

Launceston Distribution Centre

Service Interruption – storm damage.



Communication to our customers and Trading partners

2.15pm 5 August 2020

Further to this morning's communication about the collapse of our Launceston cool room facility I can provide the following updates;

Firstly, and most importantly I wish to confirm again that no persons were inside the affected areas of the building at the time, thus thankfully NIL injuries.

- I can confirm that 50% of our Launceston chilled space has collapsed from the sheer weight of snow and ice build-up on the roof structure at approximately 12.30am this morning. This has damaged the adjoining cool room and freezer room making these spaces also inaccessible for the time being.
- The administration building and ambient storage sections are still operable and have been signed off by relevant structural engineers and authorities as safe to occupy and continue business from.
- Our Launceston site is currently manned with management and office staff only today. This team continues to coordinate the local area operations and distribution planning.
- As of now, any new dispatches of freight collected for delivery to the North and North Eastern region of Tasmania (those previously serviced from our Launceston site) will be diverted to our Devonport facility with distribution managed from there. This means from this evening onwards deliveries will be executed as normal (again weather dependant tonight). All be it from an alternate site.
- For the foreseeable future this will be our operating structure. All Northern Tasmania distribution of chilled or frozen goods will be executed from our Devonport site. From tomorrow ambient distribution will return to our Launceston site.
- Our Launceston team will be divided between staff remaining at Launceston and some staff redeployed to Devonport to assist the growing task from that site.
- Due to weather last night, our Launceston site only had half the stock it should have as stock did not get through from other regions. This stock is now moving and will be delivered either this afternoon or tomorrow as normal.
- Chilled stock that did reach the Launceston facility last night is now trapped within the building and will result in destruction of this stock. We are currently completing a list of this stock and will forward to our customers affect in the next hour. If you do not receive such notice, you do not have stock in there.
- Frozen stock is still in storage and intact and will be removed when possible and relocated. We cannot yet advise when this will be.

We will provide more updates as quickly as possible and we greatly appreciated your understanding during these difficult times. I would also like to thank the entire SRT Logistics team for the amazing effort through the night and ongoing today and in coming weeks to ensure business continuity for SRT Logistics, our clients and the community.

Kind regards,

Rob Miller CEO

