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Keith Pollard  
Trade Union Official  
Mandate Trade Union  
O Lehan House  
9 Cavendish Row  
Dublin 1

24<sup>th</sup> September 2021

**Re: Smart Routes**

Dear Keith,

I hope you are keeping safe and well.

I am writing to you in relation to Smart Routes which is a Delivery Route Planning System. We will be trialing this system in 6 of our stores in the coming weeks.

Smart Routes provides the most innovative solution for supermarkets and wholesale business. They help supermarkets to evolve with growing consumer demand for just-in-time and cost-effective solutions.

As you are aware today's customer demands expedient and flexible delivery options, therefore we need to progress our systems in line with these requirements.

Below are some of the benefits of the Smart Routes System:

- Plan & create routes on the desktop planner in store. Send routes to driver's phone complete with dispatch notes
- Optimise routes for any number of drivers and vehicles at the click of a button
- Drivers capture photo and/or signature proof-of-delivery on the driver phone app
- Better visibility of zoning issues in the MOPI estate so that they can be improved going forward
- Give customers instant & accurate real-time ETA's
- Access live route updates, individual delivery records, POD's, customer database & driver statistics on the Desktop Planner

We will be commencing the trial in Limerick, Swords, Waterford, Kilkenny, Bray and Walkinstown with the aim to rollout Smart Routes in all MOPI delivery stores post trial.

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The 10-week trial will commence on the 27<sup>th</sup> of September. All stores will be briefed regarding the trial and there will also be an opportunity for drivers to give their feedback throughout the trial.

Trusting this is in order.

Regards

*Heidi Fitzgerald*

**Head Of HR**

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