

Re: [Ticket: 9000513897] Product Incident

Alex L <alexlast@outlook.com>

Mon 20/04/2020 5:33 PM

To: customer_service@woolworths.com.au <customer_service@woolworths.com.au>

Hi Spiro,

Awaiting your reply.

Thanks

Alex

From: Alex L <alexlast@outlook.com>

Sent: Friday, 20 March 2020 4:14 PM

To: customer_service@woolworths.com.au <customer_service@woolworths.com.au>

Subject: Re: [Ticket: 9000513897] Product Incident

Hi Spiro,

Thanks for your reply. Could you please point me to the Woolworths policy document which refers to the fact that supplier details cannot be given on request?

Thanks,

Alex

From: customer_service@woolworths.com.au <customer_service@woolworths.com.au>

Sent: Friday, 6 March 2020 11:01 AM

To: alexlast@outlook.com <alexlast@outlook.com>

Subject: Re: [Ticket: 9000513897] Product Incident



Hi Alex,

Thank you for contacting Woolworths.

I am very sorry but Woolworths will not be able to assist you further as we will not be able to supply you with the extra details you require.

Woolworths policy is no supplier details can be advised.

Sorry again.

Thanks

Spiro

From: alexlast@outlook.com

Sent: March 04 14:45:49

To:customer_service@woolworths.com.au
Subject: Re: [Ticket: 9000513897] Product Incident
Hi Lee,

Thanks for the information on this product so far. Would it be possible to acquire further information, i.e. where in China were the beans grown, and who is the supplier? Once I have this information I will be able to confirm additional details regarding its organic certification with the ACO.

All the best,

Alex

From: customer_service@woolworths.com.au <customer_service@woolworths.com.au>
Sent: Tuesday, 3 March 2020 10:53 AM
To: alexlast@outlook.com <alexlast@outlook.com>
Subject: [Ticket: 9000513897] Product Incident



Dear Alex,

Thank you for taking the time to contact Woolworths regarding the Macro Organic Black Bean NAS 420g.
Thank you for your patience.

We have received a response from our Quality Specialist for this product. They have responded with the following:.

The organic black beans are grown in China. It is certified organic by ACO- Australian Certified Organics.

"Organic and Biodynamic

Organic certification ensures that a number of strict principles are applied to processing practices. These include, but are not limited to –

- the use of renewable resources
- conservation of energy, soil and water
- ecognition of livestock welfare needs and
- environmental maintenance and enhancement, without the use of artificial fertilisers or synthetic chemicals, food additives or processing aids.

Biodynamic agriculture is similar to organic agriculture, although it has some additional requirements for soil preparation and growing conditions.

Organic Certification

Locally produced organic and biodynamic products are certified by nationally accredited and recognised Certification Bodies, and will display a certified organic logo on pack. These logos will differ according to the certification body used.

The Australian Standard for Organic and Biodynamic Products is a voluntary standard which certification bodies may choose to incorporate into their certifying criteria.

Internationally Procured Organic Products

Internationally produced organic products are also subjected to Australian standards via a slightly different process. Woolworths international organic suppliers must first register their products with Australian Certified Organic (ACO). The ACO ensures the product meets the required standards for organic certification in Australia, so only compliant products are able to be labelled organic. International suppliers are also subjected to independent audits to confirm their on-going organic status.

Additional Conformance Checks

All suppliers of Woolworths organic and biodynamic products hold third party organic certification, and must be certified to our own Supplier Excellence Program (SEP). Woolworths Quality Department also conducts regular conformance testing to ensure all required quality and food safety parameters are met. This includes regular testing for both chemical and pesticide residues."

At Woolworths we like to listen and learn from our customers so if you are selected to complete a survey we would love to hear your honest feedback regarding my services today. Thanks for contacting Woolworths, Alex, we look forward to seeing you in store again soon.

Kind regards,

Lee

Woolworths Customer Service team

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