

WOOLWORTHS LIMITED

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PRESS RELEASE

Woolworths launches trade partner Speak Up program

Woolworths Limited today launched Speak Up, an externally-hosted hotline for trade partners of any Woolworths division. The service will be available to trading partners including international suppliers to report matters of a serious nature where the standard escalation procedures have either been exhausted or are not an option. Woolworths is the first major Australian retailer to adopt such a scheme, as part of its commitment to continuous improvement, transparency and accountability.

Woolworths CEO Grant O'Brien said "Woolworths has clear, long-standing and accepted procedures for trade partners to report any issues. However we recognise there is always opportunity to strengthen our systems. This is why we have introduced the Speak Up service for trade partners to use when normal escalation methods have been exhausted or are inappropriate." The vendor Speak Up service is an extension to a similar program that was launched in June 2010 for all Woolworths employees in Australia and overseas.

Issues that can be reported through the Speak Up service include breaches of the law or instances where trade partners believe that dealings with a Woolworths business division or employee have created or are likely to create issues such as:

- Fraud, corruption or behaviour that threatens others
- People or product safety risk
- Breach of the Law, in particular restrictive or unconscionable trade practices
- Theft
- Conflict of interest
- Secret commissions, bribes or corruption
- Improper disclosure of confidential information
- Bullying
- Harassment

"Woolworths has developed strong long-term relationships with our trade partners. We will not tolerate workplace misconduct under any circumstances and we need our trade partners to work with us to stamp out any and every instance." O'Brien added.

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