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## THE BEST FOR THE WEST: OFFICEWORKS LAUNCHES NEW CUSTOMER FULFILMENT CENTRE IN WA

Officeworks has launched its most advanced customer fulfilment centre (CFC) in Perth, Western Australia today in another major upgrade to its supply chain network.

The retailer is transforming its customer fulfilment operations in partnership with Körber and Innoware using state-of-the-art technology in the form of a warehouse management system integrated with 91 autonomous solar-powered autonomous mobile robots (AMRs). The centre has the flexibility to scale up to 150 robots with Körber's Robot-as-a-service (RaaS) enabling the CFC to meet demand during peak periods.

Officeworks' warehouse team members have had the opportunity to be trained in supply chain of the future. The new facility will allow for a one to one team member to autonomous mobile robot ratio. In addition to the training opportunities provided, the pairing is set to improve team member health, wellbeing and safety measures, eliminating an estimated 10-12 km of walking per shift.

The 15,000sqm CFC site – which is the equivalent size of 12 Olympic swimming pools - will continue to transform and modernise Officeworks' supply chain. Operations will increase the speed of stock delivery to customers and stores, as well as improving availability and inventory management of tens of thousands of products.

Showcasing the retailer's commitment to people and the planet, both the facility and its robots are solar enabled by 100kw solar PV; another step towards Officeworks' goal to use 100 per cent renewable energy by 2025. Additionally, Officeworks has installed Safer Storage Systems' Silverline pallet racking within the fulfilment centre; a sustainable racking option which has prevented 17.4 tonnes of CO2 from entering the atmosphere - the equivalent offset of 870 trees.

The WA CFC is the third significant advancement in Officeworks' supply chain. A new import distribution centre was opened in Victoria in April 2023 following the Briggs Drive Customer Fulfilment Centre also in Victoria. The three facilities will ensure stores and customers across the country are benefitting from fast delivery times and high stock levels, especially in the lead up to anticipated retail events including Black Friday, Christmas and Back to School and the retailer's busiest time of the year.

**Officeworks Managing Director Sarah Hunter** said: "Our business, our team and our customers are already enjoying the benefits from our recent supply chain investments. The ongoing modernisation and innovation in our supply chain operations allows us to deliver even more value to our customers and the fast, reliable and trustworthy service and choice they have come to expect from Officeworks. With 150 per cent more bulk storage than the current CFC, our WA CFC will maximise delivery times across our growing customer base in Western Australia and the Northern Territory."

**Körber Managing Director ANZ, Anthony Beavis** said: "We are delighted to once again be working with Officeworks on its supply chain transformation journey. After the successful rollout of our flexible and agile tech solutions at the leading retailer's Victorian CFC in 2021, we are proud to continue our partnership and support Officeworks supply chain upgrade at its purpose-built CFC in Perth, Western Australia.

"We know that creating efficiencies and improving throughput is paramount for retailers in the e-commerce era and Körber's best-in-class Warehouse Management System, robotics technology and AI-powered solutions will enable Officeworks to increase capacity and fulfilment volumes, as well as provide an extra layer of scalability at its new advanced facility in Perth. We are excited to share Officeworks vision of supply chain excellence and in doing so, help another iconic Australian brand conquer supply chain

complexity.”

The CFC also features state of the art facilities to support team member health, safety and wellbeing, and a range of sustainability initiatives. This includes solar panels to generate renewable energy, rainwater tanks and irrigation systems, sophisticated recycling systems, electric car charging stations and safety bollards and bins made from recycled plastic. Team member facilities include a multi-faith room, first aid and parents' room and a quiet room.

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**ABOUT OFFICeworks**

Established in 1994 in Richmond, Victoria, Officeworks is committed to making bigger things happen for its customers, team, the community and stakeholders. It operates 167 stores across Australia, a website that is home to more than 40,000 products, a national call centre, and a business team that helps micro, small and medium-sized businesses start, run and grow and Australians to work, learn, create and connect.

Officeworks offers customers a wide range of office supplies, technology, furniture, art supplies, education resources and helpful services like print & copy and on-site and remote tech support through Geeks2U – delivering an experience that is easy and engaging, no matter how customers choose to shop.

Officeworks is focused on the safety, wellbeing and career progression of the more than 9,000 team members it employs. It's also dedicated to operating in a sustainable manner, including building and maintaining meaningful connections with the communities in which it operates, fundraising for its national partners and local community groups, taking positive climate action and source responsibly.