

G3 Content Index - Woolworths Limited 2010

Application Level		A+	GRI-checked	Assured by	Net Balance		
STANDARD DISCLOSURES PART I: Profile Disclosures							
1. Strategy and Analysis							
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	
1.1	Statement from the most senior decision-maker of the organization.	Fully	Statement from the Chairman and CEO, 2-3				
1.2	Description of key impacts, risks, and opportunities.	Fully	Key achievements and challenges, 1 Statement from the Chairman and CEO, 2-3 Our approach to corporate responsibility and sustainability, 4-7				
2. Organizational Profile							
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	
2.1	Name of the organization.	Fully	Front cover				
2.2	Primary brands, products, and/or services.	Fully	Woolworths Limited Brands, Inside Front Cover Our business, 16 Environment: Packaging, 50				
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Partially	Our business, 16 Marketplace: New acquisitions, 18 2010 Annual Report, 179-181				
2.4	Location of organization's headquarters.	Fully	Contact details, 83				
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	Our business, 16				
2.6	Nature of ownership and legal form.	Fully	Our business, 16 2010 Annual Report, 63				
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	Our business, 16 Marketplace, 17-19				
2.8	Scale of the reporting organization.	Fully	Our business, 16 Marketplace, 17-19 Our people, 20				
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	Marketplace: New acquisitions, 18 2010 Annual Report, 6				
2.10	Awards received in the reporting period.	Fully	Awards, Inside Front Cover Our approach to corporate responsibility and sustainability: Transparency and reporting, 7 Marketplace: Our global ranking, 18 Workplace: Recognition, 26-27 Community: Fresh food rescue, 40				
3. Report Parameters							
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	Scope of the report, Inside Front Cover				
3.2	Date of most recent previous report (if any).	Fully	09 Corporate Responsibility Report issued in November 2009				
3.3	Reporting cycle (annual, biennial, etc.).	Fully	Annual				
3.4	Contact point for questions regarding the report or its contents.	Fully	Inside Back Cover				
3.5	Process for defining report content.	Fully	Our approach to corporate responsibility and sustainability: Transparency and reporting, 5-6				
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	Scope of the report, Inside Front Cover				
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	Scope of the report, Inside Front Cover				
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Fully	Scope of the report, Inside Front Cover New acquisitions, 18				
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	Data measurement techniques and calculations are described where relevant in the report.				
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	No restatements of information provided in earlier reports have been made in this report.				
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	There were no significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.				
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	Global Reporting Initiative index, 74-75				
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	Independent assurance statement, 68-71				
4. Governance, Commitments, and Engagement							
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	Our approach to corporate responsibility and sustainability: Governance framework, board of directors, 5 2010 Annual Report, 33-36, 64				
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	Our approach to corporate responsibility and sustainability: Board of directors, 5				
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Fully	Our approach to corporate responsibility and sustainability: Board of directors, 5				
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	Our approach to corporate responsibility and sustainability: Senior management, divisional level, corporate responsibility panel, 5-6 2010 Annual Report, 79				
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Fully	2010 Annual Report, 41				
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	2010 Annual Report, 43				
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	Fully	Our approach to corporate responsibility and sustainability: Board of directors, 5 2010 Annual Report, 33-36, 66-67				
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance, and the status of their implementation.	Fully	Our approach to corporate responsibility and sustainability: Risk management framework, Senior management, Corporate responsibility panel, 6 2010 Annual Report, 74				
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Fully	2010 Annual Report, 41, 65-66				
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	Environment: Climate change, 48				
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	Our approach to corporate responsibility and sustainability: Transparency and reporting, 5-6 Marketplace: Our trade partners, 19 Community: Evaluating and reporting our community investment, 38 Environment: Climate change, 48 Environment: Voluntary codes and reporting, 57				
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	Responsible retailing: Ethical sourcing, 63				
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Fully	Workplace: Disability (Australian Employers Network on Disability), 30 Environment: Electronic waste (Product Stewardship Australia), 56 Responsible retailing: Ethical sourcing (Global Social Compliance Program), 63				
4.14	List of stakeholder groups engaged by the organization.	Partially	Understanding our stakeholders and what is important to them, 8-9				
4.15	Basis for identification and selection of stakeholders with whom to engage.	Partially	Understanding our stakeholders and what is important to them, 8-9				
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	Understanding our stakeholders and what is important to them, 8-9				
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Fully	Understanding our stakeholders and what is important to them, 8-9 Engagement framework for new stores, 10-11 Issues of public interest, 12-15				
STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)							
G3 DMA	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
DMA EC	Disclosure on Management Approach EC	Fully	2010 Annual Report, 5-12				
Aspects	Economic performance	Fully	Marketplace, 18-19 2010 Annual Report, 5-12				
	Market presence	Fully	2010 Annual Report, 5-12				
	Indirect economic impacts	Fully	Marketplace, 18-19				

			Our Planet, 44 Environment: Key environmental achievements and challenges 2010, 45				
DMA EN	Disclosure on Management Approach EN	Fully					
Aspects	Materials	Fully	Environment: Paper use, 57				
	Energy	Fully	Environment: Climate change, 48-51				
	Water	Fully	Environment: Water, 52				
	Biodiversity	Fully	Environment: Biodiversity, 55				
	Emissions, effluents and waste	Fully	Environment: Climate change, 48 Environment: Packaging, 52-54 Environment: Waste and recycling, 54-55				
	Products and services	Fully	Environment: Green stores, 50-51				
	Compliance	Fully	Environment: Fines, 57				
	Transport	Fully	Environment: Transport, 51				
	Overall	Fully	Environment: Key environmental achievements and challenges 2010, 45				
DMA LA	Disclosure on Management Approach LA	Fully	Workplace: Key workplace achievements and challenges 2010, 21				
Aspects	Employment	Fully	Workplace: 21-23				
	Labor/management relations	Fully	Workplace: Freedom of association and union engagement, 30-31				
	Occupational health and safety	Fully	Workplace: Safety and health (Our approach), 33				
	Training and education	Fully	Workplace: Training and development, 27-29				
	Diversity and equal opportunity	Fully	Workplace: Diversity and equal opportunity, 29-30				
DMA HR	Disclosure on Management Approach HR	Fully	Our people: Key workplace achievements and challenges 2010, 21 Workplace: Diversity and equal opportunity, 29-30 Responsible retailing: Ethical sourcing, 63				
Aspects	Investment and procurement practices	Fully	All recent significant investments have been acquisitions in Australia so screening is limited to risk and safety.				
	Non-discrimination	Fully	Workplace: Diversity and equal opportunity, 29-30				
	Freedom of association and collective bargaining	Fully	Workplace: Freedom of association and union engagement, 31				
	Child labor	Fully	Responsible retailing: Ethical sourcing, 63				
	Forced and compulsory labor	Fully	Responsible retailing: Ethical sourcing, 63				
	Security practices	Not					
	Indigenous rights	Fully	Workplace: Indigenous, 30		Not material		Woolworths security personnel make up a very small percentage of the total workforce in Australia where human rights issues are not a significant issue.
DMA SO	Disclosure on Management Approach SO	Fully	Our neighbours: Key community achievements and challenges 2010, 37				
Aspects	Community	Fully	Community, 38-39				
	Corruption	Fully	Our approach to corporate responsibility and sustainability: Anti-corruption, Political donations, 7				
	Public policy	Fully	Understanding our stakeholders and what is important to them (Governments and regulators), 9				
	Anti-competitive behavior	Fully	Marketplace: Our market share in food retailing, 18				
	Compliance	Fully	Workplace: Compliance training, 28				
DMA PR	Disclosure on Management Approach PR	Fully	Responsible retailing, 60-67				
Aspects	Customer health and safety	Fully	Responsible retailing: Product recalls, 67				
	Product and service labelling	Fully	Responsible retailing, 60-67				
	Marketing communications	Fully	Responsible retailing, 60-67				
	Customer privacy	Fully	Responsible retailing: Privacy Policy, 67				
	Compliance	Fully	Responsible retailing, 66-67				

STANDARD DISCLOSURES PART III: Performance Indicators							
Economic							
Performance Indicator	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for Omission	Explanation	To be reported in
Economic performance							
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Fully	Our business, 16 Marketplace, 17-19 Community: A snapshot of the causes we supported in 2009, 38 2010 Annual Report, 3, 13-15				
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Fully	Environment: Climate change (Why is this material to our business?), 48				
EC3	Coverage of the organization's defined benefit plan obligations.	Fully	Workplace: Superannuation, 25				
EC4	Significant financial assistance received from government.	Fully	Store and trading area analysis: Government subsidies, 29				
Market presence							
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Fully	Workplace: Remuneration, 25				
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Fully	Marketplace: Our market share in food retailing, 18				
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Fully	Workplace: Recruitment, 22				
Indirect economic impacts							
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Fully	Community: Fresh food kids hospital appeals, 40				
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Fully	Marketplace: Contribution to the economy, 18 Community: Focus areas (Education and employment, Rural and regional communities), 39 Community: Fresh food farming program, 42				
Environmental							
Performance Indicator	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for Omission	Explanation	To be reported in
Materials							
EN1	Materials used by weight or volume.	Partially	Environment: Packaging, 53-54 Environment: Paper use, 57		Not material	We have reported on the decisions we make in the design of the packaging of our household brands and on our paper use. As we are not a manufacturer this indicator is not considered to be material to our business.	
EN2	Percentage of materials used that are recycled input materials.	Partially	Environment: Packaging, 52-54 Environment: Paper use, 57		Not material	See EN1	
Energy							
EN3	Direct energy consumption by primary energy source.	Fully	Environment: Climate change, 49				
EN4	Indirect energy consumption by primary source.	Fully	Environment: Climate change, 49				
EN5	Energy saved due to conservation and efficiency improvements.	Fully	Environment: Climate change, 49-51 Environment: Climate change (Green stores, Renewable energy), 50-51				
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Fully	Responsible retailing: Responsible sourcing, 65-67				
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Fully	Environment: Climate change (Our performance), 49-51				
Water							
EN8	Total water withdrawal by source.	Fully	Environment: Water (Our 2010 performance), 52				
EN9	Water sources significantly affected by withdrawal of water.	Fully	Environment: Water (Our 2010 performance), 52				
EN10	Percentage and total volume of water recycled and reused.	Partially	Environment: Water (Our 2010 performance), 52				
Biodiversity							
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Fully	Environment: Biodiversity, 57				
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Fully	Environment: Biodiversity, 57				
EN13	Habitats protected or restored.	Fully	Environment: Biodiversity, 57				
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Fully	Responsible retailing: Responsible sourcing (Palm oil), 65				
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Fully	Environment: Biodiversity, 57				
Emissions, effluents and waste							
EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	Environment: Climate change (Our performance), 49-50				
EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	Environment: Climate change (Our performance), 50				
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	Environment: Climate change (Our performance), 48-51				
EN19	Emissions of ozone-depleting substances by weight.	Fully	Environment: Other emissions, 52				

EN20	NOx, SOx, and other significant air emissions by type and weight.	Fully	The Carbon Disclosure Project submission includes emissions sources from fuel and gas combustion				
EN21	Total water discharge by quality and destination.	Partially	Environment: Water, 52		Not material	Woolworths is not a major user of water and all water discharged from stores and sites is managed by licensed water authorities.	
EN22	Total weight of waste by type and disposal method.	Fully	Environment: Waste and recycling, 54-56				
EN23	Total number and volume of significant spills.	Fully	Environment: Spills, 57				
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Partially	Environment: Waste and recycling, 55		Not material	Woolworths does not process significant quantities of hazardous material.	
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Not			Not material	Woolworths does not have discharges of water and runoff that significantly affect the biodiversity value of water bodies.	
Products and services							
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	Environment: Packaging, 52-54 Responsible retailing: Responsible sourcing, 65-66				
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not			Not applicable	Woolworths does not report the number of products reclaimed as a percentage of sales. The EU Directive on Extended Producer Responsibility to which this indicator relates, is not mandatory in Australia.	
Compliance							
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	Environment: Fines, 57				
Transport							
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Fully	Environment: Transport, 51				
Overall	Total environmental protection expenditures and investments by type.	Not					
Social: Labor Practices and Decent Work							
Performance Indicator	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for Omission	Explanation	To be reported in
Employment							
LA1	Total workforce by employment type, employment contract, and region.	Fully	Workplace, 20, 23				
LA2	Total number and rate of employee turnover by age group, gender, and region.	Partially	Workplace, 23	Total number of people leaving the organisation and individual rates for each age, gender and region.	Proprietary information	As an alternative, percentage distribution of people that have left by age group, gender, and region has been disclosed.	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	Workplace: Remuneration, 25				
Labor/management relations							
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	Workplace: Freedom of association and union engagement, 31				
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Fully	Workplace: Freedom of association and union engagement, 31				
Occupational health and safety							
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Fully	Workplace: Safety and health (Worker representation and formal agreements), 34				
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	Fully	Workplace: Safety and health, 33-35				
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully	Workplace: Health and wellbeing, Management health checks, 24 Workplace: Safety and health (Education and training), 34				
LA9	Health and safety topics covered in formal agreements with trade unions.	Fully	Workplace: Safety and health (Worker representation and formal agreements), 34				
Training and education							
LA10	Average hours of training per year per employee by employee category.	Partially	Workplace: Training Participation, 26	Cost per employee instead of average hours reported.	Proprietary information	As an alternative to hours per employee, cost per employee category has been disclosed.	
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Partially	Workplace: Training and development, 27-29				
LA12	Percentage of employees receiving regular performance and career development reviews.	Fully	Workplace: Performance development, 26				
Diversity and equal opportunity							
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Fully	Workplace: Gender balance, Indigenous, 29-31 2010 Annual Report, 33-36				
LA14	Ratio of basic salary of men to women by employee category.	Fully	Workplace: Ratio of basic salary of male to female by employee category, 31				
Social: Human Rights							
Performance Indicator	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for Omission	Explanation	To be reported in
Diversity and equal opportunity							
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Fully		All recent significant investments have been acquisitions in Australia so screening was limited to risk and safety, as Human Rights issues are not considered a risk in this country were identified as part of that screening.			
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Fully	Responsible retailing: Ethical sourcing, 63				
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Partially	Workplace: Indigenous, 30				
Non-discrimination							
HR4	Total number of incidents of discrimination and actions taken.	Fully	Workplace: Indigenous, 30				
Freedom of association and collective bargaining							
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	Fully	Workplace: Freedom of association and union engagement, 31				
Child labor							
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Fully	Responsible retailing: Ethical sourcing, 63				
Forced and compulsory labor							
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	Fully	Responsible retailing: Ethical sourcing, 63				
Security practices							
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Not			Not applicable		
Indigenous rights							
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Fully	Workplace: Indigenous, 30				
Social: Society							
Performance Indicator	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for Omission	Explanation	To be reported in
Community							
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	Fully	Engagement framework for new stores, 10-11 Community, 38 Responsible retailing: Responsible food retailing, Selling alcohol responsibly, 60				
Corruption							
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Fully	Our approach to corporate responsibility and sustainability: Anti-corruption, 7				
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	Workplace: Compliance training, 28				
SO4	Actions taken in response to incidents of corruption.	Fully	Our approach to corporate responsibility and sustainability: Anti-corruption, 7				
Public policy							
SO5	Public policy positions and participation in public policy development and lobbying.	Fully	Understanding our stakeholders and what is important to them (Governments and regulators), 9				
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Fully	Our approach to corporate responsibility and sustainability: Political donations, 7				
Anti-competitive behavior							
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Fully	There were no legal actions taken against Woolworths for anti-competitive behaviour in the reporting period.				
Compliance							
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Fully	Safety and health: Prosecutions, 34				
Social: Product Responsibility							
Performance Indicator	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Customer health and safety							
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Fully	Responsible retailing: Responsible sourcing, 65-67				
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Fully	Responsible retailing: Product recalls, 67				
Product and service labelling							
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Fully	Responsible retailing: Responsible sourcing, 65-67				

PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	Fully	Environment: Packaging (Our 2010 performance), 52-54				
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Partially	Understanding our stakeholders and what is important to them (Customers), 8 Responsible retailing: Customer feedback and complaints, 67				
Marketing communications							
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Fully	Responsible retailing: Responsible food retailing, Selling alcohol responsibly, 60 Responsible retailing: Responsible service of gaming, 62 Responsible retailing: Environmental claims, 67				
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Fully	There were no incidents of non-compliance with regulations and voluntary codes concerning marketing communications in the reporting period.				
Customer privacy							
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Partially	Responsible retailing: Privacy Policy, 67				
Compliance							
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully	The company received no significant fines for non-compliance with laws and regulations concerning the provision and use of products and services in the reporting period.				