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Officeworks' every channel strategy drives strong full year result

Officeworks, Australia's leading supplier of office products and solutions for home, small-to-medium businesses and education, today reported another strong performance for the 12 months to 30 June 2017.

A continued focus on creating a seamless experience for customers across every channel delivered sales growth across Officeworks stores and online. Total revenue increased 6.1 per cent to \$1.96 billion. Earnings before interest and tax (EBIT) increased by 7.5 per cent to \$144 million and return on capital lifted to 14.7 per cent, reflecting effective cost control and capital discipline.

Sales and earnings growth was driven by continued investments in layout and design changes in stores, new and expanded product ranges to inspire customers, and continued enhancements to Officeworks' online offer. This has been supported by a relentless focus on delivering great customer service across every channel, and further investment in price to strengthen Officeworks' value proposition.

Investment in the store network and online continued, including six new store openings which brings Officeworks' current national store network to 165 stores across Australia, giving customers more choice about how, when and where they shop.

Officeworks Managing Director, Mark Ward said:

"We are really pleased that our every channel offer is continuing to resonate with customers, and this is reflected in our strong result. Officeworks' performance is a testament to the team's focus on delivering a great and seamless experience for customers, whether it be in-store, online and over the phone. Growth in online has continued, and this year we made a record two million deliveries to our customers across the country.

"The strong momentum in our business-to-business segment was maintained during the year. We are excited to continue to help our business customers start, run and grow their businesses, through more business specialists across our stores.

"Looking ahead, we remain focused on driving our every channel strategy and continuing to deliver the lowest prices, widest range and great service – anywhere, anyhow and anytime customers choose to shop with us."

-Ends-

About Officeworks:

Established in Richmond in 1994, Officeworks is Australia's leading retailer and supplier of office supplies, tech and furniture solutions for home, business and education needs. With three easy ways to shop - in store, online or by phone, customers be sure to find exactly what you need with our widest range, when you need, and all at the lowest prices. Plus, you'll enjoy friendly expert advice and helpful services. Officeworks offers customers more than 30,000 products on its [website](#), operates a national customer service centre and has a growing team of expert business specialists to cater for micro, small and medium business customers. As part of the Wesfarmers' group, Officeworks has an extensive national footprint operating 165 retail stores and employing more than 7,000 team members. Join Officeworks' online communities on [Facebook](#), [LinkedIn](#), [Instagram](#) and [YouTube](#) as well as at its hub [WorkWise](#) and [Work Style](#).