



Dear suppliers

Replacement of WQA program with Supplier Excellence Program

Here at Woolworths we are committed to working closely with our suppliers, to provide our customers with a fantastic range of products they can trust to be safe and have consistent quality for them and their family.

Based on feedback we have received from our suppliers, we have developed the Supplier Excellence Program which is aimed at reducing auditing complexity associated with supplying Own Brand and Fresh Food products to Woolworths. The Supplier Excellence Program replaces the WQA program, which is a compliance requirement for suppliers under Woolworths' Vendor Trading Terms (see clause 3 of Part B, General Terms).

In the development of this Supplier Excellence Program, we have listened to the feedback we have received from our suppliers and endeavoured to develop a program that will benefit our suppliers:

- by reducing audit time whilst ensuring more focus on factory practices;
- by reducing duplication in system and procedure development;
- via recognition of GFSI (Global Food Safety Initiative) standards (food only);
- by providing greater benefit focus and value in product safety and quality outcomes;
- is more specific to your business and the products you provide us with;
- A program that focuses on preventing customer complaints, withdrawals and recalls;
- provides and delights our customers with safe and consistent quality product every day.

Full details and requirements of the Supplier Excellence Program are set out in the Supplier Excellence Program section of wowlink (wowlink.com.au > Standards and Compliance).

Change effective dates

Supplier Excellence Program replaces the requirements within the WQA program from the following dates:

Food Manufacturers

- Australia & New Zealand - 4 July 2016
- Asia - 1 October 2016
- Europe - 1 September 2017
- Americas, Africa & UAE - 1 November 2017



Consumer Goods Manufacturers

- Australia - 1 September 2017
- Asia - 1 September 2017
- New Zealand - 1 January 2018
- Europe - 1 March 2018
- Americas, Africa & UAE - 1 March 2018

Any questions?

If you have any questions or concerns regarding the above, please contact your Quality Specialist or email supplierexcellence@woolworths.com.au

Regards,
The Woolworths FoodCo Quality Team