

----- Original Message -----

> From: Leahy, Terry
> To: peter
> Sent: Tuesday, February 09, 2010 10:32 AM
> Subject: RE: israeli goods

>

> Dear Mr Norton
> Thank you for your email which is receiving attention.
> Kind regards

> Julie Button

> Chief Executive's Office

> From: peter
> Sent: 08 February 2010 16:24
> To: Leahy, Terry
> Subject: israeli goods

> Dear Terry Leahy

> I was in your Aylsham store today and I was shocked how many products
> did not specify the country of origin but stated "packed in the UK"

>

> I will not buy Israeli produce because of their racist policies towards
> the Palestinians and the Apartheid system they have set up on the West
> Bank of Palestine.

> How am I to know with your melon & grape salad, leaf salads, italian

> salad , stir fry vegetables etc. if any of the ingredients are Israeli?
>
> I understand that it can be difficult but you could say 'produce of the
> EU' - I assume you do not because you are intentionally keeping the
> customer in the dark.

> If there is Israeli produce in these mixed items I expect you to say
> 'contains Israeli produce'.
> The rocket did have 'Italy' on it and the carrots/corn/bean/mangetout
> mix was marked 'UK/Kenya' so it cannot be that difficult to inform you
> customers on origin.
>
> I understand that you do stock 'West Bank' produce - that is produce
> from the illegal Israeli settlements.
>
> Where were these? are you adhering to DEFRA labelling guidelines?
>
> Where is the origin within Israel of your 'Israel' marked coriander
> (HV08), sage (HV08), sharon fruit, radish, peppers?
>
> Obviously 'origin' is not the same as a companies office, where are all
> these items grown?
> All your single dried herbs say 'produce of more than one country',
> Schwartz on the other hand says 'EU produce' , what are you hiding?
>
> Do you have a proper audit of the origin? Some brussel sprouts are
> marked 'M Baker, Old Leake Lincs', I expect the same level of detail

> about your Israeli producers.

>

> Do you rely of Israeli middlemen for this audit or on Carmel-Agrexco to

> feed you information?

>

> This is a moral and a legal matter. Mislabelling Israeli West Bank

> produce as 'Israeli' is against EU and UK law and is fraud because it

> avoids tariffs.

>

> I look forward to your reply on this important matter.

>

> Yours sincerely

Peter Norton,

54, Drabblegate, Aylsham, Norfolk NR11

> 6LR

> This is a confidential email. Tesco may monitor and record all

> emails. The views expressed in this email are those of the sender and

> not Tesco.

> Tesco Stores Limited

> Company Number: 519500

> Registered in England

> Registered Office: Tesco House, Delamare Road, Cheshunt, Hertfordshire

> EN8 9SL

> VAT Registration Number: GB 220 4302 31

> ----- Original Message -----

> From: peter

> Sent: 29 March 2010 17:21

> To: Leahy, Terry

> Subject: Re: israeli goods

> Dear Julie Button,

> I am still awaiting your reply to my questions in my original email.

> It may be helpful on the 'vague labelling' point to quote DEFRA -

> "producers cannot simply label a product as 'packed in the UK' as

> this may be misleading to the actual country of origin of the

> ingredient and would be illegal under food labelling legislation"

> Please respond to this also

> Many Thanks Peter Norton

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> Dear Mr Norton

>

> Thank you for your email addressed to Sir Terry Leahy, our Chief

> Executive, to which I have been asked to reply.

> I appreciate you taking the time to contact us, regarding the sale of

> Israeli products in our stores. We understand that many customers have

> strong views - from a wide variety of positions - about the situation

> in the Middle East.

> As a responsible retailer, we take our duty very seriously in ensuring

> that all our products are safe and legal. Our approach has always been

> to comply with UK and EU labelling guidelines, therefore packaging

> labels on all our products show clearly whether the product is from

> Israel or from the West Bank. Customers can then choose whether to buy

> the product on the basis of the information provided.

In December, DEFRA revised their guidelines to recommend that labels
> for products from the West Bank state either "produce from the West
> Bank (Israeli Settlement Produce) or "Produce of the West Bank
> (Palestinian Produce)". We also intend to adopt these new labelling guidelines.
> I hope that the above information is helpful and thank you for giving
> us the opportunity to explain our position.

> Kind Regards
> Paul Milligan
> Customer Service Executive

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----- Original Message -----

From: "Tesco Customer Service" <customer.service@tesco.co.uk>

Sent: Tuesday, March 30, 2010 3:46 PM

Subject: Tesco - Email to Sir Terry Leahy

> Dear Mr Norton
>
> I was sorry to learn that you had not received the response I sent to
> you in February, on behalf of Sir Terry Leahy, our Chief Executive. I
> have included it below, for your information.

>
> Kind Regards
> Paul Milligan
> Customer Service Executive

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