



tasmanian  
independent  
retailers

October 2021 (Period 4 -FY22)

# IGA Monthly Update

*SIW Purchases and Service Levels*



*Commercial in Confidence*

# IGA SIW Purchase/Sales Performance Overview

Total October sales growth was slightly negative (-0.33) due to a significant drop in Cigarette demand during the month, which is likely due to the investment buy actions during September.

All the other departments' SIW Purchases, consolidated for another positive result despite the lower service levels from SIW because of supply chain issues affecting mainland suppliers. Out of stocks were 30% higher than the same period last year (additional 10K of missed cartons)

The main culprit is the chilled supplier 'Lactalis' (Tamar Valley, Paul's etc.), which had 6140 cartons unsupplied to retailers and a service level of only 48.76%. The fundamental cause of their supply issues is COVID and staffing availability due to isolation requirements for close contacts of positive cases. COVID issues impact other suppliers too, and pockets of their supply chain are impacted by overseas shipping delays, lack of truck drivers, and other logistical issues.

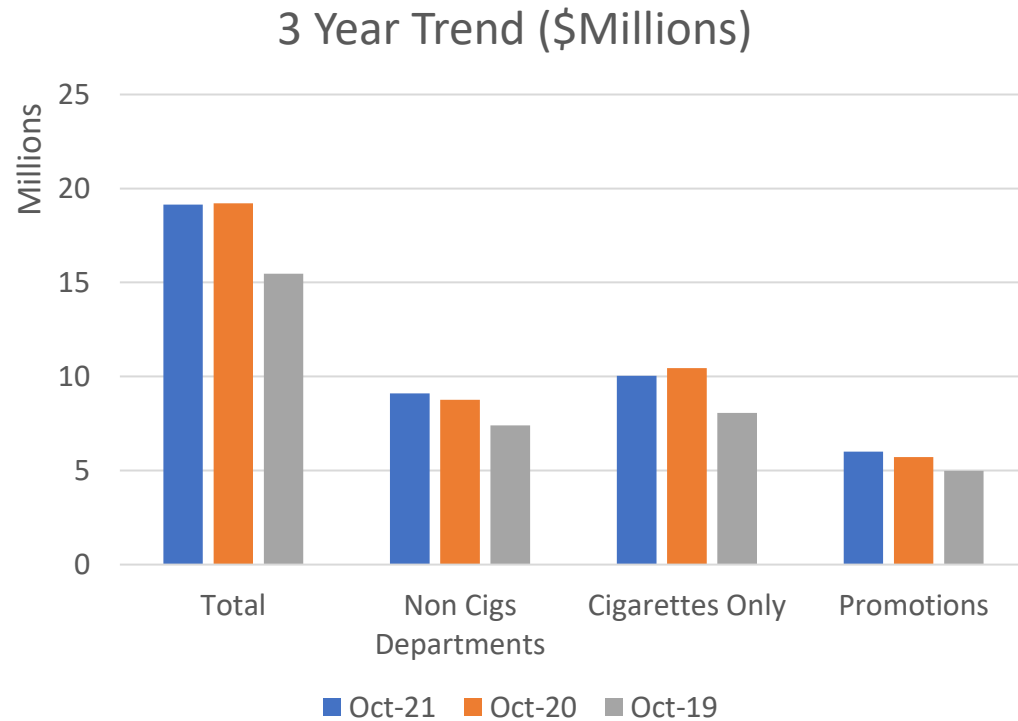
The two-year (YTD Oct FY20 vs YTD FY22) sales comparison result (+25%), continues to show that gained market share from 2020 is still holding up.



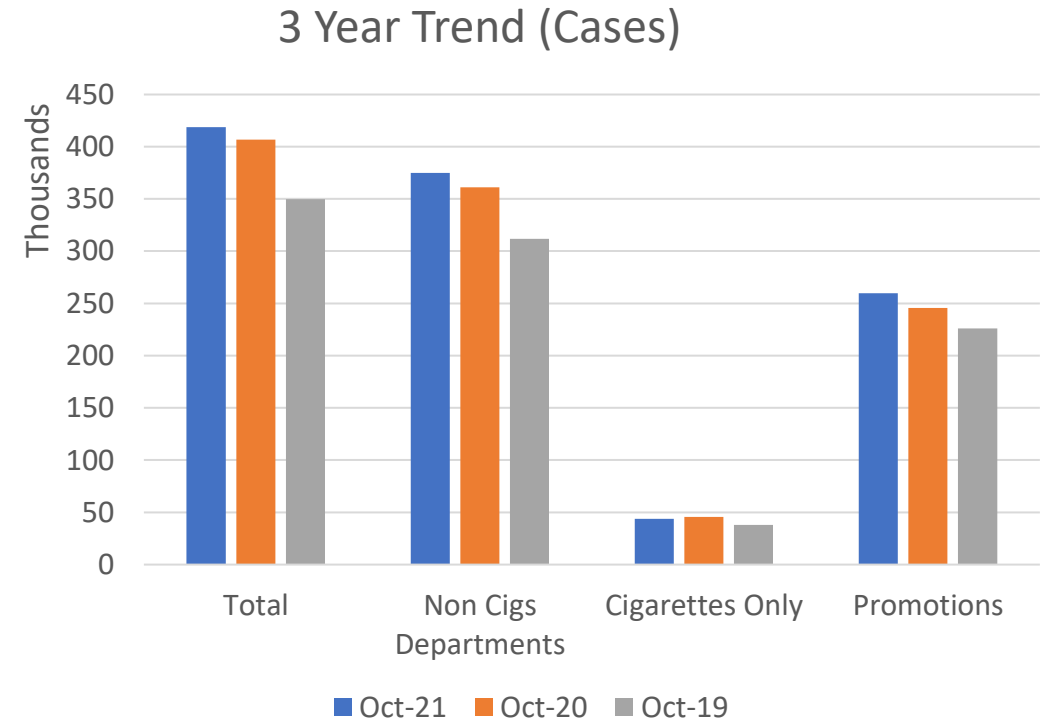
# SIW Purchases – October 2021



## SIW Purchases - \$ Sales



## SIW Purchases – Volume (Cases)



# IGA October Overview



## TIR -SIW Performance

### October - Total Departments Excluding Cigs

- TIR SIW Group Purchases “Up” on 2020
  - Dollars **+4.03%**
  - Volume **+3.87%**
- TIR SIW Group Purchases “Up” on 2019
  - Dollars **+22.95%**
  - Volume **+20.25**
- TIR SIW Service Levels are under pressure
  - Ambient **95.15%** vs 95.78% (LY)
  - Temp Control **89.20%** vs 96.33%
- We expect a continuation of interrupted stock supply due to the ongoing COVID issues in NSW and Vic. Suppliers and supply chains are experiencing staff shortages and transport issues which are interrupting normal operations. This problem is expected to cause ongoing promotion cancellations and last-minute catalogue and advertising changes.



## Overview – Growth Categories

### Post Covid Customer Shopping Insights

- The Covid pandemic has seen a lot of changes within the Grocery industry from increased shopping ‘locally’ and more home cooking. It has also changed the way many customers are shopping for different products and more healthy options.
- Here is a list of some grocery categories that have experiencing the most dramatic sales growth from Pre-Covid in SIW, see if you spot a pattern here ? Are you ranging your store to what customers are looking for in 2021?

Seafood , especially Prawns	Health foods
Chilled soups	Nutritional Supplements
Kosher Foods	Gluten Free (Frozen)
Diet and Sport Nutrition	Baby Food
Antipasto	Smallgoods
Ready Meals	Cooking Oils
Non-Dairy Milk Alternatives	Freezer “Everything”

# IGA SIW SERVICE LEVEL TREND



October 2021 (weeks 14-18)

Overall SIW  
93.84%

“Service Levels heavily  
impacted by COVID  
issues affecting  
mainland suppliers”

