



Supporting You with Improved  
Customer Service

# Our customers are our Number one focus

We're making a **major investment in our business** to build on our strong customer service offering

- Upgrading our technology, our systems, our transport & logistics, and our nationwide branch network

**So that you, our customers will benefit from:**

- Greater stock availability
- Enhanced delivery
- Closer relationship with your local branch
- More time to discuss your requirements

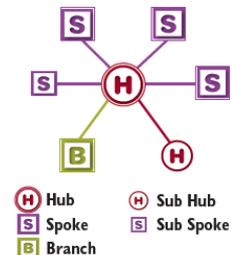


**You, our customer, will have access to a wider range of quality products from market leading manufacturers**

**THE RIGHT STOCK WHEN YOU NEED IT**

## Moving to a Hub & Spoke logistics operation

- Developing regional hubs in strategic locations nationwide
- Dedicated to serving spoke branches
- More effective and efficient operation
- Phased introduction for smooth transition
- Managed in conjunction with transport experts
- Utilising latest vehicle management technology



**Existing hubs in Birmingham, Lewes and Southampton modernised and running successfully**

## Moving to a Hub & Spoke logistics operation

### Key Considerations

- Learnings gathered to improve implementation across the country
- Invested in IT and inventory
- Expanding other branches to be hubs:
  - Leeds
  - Croydon
  - Kentish Town
  - Manchester
- Completion in early October

**Phased transition so no disruption to customer service levels**



## Improved branch stock profiles

Different customers have different needs. And every job is different. That's why we've reviewed our branch stock profiles to better match the quality products and materials you require

- Branch stock profile based on historical sales – our product range built around you
- Dedicated inventory team to ensure 100% compliance – monitored daily
- Automatic stock ordering from suppliers – stock levels continually checked to ensure ready availability
- DOTIF – Delivered On Time In Full

**ALL the stock you require, when you need it**



## Investing in Vehicle Routing Software

You need to know when your order will arrive. That way you can optimise your time, be at your most productive and most profitable. So we've upgraded our customer communications, with:

- Real-time transport visibility
- Text alerts to your mobile to confirm delivery is imminent

We will continually monitor, review and benchmark our delivery performance to ensure we measure up to customer requirements

**Helping you make the best of your time so you can run an effective business**



## A wider range of the right products

- Available when you need them
- Delivered at the right time
- More time to engage with you
- Knowledgeable staff, your trusted local expert – increased customer value
- Improved service, stronger relationships

**Our way of providing improved levels of service and customer satisfaction**



## Access to a more robust and effective delivery system with increased efficiencies

- Frees up valuable time for our branch teams to focus on customer service
- Greater stock availability
- Enhanced delivery capability
- Future proofs the business for years to come
- Sets us apart in a highly competitive market

**We can serve you, our customers, with even greater confidence we have the right systems**



## Using our size and scale to everyone's benefit

- Strengthens our customers' position in the market place to work with support
- Industry leading concept
- Enhancing our sales and service culture
- Creating added value for you the customer

**We will be conducting in-depth satisfaction surveys to ensure that we are continuing to support you**



## There are three broad benefits to the hub and spoke distribution model for SIGE



**Consolidate operations to maximise economies of scale**

*Bring logistics into hubs to increase truck utilization*



**Allow branches to focus on sales and customer relationships**

*Branches will no longer need to manage logistics or inventory*



**Standardise customer service levels within each region**

*Competition requires differing levels of customer service within each region, however current optionality in service levels are increasing cost and inefficiency*

# Health and safety improvement will be a focus of hub and spoke implementation

How health and safety improvement will be delivered:



## Report health and safety metrics at board level

- a) Get hubs taking about health and safety daily
- b) Stand up daily KPI reporting of near misses
- c) Develop structure through which KPIs are summarised to board weekly



## Create a culture of visible health and safety leadership

- a) Coach hub managers on how to hold people to account for unsafe behaviour (i.e. PPE optionality)
- b) Implement 'daily safety walks' at hubs to identify hazards and near misses



## Ensure all implementation activity prioritises health and safety outcomes

- a) All site alterations and truck re-locations to obtain health and safety sign-off
- b) Implementation team to act as ambassadors (i.e. always wear appropriate PPE, stick to paths, report hazards/ near misses)

## **Report health and safety metrics at board level**

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Stand up daily KPI reporting of near misses

Develop structure through which KPIs are summarised to board weekly

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Coach our people on how to hold people to account for un-safe behaviour

Implement 'daily safety walks' at hubs to identify hazards and near misses

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## **SIG Roofing is a successful, robust and well-managed business**

These changes are overwhelmingly positive. They are making us focused and even better placed to deliver the high levels of service our customers expect and deserve

For more information, please email  
[marketing@sigroofing.co.uk](mailto:marketing@sigroofing.co.uk)