



A message from **Drew Freeman** **General Manager SIW**



Date: 11th August 2020

Re: **SIW Snow Damage Update**

I am pleased to advise that yesterday's roof lift and reattachment of beams at the SIW TC site went to plan.

Engineers have given sign off that the roof structure is stable and the building is safe.

The SIW team was able to access the TC site for the first time last night and the clean up has commenced.

As it will still be a couple of days before the TC is completely cleaned up, SIW will still proceed with the initial allocation of the best selling lines tomorrow as planned for IGA stores.

Our ambitious aim is to be picking orders for 50 Independent orders Wednesday evening & Thursday morning, followed by another 50 stores on Thurs/Fri, with the balance of stores across this coming weekend.

It will be important to note that these orders unfortunately won't be supplied at normal service levels due to the impact from damaged & low code stock as well as nil stock received at SIW TC since Tuesday 3rd of August.

SIW & TIR will communicate to stores the process for TC ordering in due course and it is our aim to resume to normal order rosters from Monday the 17th August.

While we have a fair way to go to return to normal operations, I would like to thank everyone for their patience and support through this challenging time.

The SIW team have worked tirelessly every day since the Snowfall to coordinate & execute our recovery plans and as a result of this hard work along with a tremendous effort by the engineers and contractors, the outcome achieved is far better than first anticipated.

Drew Freeman