

# INTEGRATED REPORT

## Our business model:

This report is The Warehouse Group's second Integrated Report. It describes our business model and how our resources all contribute through our retail value creation process to achieve our value-created process goals and ultimately our vision to build New Zealand's most sustainable, convenient and customer-first company. The aim of this report is to outline our focus areas, priorities and progress for each year, along with the risks and mitigations related to each of the resource areas of the business.

This Integrated Report has been prepared using the International Integrated Reporting Council's (IIRC) Integrated Reporting Framework. The Group's Board and Management have established internal preparation and quality control processes to ensure the quality and integrity of this report. We have not sought external audit or assurance for the non-financial information in this report.

Please refer to each of the capital disclosures on the following pages for value-created outputs and progress achieved in FY20.



### Our Networks

The strength and efficiency of our networks achieved through store experience and digital customer channels, optimising our supply change networks and data optimisation.



### Our People

He aha te mea nui o te ao. He tāngata, he tāngata, he tāngata. What is the most important thing in the world? It is people, it is people, it is people. Our focus is to develop our people to be the best they can be.



### Our Expertise

Our expertise in, and understanding of, our customers' needs and wants, and our focus on systems, processes and innovation.



### Our Relationships

Our stakeholders, their input to us and our contribution to them, including our customers, suppliers, team members, shareholders, government and community.



### Our Environment

The consumption of resources to operate our business, including transport, electricity, packaging and their impact on our customers.



### Financial Capital

The financial resources that enable the Group to execute its business model and maintain financial resilience.

# To build New Zealand's most sustainable, convenient and customer-first company.

## VALUE-CREATED PROCESS GOALS

