

# MASSMART'S PRODUCT SAFETY POLICY STATEMENT

## 1 OUR COMMITMENT

Massmart has embarked on a journey towards becoming sub-Saharan Africa's most trusted retailer. The effective execution of good business practice and continuously improving upon everything we do, every day at Massmart is the first step on this journey.

We are committed to supplying safe and quality goods to our customers by complying with all applicable product safety laws and regulations in every market in which we operate in Africa. We value the trust of our customers and preserve that trust by providing safe and affordable products.

All Massmart employees involved in the purchase of products sold to our customers are expected to select only those goods that are safe and compliant with all applicable laws and Massmart's specific product requirements. We are committed to working diligently with our suppliers to ensure the safety and compliance of the products we sell by providing clear and relevant product safety standards and requirements. Through the programs and guidelines we have in place we are committed to conducting product-testing, periodic audits and efficient and thorough product recalls so that we protect our customers.

## 2 WHAT WE DO EVERY DAY

**UNDERSTAND** the application of product safety regulations and requirements to the products we sell.

**FOLLOW** Massmart's product listing process.

**COMMUNICATE EXPECTATIONS** regarding product safety standards to suppliers.

**USE SUPPLIERS** that understand applicable requirements and whose products meet those standards, including any requirements specific to Massmart.

## 3 TAKE RESPONSIBILITY

**PROVIDE GOOD CUSTOMER SERVICE** and remain understanding when customers report on a suspected non-compliant or defective product. Elevate any incident regarding personal injury or property damage.

**REMEMBER** to gather and capture product returns' data and customers' details.

**REPORT PRODUCT HAZARDS** and violations of our product standards and requirements for suppliers.

**RESPOND QUICKLY** and safely to product recall instructions.

**QUARANTINED & RECALLED** products should not remain on offer or for sale and on stores' shelves or online.

**SUPPORT & FACILITATE** regulatory inspections.

**REPORT** any regulatory findings on Massmart's portal.

*Ethics is working with Compliance to help you, if you have anything to report or have any questions please call us.*

AT THE CENTRE OF  
EVERYTHING WE DO  
**GOOD BUSINESS**



**Ethics Reporting Line**  
Trust us, Tell us  
South Africa: 0800 20 32 46  
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**Ethics Guidance Line**  
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