

coles

Message from Steven

colesgroup



Dear Jan,

We hope you have managed to have some sort of enjoyable break over the holiday season.

With Omicron cases now rising fast across the East Coast, we continue to be extremely proud of our team members and the work they are doing to provide you with a safer shopping experience.

SUPPLY CHAIN CHALLENGES

Over the last few months, the global and domestic disruption caused by the pandemic has presented us with a number of supply chain challenges. This includes a shortage of wooden pallets and transport workers, and international shipping delays.

More recently, an increase in COVID case numbers in the community has required more people to isolate, which has meant fewer people are available to work in Australia - including in the food industry.

At Coles, this has resulted in disruptions to deliveries from our suppliers, which in turn has impacted the availability of some products in our stores. While our team are working hard to get stock back onto our shelves, we expect it will take several weeks to fully recover.

HOW WE ARE RESPONDING

We are hiring additional team members across all parts of our business, and we are fast-tracking the process to get them where they are needed as quickly as possible.

We are working with our suppliers to make it easier for them to provide us with the volume of products our customers need, including by reducing the number of different pack sizes we may range for the same product.

Whilst we anticipate you will be able to do a full shop, we may however not have the specific brand or pack size that you would usually buy. We're asking customers to bear with us and be

flexible for now by trying a different brand or product until we can get the entire range back into stores.

NEW LIMITS FOR SOME IN-DEMAND PRODUCTS

While we continue to work on restoring supply, we are introducing temporary limits on the following products to help manage customer demand:

2 packs from the Meat Department or 6 fillets from the Deli Department per customer

- Chicken breasts
- Chicken thighs

2 packs per customer

- Mince
- Sausages

RAPID ANTIGEN TESTS

Customer demand for Rapid Antigen Tests has "skyrocketed" over the past two weeks.

We're delivering millions of tests each week to our stores and we've ordered more from our suppliers, but while demand remains at current levels we expect it will be a few weeks before there are enough tests for every customer who wants to buy them.

To help try to provide equal access for all our customers, we have introduced the limit of one pack per customer. For an update on availability, check the customer notice at the service desk when visiting your local store. At this stage, the Rapid Antigen Tests are not available when shopping online.

SHOPPING SAFE

Shopping safe remains our priority and all of our stores have a number of measures in place to help keep our customers and team members safe. These measures include:

- Sanitisation stations at the entrance of all stores, which includes hand sanitiser and disinfectant wipes for trolleys and baskets
- Social distancing
- Encouraging cashless payments

You can be a Coles Safe Speedy Shopper and minimise your time in store by creating a shopping list in the Coles App, which will order your shopping list aisle-by-aisle. We ask that you wear a mask in line with government requirements, shop alone where possible, wash and

sanitise your hands before entering the store and only touch items that you intend to buy. Remember to check-in using the QR codes available at the front of the store or at the service desk if you do not have a phone. For all the latest information visit coles.com.au/shopsafe.

If you prefer the convenience of shopping from home, our online shopping services are available. With our contactless Click&Collect service, you can order your groceries online and when you come to store to collect your order a Team Member will bring them to the boot of your car. We are currently working hard to increase our Home Delivery capacity to make more of these bookings available to you. To shop online visit shop.coles.com.au.

We understand that this is a difficult time for many Australians, and we ask that you please continue to be respectful of our team members, who are now commencing their third year responding to the pandemic as essential workers.

Kind Regards,

A handwritten signature in black ink, appearing to read 'S. Cain'.

Steven Cain
Chief Executive Officer | Coles Group