



# A message from **Drew Freeman**

## **General Manager SIW**



**Date:** 6th August 2020

**Re:** **SIW Resumes operations after snowfall damage**

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Operations at SIW at Western Junction have resumed today after an incredible effort by SIW team members to clean up the areas of the DC that were deemed safe to access late yesterday.

With the exception of some water damage to stock, the Ambient section of the site is structurally sound with no major damage sustained.

Picking operations for Ambient lines have recommenced with a focus to catch up from yesterday's closure of the site. We anticipate that orders will restore to normal delivery lead times from this coming weekend.

The Temperature Controlled (TC) site at SIW which sustained significant water and structural damage is still closed.

Engineers are working with SIW to explore options for potential rectification works. This work will continue throughout the weekend and we are confident that assessments and works across the weekend will provide some answers around the reopening of the TC.

SIW are currently working closely with Woolworths to implement interim TC supply for TIR stores out of the Woolworths mainland network. While plans are in their early stages, it is likely that Woolworths will have the capacity to only pick a common range of circa 400 Chiller/Frozen sku's.

Due to current strains on the Woolworths mainland network due to the COVID situation, it is likely that Woolworths could commence picking TIR Frozen & Chilled orders from early next week with deliveries arriving into stores by mid to late next week, subject to system integration to allow the flow of orders.

SIW will continue to keep TIR abreast of this interim supply objective for TC orders as Woolworths progress actions required to implement.

SIW thanks our customers for their understanding and please know that the SIW team is moving at an urgent pace to minimise this business interruption to customers.

Stay safe.

**Drew**