



Delivering our growth

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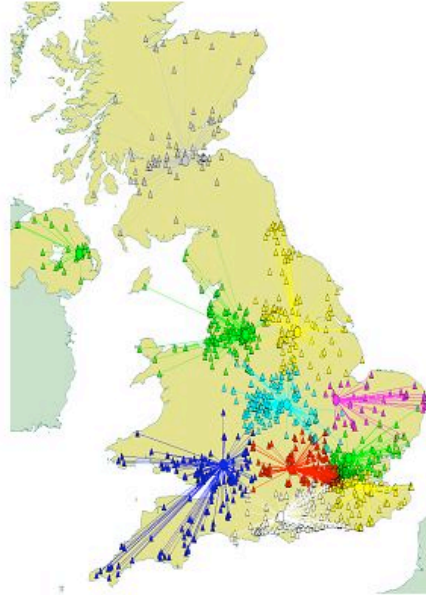
This session

The opportunities across:

- **Our network**
 - Fresh
 - Non-Food
 - Express
- **Trunking**
- **Transport**
- **People**

The opportunities - our network

- **Great coverage and scale**
- **Shown by our Fresh network**



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The opportunities - our network

New 350,000 square foot Fresh depot at Peterborough



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The opportunities - our network

Before



Now



- **Refining the Express model**

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The opportunities - our network

- **Impressive throughput, well above our competitors**



Source: IGD Logistics Report 2006

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The opportunities - trunking



- **National versus regional stock locations**
- **Currently 35 trunking lanes**

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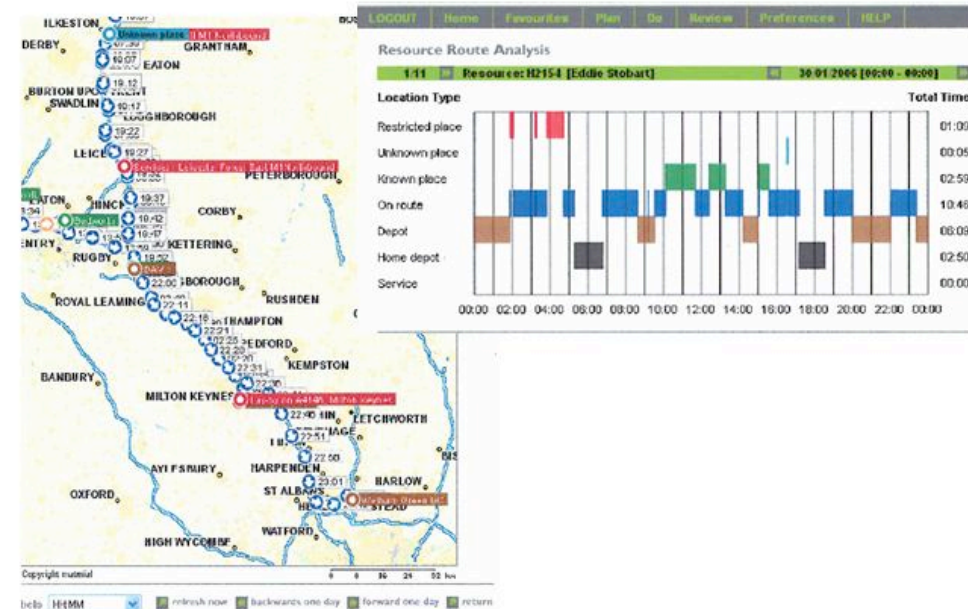
The opportunities - transport

- **5,400 deliveries a day**



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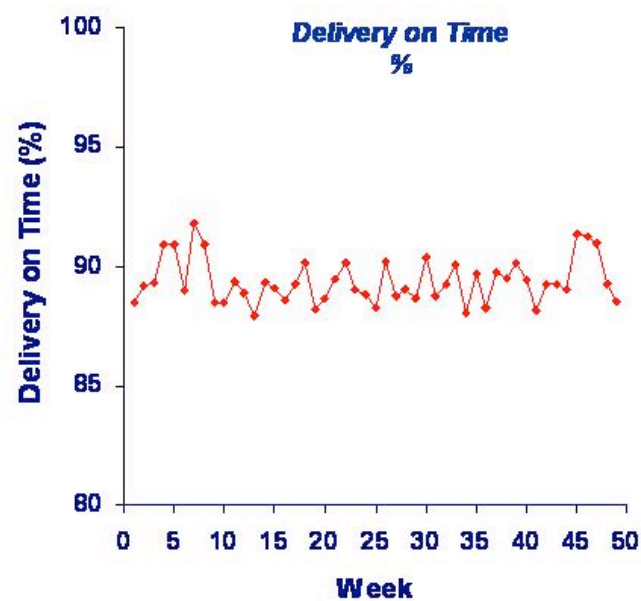
The opportunities - transport



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The opportunities - people

- **Impressive delivery on time**



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The opportunities - people



- Investing in technology and training to improve the delivery accuracy

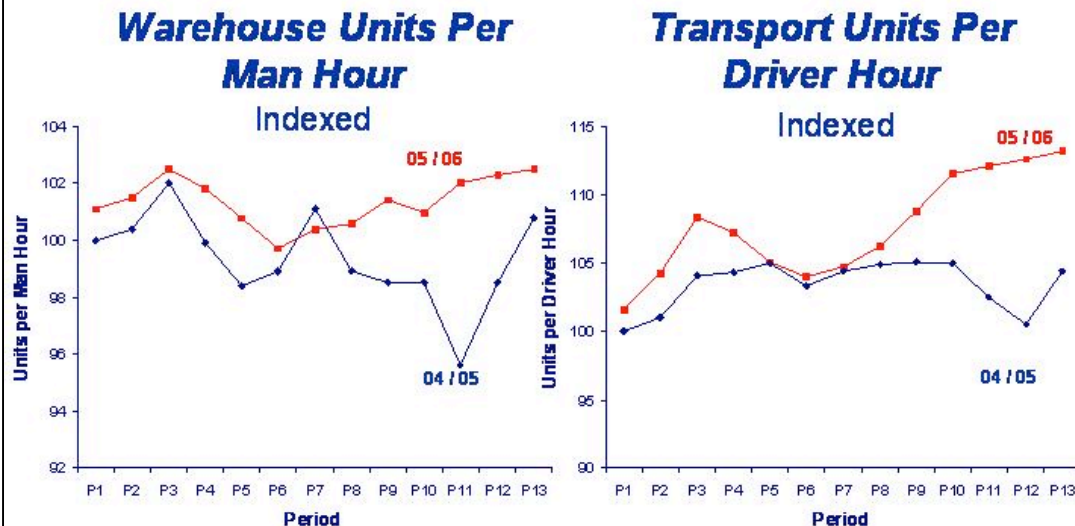
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The opportunities - people

- 25,000 people
- Bronze, Silver and Gold training standards
- All managers will complete Leadership Programme
- New policies and procedures have reduced absence by 20%

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Already seeing better productivity



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To close

- **The UK business is growing consistently**
- **To manage growth and provide better availability, we have to keep moving forward**
- **At lower cost**

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