

Management Summary Sep 21

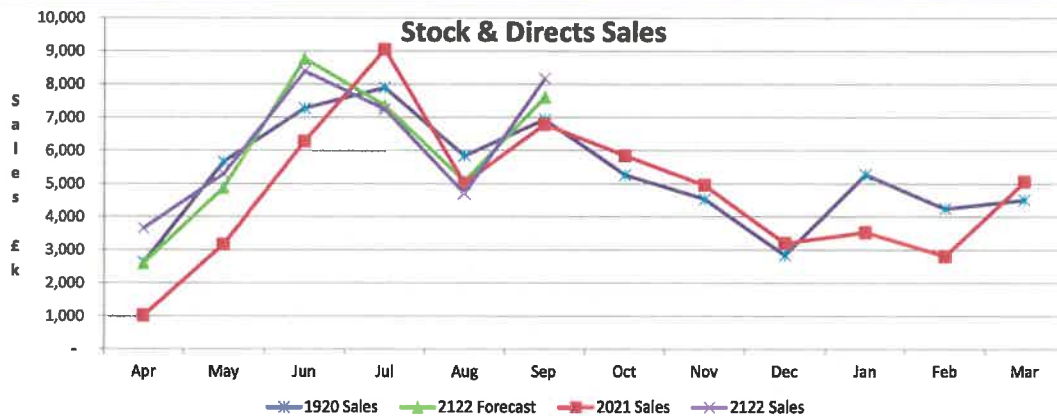
Management Summary

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Stores Sales	£5,329,939	£4,983,935	↑ 6.9%	£27,747,780	↑ 4.4%
Direct Sales	£2,839,187	£2,624,703	↑ 8.2%	£9,957,618	↑ 2.5%
Rebate plus fee income	£521,713	£348,696	↑ 49.6%	£4,659,797	↑ 26.4%
Total Sales (Exc Gas)	£8,106,732	£7,287,786	↑ 11.2%	£36,858,745	↑ 8.7%
Stores Margin %	34.05%	31.27%	↑ 2.78%	31.60%	↑ 0.33%
Directs Margin %	12.20%	14.58%	↓ (2.38%)	14.02%	↓ (0.56%)
Total Gross Margin inc Consumables Cost	£2,745,620	£2,409,118	↑ 14.0%	£15,634,160	↑ 9.4%
Total Expenditure	£1,867,111	£1,852,186	↓ -0.8%	£11,119,811	↓ -2.9%
Surplus	£878,509	£556,932	↑ £321,577	£4,514,349	↑ £1,034,780
Net Profit Margin %	10.11%	7.00%	↑ 3.11%	10.66%	↑ 1.95%
Operations cost as a proportion of sales	21.5%	23.3%	↓ (1.79%)	26.2%	↓ (0.77%)
Expenditure as a proportion of Gross Margin	68.0%	76.9%	↓ (8.88%)	71.1%	↓ (4.52%)

Customer Order KPI's

	TY YTD	LY YTD	Var
AOV	£215.80	£241.93	↓ (£26.13)
Prop of orders over £15	97.4%	97.4%	↓ -0.06pp

Graph - Sales vs. Forecast



HR

	Actual	Target	Var
Sickness Absence Rates *	0%	0.0	↓ 0.0
No. of Apprentices	4	7	↓ -3.0

Comment: Sickness Absence Rates currently unavailable

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

Mandatory Training Completion	Actual	Target	Var
Fraud	93%	90%	↑ 2.95pp
Data Protection	81%	90%	↓ -8.79pp
Equality & Diversity	89%	90%	↓ -1.07pp
Health & Safety	88%	90%	↓ -2.44pp
GDPR	77%	90%	↓ -13.15pp

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