



Media Statement

11 March 2015

Quality Assurance Statement

ALDI is taking the reports of individual product complaints very seriously and we are working closely with each supplier to ensure quality assurance. Full investigations are being undertaken.

We continue to encourage any customers that have concerns to address these directly via our customer service channels listed below. It is important that any product issues are fully investigated. Anonymous complaints are difficult to investigate without full customer details being provided as we need to collect the product and undertake testing.

At this stage there has been no verification that the product issues raised are due to product fault at the manufacturing, packaging or retail stages of the supply chain. However, at ALDI we take these concerns seriously and require collection of products so that rigorous testing can take place.

Customers who are experiencing concerns can contact our customer service team as soon as possible so product details can be validated and investigated with the stringent procedures we have in place.

- ALDI Australia Customer Service Line - 13 25 34
- ALDI Customer Service Form - <https://customerservice.aldi.com.au/>
- ALDI Customer Information and FAQs - <https://www.aldi.com.au/en/about-aldi/customer-information/>

We place high expectations on our suppliers to ensure they provide products that are manufactured to the highest possible food safety standards. Only after they meet our stringent criteria are they added to our range of exclusive brands. When there is an issue with a product from an ALDI Supplier, they are contacted immediately to arrange product testing and a formal investigation into the manufacturing and packaging process.

It is the supplier's responsibility to ensure all products manufactured under their supply chain lines meet the stringent requirements of all Australian food standards. In addition, we use NATA Registered Laboratories, to test our food products to ensure they meet the Australia New Zealand Food Standards Code. We also conduct regular and extraordinary audits to ensure supplier compliance to ALDI's high standards. We are in contact with the manufacturer of Remano Paste and are awaiting the results of product testing.

The issue with the jar of Remano Tomato Paste was raised last week and the following actions have been taken to ensure the customer's concerns are addressed:

- Wednesday, 4th March: Customer filled out online Customer Service form.
- Thursday, 5th March: ALDI's Customer Service Department (CSD) contacted the customer to advise that their concern had been received and will be swiftly addressed. An investigation was also instigated with the supplier.
- Saturday, 7th March: The product was collected from the customer for investigation and sent for scientific examination.
- Monday, 9th March: ALDI's CSD contacted the customer to update them on their complaint's progress

For further information, interviews, product samples or photo opportunities, please contact:

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and will follow up with an outcome once confirmed the testing is complete.

- Wednesday, 11th March: Testing of the product is occurring in an independent lab to determine the nature and cause of the incident. However, it has been noted in The Age newspaper that tomato paste is an 'acidic environment' and independent sources have indicated that it would be difficult for any organism survive within a tomato paste jar for very long.

Ken Walker, the senior curator of entomology at Museum Victoria, said he believed the items found in the Mozart Chocolate were in fact caterpillars, or the larva of pantry moths.

For the isolated incidents mentioned, those customers that have been in contact with ALDI have been responded to. The anonymous claims are difficult to deal with and we encourage all customers to come to ALDI directly with their concerns.

ALDI sells in excess of 150 million groceries per month and is constantly rated highly for customer satisfaction. The most recent illustration is that it received Supermarket of the Year in the Roy Morgan Research Customer Satisfaction Awards 2014. This recognition identifies businesses that have provided industry-leading levels of service, satisfaction and high quality products. This is the third time ALDI has been awarded Supermarket of the Year by Roy Morgan Research since 2011, the inaugural year of the Customer Satisfaction Awards.

ALDI's customer service department analyses all customer concerns. The latest report indicates the rate of return for foreign objects within goods sold is 0.0001% and this rate of return is declining. We launched a state-of-the-art Product Development and Quality Assurance Centre in Minchinbury NSW, in 2009 and we continue to invest in quality and testing procedures.

We are committed to providing our customers with safe products of the highest quality. All complaints are raised individually and investigated with extremely high importance. ALDI will always remove any product from sale if it is identified as a risk to our customers. For any customers that are unsatisfied with their grocery item, ALDI will happily refund the product.

Please attribute to an ALDI Australia Spokesperson

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