



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

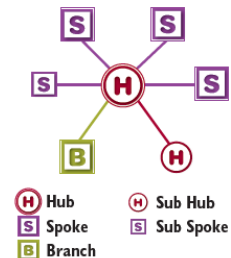


You, our customer, will have access to a wider range of quality products from market leading manufacturers

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)

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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
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