



Responsible Sourcing Standards

Supplier Speak Up Frequently Asked Questions (FAQs)

What is the Supplier Speak Up program?

The Supplier Speak Up program is a confidential channel that allows suppliers to report issues through an independent third-party to Woolworths for review as outlined in the [Supplier Speak Up Policy](#).

Why is the Supplier Speak Up program being expanded?

We believe it is important to provide a channel for suppliers and their workers in all the countries we do business in to report responsible sourcing concerns on an anonymous or confidential basis. This aligns with our Responsible Sourcing Standards, which requires suppliers to provide employees with a confidential mechanism to report issues.

Who is eligible to use the Supplier Speak Up program?

Any individual who is involved in providing goods and services to the Woolworths Group globally or is a relative or dependent of that individual. This includes contractors to suppliers—including farm workers, trolley collectors and cleaners, suppliers, consultants, as well as factory workers.

When should I use the Supplier Speak Up program?

Suppliers and workers are encouraged to report inappropriate, unlawful or illegal activity to their management, to union representatives or regulators, or if related to goods or services provided to Woolworths, to a Woolworths representative through normal business channels, or via the Woolworths Supplier Speak Up service.

What topics can be reported to Supplier Speak Up?

Matters which you can raise with the Supplier Speak Up service include:

- Breach of the Food and Grocery Code of Conduct (a separate Grocery Code complaints and resolution process is also available)
- Fraud, bribery, money laundering, corruption, secret commissions, or behaviour that threatens others
- Risk to people or product safety
- Breach of law, including theft, restrictive, unconscionable, or anti-competitive trade practices
- Breach of Woolworths Group Responsible Sourcing Policy and Standards
- Conflicts of interest
- An improper state of affairs or circumstances, or misconduct, in relation to Woolworths Group or one of its related entities.

Is there a policy that protects my confidentiality?

Yes. Woolworths has a Speak Up policy which governs the program. Please [review the policy](#) to learn more.

Can I choose to report anonymously?

You can choose whether to remain anonymous or reveal your identity when you contact the Speak Up service. Please note that in some cases, anonymity may limit the ability to investigate the concern. If you do reveal your identity, it will still be treated confidentially by the investigative team.

Will any information I share be communicated back to my company?

Woolworths has strict protocols in place to maintain confidentiality of any individuals who report information. Investigators assigned to the case will consult with you if any information that could potentially identify the reporter needs to be disclosed. Where you are advised confidentiality cannot be maintained, such as for investigation purposes, you may choose to waive confidentiality or not



proceed with the complaint if you wish. Please note - if the matter is subject to mandatory reporting laws, this legal obligation must be complied with.

What happens if I work for a supplier and I am retaliated against for reporting an issue to Speak Up?

All Woolworths Group suppliers must adhere to our Responsible Sourcing Standards, which prohibit any form of retaliation (e.g. intimidation, harassment, discrimination, termination, suspension) against any worker who uses a grievance mechanism to report an issue. If you experience any form of retaliation, this should be reported to Speak Up for review.

How do I report an issue?

You can report an issue through the following two channels:

- SpeakUp website: WoolworthsSpeakUp.ethicspoint.com
- Phone:
 - Australia: 1800 772 173
 - New Zealand: 0800 393 76736
 - India: 000-117 / at the prompt dial (844) 476-9151
 - China (Mainland): 400-6-612-693
 - China (Hong Kong): 800-96-0016
 - Thailand: 1800-013-018

Why isn't there a phone number available for Bangladesh?

Our Speak Up service provider does not have access to a direct phone line in Bangladesh, and we are exploring options for this service. In the interim, individuals in Bangladesh can report issues through the [website](#) using the webform or by calling the number for Australia with the country code: +611800772173.

Why is there a two-step dialling method for India?

The two-step dialling method is the best available option for India to ensure the greatest coverage across landline vs. mobile phones, carriers, and regions.

What languages are available for each available call-in number?

Suppliers are able to make reports in 150 commonly spoken languages by requesting an operator in the language they are most comfortable with. Additionally, the Speak Up phone hotline in each country contains greetings in the languages most commonly spoken by staff and suppliers in that country.

What happens after I report an issue?

An investigation will be carried out if sufficient information is provided and an investigation is required. Please refer to the Woolworths Group Responsible Sourcing Grievance Process for more information: https://www.woolworthsgroup.com.au/icms_docs/195406_woolworths-group-grievance-and-investigation-procedure.pdf

Who conducts an investigation?

Woolworths Group conducts investigations for all grievances raised through Supplier Speak Up, but may use external investigators where warranted. Please refer to the Woolworths Group Responsible Sourcing Grievance Process for more information: https://www.woolworthsgroup.com.au/icms_docs/195406_woolworths-group-grievance-and-investigation-procedure.pdf