



**Gunn
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Senior Manager,
Produce Category

Lotus's Thailand

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SMART COMMUNITY CENTER

Vibrant gathering spot for smart-lifestyle community residents with unique designs, as well as a range of products and services that cater to different lifestyles in specific locations to offer customers 'a little delight every day'.



Omni-Channel Retailer

a network of about 2,500 branches nationwide and online channels.



Hypermarket

225 stores



Supermarket

178 stores



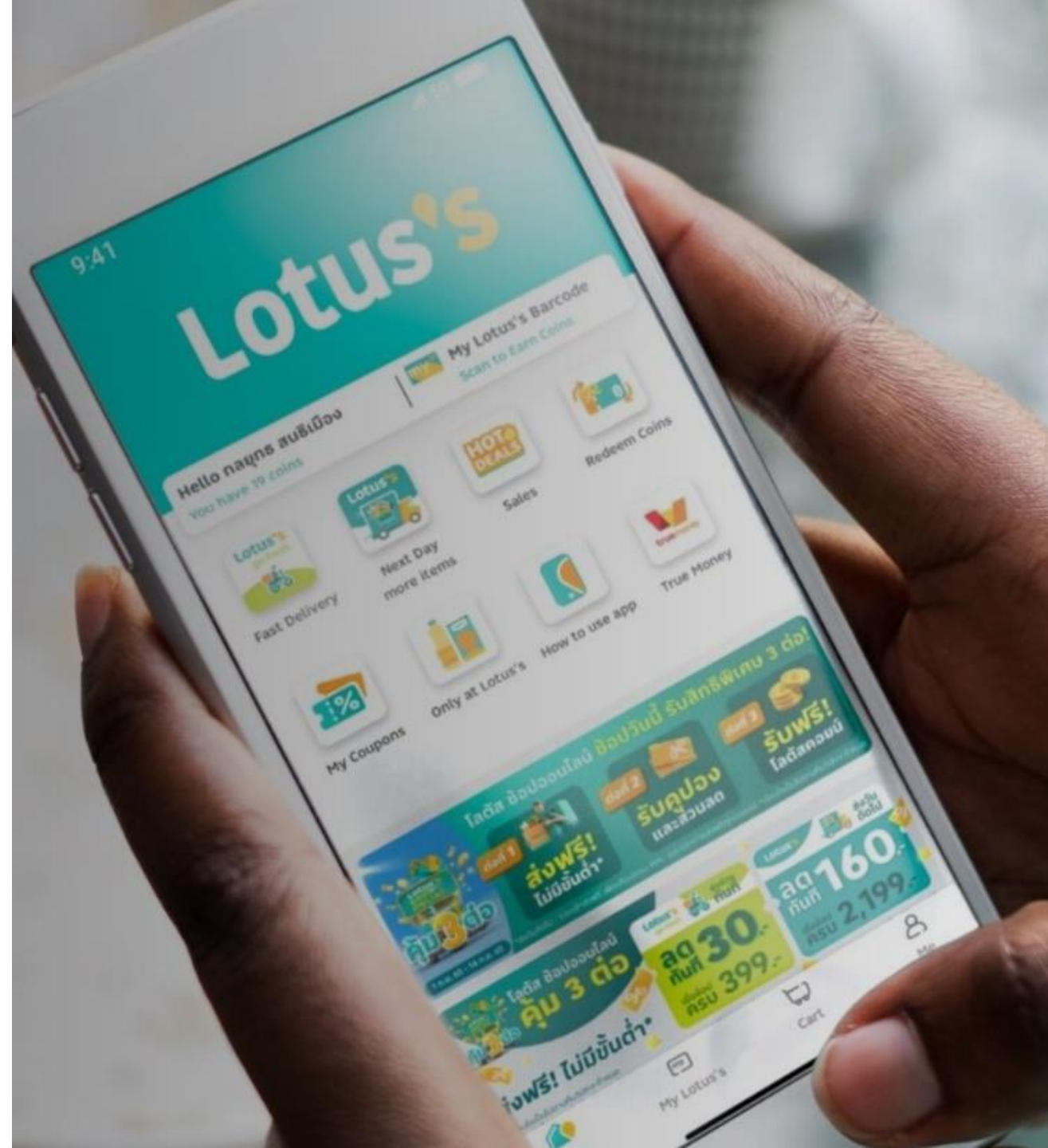
Mini-supermarket

2,096 stores

THE ONLINE PLATFORM

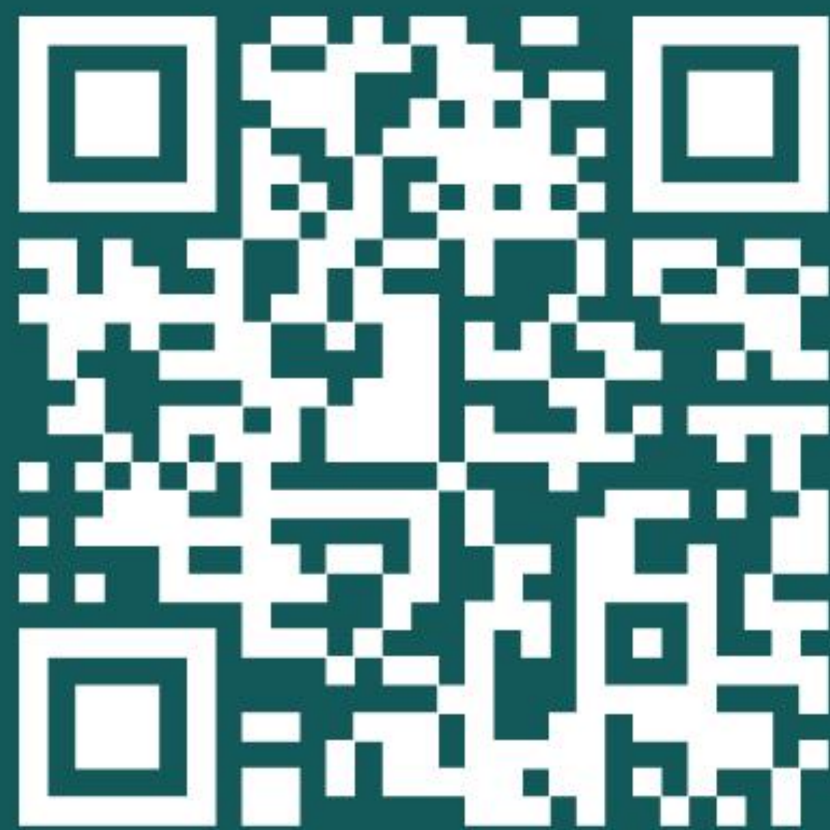
Online Channels customers to shop online from more than **2,000 stores through the GHS online system**, customers can pick up their orders at the store or opt for on-demand and next-day home delivery.

We also **partnered with other leading online platforms** such as Grab, Lazada, Robinhood, Shopee, and Food Panda to offer Lotus's products to customers with next-day or on-demand delivery.





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Our Distribution Centers

A network of 8 DCs to optimize inventory level and supply chain in a way that is efficient and suitable for products with short shelf life to remain fresh and maintain the highest quality



● Ambient Fulfillment Center

● Fresh Fulfillment Center

● Composite Fulfillment Center

Distribution Center (DC)

- ✓ International certified ISO 45001 for health and safety management systems.
- ✓ Best employee relation award
- ✓ White factory awards




General Information

-  **Products:** > 50,000 products (consumer goods and fresh food)
-  **System:** Oracle Retail Warehouse Management System (ORWMS)
-  **Additional Services:** Delivering service from the distribution center

Transportation

- ✓ Daily and dynamic routing optimization
- ✓ 24/7 real-time monitoring and tracking

General Information

-  **Delivery:** >1,000 delivery per day (Ambient and cold chain fleets)
-  **System:** Transport Management System (TMS)
-  **Additional Services:** Picking-up service from suppliers to the distribution center

Our Customers



22 million

My Lotus's members



Serving 11 million
customers every week



7 million+

Downloads

LOTUS'S SMART APPLICATION



RANKED NO. 1 FREE APPLICATION
BOTH APP STORE & PLAY STORE

33 million Friends



4.6 million Friends



500K
followers



60K
followers

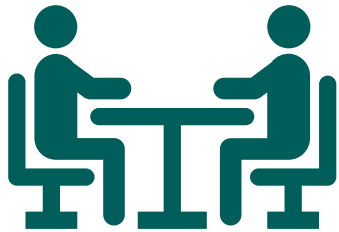


300K
followers



10K
followers

Our Partners



We work together with **3,294**
global and local suppliers.



We supports **2,380** SME
entrepreneurs to grow business
continuously.



We help develop **4,149** groups of
farmer in terms of cultivation standards,
product safety and quality for fair and
sustainable income.

Lotus's

