

Better together

for team, customers and community

Dear fellow shareholder,

Today we announced our Q3 results for F20. During the COVID-19 health crisis, our key priority has been on team and customer safety and doing the right thing, and today's result reflects this focus. The increased product demand and customer and team safety requirements as a result of COVID-19 has meant that we have, at times, had to compromise our core customer experience but I am proud of the way we have adapted and innovated to all support each other. I want to thank the team for their amazing efforts and how they have responded to the unprecedented challenges. I would also like to thank our customers and shareholders for their understanding, patience and continued support. The crisis is far from over but I am hopeful that we are now settling into a 'new normal' and I am confident that we will all get through this together.

CEO, Brad Banducci



[COVID-19 latest updates](#)

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Q3'20 Sales highlights

Total sales from continuing operations

\$16.5BN

▲ 10.7% from Q3'19

Australian Food total sales

\$11,171M

▲ 11.3% from Q3'19

New Zealand Food total sales (NZD)

\$1,925M

▲ 13.7% from Q3'19

BIG W total sales

\$866M

▲ 9.5% from Q3'19

Endeavour Drinks total sales

\$2,252M

▲ 9.5% from Q3'19

[View the full results here](#)



Prioritising the safety of our team and customers

The health and safety of all of our team members and customers remains the number one priority across Woolworths Group.

To create this safe environment, a number of measures have been put in place to protect our team and customers. We understand some of these measures have been frustrating for customers at times and we are grateful for their understanding, support and patience so that we can continue to respect the safety guidelines and protect each other.

[Click here to read more](#)

Meeting the food and everyday needs of our vulnerable customers

Following a significant increase in demand, online services were reprioritised to ensure vulnerable customers had access to grocery essentials.

This included the set up of Priority Assistance, a home delivery service where eligible customers are given access to dedicated delivery windows, with over 350,000 customers taking up the service to date. This was further supported by the introduction of Woolworths and Countdown's Basics Box, and the establishment of Community Pick up in over 900 locations, to support our most vulnerable customers across Australia and New Zealand.

[Click here to read more](#)



Supporting our partners and communities

Supporting the communities in which we live and operate has always been part of Woolworths Group's DNA.

In the current crisis, community takes on a much broader definition than our customers, team and local communities. We will continue to work together with charity partners to provide food and essentials items to those who need it most, our eCommerce business will continue to support our most vulnerable customers and we will work together with our suppliers and logistics partners to enable a supportive environment so that we can remain better together for everyone, every day.

[Click here to read more](#)

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Online: www.linkmarketservices.com.au
Email: woolworths@linkmarketservices.com.au
Phone: 1300 368 664 (within Australia) or
+61 1300 368 664 (outside Australia)

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