

The Great Atlantic & Pacific Tea Company, Inc.
Eastern Division

Three Hundred Seventy Southern Boulevard
Bronx, N. Y. 10454

Office of the Vice-President
Bronx Unit

November 3, 1967

TO THE MANAGER

Dear Sir:

I am sending this letter, which includes the Company Pledge, to be signed by you and each of your employees.

IT IS THE A&P POLICY:

ALWAYS:

Do what is honest, fair, sincere and in the best interest of each customer.

Extend friendly satisfying service to everyone.

Give every customer the most good food for her money.

Assure accurate weight every time -- 16 ounces to the pound.

Give accurate count and full measure.

Charge the correct price.

Cheerfully refund customer's money if for any reason any purchase is not satisfactory.

After you have read this letter, please sign it yourself and have each of your employees do likewise (including Part Time).

Please take care of this request immediately and return the signed letter to -
Miss A. Schinzel, Bronx Sales Department, no later than Wednesday, November 8th.

Very truly yours,

N. L. Whittaker

Dear Mr. Whittaker:

I have read your letter of November 3rd, concerning Company Policy. I am in full accord with this policy and will do everything in my power to see that it is carried out.

STORE STAMP

Manager's signature

(Employees sign on reverse side)

Mr. BARASH. If I may ask a question or two: How would the statement which you intend to insert in your ads relative to rain checks be responsive to the allegations of the prior witness, Mr. Press, that these items are simply not available week after week after week?

Mr. McINERNEY. Sir, I think if you look at the list Mr. Press had, you will understand that not every size of every item will be in each store. For instance, he claims that on 119th Street and Third Avenue, the store you visited, they don't stock bagels. Well, I think that that is perfectly understandable. If anybody requests bagels, they can get them the following week.

Mr. BARASH. The staff has been advised that A. & P. stores and other stores in low-income areas, stock items that are peculiar to the tastes of the individuals in that area.