

PROTECTING THE REPUTATION OF THE IGA NETWORK DURING A TIME OF CRISIS



tasmanian
independent
retailers

11 MARCH, 2020

Dear IGA Retailers,

Further to our recent update regarding stock availability as a result of panic buying by shoppers responding to COVID-19, we want to thank the IGA network for working tirelessly to support their communities during this period of uncertainty.

As you may be aware, there is some commentary around retailers engaging in potentially uncompetitive and unsafe practices with respect to the sale of essential items such as toilet paper. This relates to artificially increasing prices, breaking packaging to sell products individually and attempting to sell products at uncompetitive prices privately through online forums.

While we would not expect that any of our network would be engaging in this practice, we want to remind retailers that it is a condition of their right to use the IGA brand, that they do not engage in any conduct which may adversely impact the IGA brand.

Please continue to monitor the daily e-news for further updates regarding stock availability.

If you have any concerns, please contact your Board Chairman Michael Baxter or TIR CEO Grant Hinchcliffe.

Regards,

Michael Baxter
CHAIRMAN

Grant Hinchcliffe
TIR CEO



WHERE THE *locals* MATTER