

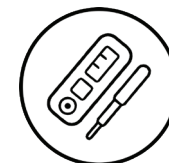
# Responding to COVID-19 in our communities

The COVID-19 pandemic and associated lockdowns created a challenging environment for our communities, customers and our people. This year, our essential workers were again at the forefront of responding to the changing alert levels which varied across the country, impacting how our customers, particularly those in vulnerable circumstances, could safely access our stores. Operationally, we successfully managed supply chain disruptions due to a reduced workforce while keeping our essential workers safe.

Our response centred around our social promises of helping New Zealanders access healthy and affordable food and supporting our local communities to thrive. Here are some of the ways we responded to the need in our communities.



New World contributed **\$80,000 to the Student Volunteer Army (SVA)**. The donation ensured SVA could mobilise and fund its contactless delivery service for customers in isolation and those who had no other way to access groceries, including the elderly, medically vulnerable and essential workers. The SVA organised more than 300 volunteers in Auckland and more than 150 in the South Island.



Foodstuffs was at the forefront of accessing **Rapid Antigen Tests (RATs)**, making them **available to customers at cost** across our national store network from early March 2022, just as the Omicron outbreak was putting enormous pressure on COVID-19 testing centres. Foodstuffs also provided RATs at cost to **more than 250 businesses, including our supplier community**. Foodstuffs North Island's Here for New Zealand Committee donated **\$30,000 worth of RAT kits** to charities such as Mangere Budgeting Services, Masterton Food Bank and Rotorua Whakaora.



**Across the country, to vaccinate as many eligible people as possible**, many stores became vaccination sites and store owners worked with local groups to help protect their communities.

We made sure our people had easy access to information and opportunities to be vaccinated. We partnered with regional health authorities and Vitality Works to organise vaccinations at our larger stores, and we **established onsite vaccination clinics at support offices for the first, second and booster doses**.



During the **Level 4 lockdown in August 2021**:

- Foodstuffs South Island pledged **\$100,000 of immediate product** support to food bank and food rescue partners including Christchurch City Mission and St Vincent de Paul Ashburton to help the organisations respond to the extreme hardship in their communities.
- The Foodstuffs North Island Here for New Zealand Committee donated a **total of \$220,000** (a combination of product support and financial contributions) to Wellington City Mission, Auckland City Mission, New Zealand Food Network and Mangere Budgeting Services from its COVID-19 Relief Fund and donated **\$18,000 worth of store vouchers** to community partner volunteers to say "thank you" for their support.



In response to the **Omicron variant**:

- Foodstuffs North Island's Here for NZ COVID-19 Relief Fund donated **\$230,000** to 19 organisations, including **\$80,000** to the New Zealand Food Network.
- The Foodstuffs South Island Community Trust donated **\$20,000** to the New Zealand Food Network.