

## SWA MOVE UPDATE

21st August 2024

### Dear customer

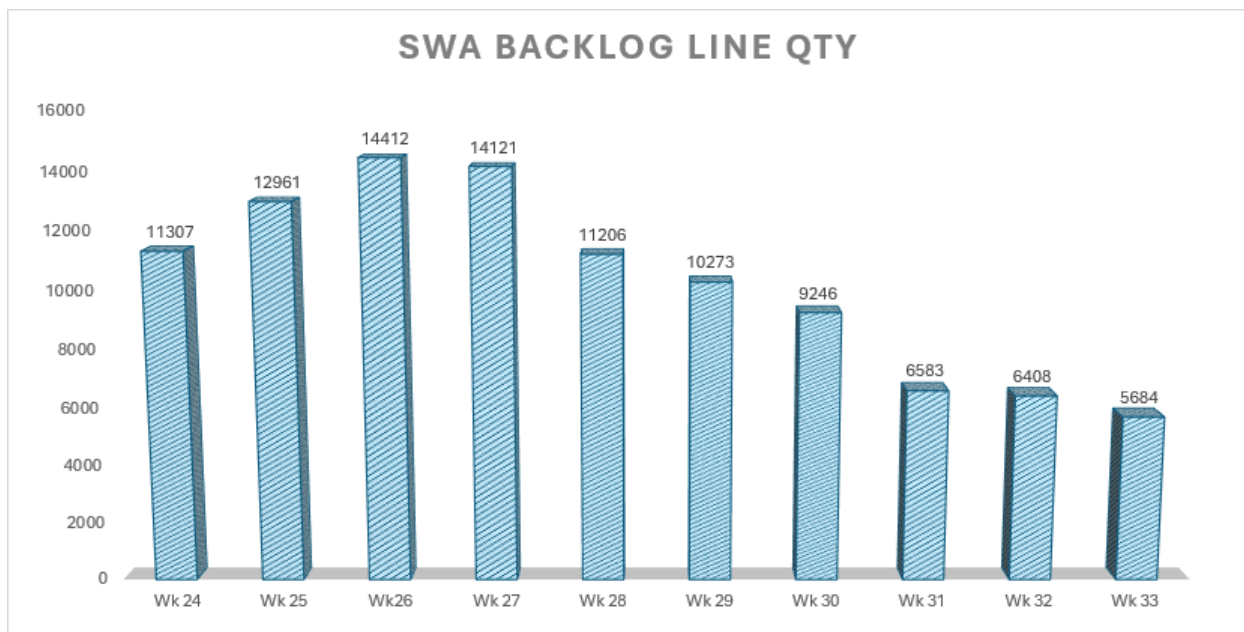
We are pleased to inform you that further progress has been made by our operations team.

### Deliveries:

- SWA despatch numbers have improved significantly to 50% of new orders in August being completed in 2 days or less compared with taking 4 days to deliver in July.
- 44% of new orders in August to date have been completed next day compared with 18% in July.

### Backlog:

- Backlog has reduced further since our last update, and we expect a significant reduction in the final week of August.



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## Non compliance/errors

- The commercial team have linked in with the Operations Team to implement a training program for our picking and despatch colleagues.
- Our customer service team is working with our customers to clear down any outstanding issues and reporting trends/patterns into the Senior Leadership Team so that we can implement corrective actions.

## Next steps as per our last communication

- Backlog reduction of small low value outstanding items
- Automatic pick process will be live by end August
- Additional capacity for our automatic retrieval system in preparation for increased volumes.

Our next update will be w/c 2<sup>nd</sup> September, in the meantime, should you have any questions please do not hesitate to contact us.



Mark Taylor  
Managing Director



Julie Banks  
Sales Director