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A YEAR IN REVIEW

**Stepping
confidently into a
post-COVID future.**

What a difference a year can make. As we completed our 2018–19 Annual Report last year, little did we realise the momentous changes that were ahead. Within three months, our business — together with our supply partners businesses and members — would be called to face some of the most complex circumstances imaginable.

In every sense, the appearance of the pandemic was a definitive turning point for us. As a business and as industry leaders, we knew we had to dig deeper than ever before.

Submitting to the battle early was not an option. We were determined to combine our strengths and harness our unlimited potential to develop a master plan to not only survive the COVID-19 onslaught, but to thrive off the back of it.

As we closed out the 2019–20 period, we approached this next important stage with the same indefatigable energy behind us. In this spirit, we've taken the opportunity throughout this year's Report to actively reflect on what profound effects the COVID-19 pandemic has had on all aspects of our business — and where it's taking us to next. Operationally, we've pushed ourselves to do more than ever before, even if it is from a distance. On a personal level, we've seen firsthand how hard this virus has been on our extended community.

We've witnessed livelihoods be threatened and the way we live and work become dramatically upended. As we emerge from this persistent COVID cloud and steer towards a 'new normal', only one thing is clear — the future is decidedly uncertain.

Among ourselves, we are certain of one thing above all else: our people.



Despite the limits of social distancing, our awareness of the relationships and connections that keep us together is higher than ever before. We understand that it is this passion to be a people-driven business that helps others achieve amazing things will keep us moving forward through COVID — and beyond.

