

**G4 Content Index - Woolworths Limited 2017**

Assured by

Deloitte

**GENERAL STANDARD DISCLOSURES**

**1. Strategy and Analysis**

Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
G4-1	Statement from the most senior decision-maker of the organization.	CEO's Report: 2			

**2. Organizational Profile**

Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
G4-3	Name of the organization.	Front Cover			
G4-4	Primary brands, products, and/or services.	2017 Annual Report: 14-19			
G4-5	Location of organization's headquarters.	2017 Annual Report, Company Directory: 80			
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: Contents			
G4-7	Nature of ownership and legal form.	2017 Annual Report: 126-127			
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Store Analysis: 78 2017 Annual Report: 63			
G4-9	Scale of the reporting organization.	CEO Report: 2 Our Group: 3			
G4-10	Total workforce by employment type, employment contract, and region, broken down by gender.	Workplace Metrics: 62 -66			
G4-11	Percentage of total employees covered by collective bargaining agreements.	Workplace Metrics: 63			
G4-12	Describe the organisation's supply chain	Creating Opportunities for All: 12-21 Energy and Carbon Initiatives: 24-37 Working with our Business Partners: 40-55 Value Chain: 58-59			
G4-13	Significant changes during the reporting period regarding size, structure, ownership or supply chain	2017 Annual Report: 98-100			
G4-14	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Energy and Carbon Initiatives: 34-37	Statement on precautionary principles.	Not applicable	Woolworths does not make a specific statement on precautionary principles, but commitments to addressing climate change and deforestation are applicable.
G4-15	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	People: 12-21 Planet: 24-37 Prosperity: 40-55 Corporate Governance: 67-68 United Nations Global Compact: 69			
G4-16	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.	People: 12-21 Planet: 24-37 Prosperity: 40-55 Woolworths is an active member of the Consumer Goods Forum			

**3. Report Parameters**

Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
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G4-17	All entities included in the organisation's consolidated financial statements and disclosure of any of these entities that are excluded from the report	2017 Annual Report: 122			
G4-18	Process for defining report content.	Corporate Governance: 67 - 68 Corporate Responsibility Strategy 2016-2020: 4-5			
G4-19	List all material aspects identified in the process for defining the report content	Corporate Governance: 67 - 68			
G4-20	For each material aspect, report the aspect boundary inside the organisation	Scope of report: Contents			
G4-21	For each material aspect, report the aspect boundary outside the organisation	All material aspects relate to Woolworths with the exception of Scope 3 emissions, or as otherwise disclosed in the report.			
G4-22	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).	Any restatements of previous years' data are identified within footnotes to graphs or tables. The effects of any such restatements are not considered to be material to stakeholders.			
G4-23	Significant changes from previous reporting periods in the scope and aspect boundaries	2017 Annual Report: 20-24, 98-100			
<b>4. Stakeholder Engagement</b>					
Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
G4-24	List of stakeholder groups engaged by the organization.	Corporate Governance: 67-68			
G4-25	Basis for identification and selection of stakeholders with whom to engage.	Corporate Governance: 67-68			
G4-26	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Embracing our diversity: 14-15 Working with our business partners: 40-43 Creating shared value with our customers: 50-51			
G4-27	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.	Corporate Governance: 67 - 68 Corporate Responsibility Strategy			
<b>5. Report Profile</b>					
Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
G4-28	Reporting period (e.g., fiscal/calendar year) for information provided.	Scope of report: Contents			
G4-29	Date of most recent previous report (if any).	June 2016			
G4-30	Reporting cycle (annual, biennial, etc.)	Annual			
G4-31	Contact point for questions regarding the report or its contents.	Company Directory: 80			
<b>6. GRI Content Index</b>					
Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
G4-32	GRI Content Index for comprehensive disclosure	This report has been prepared 'in accordance' with the Global Reporting Initiative G4 Sustainability Reporting Guidelines to a Core level. External Assurance Statement: 74-77			
G4-33	Policy seeking external assurance for the report	Corporate Governance: 67 - 68 External Assurance Statement: 74-77			
<b>7. Governance</b>					

Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
G4-34	Governance structure of the organisation, including committees of the highest governance body, identifying committees responsible for decision-making on economic, environmental and social impacts.	Corporate Governance: 67-68			
<b>8. Ethics and Integrity</b>					
Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
G4-56	Describe the organisation's values, principles, standard and norms of behaviour such as codes of conduct and codes of ethics	Corporate Governance: 67 - 68 United Nations Global Compact: 69			
<b>SPECIFIC STANDARD DISCLOSURES: Disclosures on Management Approach (DMAs)</b>					
G4 DMA	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
DMA EC	Disclosure on Management Approach EC				
Aspects	Economic performance	At a glance: 7 Making an impact: 44 - 45 2017 Annual Report			
	Indirect economic impacts Procurement practices	At a glance: 7 Working with our business partners: 40-43			
DMA EN	Disclosure on Management Approach EN				
Aspects	Materials	Moving to a circular economy: 26-27 Sustainability metrics: 60-61			
	Energy	Energy and carbon initiatives: 34-37 Sustainability metrics: 60-61			
	Emissions	Energy and carbon initiatives: 34-37 Sustainability metrics: 60-61			
	Effluents and waste	Moving to a circular economy: 26-27 Sustainability metrics: 60-61			
	Compliance	2017 Annual Report: 59			
	Transport	Energy and carbon initiatives: 34-37 Sustainability metrics: 60-61			
	Supplier Environmental Assessment	Working with our business partners: 40-43			
	Environmental Grievance Mechanisms	Woolworths Customer Contact Centre handles customer communication, which includes complaints related to environmental issues.	Number of grievances not reported	Not material	Volume of complaints is not material and do not relate to material issues for the business
DMA LA	Disclosure on Management Approach LA				
Aspects	Employment	People: 12-21 Workplace metrics: 62-66			
	Labour/management relations	People: 12-21 Workplace metrics: 62-66			
	Occupational health and safety	Creating opportunities for all: 18-21 Workplace metrics: 62-66			
	Training and education	Embracing our diversity: 14-15			
	Diversity and equal opportunity	People: 12-21			
	Equal remuneration for women and men	Gender equality: 12-13 Workplace metrics: 62-66			
	Supplier Assessment for Labour Practices	Working with our business partners: 40-43			

	Labour Practices Grievance Mechanisms	Woolworths' Speak Up program is an independent process for suppliers and employees to report issues related to fair treatment, safety and breaches of code of conduct.	Number of grievances not reported	Not material	Volume of complaints is not material and do not relate to material issues for the business
DMA HR	Disclosure on Management Approach HR				
Aspects	Investment	Prosperity: 40-55			
	Non-discrimination	Workplace metrics: 62-66			
	Freedom of association and collective bargaining	Workplace metrics: 62-66			
	Child labour	Working with our business partners: 40-43 Labour practices in our global supply chain: <a href="https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/">https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/</a>			
	Forced or compulsory labour	Working with our business partners: 40-43 Labour practices in our global supply chain: <a href="https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/">https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/</a>			
	Assessment	Working with our business partners: 40-43 Labour Practices in our global supply chain: <a href="https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/">https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/</a>			
	Supplier Human Rights Assessment	Working with our business partners: 40-43 Labour Practices in our global supply chain: <a href="https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/">https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/</a>			

	Human Rights Grievance Mechanisms	Working with our business partners: 40-43 Labour Practices in our global supply chain: <a href="https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/">https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/</a>			
DMA SO	Disclosure on Management Approach SO				
Aspects	Local communities	Making an impact: 44-53 Responsible service of alcohol: 54 Responsible gambling: 55			
	Anti-corruption	Corporate Governance: 67-68			
	Public policy	Corporate Governance: 67-68			
	Anti-competitive behaviour	Corporate Governance: 67-68			
	Compliance	Working with our business partners: 40-43			
	Supplier Assessment for Impacts on Society	Working with our business partners: 40-43			
	Grievance Mechanisms for Impacts on Society	The grievance mechanism process adopted by management is supported through 3 key initiatives: Customer Contact Centre, ethical audits conducted for business partners, and the Speak Up program. There were approximately 2,800 matters raised in FY17. The matters raised are minor and therefore have been deemed not material.			
DMA PR	Disclosure on Management Approach PR				
Aspects	Customer health and safety	Creating shared values with our customers: 50-53			
	Product and service labelling	Working with our business partners: 40-43			
	Marketing communications	Responsible service of alcohol: 54 Responsible gambling: 55			
	Customer privacy	Corporate Governance: 67-68			
	Compliance	Woolworths Customer Contact Centre handles customer communications, which includes complaints related to products and services.	Number of grievances not reported	Not material	Volume of complaints is not material and do not relate to material issues for the business
STANDARD DISCLOSURES PART III: Performance Indicators					
Economic					
Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for Omission	Explanation
Economic performance					
G4-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.	At a glance: 7 Making an impact: 44-45 2017 Annual Report			
G4-EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	Energy and carbon initiatives: 34-37			

G4-EC3	Coverage of the organisation's defined benefit plan obligations.	Woolworths Limited makes superannuation contributions for employees of the Company. The financial position of the Woolworths Group Superannuation Plan is declared in the Annual Report. 2017 Annual Report: 108			
G4-EC4	Financial assistance received from government.	Woolworths Limited receives subsidies for employees on supported wages.	Monetary value of subsidies	Proprietary information	Monetary not disclosed for privacy reasons
Indirect economic impacts					
G4-EC8	Significant indirect economic impacts, including the extent of impacts.	At a glance: 7			
Procurement practices					
G4-EC9	Proportion of spending on local suppliers at significant locations of operation.	Creating shared value with our customers: 50-51			
Environmental					
Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for Omission	Explanation
Materials					
G4-EN1	Materials used by weight or volume.	Woolworths primary products are food and grocery which by their nature do not include recycled input materials. The packaging used in some cases can be recycled. Sustainability metrics: 60-61			
Energy					
G4-EN3	Energy consumption within the organisation	Energy and carbon initiatives: 34-37 Sustainability metrics: 60-61			
G4-EN4	Energy consumption outside of the organisation	Energy and carbon initiatives: 34-37 Sustainability metrics: 60-61			
G4-EN5	Energy intensity	Energy and carbon initiatives: 34-37			
G4-EN6	Reduction of energy consumption	Energy and carbon initiatives: 34-37 Sustainability metrics: 60-61			
G4-EN7	Reductions in energy requirements of products and services	Energy and carbon initiatives: 34-37			
Emissions					
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	Energy and carbon initiatives: 34-37 Sustainability metrics: 60-61			
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	Energy and carbon initiatives: 34-37 Sustainability metrics: 60-61			
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	Energy and carbon initiatives: 34-37 Sustainability metrics: 60-61			
G4-EN18	Greenhouse gas (GHG) emissions intensity	Energy and carbon initiatives: 34-37 Sustainability metrics: 60-61			
G4-EN19	Reduction of greenhouse gas (GHG) emissions	Energy and carbon initiatives: 34-37 Sustainability metrics: 60-61			
G4-EN20	Emissions of ozone-depleting substances (ODS)	Total emissions of ozone depleting substances were 21.0 tonnes, primarily from R22 Refrigerant loss			
Effluents and Waste					
G4-EN23	Total weight of waste by type and disposal method.	Moving to a circular economy: 26-27 Sustainability metrics: 60-61			
G4-EN24	Total number and volume of significant spills.	475 environmental incidents in the Petrol division, many involving customer's vehicles leaking fuel or oil. There were no significant spills.			

Compliance					
G4-EN29	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.			
Transport					
G4-EN30	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Energy and carbon initiatives: 34-37 Sustainability metrics: 60-61			
Supplier Environmental Assessment					
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	Base on materiality and risk, all factories in 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	
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	Sourcing environmentally sustainable commodities: 30 -31 Working with our business partners: 40-43 Labour practices in our global supply chain: <a href="https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/">https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/</a>			
Environmental grievance mechanism					
G4-EN34	Number of grievances about environmental impacts filed, addressed and resolved through formal grievance mechanisms	The grievance mechanism process adopted by management is supported through 3 key initiatives: Customer Contact Centre, ethical audits conducted for business partners, and the Speak Up program. There were approximately 2,800 matters raised in FY17. The matters raised are minor and therefore have been deemed not material.			
Social: Labour Practices and Decent Work					
Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for Omission	Explanation
Employment					
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender, and region.	Workplace metrics: 62- 66			
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	2017 Annual Report: 108-114			
G4-LA3	Return to work and retention rates after parental leave, by gender.	Workplace metrics: 62- 66	Short-term and long term retention rates after parental leave	Not available	System currently prevents assessment of retention rates after parental leave
Labour/management relations					

G4-LA4	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 "discussion shall commence as early as practicable after a firm decision has been made by the company".			
<b>Occupational health and safety</b>					
G4-LA5	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.	Creating opportunities for all: 18-21 Workplace metrics: 62-66			
G4-LA6	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region, and by gender.	Creating opportunities for all: 18-21 Workplace metrics: 62-66	Injury types and absentee rates; regional split	Proprietary information	Absentee rates, and injury data split by region and injury type not reported for privacy reasons.
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	Manual handling injuries are the highest injury cause for operational staff.			
G4-LA8	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>					
G4-LA9	Average hours of training per year per employee by gender, and by employee category.	Woolworths provided over 1,200 training course for employees	Hours of training provided per employee by gender and employee category.	Not available	Due to system changes, data was not available. We are working to address these so that data can be reported in future reports.
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Woolworths provided over 1,200 training course for employees			
G4-LA11	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% of employees are on salaries.			
<b>Diversity and equal opportunity</b>					
G4-LA12	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Workplace metrics: 62-66			
<b>Equal remuneration for Women and Men</b>					
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	Workplace metrics: 62-66			
<b>Supplier assessment for Labour Practices</b>					
G4-LA14	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	



G4-LA15	Significant actual and potential negative impacts for labour practices in the supply chain and actions taken	Working with our business partners: 40-43 Labour practices in our global supply chain: <a href="https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/">https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/</a>			
<b>Labour Practices Grievance Mechanisms</b>					
G4-LA16	Number of grievances about labour practices filed, addressed and resolved through formal grievance mechanisms	The grievance mechanism process adopted by management is supported through 3 key initiatives: Customer Contact Centre, ethical audits conducted for business partners, and the Speak Up program. There were approximately 2,800 matters raised in FY17. The matters raised are minor and therefore have been deemed not material.			
<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>Explanation</b>
<b>Investment</b>					
G4-HR1	Total number and percentage of significant investment agreements that include human rights clauses or that have undergone human rights screening.	There has been no significant investments during the year.			
G4-HR2	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.	The Woolworths Code of Conduct contains human rights information and all new employees are required to agree to adhere to the Code.	Total hours of training.	Not available	All new employees are required to review and sign off on the Code of Conduct before commencing their employment, as such Woolworths does not retain total hours of training.
<b>Non-discrimination</b>					
G4-HR3	Total number of incidents of discrimination and corrective actions taken.	Workplace metrics: 62-66	Details of actions taken	Proprietary information.	Details of review processes and actions taken are not disclosed due to privacy reasons.
<b>Freedom of association and collective bargaining</b>					
G4-HR4	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.	Working with our business partners: 40-43 Labour practices in our global supply chain: <a href="https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/">https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/</a>			
<b>Child labour</b>					

G4-HR5	Operations and significant suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour.	Working with our business partners: 40-43 Labour practices in our global supply chain: <a href="https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/">https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/</a>			
<b>Forced and compulsory labour</b>					
G4-HR6	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour.	Working with our business partners: 40-43 Labour practices in our global supply chain: <a href="https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/">https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/</a>			
<b>Assessment</b>					
G4-HR9	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 the Code of Conduct, which addresses discrimination. Working with our business partners: 40-43 Labour practices in our global supply chain: <a href="https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/">https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/</a>			
<b>Supplier human rights assessment</b>					
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	Working with our business partners: 40-43 Labour practices in our global supply chain: <a href="https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/">https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/</a>			

G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	Working with our business partners: 40-43 Labour practices in our global supply chain: <a href="https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/">https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/</a>			
Human rights grievance mechanisms					
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	The grievance mechanism process adopted by management is supported through 3 key initiatives: Customer Contact Centre, ethical audits conducted for business partners, and the Speak Up program. There were approximately 2,800 matters raised in FY17. The matters raised are minor and therefore have been deemed not material. Through the Ethical Sourcing Audit Program, any corrective actions identified for suppliers are addressed before orders are placed. Working with our business partners: 40-43			
Social: Society					
Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for Omission	Explanation
Local Communities					
G4-SO2	Operations with significant actual or potential negative impacts on local communities.	Responsible service of alcohol: 54 Responsible gambling: 55			
Anti-Corruption					
G4-SO4	Communication and training on anti-corruption policies and procedures	Fair Trading Training and Assessments are conducted by the Compliance Team. Fair Trading 100% completed by staff interacting with Suppliers Fraud, Bribery and Corruption: 88.5% Australia, 86.8% New Zealand	Breakdown of training data	Not material	Management reviews performance by the categories disclosed

G4-SO5	Confirmed incidents of corruption and actions taken	<p>Woolworths did not receive any fine in FY2017 for contravention of the Competition and Consumer Act or Australian Consumer Law. This was assisted by winning the "Mind the Gap" case.</p> <p>On 8 December 2016 the Federal Court found that Woolworths' December 2014 "Mind the Gap" initiative did not constitute unconscionable conduct. The Court comprehensively rejected the ACCC's case against Woolworths and accepted all of Woolworths' witness evidence</p>			
G4-SO6	Total value of political contributions by country and recipient/beneficiary	Corporate Governance: 67 - 68			
<b>Anti-competitive behaviour</b>					
G4-SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.	<p>Woolworths did not receive any fine in FY2017 for contravention of the Competition and Consumer Act or Australian Consumer Law. This was assisted by winning the "Mind the Gap" case.</p> <p>On 8 December 2016 the Federal Court found that Woolworths' December 2014 "Mind the Gap" initiative did not constitute unconscionable conduct. The Court comprehensively rejected the ACCC's case against Woolworths and accepted all of Woolworths' witness evidence</p>			
<b>Compliance</b>					
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	<p>Woolworths did not receive any fine in FY2017 for contravention of the Competition and Consumer Act or Australian Consumer Law. This was assisted by winning the "Mind the Gap" case.</p> <p>On 8 December 2016 the Federal Court found that Woolworths' December 2014 "Mind the Gap" initiative did not constitute unconscionable conduct. The Court comprehensively rejected the ACCC's case against Woolworths and accepted all of Woolworths' witness evidence</p>			
<b>Supplier assessment for Impacts on Society</b>					

G4-SO9	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	
G4-SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken	Woolworths did not receive any fine in FY2017 for contravention of the Competition and Consumer Act or Australian Consumer Law. This was assisted by winning the "Mind the Gap" case.  On 8 December 2016 the Federal Court found that Woolworths' December 2014 "Mind the Gap" initiative did not constitute unconscionable conduct. The Court comprehensively rejected the ACCC's case against Woolworths and accepted all of Woolworths' witness evidence			
Grievance mechanisms for Impacts on Society					
G4-SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	The grievance mechanism process adopted by management is supported through 3 key initiatives: Customer Contact Centre, ethical audits conducted for business partners, and the Speak Up program. There were approximately 2,800 matters raised in FY17. The matters raised are minor and therefore have been deemed not material.			
Social: Product Responsibility					
Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
Customer health and safety					
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Creating shared value with our customers: 50-53			
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.	There were 4 product recalls for Woolworths Own Brand products during the year, due to product safety. 3 of the recalls were for general merchandise products and 1 was a food product.			
Product and service labelling					
G4-PR3	Type of product and service information required by the organisation's procedures for product and service information and labelling, and percentage of significant products and services categories subject to such information requirements.	All Woolworths Own Brand and Fresh products are assessed under the Woolworths Supplier Excellence program.			
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	There was 1 product recall during the year due to incorrect labelling - undeclared 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 publicly.	Results of survey.	Proprietary information.	Details are not disclosed due to commercial in confidence reasons.
<b>Marketing communications</b>					
G4-PR6	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. Responsible service of alcohol: 54 Responsible gambling: 55			
G4-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.	There were no incidents of non-compliance with regulations and voluntary codes concerning marketing communications in the reporting period.			
<b>Customer privacy</b>					
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Corporate Governance: 67 - 68 There were no substantiated claims regarding breaches of customer privacy in the reporting period.			
<b>Compliance</b>					
G4-PR9	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.			



