

# logistics link

## Logistics Torque with Geoff Thomas

**Thank you to all our teams for your hard work over Easter. We moved an average of 13.5 million cartons each week in the month leading up to Easter, and I know it was a big challenge for many of our DCs.**

It's busy times like Easter and Christmas that place a lot of pressure on our DC teams. This is when our people are at greatest risk of being injured at work.

In order to remain competitive in the market, Woolworths Limited needs to control its costs – just like every other business. But in the current cost focus environment, we mustn't lose sight of our number one priority – Safety.

Reducing our costs and improving the safety of our workplace actually go hand in hand. You cannot achieve one without the other.

Behind our Lost Time Injury figures are real people, who we have injured to the extent that they need time to recover. I do not like the idea that we are injuring anyone in our workplace, let alone to the frequency that we do.

While we have made significant improvements in our LTIFR over the past few years, I know we can still achieve more.

A happy, safe workplace is a productive workplace. And a productive workplace is one that runs efficiently and delivers a high level of service to our stores.

So as we recover from the peak of Easter, we should remember our commitment to safety. We should continue to strive for Destination Zero.

Once we reach the Zero goal, we will know that we are truly looking after our people, and in control of our costs.

Reducing our costs  
and improving the safety  
of our workplace actually  
go hand in hand.  
You cannot achieve  
one without  
the other.

*Geoff*

**Geoff Thomas**

General Manager – Logistics



## MNDC LTI achievement

**Kon Tzimokas (Regional Logistics Manager - Victoria and Tasmania), Chris Karakatsanis (National Safety Manager) and the management team had great pleasure hosting a BBQ for our staff members at MNDC Recycling and Produce to celebrate their fantastic achievement of reaching 500 and 200 LTI free days respectively.**

As acknowledged by all it was an extraordinary team effort that had relied on all staff looking out for each other for every hour of every shift of every day. That being said, everyone wants to continue the push towards Destination Zero and strive to improve this record further. Congratulations to all our members in Recycling and Produce. For more photos of the celebration, see 'Postcards' inside.



Chris Karakatsanis (right) congratulates Kon Tzimokas on his team's safety efforts.

# Our Site: SNDC



**SNDC is located in Yennora, a suburb of Sydney approximately 30 kilometres southwest of the CBD.**

It sits in the Fairfield City area, which is best known for its diversity and multiculturalism. There are about 65 different nationalities represented in the team at the DC.

The DC has been operating since 1982, and we asked the team a few questions about their workplace:

## **Briefly describe the DC:**

SNDC is a fully Ambient Distribution Centre. She is thirty years young and is looking forward to having a make over in the next year or two.

## **What is the DCs footprint?**

We tread softly on the Earth as we are eco friendly, just like our Logistics Manager. SNDC is 45,000 square meters.

## **How many people work in the DC?**

SNDC has around 900 people helping to supply every supermarket in full on time.

## **Who is your longest serving employee?**

Ross Archipov is our longest serving employee at SNDC. Ross started Woolworths in 1973, and this year he celebrated his 37th service anniversary.

## **What makes your DC unique?**

SNDC is a National Distribution Centre, which means we supply every store in Australia. We also have the best looking staff in Woolworths.

## **What is your DC best known for?**

Being a great place to work, for winning forklift competitions, for our amazing art work and our good looking staff. We are also TV stars having featured on Australian Idol and we have incredible fundraising skills.

## **Which divisions and areas does your DC service?**

SNDC services all regions in Australia. We don't just supply stock for the stores to sell, but also signage, promotional material and store requisites to every store around the country.

## **What is the DCs greatest achievement in the last 12 months?**

SNDC were the winners of the 2009 Safety Awards.

## **What is the current focus for the DC?**

While always finding new and more efficient ways to get the job done, safety is always a primary focus for SNDC. We strive to ensure that every one of our team members go home healthy and happy without an injury.



CEO Michael Luscombe visits SNDC to congratulate the team on their safety improvements.



Company Heroes Graham Cirson and Kerrie Coffey.



# VersaCold Murrarie Meat DC

**The Brismeat facility in Ipswich is our Woolworths managed meat processing plant, which for many years has been responsible for processing meat and warehousing and distributing it to our Queensland stores.**

As demand has increased over the years, the Brismeat warehouse has reached maximum capacity. To ease this pressure, the warehousing and distribution component has been transitioned to a VersaCold managed DC in Murrarie, just east of Brisbane, allowing Brismeat to focus on meat processing.

VersaCold currently delivers over 230,000 cartons of Freezer items to Region 9 and 10 (Queensland) stores and under this new arrangement will deliver about 70,000 meat cartons per week.

Metro stores now receive combined Meat and Freezer loads (the meat temperature is protected with insulation blankets), with Regional and Far North Queensland stores receiving their meat on Chiller transport.

Moreover, both the Meat Business Team and stores now use standard Woolworths processes for purchase and store ordering, receipt and store charging, making the process more efficient.

The transition occurred in March this year, and was a joint effort of the Logistics Program Office, Logistics Service and Support, as well as VersaCold and the Meat Business Team.

The project was delivered ahead of schedule and under budget. The transition to stores was smooth and the feedback from stores and the Meat business has been very positive.



Woolworths and VersaCold project team from left: Wayne Savill and Ray Annesley (Woolworths), Andrew Sobol, Doug Seccombe and Tom Kennedy (VersaCold).

## Partnering for success

VersaCold have also been supporting our supermarkets by warehousing Poultry in Victoria for the last phase of the mainland DSD conversion. Previously delivered directly to stores (DSD), Poultry has been gradually moved to warehouse supply. The Victorian component, the latest to go live, is now being supplied to stores from the VersaCold facility at Laverton.

The DSD conversion has a number of benefits including: improved accuracy, improved quality control, less paperwork for our stores and less truck movements at the back of stores. This transition has been a demonstration of teamwork between Primary Freight, Buying, Replenishment, Vendors, DCs, the Order Room and the Ranging team.



The new Meat DC at Murrarie.

# Postcards

Check out what's been going on lately in our DCs and support offices around the country.



MLDC



From back, left to right: Michael Fitz, Nitinkumar Patel, Gurshan Singh, Rebecca Chynoweth, Mitesh Patel, Sharon Howarth and Karen Rieger.

## Celebrating Diversity

On the 17th March, team members in many of our sites across Australia celebrated diversity on Harmony Day.

### MLDC

"Team members celebrated their cultural diversity by bringing in a traditional or favourite dish. Several team members whose origins stem from India showed off their exceptional culinary skills and excited our taste buds with Samosas, Pakodu, Sweet Carrot, Butter Chicken with home made bread, and Khaman (dhokala). Mitesh Patel, Gurshan Singh and Nitinkumar Patel put our female participants to shame who all made quick stops at Woolworths the night before gathering such Aussie favourites as party pies, pavlova, dips, cheese and biscuits, lamingtons and Vegemite scrolls. Team Member Laurie Verduci brought in lasagne (made by mum of course) and cup cakes topped off the menu (brought in by Michael Fitz – made by his wife of course). Thank you to everyone who participated for the hot, spicy, sweet and savoury flavours and aromas from each of our countries as well as some of the stories behind the dishes. It was a delightful experience shared by all."



### SNDC

"Harmony Week provides an opportunity for all staff to embrace cultural diversity and the many benefits it brings to our society. Harmony Week is about community participation, inclusiveness, respect and a sense of belonging for everyone. SNDC celebrated Harmony Week by promoting the message everybody belongs and having a different international cuisine everyday during Harmony Week. Six Countries were chosen out of the 65 nationalities we have at SNDC and traditional dishes were served from the Italian, Australian, Greek, Croatian, Asian and Indian cuisines. The SNDC Canteen was decorated with the Harmony Week colours black and orange."

SNDC



SLDC

SLDC celebrated Harmony Week with dishes served for lunch throughout the week.

### Shanghai Sourcing Office celebrates Chinese New Year

Chinese New Year starts with the New Moon on the first day of the New Year and ends on the Full Moon 15 days later. It was celebrated by our team members in the Shanghai Sourcing Office with a dinner.



From left to right: Minnie Mao (Merchandiser Homewares), Mandy Zhou (Merchandiser Homewares), Jennifer Huang (Assistant Merchandiser Home Textiles), Nancy Wang (Assistant Merchandiser Homewares), Ms Feng (Administration).

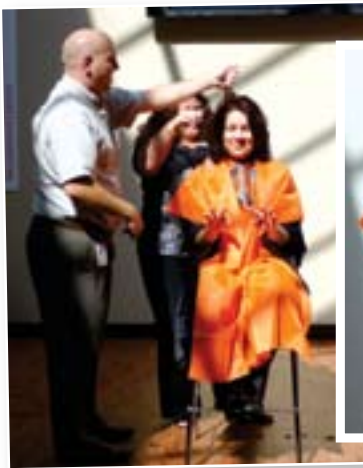


From left to right, Thomas Zhang (Sourcing Manager Homewares), Jessica Yuan (Office Manager) and Denise Li (Merchandiser for Home Textiles). They won a prize in the office lucky draw at the dinner. The red packets containing money are traditionally given to employees at this time of the year as a sign of appreciation and to welcome in the new year. Under Chinese custom and culture it is also bad luck to start the new year owing someone money, so your personal debts to individuals should be cleared.



### World's Greatest Shave

Rebecca Brown (Customs Coordinator - International Logistics) took part in the World's Greatest Shave and raised over \$4000 for the Leukaemia Foundation. Peter Giordan, also from International Logistics, had his head shaved on the day as well.





**Introducing Lea Jones, new Logistics Manager at SRDC**

**What were you doing prior to this new role?**

I was the DC Manager of Smeaton Grange RDC for Coles – “The Dark Side” – as I now call it.

**What are you looking forward to most in this role?**

Leading all the SRDC Team forward to be the *best* in Woolworths Logistics.

**What are your first impressions of the SRDC team?**

Passionate and committed with the will to keep improving for the better.

**What is your favourite movie?**

Avatar – not only my favourite, but the best sci-fi movie ever made.

**Who is the person you most admire?**

Richard Branson – as the founder of Virgin and how he has led his business to what it is today.

**What are your hobbies?**

As I am now *past it*, watching Rugby Union and passionately supporting my home nation of Wales.



**Welcome to Brett Myers, new Logistics Manager at SLDC**

**What were you doing prior to this new role?**

I worked for VersaCold for 18 years up until 2007, the last two and a half years with a recruitment company.

**What are your first impressions of the SLDC team?**

My first impressions are very good.

**What is your favourite food?**

Chinese food.

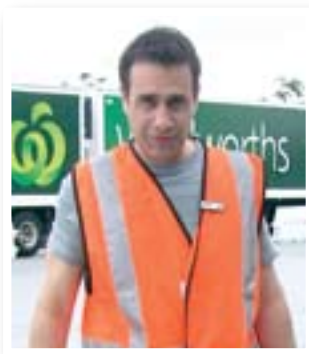
**Who is the person you most admire?**

Not any single person, people that are truthful and considerate of others always gain my respect.

**We hear you have a passion for motorbikes. Can you tell us some more?**

Currently I have one Harley Davidson which I have owned for the last two years, I usually had a second Harley which I customise (in between builds at this stage) and I also have a 450 Husqvarna which I ride with my two sons and other friends. I started riding bikes 34 years ago and hope to still be riding in 30 years time.

**MLDC welcomes Laurie Verduci as Operations Manager**



The MLDC team would like to congratulate Laurie on his appointment to Operations Manager in February this year. Laurie started with Woolworths in 1993 at Somerton DC as a casual and was surprised with how good the conditions were working for Woolworths which, compared to his previous profession (the building industry), seemed like

luxury. Pay rates were good, the DC facilities were clean, and employees were treated with respect. He worked hard and modelled himself around successful leaders at the time and followed their advice, so he could pursue a Management role. Within three years he moved into a Team Coordinator position and to improve on his skills also enrolled in an Advanced Management course, which took four years to complete part-time.

Somerton DC was decommissioned in 1999 and Laurie was given an opportunity to be involved in commissioning a new, highly automated DC - Hume RDC. Since 2003 he has had several secondments including Sydney RDC, MNDC Produce, Wodonga RDC, the commissioning of Brisbane RDC and the Perth RDC.

Laurie is looking forward to getting to know the MLDC team members and his aim is to work on improving productivity, which in turn brings success and growth to the business and at the same time create a safe and happy workplace.

**SLDC Celebrates 100 days LTI free. The team celebrated with a well earned BBQ.**



**MNDC celebrates LTI achievement (continued from cover page)**



**MLDC Service Anniversary**

Congratulations to Bruce Jack from MLDC who celebrated 10 Years Service on the 25th February with some of his team members.

**PRDC farewells Faye Sheedy**

Faye Sheedy recently retired from the PRDC after an impressive 39 years of service.

Faye started with Woolworths as an Order Selector at the Kewdale Warehouse before becoming a Tea Lady at the Miles Road Warehouse and then at the Cannington Warehouse. When the PRDC opened in November 2004, Faye commenced her new role as a Cleaner for the Confectionary Room, Maintenance section and Security Cage areas. Faye leaves the PRDC to spend more time with her beloved John and Johnny, namely her husband and her son (or her two John's) a matter that has caused great confusion over the years. Faye is a massive supporter of the West Coast Eagles so will no doubt be spending more of her quality time at Subiaco Oval cheering her much-loved Eagles on.

To acknowledge Faye's long standing dedication with Woolworths the PRDC named the Cleaning Room after her and have placed a plaque on the door displaying "Sheedy Room" in her honour.



Faye and the Sheedy Room.



Faye is farewelled by her team mates at PRDC.

# More options for roster information

## Did you know that DCs deal with over 2650 calls per week to organise overtime, flex-up and casual rosters?

With the average call taking around two minutes, that's almost 140,000 calls a year, 4,593 hours or a total of 191 days! The Pyramid SMS project is designed to streamline the way our employees are made aware of their roster information, and drastically reduce the amount of time that employees and DCs spend on the phone.

"The SMS project will allow our management team more time to focus on daily operations, rather than calling in team members," said Michael Fitz, acting Logistics Manager at MLDC.

"It will also provide greater flexibility in the way we communicate within our teams."

The Pyramid SMS tool will allow employees the option to receive their rosters by SMS. Weekly casual rosters will be sent via SMS every week, so employees won't have to call in for their rosters unless absolutely needed.

Permanent, Permanent Part Time and Casual employees can also SMS in any changes to

their availability or general information, as well as receive ad hoc messages and DC event reminders (like BBQs).

"This new functionality provides our sites with a fast, efficient and reliable way to communicate with our people," says Eric Willemse, National Operations Manager – Food and Liquor.

"It adds to the already impressive capability of the Pyramid system."

The new SMS option is due to be rolled out across the country in the middle of this year. You'll hear more about the new tool closer to this time. In the meantime, if you'd like to find out more, you can go to the Logistics Intranet – Wownet / Documents / Logistics.

**Current processes such as noticeboard rosters and emails will still continue, but now employees will also have an option to receive this information in a more convenient way.**

### Why an SMS option?

- The average time the system will take to send an SMS is a few seconds, meaning mass updates can be sent almost immediately. No more time spent on lengthy phone conversations!
- Want to change your personal details or let your DC know your availability to flex-up? Simply send an SMS. No more trying to get hold of the right person in your DC or leaving a voice message.

### SNDC team members look forward to the changes

**"I think SMS notifications and rosters are a good idea."** – Wayne Merriman

**"With SMS, you will know upfront and will be well informed, I reckon it's a good idea."** – Adam Obradovic

**"SMS, what a great idea!! It will keep you informed and up to date so you can plan ahead."** – David Reece

**"This will be really good to find out about the company, it's a really good idea."** – Denise

## Labour Planning



Labour Planner

Hi Chris, can you come for Flex-Up from 16:00 to 22:00? ►

◀ Yes, I'm free

Great, I'll see you there ►

Woolworths PIN 7563, Monday 14/12 06:00, Wed 16/12 12:00, Fri 18/12 16:00  
BBQ this Friday, please join us to celebrate! ►

◀ Hi, can you update my Mobile number to this one? Thanks – WOW Pin 7563



Adhoc messages



Weekly Rosters/  
DE Announcements



Adhoc messages

### Competition

The first SMS was sent in 1992 and since then there are over 2.4 billion users of SMS who send 4.1 trillion SMS a year! Can you guess what the first SMS said back in December, 1992?

For your chance to win a **\$100 WISH Gift Card**, simply email your name, role and where you work along with your answer to [logcomms@woolworths.com.au](mailto:logcomms@woolworths.com.au)

If you don't have access to email, you can fill out the entry form located in your lunchroom and send it via internal mail.

Entries close 5pm EST 9th June. The winner will be published in the next edition of Logistics Link, due out in early July.

# Meet the team: 3PL Contracts and Assets

## The desk of Materials Handling Manager Tony Moss is covered with die cast trucks and forklifts.

In a frame next to his computer is a picture of what he jokingly calls 'his children' – row upon row of Order Selector machines. Tony's responsible for the 2,600 Material Handling Equipment (MHE) units (Pallet Movers and Forklifts) that are used daily in our Distribution Centres, and he's one of a team of seven who work with our site Facilities Managers across the nation to keep our assets in ship shape.

## The 3PL Contracts and Assets team, lead by Steve Volbrecht, look after:

- Facilities (DCs and Plant which includes refrigeration etc.)
- Transport Assets and Infrastructure including Prime Movers, Trailers, Yard Tugs, Rigid, Weighbridges, Truckwashes and Refuelling
- Materials Handling Equipment and Materials Handling Systems (automation)
- Services including pest, waste, cleaning, recycling, electricity and water
- ULD Assets including pallets, crates, bins and rollcages for both Woolworths and now Primary Freight and our 3PL partners
- Sustainability – water, waste and electricity efficiency
- Contracts – documenting contractual arrangements with our third party providers

as well as for Primary, Secondary and NDC Linehaul freight.

They also provide consultancy to other divisions in the business like BIG W, Dick Smith and PEL on sourcing and commissioning MHE for new warehouses and advise on racking and other fitments during the DC design process.

The team work very closely with projects and DC Design to find the correct balance between the upfront cost of items and their total lifecycle cost.

While the day to day management of our assets is handled by our site Facilities Managers, the national team is responsible for establishing a strategy and framework for asset management. They use their national level view to negotiate contracts and purchasing agreements, as well as set specifications for MHE and Transport and negotiate on price, terms and conditions.

## The benefits of having a national team are:

- National strategy and direction
- National standards for maintenance and MHE
- Plant replacement program for Assets, ensuring sections of our fleets are updated regularly and that our employees can take advantage of the latest technologies
- Consolidated purchasing power

## Celebrating Service

Tony Moss recently celebrated his 25 year service anniversary with his team mates and those he has worked with over the years. Happy anniversary Tony!



Tony Moss (Materials Handling Manager) at his service anniversary morning tea celebration.

Steve is most proud of the design and commissioning of SLDC and MLDC, which his team were heavily involved in with the design and fit out from the word go.

## The team are currently working on:

- A national fleet management system
- More sustainability initiatives relating to water and energy use
- Simplifying the management of the ULD process
- Baseline and benchmarking of Transport Assets

While the broad scope of the activities Steve's team work on can often be challenging, he tells us it's this variety and complexity that keeps him young. Ensuring our DCs are supported while still providing guidance to the rest of the business is the team's greatest priority.

## Did you know?

- On average a pallet spends 14 days in our Ambient network and 7 days in our Temperature Controlled network.
- 100,000 crates move through our network a day.
- 100,000,000 pallets move through our network per year.



Back row from left: Mark Williams (Transport Asset Manager), Steve Volbrecht (3PL Contracts and Assets Manager), Bart Rogulski (3PL Contracts Coordinator), Doug Coleman (Contacts and Compliance Manager). Front row from left: Natasha Robertson (ULD Manager) and Tony Moss (Materials Handling Manager). Inset: Stacey Renata (ULD Coordinator).

# Studying hard at the South Island Distribution Centre



AM staff at Shands Road DC – back row from left: Glen Stevenson, Dave Salter, Matt Rockhouse, Edwin Lord, Darren Johnson. Front row from left: Sonia Walker and Lorie Ashley.

## Employees at Christchurch SIDC in New Zealand have been studying hard over the last few years.

The DC has been supporting employees to complete a Certificate in Distribution and Freight Forwarding (Level 3). This national certificate is a twelve month program supported by the Industry Training Organisation for the transport sector in New Zealand.

Externally facilitated by Bruce Shaw of the



Staff at Columbia Avenue DC – from left: Gavin Baker, Wayne Clough and Naomi Lewis.

Skills Update Training Institute, the program covers all aspects of DC operations and each student attends a weekly one hour tutorial and completes additional course work and home work.

Nigel Crayford, Distribution Centre Manager is very pleased with the way the course has grown over the last three years and how many of his employees are motivated to complete the program.

"The first year the program was offered we



PM staff at Shands Road DC – from left: Vadym Oryshchuk, Bob Peirson and Andrew McKenzie.

had six participants, now we have sixteen, with several more looking to commence next years program", says Nigel.

The national certificate not only benefits the individual but also offers added value for the DC as students gain a broader view of the distribution and warehousing industry and actively look to improve the way we work.

Congratulations and well done to the SIDC employees who have completed their Certificate in Distribution as pictured here.

## Saying farewell

### Mark Hughes, General Manager Logistics, reflects on his time in New Zealand.

### "After a 16 month secondment to PEL Logistics in New Zealand, the time has come to move back to Woolworths Australia.

My lasting impression of New Zealand will be the friendly, positive nature of the team and the diversity of cultures in the workforce including Maori, Tongan, Samoan, Cook Island, Indian and Chinese, just to name a few.

I shall always remember giving the Princess of Tonga a tour of the Mangere Distribution Centre shortly after the Tongan Ferry disaster. It was an emotional time for our Tongan team members and the entire DC came together to offer her a traditional Tongan welcome where the Tongan National Anthem was sung in her honour and for those who had lost their lives. The Princess spent time talking with team members and graciously posing for photos for anyone who had brought their camera. It was a truly amazing experience.



Mark Hughes welcomes the Princess of Tonga to the DC.



The Princess of Tonga with employees from the Mangere Distribution Centre.

From a business perspective the PEL Logistics team have been busy implementing and bedding down Replenishment systems, VCQ, Labour Planning, upgrading WMS, introducing Primary Freight, and designing new DCs to name but just a few. I must give special mention to the New Zealand Replenishment team who have been through several re-structures in the past year and despite these disruptions have continued to improve service levels and reduce stock on hand. This has significantly contributed to the PEL in-store position. A big thank you also to our Australian colleagues whose knowledge and experience has enabled us to fast track some of the above mentioned initiatives.

Finally it is time to hand over the reigns and return to my very supportive family back in Sydney. I have really enjoyed my time in New Zealand – the challenges, the robust debate, coming to understand the kiwi culture and of course having some fun.

Thank you to the PEL team for all of the hard work during my time in New Zealand. I am sure you will offer your new General Manager, Orlando Rodriguez the same support you offered me."

# MTM rolls into Perth



The Perth team admire the new fleet.



Simon Brown (MTM Project Manager) demonstrates TACTICS.

**The Metropolitan Transport Model (MTM) is our new approach to managing the transport of goods from DCs to stores.**

MTM is now operational in a number of our sites. On the 22nd of February the new MTM transport model was implemented into Perth RDC.

The new PRDC Transport team (including eight new roles) is now responsible for both the load planning and allocation of stock and will utilise the new Woolworths owned fleet of Trailers and Rigid Vehicles for deliveries. This will allow us to recognise and implement new efficiencies in deliveries which will lead to service level improvements to the Western Australian operations across 82 stores.

The team received extensive training to prepare them for the changes, including training in TACTICS (Tactical and Carrier Transport Information Coordination System) to help plan and execute store deliveries.

**Watch this space - Brisbane RDC will be the next to take on the MTM in September 2010.**



James Heath (Transport Planner), Laurent Carosin (Transport Allocator), Tim Edwards (Transport Supervisor) and Joshua Peterson (Transport Allocator).

Five new rigid trucks, one yard truck and 59 Woolworths branded Trailers were added to the Distribution Centres fleet at a cost of \$10m.

## Key features of our Fleet:

- Side under-run protection which prevents more serious injuries in car accidents
- The trucks feature driver Air Bags which is not compulsory in Australia
- Electronic Braking Systems (EBS) which provide more stability
- GPS Tracking on Trucks and Trailers
- Reverse cameras on Rigid
- Dash displayed axle weights for Rigid
- The new Woolworths logo
- The new vehicles for Western Australia – we went one step further introducing Euro 5 Enhanced Environmentally Friendly Vehicles which exceed the latest emission standards and are a step on the way to future Euro 6 compatibility

# Loss Prevention

**The Loss Prevention team in Logistics are responsible for ensuring our assets are protected, be they goods, equipment, or money.**

They are currently working on a new strategy featuring a proactive approach to loss prevention, which you'll hear more about soon. They also recently welcomed Matt Wyatt who joined Logistics as Loss Prevention Manager for Queensland. Here, he tells *Logistics Link* what he'll be focussing on in his new role.

"I started with Woolworths as a casual in the Deli while I completed a degree in Criminology and Criminal Justice. While studying I worked as a covert Loss Prevention Officer in Region 9. I have worked as a Loss Prevention Investigator in Western Australia, New South Wales and most recently Queensland.

I was very excited to move into this role supporting the BLDC and the BRDC and the large scope presents a lot of opportunity for Loss Prevention to add value to Logistics. This would be achieved by identifying where policy, business rules, procedure and systems can be improved or better educated, therefore taking the learnings from a single incident or investigation and making improvements across the entire Logistics group. The role focuses on compliance, internal investigations and shrinkage reduction in all areas of the Supply Chain.

I am currently working with the project team for the new BLDC, overseeing the installation of the sites' security systems and setting up Loss Prevention procedures for the site. The transport program will be very challenging, moving high risk, highly desirable stock the breadth of Queensland. This provides the opportunity to apply some different approaches and technologies to how we protect our goods moving to stores. I look forward to working across the Queensland Logistics and stores group and providing the highest level of service."



Matt Wyatt (Loss Prevention Manager – Queensland)

# Are you a Woolworths Limited Shareholder?

**Did you know that more than 17,500 employees became Woolworths Limited shareholders in 2009 through the Employee Share Purchase Plan (SPP)?**

## What is the SPP?

Participating employees will be able to acquire shares to the value of either \$500 or \$1,000 using pre-tax income via salary sacrifice. Provided that your adjusted taxable income is less than \$180,000, the salary sacrifice arrangement will reduce your taxable income which will generally mean you pay less tax than if you had purchased the same number of shares from after-tax income.

## Am I eligible?

You are eligible to participate in the SPP if you were over the age of 18 years, an Australian tax resident and a permanent full-time or part-time employee of the Woolworths Group on the 12th April 2010.

## When will I know more?

If you are eligible, an information booklet and application form will be sent to your home address late April/early May. Participation in the SPP is entirely voluntary – it is your choice whether you participate. If you decide to participate, you must return your signed application form by 5pm, 28th May 2010.

As with any financial decision, before you decide to participate in the SPP you need

to read all documentation carefully and consider your personal circumstances. You are encouraged to seek independent financial and tax advice before deciding to take up the Invitation.



## Want bonus credit to make more calls?

### The New Everyday Mobile Chatterbox Plan is for you!

Every time you recharge you will get Bonus Credit for standard calls and text\*, allowing you to make even more calls to family and friends.

Pick up a Sim pack and recharge in store today.

For more information visit [www.everydaymobile.com.au](http://www.everydaymobile.com.au)

\*30 day credit expiry applies



## What is... Fair Share?

### Fair Share (Unders)

If Stock On Hand (SOH) in the DC is not enough to satisfy the stores' orders, it will be divided up (according to the volume of the orders) amongst them so that all stores will receive something.

### Fair Share (Overs)

If SOH in the DC is more than enough to satisfy the stores' orders (for fresh food such as chickens and salads), it will be divided up (according to the volume of the orders) amongst them so that all stock is cleared from the DC at the end of the day.

## Shop online at bigw.com.au

**BIG W will be launching a new online shopping website in May, providing you with 24/7 access to BIG W's big brands and everyday low prices – delivered direct to your door!**

You will be able to buy from a selection of BIG W's most popular products across a great range of departments including toys, nursery, consumer electronics and small appliances. If you find a product on bigw.com.au that you'd like to buy in your local BIG W store, you'll be able to use the website to check whether your product is in stock.

An exciting range of products not currently stocked in BIG W stores will also be available

to buy online, along with our existing online photo processing and photo gifting service.

Use your Everyday Rewards card on the website to earn Qantas Frequent Flyer points while you shop. Plus, you will receive 5% off the price of any item purchased on the site when using your staff discount card.

There will be more exciting developments throughout the course of the year, so be sure to stay tuned!



GOOD ENVIRONMENTAL CHOICE Certified Product  
Lic No: PM-SP-WW2-10.  
Printed waterless on recycled paper.  
This product meets the requirements of the Australian Ecolabel Program under standard AELA 20 - Printers and Printed Matter. See for details <http://geca.org.au>

## contact us

This newsletter is published by Woolworths Limited, Logistics

3 City View Road, Pennant Hills, NSW, 2120 Australia (via Internal Mail) • Editor Alexis Clarke

Email: [logcomms@woolworths.com.au](mailto:logcomms@woolworths.com.au) Phone (02) 8885 2869 Fax: (02) 8888 2869