

Stakeholder engagement



Stakeholder engagement is an always-on activity across the organisation in both formal and informal settings. Listed below are key stakeholder groups, the core topics that they raised with the Woolworths Group and a sample of responses to these topics.

STAKEHOLDERS	KEY TOPICS RAISED	HOW WE ENGAGE	HOW WE RESPOND
Investors and shareholders	Climate change	Investor roadshows	Value creation shown in the Annual Report
	Organisational resilience	Analyst briefings	TCFD aligned reporting showing our position on financial disclosures in relation to climate change is available on our website
	Corporate conduct, ethics, integrity and transparency	Via Investor Relations team	Material risks are updated and described in the Annual Report
	Responsible service of alcohol and tobacco	Meetings with shareholder advocacy groups	Publication of annual Modern Slavery Statement
	Human rights and Indigenous affairs		Broadly our response to these issues is contained within our Sustainability Plan 2025 which is reviewed and may be refined each year in our strategic review process
Customers	Engagement with customers on sustainability	Online and social media campaigns	Packaging and other changes to reduce plastics
	Climate change	Customer feedback surveys and research	Training our team members in standards, policy and processes
	Natural resource use, waste and circular economy	Customer hub interactions via phone, chat and email	Upgrading product range and knowledge
	Access to healthy, affordable food		Listening to and responding to feedback received via the Customer Hub
	Community impact		Targeted campaigns such as Price Dropped on healthier products
	Responsible service of alcohol and tobacco		Provision of recycling points in-store for soft plastics (expecting to recommence in late 2023), batteries + phones in supermarkets and toys in BIG W stores Focus on food waste and diversion to food rescue, animal feed or organics recycling Enhancing data privacy controls and data management and protection practices Business target for giving back to the community currently at >1% of EBT Improving product information such as Health Star Ratings and environmental certifications Broadly our response to these issues is contained within our Sustainability Plan 2025 which is reviewed and may be refined each year in our strategic review process
Suppliers	Supply chain sustainability	Direct contact via category managers	Transparent supplier trading terms policy
	Regenerative agriculture	Collaborative forums and conferences	Responsible Sourcing Policy & Standards
	Human rights	Vendor development programs	Access to development funding programs such as 'Dairy Innovation Fund'
	Natural resource use, waste and circular economy	Voice of Supplier surveys	Setting animal welfare standards and working alongside partnerships across the supply chain to improve conditions
		Grievance mechanisms	Collaboration on agreed priority areas of opportunity such as packaging and health Relevant on pack communications and messaging Modern Slavery reporting

Team Members	Team member wellbeing	Voice of Team (VOT) surveys	Wellbeing across physical, mental, financial, social and community aspects is a core feature of our support to team. We have policies, procedures as well as onboarding and induction training to support all team members be safe. Mental health is a particular focus area of work across the business.
	Future of work and workforce transition	Direct feedback through management lines Benchmarking comparisons Town halls and other engagement sessions	An investment of \$50 million over three years was announced in 2021 targeted to upskill and reskill team members especially in technological advances over the coming years
Communities	Community impact	Community engagement activities	Effective use and investment with our community partnerships and programs
	Corporate conduct, ethics, integrity and transparency	Partnerships, communication and collaboration with non-governmental organisations (NGOs) and peak representation bodies	Actions on issues that are raised such as setting waste reduction or water efficiency targets
	Responsible service of alcohol and tobacco		Listening to and building relationships with Indigenous communities Acknowledging when the Group has not met community expectations and taking positive steps to remediate and resolve Setting and maintaining high standards on areas of concern such as alcohol in communities and community specific initiatives such as free fruit for kids
Government/ regulators/ NGOs/industry associations	Corporate conduct, ethics, integrity and transparency	Engagement through collaborative forums	Industry leadership at scale on issues such as single-use plastics and packaging. Alignment to National Packaging Targets
	Responsible service of alcohol and tobacco	Dedicated Government Relations team	Accepting accountability when expectations have not been met and taking appropriate actions to remedy
	Climate Change	Reporting	Contributing to thought leadership and actively promoting and supporting initiatives around the circular economy and recycling broadly
	Natural resource use, waste and circular economy	Partnerships	Reducing our environmental impacts through emission reductions, waste reductions and stewardship of land and waters
		Individual meetings and briefings Conferences	Support for responsible and sustainable supply of commodities and respect for workers across the global supply chain Submissions to government bodies and reviews Contribution to networks and working groups such as TNFD