

# WOOLWORTHS LIMITED

ABN 88 000 014 675

## G4 Content Index - Woolworths Limited 2014

		Assured by	EY	
<b>GENERAL STANDARD DISCLOSURES</b>				
<b>1. Strategy and Analysis</b>				
Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission
G4-1	Statement from the most senior decision-maker of the organization.	CEO's Statement: 4-5		
<b>2. Organizational Profile</b>				
Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission
G4-3	Name of the organization.	Front Cover		
G4-4	Primary brands, products, and/or services.	Woolworths Limited Brands: Inside Front Cover, 1 A Great Place to Shop: 6-11 2014 Annual Report: 41		
G4-5	Location of organization's headquarters.	Company Directory: 61		
G4-6	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.	Scope of Report: 1		
G4-7	Nature of ownership and legal form.	2014 Annual Report: 182-183		

<b>G4-8</b>	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Store and Trading Area Analysis: 59 2014 Annual Report: 41		
<b>G4-9</b>	Scale of the reporting organization.	Our Corporate Responsibility Balance Sheet: 2-3 CEO's Statement: 4-5		
<b>G4-10</b>	Total workforce by employment type, employment contract, and region, broken down by gender.	Building the Best Retail Team: 47-48		
<b>G4-11</b>	Percentage of total employees covered by collective bargaining agreements.	Building the Best Retail Team: Freedom of association and union engagement, 46		
<b>G4-12</b>	Describe the organisation's supply chain	A Great Place to Shop: We Support Local Growers, 8 General Merchandise: A Great Place to Shop, 30-31		
<b>G4-13</b>	Significant changes during the reporting period regarding size, structure, ownership or supply chain	2014 Annual Report: 5, 32		
<b>G4-14</b>	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	A Great Place to Shop: Value With Values, 9-11 Using Resources Efficiently: 37		
<b>G4-15</b>	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	A Great Place to Shop: 7, 10A Great Place to Work: 12-13 Woolworths Liquor Group: A Great Place to Shop, 25 Building the Best Retail Team, 44 Our Approach to Corporate Responsibility and Sustainability, 52 United Nations Global Compact, 56		

<b>G4-16</b>	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Holds positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; * Views membership as strategic.	A Great Place to Shop: Value With Values, 10 A Great Place to Work: Woolworths Is Inclusive, 12-13 Woolworths Liquor Group: A Great Partner in the Community, 27 General Merchandise: A Great Place to Shop, 30 Building the Best Retail Team: Diversity, 44		
<b>3. Report Parameters</b>				
<b>Profile Disclosure</b>	<b>Description</b>	<b>Cross-reference/Direct answer</b>	<b>If applicable, indicate the part not reported</b>	<b>Reason for omission</b>
<b>G4-17</b>	All entities included in the organisation's consolidated financial statements and disclosure of any of these entities that are excluded from the report	2014 Annual Report: 89, 95		
<b>G4-18</b>	Process for defining report content.	A Great Place to Shop: 6 A Great Place to Work: 12 A Great Partner in the Community: 16 A Great Place to Invest: 20 Our approach to corporate responsibility and sustainability: 51		
<b>G4-19</b>	List all material aspects identified in the process for defining the report content	A Great Place to Shop: 6 A Great Place to Work: 12 A Great Partner in the Community: 16 A Great Place to Invest: 20 Using Resources Efficiently: 36		

<b>G4-20</b>	For each material aspect, report the aspect boundary inside the organisation	Scope of Report: Inside Front Cover		
<b>G4-21</b>	For each material aspect, report the aspect boundary outside the organisation	A Great Place to Shop: 9-11 A Great Place to Work: 12-13 A Great Partner in the Community: 16 A Great Place to Invest: 21		
<b>G4-22</b>	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).	A Great Place to Work: 15		
<b>G4-23</b>	Significant changes from previous reporting periods in the scope and aspect boundaries	2014 Annual Report: 174		
<b>4. Stakeholder Engagement</b>				
<b>Profile Disclosure</b>	<b>Description</b>	<b>Cross-reference/Direct answer</b>	<b>If applicable, indicate the part not reported</b>	<b>Reason for omission</b>
<b>G4-24</b>	List of stakeholder groups engaged by the organization.	A Great Place to Shop: 6 A Great Partner in the Community: 19 Building the Best Retail Team: 46 2014 Annual Report: 87		
<b>G4-25</b>	Basis for identification and selection of stakeholders with whom to engage.	Our Approach to Corporate Responsibility and Sustainability: 51		
<b>G4-26</b>	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	A Great Partner in the Community: 19 Building the Best Retail Team: 46 2014 Annual Report: 87		

<b>G4-27</b>	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.	A Great Place to Shop: 6 A Great Place to Work: 12 A Great Partner in the Community: 16 A Great Place to Invest: 20 Using Resources Efficiently: 36		
<b>5. Report Profile</b>				
<b>Profile Disclosure</b>	<b>Description</b>	<b>Cross-reference/Direct answer</b>	<b>If applicable, indicate the part not reported</b>	<b>Reason for omission</b>
<b>G4-28</b>	Reporting period (e.g., fiscal/calendar year) for information provided.	Scope of Report: 1		
<b>G4-29</b>	Date of most recent previous report (if any).	2013 Corporate Responsibility Report, issued at 2013 Annual General Meeting on 26 November, 2013		
<b>G4-30</b>	Reporting cycle (annual, biennial, etc.)	Annual		
<b>G4-31</b>	Contact point for questions regarding the report or its contents.	Inside Back Cover		
<b>6. GRI Content Index</b>				
<b>Profile Disclosure</b>	<b>Description</b>	<b>Cross-reference/Direct answer</b>	<b>If applicable, indicate the part not reported</b>	<b>Reason for omission</b>
<b>G4-32</b>	GRI Content Index for comprehensive disclosure	GRI Index: 54-56		
<b>G4-33</b>	Policy seeking external assurance for the report	Our Approach to Corporate Responsibility and Sustainability 51 Assurance Statement: 57-58		
<b>7. Governance</b>				
<b>Profile Disclosure</b>	<b>Description</b>	<b>Cross-reference/Direct answer</b>	<b>If applicable, indicate the part not reported</b>	<b>Reason for omission</b>

<b>G4-34</b>	Governance structure of the organisation, including committees of the highest governance body, identifying committees responsible for decision-making on economic, environmental and social impacts.	Our Approach to Corporate Responsibility and Sustainability: 51 2014 Annual Report: 80-89		
<b>8. Ethics and Integrity</b>				
<b>Profile Disclosure</b>	<b>Description</b>	<b>Cross-reference/Direct answer</b>	<b>If applicable, indicate the part not reported</b>	<b>Reason for omission</b>
<b>G4-56</b>	Describe the organisation's values, principles, standard and norms of behaviour such as codes of conduct and codes of ethics	A Great Place to Work: 12 Our Approach to Corporate Responsibility and Sustainability: 52 2014 Annual Report: 83		
<b>SPECIFIC STANDARD DISCLOSURES: Disclosures on Management Approach (DMAs)</b>				
<b>G4 DMA</b>	<b>Description</b>	<b>Cross-reference/Direct answer</b>	<b>If applicable, indicate the part not reported</b>	<b>Reason for omission</b>
<b>DMA EC</b>	<b>Disclosure on Management Approach EC</b>	8, 20-21		
<b>Aspects</b>	Economic performance	A Great Place to Invest: 20		
	Market presence	A Great Place to Shop: 8		
	Indirect economic impacts	A Great Place to Invest: 21		
	Procurement practices	A Great Place to Shop: 8		
<b>DMA EN</b>	<b>Disclosure on Management Approach EN</b>	9-10, 36-40, AR 83		
<b>Aspects</b>	Materials	Using Resources Wisely: 39		
	Energy	Using Resources Wisely: 37		
	Water	Using Resources Wisely: 38		
	Biodiversity	A Great Place to Shop: 10		
	Emissions	Using Resources Wisely: 37		
	Effluents and waste	Using Resources Wisely: 40		
	Products and services	A Great Place to Shop: 9		
	Compliance	2014 Annual Report: 83		

	Transport	Using Resources Wisely: 37		
	Overall	Using Resources Wisely: 36		
	Supplier Environmental Assessment	A Great Place to Shop: 10		
	Environmental Grievance Mechanisms	2014 Annual Report: 83		
<b>DMA LA</b>	<b>Disclosure on Management Approach LA</b>	10, 12, 15, 46, AR 83		
<b>Aspects</b>	Employment	A Great Place to Work: 12		
	Labor/management relations	Building the Best Retail Team: 46		
	Occupational health and safety	A Great Place to Work: 15		
	Training and education	A Great Place to Work: 12		
	Diversity and equal opportunity	A Great Place to Work: 12		
	Equal remuneration for women and men	A Great Place to Work: 12		
	Supplier Assessment for Labour Practices	A Great Place to Shop: 10		
	Labour Practices Grievance Mechanisms	2014 Annual Report: 83		
<b>DMA HR</b>	<b>Disclosure on Management Approach HR</b>	10, 12, 20, AR 83		
<b>Aspects</b>	Investment	A Great Place to Invest: 20		
	Non-discrimination	A Great Place to Work: 12		
	Freedom of association and collective bargaining	A Great Place to Shop: 10		
	Child labor	A Great Place to Shop: 10		
	Forced or compulsory labor	A Great Place to Shop: 10		
	Security practices	A Great Place to Shop: 10		
	Indigenous rights	A Great Place to Work: 12		
	Assessment	A Great Place to Shop: 10		
	Supplier Human Rights Assessment	A Great Place to Shop: 10		
	Human Rights Grievance Mechanisms	2014 Annual Report: 83		
<b>DMA SO</b>	<b>Disclosure on Management Approach SO</b>	10, 16, 19, 52, AR 83		
<b>Aspects</b>	Local communities	A Great Partner in the Community: 16		
	Anti-corruption	Our Approach to Corporate Responsibility and Sustainability: 52		

	Public policy	Our Approach to Corporate Responsibility and Sustainability: 52		
	Anti-competitive behavior	A Great Partner in the Community: 19		
	Compliance	Annual Report: 83		
	Supplier Assessment for Impacts on Society	A Great Place to Shop: 10		
	Grievance Mechanisms for Impacts on Society	Annual Report: 83		
<b>DMA PR</b>	<b>Disclosure on Management Approach PR</b>	6-7, 25, 52, AR 83		
<b>Aspects</b>	Customer health and safety	A Great Place to Shop: 6-7		
	Product and service labelling	A Great Place to Shop: 7		
	Marketing communications	Woolworths Liquor Group: 25		
	Customer privacy	Our Approach to Corporate Responsibility and Sustainability: 52		
	Compliance	Annual Report: 83		
<b>STANDARD DISCLOSURES PART III: Performance Indicators</b>				
<b>Economic</b>				
<b>Performance Indicator</b>	<b>Description</b>	<b>Cross-reference/Direct answer</b>	<b>If applicable, indicate the part not reported</b>	<b>Reason for Omission</b>
<b>Economic performance</b>				
<b>G4-EC1</b>	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.	Our Corporate Responsibility Balance Sheet, 2-3 A Great Place to Invest: 20-21		
<b>G4-EC2</b>	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	Using Resources Efficiently: 37		

<b>G4-EC3</b>	Coverage of the organisation's defined benefit plan obligations.	Woolworths Limited make superannuation contributions for employees of the Company. The financial position of the Woolworths Group Superannuation Plan is declared in the Annual Report.2014 Annual Report, 116		
<b>G4-EC4</b>	Financial assistance received from government.	Woolworths Limited received \$2.84 million in government subsidies.		
<b>Market presence</b>				
G4-EC5	Ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Not considered material		Not material
<b>G4-EC6</b>	Proportion of senior management hired from the local community at significant locations of operation.	Not considered material		Not material
<b>Indirect economic impacts</b>				
<b>G4-EC7</b>	Development and impact of infrastructure investments and services supported.	A Great Partner in the Community: 16-18		
<b>G4-EC8</b>	Significant indirect economic impacts, including the extent of impacts.	A Great Place to Invest: 21		
<b>Procurement practices</b>				
G4-EC9	Proportion of spending on local suppliers at significant locations of operation.	A Great Place to Shop: 8		
<b>Environmental</b>				
<b>Performance Indicator</b>	<b>Description</b>	<b>Cross-reference/Direct answer</b>	<b>If applicable, indicate the part not reported</b>	<b>Reason for Omission</b>
<b>Materials</b>				

<b>G4-EN1</b>	Materials used by weight or volume.	A Great Place to Shop: Value With Values, 10-11 Using Resources Efficiently: Packaging, 39		
<b>G4-EN2</b>	Percentage of materials used that are recycled input materials.	Using Resources Efficiently: Packaging, 39		
<b>Energy</b>				
<b>G4-EN3</b>	Energy consumption within the organisation	Using Resources Efficiently: 41		
<b>G4-EN4</b>	Energy consumption outside of the organisation	Main energy usage outside of the organisation is from third-party logistics. Fuel use for this is estimated to be 267,505 GJ.		
<b>G4-EN5</b>	Energy intensity	Using Resources Efficiently: 36		
<b>G4-EN6</b>	Reduction of energy consumption	Using Resources Efficiently: 37		
<b>G4-EN7</b>	Reductions in energy requirements of products and services	Using Resources Efficiently: 37		
<b>Water</b>				
<b>G4-EN8</b>	Total water withdrawal by source.	Using Resources Efficiently: Water, 38		
<b>G4-EN9</b>	Water sources significantly affected by withdrawal of water.	All water supplied to and discharged from Woolworths' stores and sites is managed by licensed water authorities. We draw no water directly from bores, rivers, or other natural sources.		
<b>G4-EN10</b>	Percentage and total volume of water recycled and reused.	Using Resources Efficiently: Water, 38 Water reused through rainwater harvesting is main, and only measured, form of water reuse in the business.		
<b>Biodiversity</b>				

<b>G4-EN11</b>	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Eleven development projects required biodiversity assessments, with only three being greenfields sites.		
<b>G4-EN12</b>	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	107 property development projects were completed, under construction or in planning during 2014. Biodiversity assessments were required for 11 of these projects. Five Vegetation Management Plans have been prepared to minimise the impacts to any threatened species, habitats for threatened species or ecological communities.		
<b>G4-EN13</b>	Habitats protected or restored.	Five development locations are protected by Vegetation Management Plans.		
<b>G4-EN14</b>	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	The only species found on the IUCN Red List is the Koala and it is classified as least concern. Management Plan will minimise any impacts.		
<b>Emissions</b>				
<b>G4-EN15</b>	Direct greenhouse gas (GHG) emissions (Scope 1)	Using Resources Efficiently: 42		
<b>G4-EN16</b>	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	Using Resources Efficiently: 42		
<b>G4-EN17</b>	Other indirect greenhouse gas (GHG) emissions (Scope 3)	Using Resources Efficiently: 42		
<b>G4-EN18</b>	Greenhouse gas (GHG) emissions intensity	Using Resources Efficiently: 36		
<b>G4-EN19</b>	Reduction of greenhouse gas (GHG) emissions	Using Resources Efficiently: 37		

<b>G4-EN20</b>	Emissions of ozone-depleting substances (ODS)	Total emissions of ozone depleting substances were 29.3 tonnes, primarily from R22 refrigerant loss.		
<b>G4-EN21</b>	NOx, SOx, and other significant air emissions	Reported emissions are from direct operations (excluding 3rd Party Logistics) are calculated based on site specific data. NOx emissions were 459 tonnes and SOx emissions were 0.51 tonnes.		
<b>Effluents and waste</b>				
<b>G4-EN22</b>	Total water discharge by quality and destination.	All water discharged from stores and sites is managed by licensed water authorities.		
<b>G4-EN23</b>	Total weight of waste by type and disposal method.	Using Resources Efficiently: Waste and recycling, 40, 43 Woolworths' waste stream is classed as commercial and disposed to landfill.		
<b>G4-EN24</b>	Total number and volume of significant spills.	440 environmental incidents in the Petrol division, many involving customer's vehicles leaking fuel or oil. No incidents were rated as Major.		
<b>G4-EN25</b>	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.	Using Resources Efficiently: Waste and recycling, 39, 43 Woolworths does not process significant quantities of hazardous material. Transport is provided by recycling service provider (or their designated handler).	Transport not covered.	Not applicable

<b>G4-EN26</b>	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.	Woolworths does not have discharges of water and runoff that significantly affect the biodiverse value of water bodies.		Not material
<b>Products and services</b>				
<b>G4-EN27</b>	Extent of impact mitigation of environmental impacts of products and services	A Great Place to Shop: Value With Values, 9-11 Using Resources Efficiently: Packaging, 39		
<b>G4-EN28</b>	Percentage of products sold and their packaging materials that are reclaimed by category.	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.		Not available
<b>Compliance</b>				
<b>G4-EN29</b>	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	There were no significant environmental incidents that incurred monetary fines for Woolworths		
<b>Transport</b>				
<b>G4-EN30</b>	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Using Resources Wisely: 37-38		
<b>Overall</b>				
<b>G4-EN31</b>	Total environmental protection expenditures and investments by type.	A Great Place to Invest: 20		
<b>Supplier environmental assessment</b>				

<b>G4-EN32</b>	Percentage of new suppliers that were screened using environmental criteria	Based on materiality and risk, all factories from certain countries have been audited against Woolworths' Ethical Sourcing Policy, which includes environmental criteria.	Suppliers in low risk countries might not be audited.	Not material
<b>G4-EN33</b>	Significant actual and potential negative environmental impacts in the supply chain and actions taken	A Great Place to Shop: Value With Values 9-11 Using Resources Efficiently: 37		
<b>Environmental grievance mechanism</b>				
<b>G4-EN34</b>	Number of grievances about environmental impacts filed, addressed and resolved through formal grievance mechanisms	Our approach to corporate responsibility and sustainability: Speak Up, 52 A Great Place to Shop: Values With Values, 10 Through the Ethical Sourcing Audit Program, environmental standards accounted for 2.7% of the corrective actions identified for suppliers. These issues were addressed before orders were place with the factories.		
<b>Social: Labor Practices and Decent Work</b>				
<b>Performance Indicator</b>	<b>Description</b>	<b>Cross-reference/Direct answer</b>	<b>If applicable, indicate the part not reported</b>	<b>Reason for Omission</b>
<b>Employment</b>				
<b>G4-LA1</b>	Total number and rates of new employee hires of employee turnover by age group, gender, and region.	Building the Best Retail Team: 49		
<b>G4-LA2</b>	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	2014 Annual Report, 140-152		

<b>G4-LA3</b>	Return to work and retention rates after parental leave, by gender.	Building the Best Retail Team: 47		
<b>Labor/management relations</b>				
<b>G4-LA4</b>	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Most of our enterprise agreements make provision for us to notify and consult with employees and the relevant unions about the introduction of major change. E.g. from Woolworths National Supermarket Agreement 2009 “discussions shall commence as early as practicable after a firm decision has been made by the company”.		
<b>Occupational health and safety</b>				
<b>G4-LA5</b>	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.	100% of workforce is represented in joint management-worker health and safety committees		
<b>G4-LA6</b>	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region, and by gender.	Building the Best Retail Team: Safety Performance, 50	Breakdown by gender	Not available
<b>G4-LA7</b>	Workers with high incidence or high risk of diseases related to their occupation	Building the Best Retail Team: Safety Performance, 50		
<b>G4-LA8</b>	Health and safety topics covered in formal agreements with trade unions.	Key topics covered in formal agreements with trade unions include a safe working environment, training, occupational rehabilitation and process change management.		
<b>Training and education</b>				

<b>G4-LA9</b>	Average hours of training per year per employee by gender, and by employee category.	Building the Best Retail Team: Training, 45		
<b>G4-LA10</b>	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	A Great Place to Work: More Career Development, 14-15		
<b>G4-LA11</b>	Percentage of employees receiving regular performance and career development reviews, by gender and employment category	Only salaried employees and executives receive annual performance reviews. 12.5% of female employees, 20.3% of male employees and 16.1% total. (Excl. NZ Supermarkets, ALH Group, The Wine Quarter, Pinnacle, EziBuy, Home Timber and Hardware Distribution Centre, Global Sourcing and Retail FM)		
<b>Diversity and equal opportunity</b>				
<b>G4-LA12</b>	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Building the Best Retail Team: Diversity, 44	Minority groups not reported	Not available
<b>Equal remuneration for Women and Men</b>				
<b>G4-LA13</b>	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	Building the Best Retail Team: Diversity, 45		
<b>Supplier assessment for Labour Practices</b>				
<b>G4-LA14</b>	Percentage of new suppliers that were screened using labour practices criteria	Based on materiality and risk, all factories from certain countries have been audited against Woolworths' Ethical Sourcing Policy, which includes labour practices criteria.	Suppliers in low risk countries might not be audited.	Not material

<b>G4-LA15</b>	Significant actual and potential negative impacts for labour practices in the supply chain and actions taken	A Great Place to Shop: Value With Values, 10		
<b>Labour Practices Grievance Mechanisms</b>				
<b>G4-LA16</b>	Number of grievances about labour practices filed, addressed and resolved through formal grievance mechanisms	Our approach to corporate responsibility and sustainability: Speak Up, 52 A Great Place to Shop: Values With Values, 10 Through the Ethical Sourcing Audit Program, health and safety accounted for 21% of the corrective actions identified for suppliers. These issues were addressed before orders were place with the factories.		
<b>Social: Human Rights</b>				
<b>Performance Indicator</b>	<b>Description</b>	<b>Cross-reference/Direct answer</b>	<b>If applicable, indicate the part not reported</b>	<b>Reason for Omission</b>
<b>Diversity and equal opportunity</b>				
<b>G4-HR1</b>	Total number and percentage of significant investment agreements that include human rights clauses or that have undergone human rights screening.	All recent investments have been acquisitions in Australia and New Zealand, so screening was limited to risk and safety. As Human Rights issues are not considered a risk in these countries, they were not considered in the screening.		
<b>G4-HR2</b>	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.	Building the Best Retail Team: 46		

<b>Non-discrimination</b>					
<b>G4-HR3</b>	Total number of incidents of discrimination and corrective actions taken.	Ten new claims were lodged in Australia at discrimination tribunals (both State and Federal) during 2014, of which four were resolved. This compares to the eleven claims reported last year			
<b>Freedom of association and collective bargaining</b>					
<b>G4-HR4</b>	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights.	A Great Place to Shop: Value With Values, 10 Building the Best Retail Team: 46			
<b>Child labor</b>					
<b>G4-HR5</b>	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	A Great Place to Shop: Value With Values, 10 General Merchandise: 30-31			
<b>Forced and compulsory labor</b>					
<b>G4-HR6</b>	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	A Great Place to Shop: Value With Values, 10 General Merchandise: 30-31			
<b>Security practices</b>					
<b>G4-HR7</b>	Percentage of security personnel trained in the organisation's human rights policies or procedures that are relevant to operations.				Not applicable
<b>Indigenous rights</b>					
<b>G4-HR8</b>	Total number of incidents of violations involving rights of indigenous people and actions taken.	There were three discrimination cases regarding an indigenous employee and this was resolved.			
<b>Assessment</b>					

<b>G4-HR9</b>	Total number and percentage of operations that have been subject to human rights reviews or impact assessments.	No operations were subject to specific reviews or impact assessments on human rights. All employees are required to comply with Code of Conduct, which addresses discrimination.		
<b>Supplier human rights assessment</b>				
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	Based on materiality and risk, all factories from certain countries have been audited against Woolworths' Ethical Sourcing Policy, which includes labour practices criteria.	Suppliers in low risk countries might not be audited.	Not material
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	General Merchandise: A Great Place to Shop, 30-31		
<b>Human rights grievance mechanisms</b>				
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	Our approach to corporate responsibility and sustainability: Speak Up, 52A Great Place to Shop: Values With Values, 10Through the Ethical Sourcing Audit Program, child labour policies and union representation accounted for less than 0.1% of the corrective actions identified for suppliers. These issues were addressed before orders were placed with the factories.		
<b>Social: Society</b>				
<b>Performance Indicator</b>	<b>Description</b>	<b>Cross-reference/Direct answer</b>	<b>If applicable, indicate the part not reported</b>	<b>Reason for Omission</b>

<b>Local Communities</b>				
<b>G4-SO1</b>	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Our Dan Murphys and BWS stores, and Hotels account for 37.8% of our operations (by store count). These have responsible service of alcohol and responsible gaming programs.		
<b>G4-SO2</b>	Operations with significant actual or potential negative impacts on local communities.	Woolworths Liquor Group: 25-27 Hotels: 32-33		
<b>Anti-Corruption</b>				
<b>G4-SO3</b>	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	Our approach to corporate responsibility and sustainability: Anti-corruption, 52 Business Review conduct internal audits on all business divisions. Although the audits are not specifically for identifying corruption they can identify breakdowns in business controls which can lead to corruption. All parts of the are reviewed with the most significant, and critical parts of the business, reviewed more frequently, e.g. Supermarkets Australia, Progressive Enterprise Limited, IT and ALH.	Total number and percentage of operations	Not available
<b>G4-SO4</b>	Communication and training on anti-corruption policies and procedures	Fair Trading Training and Assessments are conducted by the Compliance team. During 2014, 726 employees undertook 1,871 hours of training.		

G4-SO5	Confirmed incidents of corruption and actions taken	Woolworths has been included in an investigation by the Australian Competition and Consumer Commission (ACCC) into alleged cartel behaviour by suppliers of concentrate laundry detergents. Woolworths is cooperating with the Commission but will defend itself. This incident has not been confirmed as the case is still ongoing.		
<b>Public policy</b>				
G4-SO6	Total value of political contributions by country and recipient/beneficiary	Our approach to corporate responsibility and sustainability: Political Donations, 52		
<b>Anti-competitive behavior</b>				
G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Woolworths has been included in an investigation by the Australian Competition and Consumer Commission (ACCC) into alleged cartel behaviour by suppliers of concentrate laundry detergents. Woolworths is cooperating with the Commission but will defend itself. This incident has not been confirmed as the case is still ongoing. Woolworths also agreed to an undertaking with the ACCC, to discontinue petrol discounts above 4 cents per litre, which are linked to supermarket purchases.		
<b>Compliance</b>				

<b>G4-SO8</b>	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	There were no findings during the year that required Woolworths to pay significant fines or non-monetary sanctions.		
<b>Supplier assessment for Impacts on Society</b>				
<b>G4-SO9</b>	Percentage of new suppliers that were screened using criteria for impacts on society	Based on materiality and risk, all factories from certain countries have been audited against Woolworths' Ethical Sourcing Policy, which includes impacts on society.	Suppliers in low risk countries might not be audited.	Not material
<b>G4-SO10</b>	Significant actual and potential negative impacts on society in the supply chain and actions taken	ACCC investigation into alleged cartel behaviour by suppliers of laundry detergent. Woolworths has been included in the investigation and is cooperating, but denies any charges.		
<b>Grievance mechanisms for Impacts on Society</b>				
<b>G4-SO11</b>	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	Our approach to corporate responsibility and sustainability: Speak Up, 52A Great Place to Shop: Values With Values, 10Through the Ethical Sourcing Audit Program, bribery and corruption for less than 0.1% of the corrective actions identified for suppliers. These issues were addressed before orders were place with the factories.		
<b>Social: Product Responsibility</b>				

Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission
<b>Customer health and safety</b>				
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	A Great Place to Shop: Healthy Food Choices, 6-7 Our complete Macro range was reviewed and reformulated where required. Range accounts for 23.4% of Own Brand SKU count.		
G4-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.	Eleven Woolworths Own Brand products were recalled during the year due to safety or allergen hazards.		
<b>Product and service labelling</b>				
G4-PR3	Type of product and service information required by the organisation's procedures for product and service information and labeling, and percentage of significant products and services categories subject to such information requirements.	A Great Place to Shop: 7 All Woolworths Own Brand and Fresh products are assessed under the Woolworths Quality Assurance program.		
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Three product recalls due to incorrect labelling of allergens.		
G4-PR5	Results of surveys measuring customer satisfaction.	Woolworths monitors customer satisfaction through Brand Tracker, against measures like the Net Promoter Score. Results are not disclosed.		
<b>Marketing communications</b>				

<b>G4-PR6</b>	Sale of banned or disputed products	Woolworths does not sell banned products. It does provide services, such as gaming, which are subject to public debate. Hotels: 32-33		
<b>G4-PR7</b>	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	There were no incidents of non-compliance with regulations and voluntary codes concerning marketing communications in the reporting period.		
<b>Customer privacy</b>				
<b>G4-PR8</b>	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Our approach to corporate responsibility and sustainability: Privacy Policy, 52 There were no substantiated claims regarding breaches of customer privacy.		
<b>Compliance</b>				
<b>G4-PR9</b>	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	There were no findings during the year that required Woolworths to pay significant fines.		