independent review
- Review completion January 2022
- SIW/TIR Board review/approval February 2022
- Communications plan under development
- Go Live Target = Q4 FY22
- Cost adjustment trial actioned for nominated categories has commenced



KEY INITIATIVES 2021/22

- Continue to grow core business
- Improve team member engagement
- Improve DC performance
- Develop and rollout enhanced safety program
- Deliver continuous improvement initiatives
- Deliver new ERP system (Pronto), EDI and charging model
- Enhance recruitment and retainment strategy



STATEWIDE INDEPENDENT WHOLESALERS





DELIVERING OUR STRATEGY

Horizon 1

F21 - F23

ROI & future growth phase, providing capacity and flexibility to service our customers needs and promote a safer & simpler environment for our team members.

Horizon 2

F24 - F25

Providing end-to-end & value-added services that are aligned with our customer needs & market opportunities.

5 YEAR PLAN

Strengthen our foundation

F21

- Improve safety performance
- Enhance risk management
- Strengthen technological capability
- Develop leadership teams
- Enhance Continual Improvement

Enhance our capabilities & offer

F22

- Grow core business
- Improve team member engagement
- Improve DC performance
- Develop and roll out enhanced safety program
- Deliver continuous improvement initiatives
- Deliver new ERP System (Pronto) & Charging Model

Grow value for our customers & team members

F23

- Deliver a fir-for-purpose recruitment, retention and training plan
- Integrated digital operating systems including dashboards
- Fully embed continuous improvement & safety culture
- Phase 2 of charging model
- Deliver a business development plan using CRM principles
- Deliver enhanced payroll system and team member portal

Market leading innovation

F24

- Deliver end-to-end supply chain service model
- Enhance DC technology
- Explore renewable energy solutions
- Optimise safety ecosystem
- Employer of choice

Optimisation

F25

- Achieve 5-year revenue build target
- Deliver best customer value proposition
- Achieve industry best practice
- Cultivate highly skilled & engaged workforce via a one-team culture

OUR CORE VALUES

Think Customer – We meet the needs of our customers – every day and in every role



Think Safety

Nothing is more important than everyone's safety

Think People

A workplace we are all proud of

Think Quality

Strive for excellence

Think Timeliness

On time, every time

Think Cost

Seek value in everything

OUR VISION

To remain Tasmania's leading wholesaler of fast moving consumer goods.

OUR MISSION

Delivering the goods by providing **S**ervice, **I**nnovation and **W**ellbeing to our retail partners and people.



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THANK YOU

DREW FREEMAN
General Manager SIW