

Management Summary Jul 20

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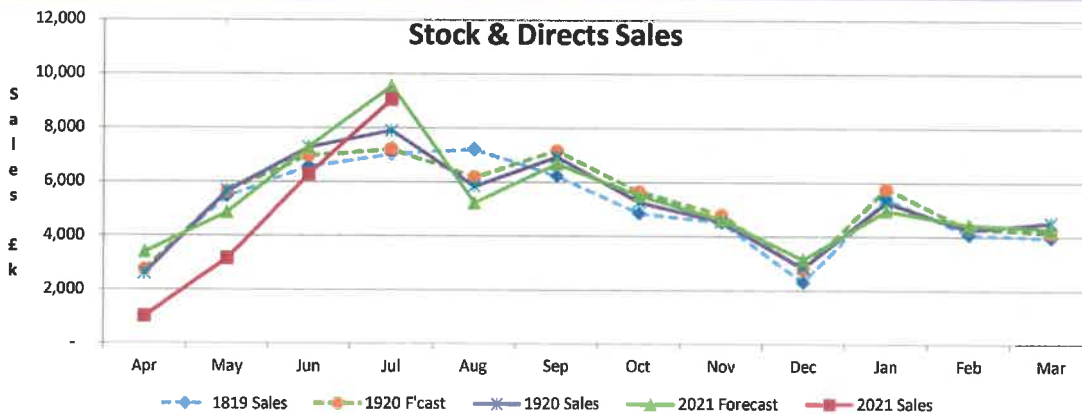
	Actual	Budget /LY	Var	YTD Actual	YTD Var
Stores Sales	£6,788,481	£7,163,701	↓ -5.2%	£15,453,918	↓ -17.8%
Direct Sales	£2,261,312	£2,384,906	↓ -5.2%	£4,042,655	↓ -35.7%
Rebate plus fee income	£840,865	£1,059,163	↓ -20.6%	£2,966,533	↑ 18.3%
Total Sales (Exc Gas)	£9,965,249	£10,699,285	↓ -6.9%	£23,109,066	↓ -18.2%
Stores Margin %	30.02%	30.00%	↑ 0.02pp	30.32%	↑ 0.32pp
Directs Margin %	13.41%	13.50%	↓ -0.09pp	14.77%	↑ 1.37pp
Total Gross Margin inc Consumables Cost	£3,285,094	£3,651,651	↓ -10.0%	£9,026,862	↓ -7.7%
Total Expenditure	£1,799,144	£1,858,845	↑ 3.2%	£6,477,853	↑ 7.5%
Surplus	£1,485,950	£1,792,805	↓ -£306,856	£2,549,009	↓ -£226,819
Net Profit Margin %	14.91%	16.76%	↓ -1.84pp	11.03%	↑ 1.21pp
Operations cost as a proportion of sales	14.5%	13.8%	↓ -0.76pp	24.9%	↓ -3.67pp
Expenditure as a proportion of Gross Margin	58.8%	60.9%	↑ 2.04pp	74.2%	↑ 5.99pp

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Eduzone Sales	£51,926	£62,966	↓ -17.5%	£172,308	↓ -43.2%

Customer Order KPI's

	TY YTD	LY YTD	Var
AOV	£208.21	£193.00	↑ £15.21
Prop of orders over £15	97.7%	97.3%	↑ 0.37pp

Graph - Sales vs. Forecast



HR

	Actual	Target	Var
Sickness Absence Rates *	6.7	7.5	↑ -0.8
No. of Apprentices	15	7	↑ 8.0

*Average days lost per FTE in a 12 month rolling period

Mandatory Training Completion	Actual	Target	Var
Fraud	94%	90%	↑ 3.95pp
Data Protection	82%	90%	↓ -8.47pp
Equality & Diversity	90%	90%	↓ -0.09pp
Health & Safety	88%	90%	↓ -2.22pp
GDPR	78%	90%	↓ -12.29pp

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