

WOOLWORTHS LIMITED

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PRESS RELEASE

Cyclone Yasi update – 4 February 2011

Operations at Woolworths, BIG W and other stores in northern Queensland continue to be disrupted due to Cyclone Yasi. However, we are pleased to announce that all but three of our supermarkets in the cyclone affected zone are now open - including all stores in Cairns.

All stores from Ayr south are also open as usual.

Several stores continue to be affected by power and water outages or damage to surrounding shopping centres with Woolworths Mission Beach sustaining some roof damage.

We are doing everything we can to reopen stores as soon as possible. As the safety of our staff and customers is our priority we will only open stores when authorities have deemed it is safe to do so.

Stores

- **Supermarkets:**
All stores are open except Mission Beach and two Townsville stores (Hermit Park and Willows stores only). All other Woolworths supermarkets, including all stores in Cairns and remaining Townsville stores, opened today.
- **Woolworths Petrol:**
All petrol stations are open except Mission Beach, Townsville (Hermit Park and Willows only) due to power availability and Ingham due to access issues. All stations will reopen as these issues are resolved.
- **BIG W:**
Townsville (Aitkenvale Stockland and Willows) stores remain closed. Atherton, Cairns and Townsville (Castletown only) stores are open.

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- **Dick Smith:**
All stores open except two Townsville stores (Castletown and Aitkenvale Stockland only).
- **Other Woolworths group stores:** Some other Woolworths group outlets – including, BWS, Dan Murphy's and hotels – are beginning to reopen.

Supply and logistics

All supermarkets south of Sarina are receiving their normal deliveries while stores in Weipa, Mt Isa and Cloncurry are receiving near normal deliveries.

Stores between Sarina and Ayr – including Mackay stores - are receiving normal, or near normal, deliveries but there may be some gaps in fresh produce, chilled and frozen products.

Open stores in and around Townsville are receiving deliveries of mostly non perishable and essential items (such as bottled water, nappies, batteries and canned and dry food) with the addition of some fresh produce, chilled and frozen deliveries. However, supply may be limited.

In addition, a ship containing 1000 pallets of stock is expected to dock in Townsville within the next 12 to 24 hours to replenish supermarkets across northern Queensland.

Stores north of Townsville stores were restocked prior to Cyclone Yasi although there are a number of gaps in available product and we are not at this stage able to move additional stock north via road or rail. Some fresh food is coming into stores sourced from the Atherton Tablelands.

Loaded delivery trucks are also ready to restock stores north of Townsville once main roads and rail lines are reopened and we are exploring all possible routes that may become available. For these deliveries we are prioritising essentials.

At this stage, all open petrol stations have adequate fuel supplies and we are looking at various options to restock stores in areas affected by road closures.

We would ask customers to be patient if there are some gaps on the shelves and, while deliveries get back on track, to shop as normal

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Bananas

The recent cyclone in Far North Queensland has caused substantial damage to banana crops which will severely affect availability and prices in the weeks and months to come.

Woolworths today increased the shelf price of bananas to \$5.98 per kilo. The price increase is in line with today's wholesale market price.

Woolworths' price also reflects the fact that we have retrospectively more than doubled the payments made to banana growers in the last seven days to the tune of over \$3.9 million to help compensate them for crop damage caused by the cyclone. Back paying farmers in this way will assist them to recover faster and survive the short term financial impact of crop shortages.

Despite the damage, early indications are that the banana crop is not as badly affected as it was after Cyclone Larry.

Further updates

Updated details on store closures can found at woolworths.com.au.

– Ends –

CONTACT DETAILS: For further information please contact the Woolworths Limited Press Office on (02) 8885 1033 or 0457 513 122 / 0429 566 196.

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