



# Logistics Partner Communications

## Crate to Bench Service - Business Customers

23/02/2022

At Woolworths, we are committed to creating a better tomorrow for business, communities, and the planet through a number of sustainability initiatives. Helping to reduce waste is a high priority for our customers.

### What's changing

We have decided to bring back a bagless delivery option just for Woolworths at Work (business) customers. Our new 'Crate to Bench' Delivery service will be available from the 23rd of March.

**WHAT:** Just like the previous crate to bench delivery service, orders will be delivered to customers in a crate and unpacked by the driver at the Delivery Address.

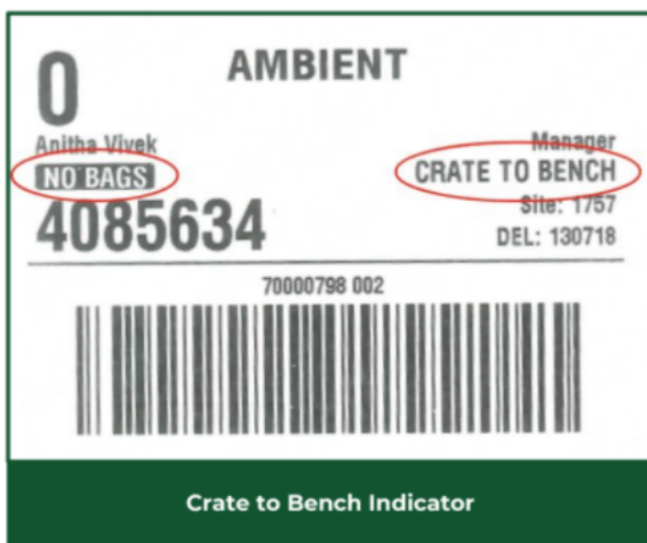
**HOW IT WORKS:** Drivers will be required to ask customers if they would like them to bring the crate inside and unpack their order. Once the order has been unpacked, the driver will take the crates back with them.

**LEGALS:** Due to food safety reasons, certain produce items will continue to be packed into produce bags. Some other products, such as chilled and frozen items, currently still need to be packed into produce or reusable bags for food safety reasons.

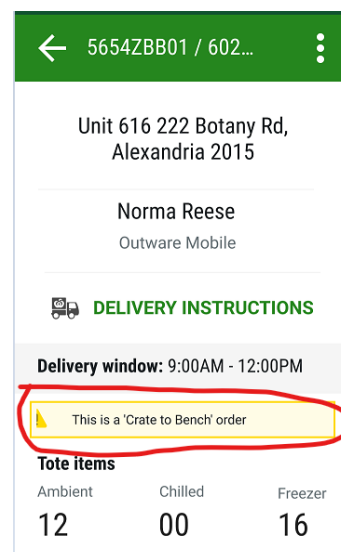
**EXCLUSIONS:** This service will not appear as an option should customers opt to have their order left unattended

**INDICATORS:** The tote label, WooliesGo app and paper runsheet will all indicate if crate to bench has been selected. See images below.

**Tote label**



**WooliesGo App**



If you have any questions or concerns about this service please speak to your supervisor.