

G4 Content Index - Woolworths Limited 2015

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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 Statement: 5			

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.	Prosperity: 9, 11 2015 Annual Report: 31			
G4-5	Location of organization's headquarters.	Company Directory: 42			
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			
G4-7	Nature of ownership and legal form.	2015 Annual Report: 123-124			
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Store Analysis: 40 2015 Annual Report: 31			
G4-9	Scale of the reporting organization.	Prosperity: 12 CEO's Statement: 5			
G4-10	Total workforce by employment type, employment contract, and region, broken down by gender.	Workplace Metrics: 30-31			
G4-11	Percentage of total employees covered by collective bargaining agreements.	Workplace Metrics: 30			
G4-12	Describe the organisation's supply chain	Prosperity: 12-13 Australian Food and Petrol: 17 General Merchandise: 24			
G4-13	Significant changes during the reporting period regarding size, structure, ownership or supply chain	2015 Annual Report: 22			
G4-14	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Planet: 9-11	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.	CEO's Statement: 5 People: 6, 8 Planet: 11 Australian Food and Petrol: 14-15 Woolworths Liquor Group: 20-21 General Merchandise: 24 Corporate Responsibility Governance: 35 United Nations Global Compact, 36			
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: 6 Woolworths Liquor Group: 20 General Merchandise: 24 Woolworths is an active member of the Consumer Goods Forum's Global Social Compliance Program			
3. Report Parameters					
Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
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	2015 Annual Report: 116, 120			
G4-18	Process for defining report content.	Sustainability Strategy 2007-2015: 2 People: 6 Planet: 9 Prosperity: 12 Corporate Responsibility Governance: 34-35			
G4-19	List all material aspects identified in the process for defining the report content	Sustainability Strategy 2007-2015: 2 Corporate Responsibility Governance: 34			
G4-20	For each material aspect, report the aspect boundary inside the organisation	Scope			
G4-21	For each material aspect, report the aspect boundary outside the organisation	People: 6 Planet: 10-11 Prosperity: 12-13			
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).	People: 7 Workplace Metrics: 33			

G4-23	Significant changes from previous reporting periods in the scope and aspect boundaries	2015 Annual Report: 97			
4. Stakeholder Engagement					
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.	People: 6 Prosperity: 12-13 Australian Food and Petrol: 14, 17-19 Woolworths Liquor Group: 20 New Zealand Supermarkets: 22 Corporate Responsibility Governance: 34			
G4-25	Basis for identification and selection of stakeholders with whom to engage.	Corporate Responsibility Governance: 34			
G4-26	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	People: 6 Prosperity: 12			
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.	People: 6-8 Planet: 9-11 Prosperity: 12-13 Australian Food and Petrol: 14-19 New Zealand Supermarkets: 22-23 General Merchandise: 24 Corporate Responsibility Governance: 34			
5. Report Profile					
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			
G4-29	Date of most recent previous report (if any).	2014 Corporate Responsibility Report, issued at 2014 Annual General Meeting on 27 November, 2014			
G4-30	Reporting cycle (annual, biennial, etc.)	Annual			
G4-31	Contact point for questions regarding the report or its contents.	Final Page			
6. GRI Content Index					
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	GRI Index: 37-39			

G4-33	Policy seeking external assurance for the report	Corporate Responsibility Governance: 35 Assurance Statement:			
7. Governance					
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 Responsibility Governance: 34 Corporate Governance Statement			
8. Ethics and Integrity					
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 Responsibility Governance: 35 Corporate Governance Statement: 6			
SPECIFIC STANDARD DISCLOSURES: Disclosures on Management Approach (DMAs)					
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	12, 17			
Aspects	Economic performance	Prosperity: 12			
	Market presence	Prosperity: 12 Australian Food and Petrol: 17			
	Indirect economic impacts	Prosperity: 12			
	Procurement practices	Prosperity: 12 Australian Food and Petrol: 17			
DMA EN	Disclosure on Management Approach EN	2, 9-12, 16-17, 27-28, AR 24			
Aspects	Materials	Planet: 10-11			
	Energy	Planet: 9-10			
	Water	Planet: 10			
	Biodiversity	Planet: 11 Australian Food and Petrol: 16			
	Emissions	Planet: 9-10 Sustainability Metrics: 27-28			
	Effluents and waste	Planet: 10 Australian Food and Petrol: 16-17			
	Products and services	Planet: 12 Australian Food and Petrol: 17			
	Compliance	2015 Annual Report: 24			
	Transport	Planet: 10			
	Overall	Sustainability Strategy 2007-2015: 2 Planet: 9			

	Supplier Environmental Assessment	Prosperity: 12			
	Environmental Grievance Mechanisms	Woolworths Customer Contact Centre handles customer communication, which includes complaints related to environmental issues.	Numbes of grievances not reported.	Not material	Volume of complaints not material and do not relate to material issues for the business.
DMA LA	Disclosure on Management Approach LA	1-7, 12, 29-30			
Aspects	Employment	Prosperity: 12			
	Labor/management relations	Workplace Metrics: 30			
	Occupational health and safety	People: 7			
	Training and education	People: 7			
	Diversity and equal opportunity	People: 6			
	Equal remuneration for women and men	Workplace Metrics: 29			
	Supplier Assessment for Labour Practices	Prosperity: 12			
	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.	Numbes of grievances not reported.	Not material	Volumes of incidents reported are not material.
DMA HR	Disclosure on Management Approach HR	6, 12-13, 30			
Aspects	Investment	Prosperity: 12			
	Non-discrimination	People: 6			
	Freedom of association and collective bargaining	Workplace Metrics: 30			
	Child labor	Prosperity: 12-13			
	Forced or compulsory labor	Prosperity: 12-13			
	Security practices	Prosperity: 12-13			
	Indigenous rights	People: 6			
	Assessment	Prosperity: 12-13			
	Supplier Human Rights Assessment	Prosperity: 12-13			
Human Rights Grievance Mechanisms	Prosperity: 12-13				
DMA SO	Disclosure on Management Approach SO	12-13, 17, 35			
Aspects	Local communities	Prosperity: 13			
	Anti-corruption	Corporate Responsibility Governance: 35			
	Public policy	Corporate Responsibility Governance: 35			
	Anti-competitive behavior	Australian Food and Petrol: 17			
	Compliance	Corporate Governance Statement: 6			
	Supplier Assessment for Impacts on Society	Prosperity: 12-13			
	Grievance Mechanisms for Impacts on Society	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.	Numbes of grievances not reported.	Not material	Volumes of incidents reported are not material.
DMA PR	Disclosure on Management Approach PR	14-15, 21, 35			
Aspects	Customer health and safety	Australian Food and Petrol: 14-15			

	Product and service labelling	Australian Food and Petrol: 14			
	Marketing communications	Woolworths Liquor Group: 21			
	Customer privacy	Corporate Responsibility Governance: 35			
	Compliance	Woolworths Customer Contact Centre handles customer communication, which includes complaints related to environmental issues.	Numbes of grievances not reported.	Not material	Volume of complaints 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.	Corporate Responsibility Highlights for 2015: 1 Prosperity: 12-13			
G4-EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	Planet: 9			
G4-EC3	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. 2015 Annual Report, 68			
G4-EC4	Financial assistance received from government.	Woolworths Limited received \$2.84 million in government subsidies.			
Market presence					
G4-EC5	Ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Not considered material		Not material	
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation.	Not considered material		Not material	
Indirect economic impacts					
G4-EC7	Development and impact of infrastructure investments and services supported.	Prosperity: 13			
G4-EC8	Significant indirect economic impacts, including the extent of impacts.	Prosperity: 12			
Procurement practices					
G4-EC9	Proportion of spending on local suppliers at significant locations of operation.	Australian Food and Petrol: 17			
Percentag					

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.	Planet: 10-11			
G4-EN2	Percentage of materials used that are recycled input materials.	Planet: 10			
Energy					
G4-EN3	Energy consumption within the organisation	Planet: 9 Sustainability Metrics: 27			
G4-EN4	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 9,262,350 GJ.			
G4-EN5	Energy intensity	Planet: 9			
G4-EN6	Reduction of energy consumption	Planet: 9			
G4-EN7	Reductions in energy requirements of products and services	Planet: 9			
Water					
G4-EN8	Total water withdrawal by source.	Planet: 10			
G4-EN9	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.			
G4-EN10	Percentage and total volume of water recycled and reused.	Water reused through rainwater harvesting is main, and only measured, form of water reuse in the business. Rainwater harvest was 14.4 ML			
Biodiversity					
G4-EN11	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.			
G4-EN12	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.			

G4-EN13	Habitats protected or restored.	Five development locations are protected by Vegetation Management Plans.			
G4-EN14	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.			
Emissions					
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	Planet: 9 Sustainability Metrics: 27-28			
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	Sustainability Metrics: 28			
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	Sustainability Metrics: 28			
G4-EN18	Greenhouse gas (GHG) emissions intensity	Planet: 9			
G4-EN19	Reduction of greenhouse gas (GHG) emissions	Planet: 9			
G4-EN20	Emissions of ozone-depleting substances (ODS)	Total emissions of ozone depleting substances were 25.5 tonnes, primarily from R22 refrigerant loss.			
G4-EN21	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 608 tonnes and SOx emissions were 0.52 tonnes.			
Effluents and waste					
G4-EN22	Total water discharge by quality and destination.	All water discharged from stores and sites is managed by licensed water authorities.			
G4-EN23	Total weight of waste by type and disposal method.	Planet: 11 Sustainability Metrics: 28 Woolworths' waste stream is classed as commercial and disposed to landfill.			
G4-EN24	Total number and volume of significant spills.	359 environmental incidents in the Petrol division, many involving customer's vehicles leaking fuel or oil. No incidents were rated as Major.			

G4-EN25	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.	Planet: 11 Sustainability Metrics: 28 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	
G4-EN26	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	
Products and services					
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	Planet: 9, 11			
G4-EN28	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	
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.	Sustainability Metrics: 28			
Overall					
G4-EN31	Total environmental protection expenditures and investments by type.	Planet: 9			
Supplier environmental assessment					
G4-EN32	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	
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	Planet: 11 Prosperity: 12-13			
Environmental grievance mechanism					

G4-EN34	Number of grievances about environmental impacts filed, addressed and resolved through formal grievance mechanisms	Woolworths Customer Contact Centre handles customer communication, which includes complaints related to environmental issues.	Numbes of grievances not reported.	Not material	Volume of complaints not material and do not relate to material issues for the business.
Social: Labor 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 of employee turnover by age group, gender, and region.	Prosperity: 12	Breakdown by age, gender and region	Not material	Although this information is available these trends are not considered material to the business.
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	2015 Annual Report, 106-111			
G4-LA3	Return to work and retention rates after parental leave, by gender.	People: 7	Return to work and short-term and long-term retention rates after parental leave	Not available	Transition to new system currently prevents assessment of retention rates after parental leave.
Labor/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 "discussions shall commence as early as practicable after a firm decision has been made by the company".			
Occupational health and safety					
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.	100% of workforce is represented in joint management-worker health and safety committees			
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.	Workplace Metrics: 33	Absenteeism and injury rates and occupational disease rates for contractors.	Not available	Absenteeism is not publicly disclosed and the contractor data is not recorded in that detail.
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.			
Training and education					
G4-LA9	Average hours of training per year per employee by gender, and by employee category.	Workplace Metrics: 29			
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	People: 7			
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. 11.2% of female employees, 24.4% of male employees and 16.6% total. (Excl. NZ Supermarkets, ALH Group, The Wine Quarter, Pinnacle, EziBuy, Home Timber and Hardware Distribution Centre, Global Sourcing and Retail FM)			
Diversity and equal opportunity					
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: 29	Minority groups not reported	Not available	
Equal remuneration for Women and Men					
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	Workplace Metrics: 29			
Supplier assessment for Labour Practices					
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	Prosperity: 12-13			
Labour Practices Grievance Mechanisms					
G4-LA16	Number of grievances about labour practices filed, addressed and resolved through formal 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.	Numbers of grievances not reported.	Not material	Volumes of incidents reported are not material.

Social: Human Rights					
Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for Omission	Explanation
Diversity and equal opportunity					
G4-HR1	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.			
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.	Workplace Metrics: 30			
Non-discrimination					
G4-HR3	Total number of incidents of discrimination and corrective actions taken.	Workplace Metrics: 30			
Freedom of association and collective bargaining					
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.	Prosperity: 12-13 General Merchandise: 24			
Child labor					
G4-HR5	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.	Prosperity: 12-13 General Merchandise: 24			
Forced and compulsory labor					
G4-HR6	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.	Prosperity: 12-13 General Merchandise: 24			
Security practices					
G4-HR7	Percentage of security personnel trained in the organisation's human rights policies or procedures that are relevant to operations.			Not applicable	
Indigenous rights					
G4-HR8	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.			
Assessment					

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 Code of Conduct, which addresses discrimination.			
Supplier human rights assessment					
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	People: 7	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: 24			
Human rights grievance mechanisms					
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	Prosperity: 12-13 Through 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.			
Social: Society					
Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for Omission	Explanation
Local Communities					
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Our Dan Murphys and BWS stores, and Hotels account for 47.5% of our operations (by store count). These have responsible service of alcohol and responsible gaming programs.			
G4-SO2	Operations with significant actual or potential negative impacts on local communities.	Woolworths Liquor Group: 20-21 Hotels: 25			
Anti-Corruption					

G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	Corporate Responsibility Governance: 35 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	
G4-SO4	Communication and training on anti-corruption policies and procedures	Fair Trading Training and Assessments are conducted by the Compliance team. During 2015, 2,216 employees undertook 2,278 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.			
Public policy					
G4-SO6	Total value of political contributions by country and recipient/beneficiary	Corporate Responsibility Governance: 35			
Anti-competitive behavior					
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.			
Compliance					

G4-SO8	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.			
Supplier assessment for Impacts on Society					
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	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.			
Grievance mechanisms for Impacts on Society					
G4-SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal 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.	Numbes of grievances not reported.	Not material	Volumes of incidents reported are 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	Australian Food and Petrol: 16 Our Macro range was further reviewed and expanded with new products, with 39% of the products assessed.			
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 24 product recalls for Woolworths Own Brand products during the year, due to safety, labelling or allergen hazards.			
Product and service labelling					
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.	Australian Food and Petrol: 14-15 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, and four recalls for the presence of 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.	Results of surveys	Proprietary information	Woolworths does not disclose Net Promoter Score.
Marketing communications					
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. Hotels: 24			
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.			
Customer privacy					
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Corporate Responsibility Governance: 35 There were no substantiated claims regarding breaches of customer privacy.			
Compliance					
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.			