

Launceston Distribution Centre

Service Interruption – storm damage.



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Communication to our Customers and Trading Partners

12pm 14 August 2020

Further to Wednesday's update, here is the latest advice we can give as of today;

Building Structural Update;

- We have now confirmed that 50% of the cool room structure will be fully demolished back to concrete slab. This work will commence and be completed by the end of next week.
- The remaining 50% of the building (including the freezer) has been assessed by engineers and confirmed to be structurally sound.
- However, rectification work is required on this section before operations can recommence at site. It is expected this work will take approximately 3 weeks to complete.

Delivery Service Update;

- This week services to continue to improve, however we note that deliveries across the Island are being affected with various delays. Particularly in the greater Launceston and North East areas (those now serviced ex Devonport).
- We ask that customers continue to contact your usual branch responsible for your delivery, again we confirm that the Launceston site is administratively operational and will take your call and respond to your queries.
- From Thursday next week we have been able to arrange a temporary operation at a nearby Western Junction site with one of our trading partners, we wish to thank them immensely for their support through this period.
- As such from Thursday/ Friday next week, on time delivery performance around the greater Launceston area and North East coast will greatly improve and should be back to normal after a couple of days to settle into new operating routines.
- 2 weeks later, we will resume operations back at SRT's Western Junction site.

I would like to again thank our customers for your understanding and support through this difficult period. I would also like to thank our amazing staff who have been relocated to other branches, worked long hours around the clock, and ensured that critical services have been maintained.

Kind regards,

Rob Miller CEO

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