



# Statewide Independent Wholesalers Limited

ABN 51 009 519 546

19<sup>th</sup> March 2020

As you are aware, we are currently experiencing an unprecedented period across the retail industry, which is evolving and changing at a rapid rate.

The demand extends to the SIW warehouse as we are receiving order volumes that have never been seen before. Whilst we understand and fully appreciate that everyone are under significant pressure, it is important that we work together to support each other during this time.

## What is Being Done

SIW is responding and taking every step we can to support retailers - we are running our business to the maximum capacity where possible and have engaged more resources to cope with the increased demand, however despite every effort we are unable to keep up and stores are seeing more out of stocks every day. Demand is unprecedented, as an example, order volumes placed today from Independents were three times the normal volume, which means we need to manage the volumes to ensure we do not delay anyone's deliveries.

To supply as much stock in the fairest possible way, below are some of the actions we have needed to take to maximise deliveries to all stores:

- All orders are reviewed to ensure orders quantities are 'fair & reasonable' based-on store size, delivery schedule and location.
- Suppliers and SIW are working together to obtain as much stock as possible.
- Warehouse operations continue to look for ways to scale-up.
- Delivery vehicles are operating at maximum capacity.
- Every IGA store is in ongoing contact with their TIR Area Manager and TIR will continue to update stores daily of the key category's out of stocks and alternate lines that are in stock.

## We Need to Work Together

We respect the pressure stores are under but we really need your support to maintain continuity of supply. You can assist us by:-

- Placing 'fair & reasonable' order quantities - this will enable us to return to normal delivery and an in-stock position quicker.
- Not placing out-of-sequence or additional orders - this creates more back log and slows all orders down.
- Being patient. We understand it is a stressful time but please know all of SIW is doing everything we can to support the network.

We are grateful for your support and understanding during this unprecedented period. Please continue to monitor email for ongoing information.

Please stay safe.



David Lanham

**GENERAL MANAGER**