

WOOLWORTHS LIMITED

17 September 2014

ACCC Federal Court action

We refer to the Federal Court action commenced today by the ACCC regarding Woolworths Limited (Woolworths) in relation to a limited number of products.

Woolworths always aims to put customer safety first. These are serious matters and we will evaluate each claim carefully and respond as appropriate on merit.

As part of our commitment to safety and continuous improvement, we have in the past couple of years committed additional resources to our Quality Assurance team. We have added more than 80 people and recruited global experts who are leaders in this field, as well as investing significant capital in systems and process upgrades.

We have robust systems and processes in place to manage product safety. The Woolworths Quality Assurance program exists to provide end to end advice and oversight through a product's lifecycle, from the time it is sourced through to monitoring of any issues when it is available to customers on shelf.

We also have a significant capacity to take feedback from customers through our contact centres and online channels. Any issues about the quality of a product is carefully monitored and escalated to the Commercial and Quality teams for action as required. This process results in the withdrawal and recall of products considered unsafe for sale.

Woolworths retails hundreds of thousands of different products every day. We have a strong record of compliance.

Woolworths' continuing goal is to be Australia's most trusted retailer which means providing the best prices and availability on high quality products.