

Launch of Coles CFCs in Australia

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Ocado Group plc

Ocado and Coles announce the launch of Australian CFCs

Ocado Group plc ("Ocado") and Coles Group ("Coles") announced today that both of their Customer Fulfilment Centres (CFCs) in Australia commenced operations in July.

Coles has now begun to serve communities in Metropolitan Melbourne and Sydney from the CFCs, introducing a new level of customer service and differentiated home delivery offer in those markets.

Powered by the cutting-edge artificial intelligence and automation in the Ocado Smart Platform (OSP), the facilities will enable Coles customers to experience significant improvements in freshness, perfect order rates and range, as well as opportunities to trial new products.

Next day home delivery orders from stores in metropolitan Melbourne and Sydney are expected to be transitioned to the CFCs by the end of December, with further growth thereafter.

Tim Steiner, CEO of Ocado Group, said:

"The start of operations in our two Australian CFCs is an exciting moment for teams at Ocado. Australia is one of the fastest developing markets in the world for grocery ecommerce, and Coles is already a market leader in the online channel."

"As these CFCs ramp up, we are excited to help Coles bring a step-change in customer experience online to households across Sydney and Melbourne."

Following the commencement of operations at the two CFCs in Melbourne and Sydney, and the launch of Alcampo's Madrid CFC in July, Ocado now operates 25 live CFCs in markets around the world.

Contacts:

- Tim Steiner, Chief Executive Officer on +44 1707 228 000
- Stephen Daintith, Chief Financial Officer on +44 1707 228 000
- Nick Coulter, Head of Investor Relations on +44 1707 228 000
- Jamie Kerr, Head of Communications on +44 1707 228 000

- Lucy Legh, Headland Consultancy - ocadogroup@headlandconsultancy.com on +44 (0) 20 3805 4822

Notes to Editors

About Ocado Group

Ocado Group is a UK based technology company trading on the London Stock Exchange (Ticker OCDO). It provides end-to-end online grocery fulfilment solutions to thirteen of the world's largest grocery retailers and holds a 50% share of Ocado Retail Ltd in the UK in a Joint Venture with Marks & Spencer. Ocado has spent two decades innovating for grocery online, investing in a wide technology estate that includes robotics, AI & machine learning, simulation, forecasting, and edge intelligence.

Person responsible for arranging the release of this announcement:

Neill Abrams
Group General Counsel and Company Secretary
Ocado Group plc
Buildings One & Two, Trident Place, Mosquito Way,
Hatfield, Hertfordshire AL10 9UL
email: company.secretary@ocado.com
Ocado Group plc LEI: 213800LO8F61YB8MBC74

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