

7 August 2024

Mr Pierre van Heerden
Grocery Commissioner
Commerce Commission
Level 9
44 The Terrace
Wellington

By email: [REDACTED]

Dear Commissioner

Grocery Commissioner Expectations Regarding Correct Charging

I refer to your letter dated 24 July 2024.

Woolworths New Zealand acknowledges the expectations set out in your letter, which you reinforced to us when we met on 1 August 2024.

We understand the importance of pricing integrity, why the Commission has concerns about this issue and why you are seeking assurances we are taking steps to address those concerns.

We know that errors in our stores, even minor ones, could be perceived by customers as a sign that our commitment to pricing integrity is not where it needs to be, and that this can erode their trust in us.

As a business we are committed to doing better, and we are working extremely hard to make improvements. We feel we are making good progress, but we accept there is always more we can do.

In your letter, you state that your specific expectations are that we:

- Prominently promote our refund policy. That we consider in-store, online and direct mail communication about our refund policy, and that we ensure that staff are appropriately responding to requests for refunds.
- Ensure there are comprehensive systems and processes to record and categorise complaints about pricing and promotional issues, and ensure staff are appropriately

trained in these.

You also set out the minimum details you expect our systems would record about complaints and state that you propose to publish a discussion paper regarding the introduction of a standard requiring disclosure of information about customer complaints. We look forward to reviewing the discussion paper and we will engage constructively in that process.

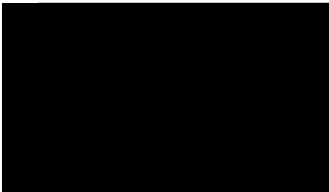
We would like to assure you that we are committed to meeting your expectations.

As discussed when we met, we are in the final stages of updating our refunds policy and, once we have done so, we will prominently promote it and ensure our staff are appropriately trained. We believe that policy leads the market in New Zealand, which we are very proud of.

We are also undertaking work to ensure our customer complaints systems and processes are fit for purpose and consistent across all of the channels through which we receive complaints (including our Customer Contact Centre, online, social media or in our stores).

We would be very happy to set up a meeting to provide more information about this.

Yours faithfully,



James Radcliffe
General Counsel
Woolworths New Zealand Limited