

G3.1 Content Index - Woolworths Limited 2011

| Application Level | A+ | GRI-checked | Assured by | Net Balance | | |
|---|---|-------------|---|---|---------------------|-------------|
| STANDARD DISCLOSURES PART I: Profile Disclosures | | | | | | |
| 1. Strategy and Analysis | | | | | | |
| Profile Disclosure | Description | Reported | Cross-reference/Direct answer | If applicable, indicate the part not reported | Reason for omission | Explanation |
| 1.1 | Statement from the most senior decision-maker of the organization. | Fully | Statement from the Chairman and CEO, 4-5 | | | |
| 1.2 | Description of key impacts, risks, and opportunities. | Fully | Key Indicators, 2-3 Statement from the Chairman and CEO, 4-5 Our approach to corporate responsibility and sustainability, 49-50 | | | |
| 2. Organizational Profile | | | | | | |
| Profile Disclosure | Description | Reported | Cross-reference/Direct answer | If applicable, indicate the part not reported | Reason for omission | Explanation |
| 2.1 | Name of the organization. | Fully | Front cover | | | |
| 2.2 | Primary brands, products, and/or services. | Fully | Woolworths Limited Brands, 1 Our Business, 11 Responsible Retailing, 12-19 | | | |
| 2.3 | Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures. | Fully | Woolworths Limited Brands, 1 Our Business: New acquisitions, 11 2011 Annual Report, 156-159 | | | |
| 2.4 | Location of organization's headquarters. | Fully | Contact details, 60 | | | |
| 2.5 | 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. | Fully | Scope, 1 Our business, 10 | | | |
| 2.6 | Nature of ownership and legal form. | Fully | Our Business, 10 2011 Annual Report, 167 | | | |
| 2.7 | Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries). | Fully | Our business, 10-11 Store and Trading Area Analysis, 58 2011 Annual Report, 42 | | | |
| 2.8 | Scale of the reporting organization. | Fully | Our Business, 10-11 Our People, 34-35 | | | |
| 2.9 | Significant changes during the reporting period regarding size, structure, or ownership. | Fully | Our Business: New acquisitions, 11 2011 Annual Report, 14-16 | | | |
| 2.10 | Awards received in the reporting period. | Fully | Awards, 1 | | | |
| 3. Report Parameters | | | | | | |
| Profile Disclosure | Description | Reported | Cross-reference/Direct answer | If applicable, indicate the part not reported | Reason for omission | Explanation |
| 3.1 | Reporting period (e.g., fiscal/calendar year) for information provided. | Fully | Scope, 1 | | | |
| 3.2 | Date of most recent previous report (if any). | Fully | 2010 Corporate Responsibility Report issued in November 2010 | | | |
| 3.3 | Reporting cycle (annual, biennial, etc.) | Fully | Annual | | | |
| 3.4 | Contact point for questions regarding the report or its contents. | Fully | Contact details, 60 | | | |
| 3.5 | Process for defining report content. | Fully | Our approach to corporate responsibility and sustainability: Transparency and reporting, 50 Issues of public interest, 8-9 | | | |
| 3.6 | Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance. | Fully | Scope of the report, 1 | | | |
| 3.7 | State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope). | Fully | Scope of the report, 1 | | | |
| 3.8 | Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations. | Fully | Scope of the report, 1 New acquisitions, 11 | | | |
| 3.9 | Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols. | Fully | Data measurement techniques and calculations are described where relevant in the report. | | | |

| 3.10 | 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). | Fully | No re-statements of information provided in earlier reports have been made in this report. | | | |
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| 3.11 | Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report. | Fully | There were no significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report. | | | |
| 3.12 | Table identifying the location of the Standard Disclosures in the report. | Fully | Global Reporting Initiative index, 56-57 | | | |
| 3.13 | Policy and current practice with regard to seeking external assurance for the report. | Fully | Independent assurance statement, 51-54 | | | |
| 4. Governance, Commitments, and Engagement | | | | | | |
| Profile Disclosure | Description | Reported | Cross-reference/Direct answer | If applicable, indicate the part not reported | Reason for omission | Explanation |
| 4.1 | Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight. | Fully | Our approach to corporate responsibility and sustainability: Governance framework, board of directors, 49 2011 Annual Report, 69-76 | | | |
| 4.2 | Indicate whether the Chair of the highest governance body is also an executive officer. | Fully | Our approach to corporate responsibility and sustainability: Board of directors, 49 | | | |
| 4.3 | For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members. | Fully | Our approach to corporate responsibility and sustainability: Board of directors, 49 | | | |
| 4.4 | Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body. | Fully | Our approach to corporate responsibility and sustainability: Senior management, divisional level corporate responsibility panel, 49-50 2011 Annual Report, 79 GRI Index | | | Mechanism for shareholder feedback is through the Annual General Meeting, where shareholders can lodge questions prior the AGM and can address the Board and Executive directly during the AGM. See www.woolworthslimited.com.au , Investor Centre, |
| 4.5 | Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance). | Fully | 2011 Annual Report, 46-51 | | | |
| | Processes in place for the highest governance body to ensure conflicts of interest are avoided. | Fully | 2011 Annual Report, 71 | | | |
| 4.7 | Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics. | Fully | Our approach to corporate responsibility and sustainability: Board of directors, 49 2011 Annual Report, 71 | | | |
| 4.8 | Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation. | Fully | Our approach to corporate responsibility and sustainability: Anti-corruption (Code of conduct), 50 Safety and Health: 36 (mission is Destination Zero) Responsible retailing: Ethical sourcing (Ethical sourcing policy), 14-15 Our Environment: 24-27 (statement is Sustainability Strategy, progress is shown on tables on pages 26-27) 2011 Annual Report, 77-79 | | | |
| 4.9 | Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles. | Fully | Our approach to corporate responsibility and sustainability: Risk management framework, Senior management, Corporate responsibility panel, 49-50 2011 Annual Report, 77 | | | |
| 4.10 | Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance. | Fully | 2011 Annual Report, 46-51, 64-66 | | | |
| 4.11 | Explanation of whether and how the precautionary approach or principle is addressed by the organization. | Fully | Environment: Climate change, 28 | | | |

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| 4.12 | Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses. | Fully | Our approach to corporate responsibility and sustainability: Transparency and reporting, 50 Responsible retailing: Responsible buying, 14 Responsible retailing: Ethical sourcing, 14-15 Our Community: Evaluating and reporting our community investment, 21 Environment: Regulatory reporting, 33 | | | |
| 4.13 | Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic. | Fully | Our People: Disability (Australian Disability Network), 39 Our People: Human Rights (UNGC), 40 Our Environment: Electronic waste (Product Stewardship Australia), 32 Responsible retailing: Ethical sourcing (Global Social Compliance Program), 15 Our Community: Evaluating and reporting our community investment (LBG), 21 | | | |
| 4.14 | List of stakeholder groups engaged by the organization. | Fully | Understanding our stakeholders and what is important to them, 6-7 | | | |
| 4.15 | Basis for identification and selection of stakeholders with whom to engage. | Fully | Understanding our stakeholders and what is important to them, 6-7 | | | |
| 4.16 | Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group. | Fully | Understanding our stakeholders and what is important to them, 6-7 | | | |
| 4.17 | 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. | Fully | Understanding our stakeholders and what is important to them, 6-7 Issues of public interest, 8-9 | | | |
| STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs) | | | | | | |
| G3 DMA | Description | Reported | Cross-reference/Direct answer | If applicable, indicate the part not reported | Reason for omission | Explanation |
| DMA EC | Disclosure on Management Approach EC | Fully | 2011 Annual Report, 12-19 Our Business, 10-11 | | | |
| Aspects | Economic performance | Fully | Our Business, 12-13 | | | |
| | Market presence | Fully | 2011 Annual Report, 12-19 Our Business, 10-11 | | | |
| | Indirect economic impacts | Fully | Our Business, 11 | | | |
| DMA EN | Disclosure on Management Approach EN | Fully | Our Environment, 24-33 Responsible Retailing: Sustainable sourcing, 17-18 | | | |
| Aspects | Materials | Fully | Responsible retailing: Palm oil, 17 Our Environment: Paper use, 33 | | | |
| | Energy | Fully | Our Environment: Climate change, 28-30 | | | |
| | Water | Fully | Our Environment: Water, 30-31 | | | |
| | Biodiversity | Fully | Our Environment: Biodiversity, 33 | | | |
| | Emissions, effluents and waste | Fully | Our Environment: Other Emissions, 30 Our Environment: Packaging, 31 Our Environment: Waste and recycling, 31-33 | | | |
| | Products and services | Fully | Responsible Retailing: Sustainable sourcing, 17-18 Our Environment: Climate change, 28-30 | | | |
| | Compliance | Fully | Our Environment: Environmental Compliance, 33 | | | |
| | Transport | Fully | Our Environment: Transport, 30 | | | |
| | Overall | Fully | Our Environment: 24-27 | | | |
| DMA LA | Disclosure on Management Approach LA | Fully | Our People, 34-48 | | | |
| Aspects | Employment | Fully | Our People: Recruitment, 40-43 | | | |
| | Labor/management relations | Fully | Our People: Freedom of association and union engagement, 48 | | | |
| | Occupational health and safety | Fully | Our People: Safety and health 36-38 | | | |
| | Training and education | Fully | Our People: Developing Talent, 43-45 | | | |
| | Diversity and equal opportunity | Fully | Our People: Inclusive Workplace, 39-40 | | | |

| | Equal remuneration for women and men | Fully | Our People: Ratio of basic salary of male to female by employee category, 41 | | | |
|--|---|----------|---|---|---------------------|--|
| DMA HR Aspects | Disclosure on Management Approach HR | Fully | Our People: Inclusive Workplace, 39-41 Responsible retailing: Ethical sourcing, 14-15 Our People: Freedom of association and union engagement, 48 | | | |
| | Investment and procurement practices | Fully | All recent significant investments have been acquisitions in Australia so screening is limited to risk and safety. | | | |
| | Non-discrimination | Fully | Our People: Inclusive Workplace, 39-41 | | | |
| | Freedom of association and collective bargaining | Fully | Our People: Freedom of association and union engagement, 48 | | | |
| | Child labor | Fully | Responsible retailing: Ethical sourcing, 14-15 | | | |
| | Prevention of forced and compulsory labor | Fully | Responsible retailing: Ethical sourcing, 14-15 | | | |
| | Security practices | Not | | Not material | | Woolworths security personnel make up a very small percentage of the total workforce in Australia where human rights issues are not a significant issue. |
| | Indigenous rights | Fully | Our People: Indigenous, 39 | | | |
| | Assessment | Fully | Our People: Inclusive Workplace, 39 | | | |
| | Remediation | Fully | Our People: Inclusive Workplace, 39 | | | |
| DMA SO Aspects | Disclosure on Management Approach SO | Fully | Our Community, 20-23 | | | |
| | Community | Fully | Our Community, 20-23 | | | |
| | Corruption | Fully | Our approach to corporate responsibility and sustainability: Anti-corruption, Political donations, 50 | | | |
| | Public policy | Fully | Understanding our stakeholders and what is important to them (Governments and regulators), 7 | | | |
| | Anti-competitive behavior | Fully | Responsible Retailing: Buying, 14 | | | |
| | Compliance | Fully | Our approach to corporate responsibility and sustainability: Anti-corruption, 50 Our People: Compliance training, 45 | | | |
| DMA PR Aspects | Disclosure on Management Approach PR | Fully | Responsible Retailing, 12-19 | | | |
| | Customer health and safety | Fully | Responsible retailing: Product recalls, 19 | | | |
| | Product and service labelling | Fully | Responsible retailing, 19 | | | |
| | Marketing communications | Fully | Responsible Retailing, 12-19 | | | |
| | Customer privacy | Fully | Our approach to corporate responsibility and sustainability: Privacy policy, 50 | | | |
| | Compliance | Fully | Safety, 19 | | | |
| STANDARD DISCLOSURES PART III: Performance Indicators | | | | | | |
| Economic | | | | | | |
| Performance Indicator | Description | Reported | Cross-reference/Direct answer | If applicable, indicate the part not reported | Reason for Omission | Explanation |
| Economic performance | | | | | | |
| 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. | Fully | Our Business, 11 Our Community: 20-21 2011 Annual Report, II-III, 18-19 | | | |
| EC2 | Financial implications and other risks and opportunities for the organization's activities due to climate change. | Fully | Our Environment: Climate change, 28 | | | |
| EC3 | Coverage of the organization's defined benefit plan obligations. | Fully | Our People: Superannuation, 46-47 2011 Annual Report, 101 | | | |
| EC4 | Significant financial assistance received from government. | Fully | Woolworths Limited received \$4.16 million in government subsidies, a 20.1% increase from 2010. | | | |
| Market presence | | | | | | |
| EC5 | Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation. | Fully | Our People: Remuneration, 46 | | | |

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| EC6 | Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation. | Fully | Responsible Retailing: Sustainable Sourcing, 17 | | | |
| EC7 | Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation. | Fully | Our People: Recruitment, 40-43 GRI Index | No disclosure on a local hiring procedure. | Not available | No official policy on local hiring, however, prior to opening new stores positions are advertised locally. Online recruitment portal allows applicants to search based on their local town, city, state, etc. Recruitment personnel can search for applicants based on location. |
| Indirect economic impacts | | | | | | |
| EC8 | Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement. | Fully | Our Community: 20-23 | | | |
| EC9 | Understanding and describing significant indirect economic impacts, including the extent of impacts. | Fully | Our Business: Contribution to the economy, 11 Our Community: Fresh Food Future, 21-23 | | | |
| Environmental | | | | | | |
| Performance Indicator | Description | Reported | Cross-reference/Direct answer | If applicable, indicate the part not reported | Reason for Omission | Explanation |
| Materials | | | | | | |
| EN1 | Materials used by weight or volume. | Partially | Responsible Retailing: Palm Oil, 17 Our Environment: Packaging, 31 Our Environment: Paper use, 33 | Some material volumes reported, but not a significant proportion | Not available | Capacity for reporting material use data will increase with the roll-out of Australian Packaging Covenant packaging reviews. |
| EN2 | Percentage of materials used that are recycled input materials. | Partially | Our Environment: Packaging, 31 GRI Index | | Not available | Plastic shopping bags include 30% recycled content. Capacity for reporting recycled material use data will increase with the roll-out of Australian Packaging Covenant packaging reviews. |
| Energy | | | | | | |
| EN3 | Direct energy consumption by primary energy source. | Fully | Our Environment: Climate change, 28-30 | | | |
| EN4 | Indirect energy consumption by primary source. | Fully | Our Environment: Climate change, 28-30 | | | |
| EN5 | Energy saved due to conservation and efficiency improvements. | Fully | Our Environment: Climate change, 28-30 | | | |
| EN6 | Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives. | Fully | Our Environment: Climate change (Facilities, Renewable energy), 28 | | | |
| EN7 | Initiatives to reduce indirect energy consumption and reductions achieved. | Fully | Our Environment: Climate change, 28-30 | | | |
| Water | | | | | | |
| EN8 | Total water withdrawal by source. | Fully | Our Environment: Water, 30-31 | | | |
| EN9 | Water sources significantly affected by withdrawal of water. | Fully | Our Environment: Water, 30-31 | | | |
| EN10 | Percentage and total volume of water recycled and reused. | Partially | Our Environment: Water, 30-31 GRI Index | | Not available | Water reused through rainwater harvesting is main, and only measured, form of water reuse in the |
| Biodiversity | | | | | | |
| EN11 | Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas. | Partially | Our Environment: Biodiversity, 33 GRI Index | Location and size of land not reported. | Proprietary information | 75% of projects that required biodiversity assessments are still in planning and publicly declaring the location of some of these projects would be a competitive disadvantage. |
| EN12 | Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas. | Fully | Our Environment: Biodiversity, 33 GRI Index | | Not material | Assessments were conducted where required, and management plans implemented. As a result, significant impacts will be minimised. |
| EN13 | Habitats protected or restored. | Fully | Our Environment: Biodiversity, 33 GRI Index | | Not material | Assessments were conducted where required, and management plans implemented. As a result, significant impacts will be minimised. |
| EN14 | Strategies, current actions, and future plans for managing impacts on biodiversity. | Fully | Our Environment: Biodiversity, 33 Responsible retailing: Sustainable sourcing, 17-18 | | | |
| EN15 | Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk. | Fully | Our Environment: Biodiversity, 33 GRI Index | | | 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, effluents and waste | | | | | | |
| EN16 | Total direct and indirect greenhouse gas emissions by weight. | Fully | Our Environment: Climate change, 28-30 | | | |
| EN17 | Other relevant indirect greenhouse gas emissions by weight. | Fully | Our Environment: Climate change, 28-30 | | | |

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|--|---|-----------------|---|--|----------------------------|--|
| EN18 | Initiatives to reduce greenhouse gas emissions and reductions achieved. | Fully | Our Environment: Climate change, 28-30 | | | |
| EN19 | Emissions of ozone-depleting substances by weight. | Fully | Our Environment: Other emissions, 30 | | | |
| EN20 | NOx, SOx, and other significant air emissions by type and weight. | Partially | National Greenhouse and Energy Reporting submission includes emissions sources from fuel and gas combustion. Calculated emissions of 2.5 tonnes of N2O and 9 tonnes of CH4 were reported. | SOx emissions not reported as they are not a part of the NGER emission calculations. | Not available | Woolworths does not have a regulatory requirement to report SOx emissions but will consider reporting in the future. |
| EN21 | Total water discharge by quality and destination. | Partially | Our Environment: Water, 30-31 | | Not material | Woolworths is not a major user of water and all water discharged from stores and sites is managed by licensed water authorities. |
| EN22 | Total weight of waste by type and disposal method. | Fully | Our Environment: Waste and recycling, 33 | | | Total weight of waste can be extrapolated from percentage of waste to landfill (Page 32) and weights of recycled materials (Page 33) |
| EN23 | Total number and volume of significant spills. | Fully | Our Environment: Spills, 33 | | | |
| EN24 | 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. | Partially | Our Environment: Waste and recycling, 33 | Do not cover transport. | Not applicable | Woolworths does not process significant quantities of hazardous material. Transport is provided by recycling service provider (or their designated handler). |
| EN25 | 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. | Not | | | Not material | Woolworths does not have discharges of water and runoff that significantly affect the biodiverse value of water bodies. |
| Products and services | | | | | | |
| EN26 | Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation. | Fully | Our Environment: Packaging, 31 Responsible retailing: Sustainable sourcing, 17-18 | | | |
| EN27 | Percentage of products sold and their packaging materials that are reclaimed by category. | Not | | | Not applicable | 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. |
| Compliance | | | | | | |
| EN28 | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations. | Fully | Our Environment: Fines, 33 | | | |
| Transport | | | | | | |
| EN29 | materials used for the organization's operations, and transporting members of the workforce. | Fully | Our Environment: Transport, 30 | | | |
| Overall | | | | | | |
| EN30 | Total environmental protection expenditures and investments by type | Not | | | | |
| Social: Labor Practices and Decent Work | | | | | | |
| Performance Indicator | Description | Reported | Cross-reference/Direct answer | If applicable, indicate the part not reported | Reason for Omission | Explanation |
| Employment | | | | | | |
| LA1 | Total workforce by employment type, employment contract, and region, broken down by gender. | Fully | Our People: 40-41 | | | |
| LA2 | Total number and rate of employee turnover by age group, gender, and region. | Fully | Our People: 42-43 | | | As an alternative, percentage distribution of people that have left by age group, gender, and region has been disclosed. |
| LA3 | Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. | Fully | Our People: Remuneration, 46-47 | | | |
| LA!5 | Return to work and retention rates after parental leave, by gender. | Fully | Our People: 44 | | | |
| Labor/management relations | | | | | | |
| LA4 | Percentage of employees covered by collective bargaining agreements. | Fully | Our People: Freedom of association and union engagement, 48 | | | |
| LA5 | Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. | Partially | Our People: Freedom of association and union engagement, 48 | | | |
| Occupational health and safety | | | | | | |
| LA6 | 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. | Fully | Our People: Freedom of association and union engagement, 48 Our People: Safety and health 36 GRI Index | | | 100% of workforce is represented in joint management-worker health and safety committees |

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| LA7 | Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region, and by gender. | Partially | GRI Index | Gender breakdown not reported | Not available | Data currently not available but may be reportable for 2012 and onwards |
| LA8 | Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases. | Fully | Our People: Health and wellbeing, 45-46 Our People: Safety and health (Training), 38 | | | |
| LA9 | Health and safety topics covered in formal agreements with trade unions. | Fully | Our People: Safety and health, 36-38 GRI Index | | | Key topics covered in formal agreements with trade unions include a safe working environment, training, occupational rehabilitation and process change management. |
| Training and education | | | | | | |
| LA10 | Average hours of training per year per employee by employee category. | Partially | Our People: Developing Talent, 44 | Training Attendances reported | Not available | Data currently not available but should be reportable for 2012 and onwards |
| LA11 | Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings. | Fully | Our People: Developing Talent, 43-45 | | | |
| LA12 | Percentage of employees receiving regular performance and career development reviews, by gender. | Fully | Our People: Rewarding Performance and Remuneration, 47 | | | |
| Diversity and equal opportunity | | | | | | |
| LA13 | Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity. | Fully | Our People: Inclusive Workplace, 40 | Composition for minority groups is not reported | Not available | Employee declaration of minority status (e.g. ethnicity, disability) is not compulsory so the members of these governance bodies are not classified in any of these groups. Age and gender are the most accurate diversity indicators. |
| LA14 | Ratio of basic salary of men to women by employee category. | Fully | Our People: Ratio of basic salary of male to female by employee category, 41 | | | |
| Social: Human Rights | | | | | | |
| Performance Indicator | Description | Reported | Cross-reference/Direct answer | If applicable, indicate the part not reported | Reason for Omission | Explanation |
| Diversity and equal opportunity | | | | | | |
| HR1 | Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening. | Fully | All recent investments have been acquisitions in Australia so screening was limited to risk and safety, as Human Rights issues are not considered a risk in this country, they were not considered in the screening. | | | |
| HR2 | Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken. | Fully | Responsible retailing: Ethical sourcing, 14-15 | | | |
| HR3 | 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. | Partially | Our People: Training on Human Rights Policies and Procedures, 42 | Training Attendances reported rather than total hours | Not available | Total hours of employee training should be available for future reporting |
| Non-discrimination | | | | | | |
| HR4 | Total number of incidents of discrimination and actions taken. | Fully | Our People: Inclusive Workplace, 39 | | | |
| Freedom of association and collective bargaining | | | | | | |
| HR5 | Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights. | Fully | Our People: Freedom of association and union engagement, 48 Responsible retailing: Ethical sourcing, 14-15 | | | |
| Child labor | | | | | | |
| HR6 | Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor. | Fully | Our People: Freedom of association and union engagement, 48 Responsible retailing: Ethical sourcing, 14-15 | | | |
| Forced and compulsory labor | | | | | | |
| HR7 | Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of forced or compulsory labor. | Fully | Our People: Freedom of association and union engagement, 48 Responsible retailing: Ethical sourcing, 14-15 | | | |
| Security practices | | | | | | |
| HR8 | Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations. | Not | | | | |
| Indigenous rights | | | | | | |
| HR9 | Total number of incidents of violations involving rights of indigenous people and actions taken. | Fully | Our People: Inclusive Workplace, 40 | | | |
| Assessment | | | | | | |
| HR10 | Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments. | Fully | Our People: Inclusive Workplace, 40 | | | |
| Indigenous rights | | | | | | |

| HR11 | Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms. | Partially | Our People: Inclusive Workplace, 40 | Number of grievances resolved has not been reported. | Not available | All information on grievances should be fully disclosed in future reporting. |
|---------------------------------------|--|-----------|--|--|---------------------|--|
| Social: Society | | | | | | |
| Performance Indicator | Description | Reported | Cross-reference/Direct answer | If applicable, indicate the part not reported | Reason for Omission | Explanation |
| Community | | | | | | |
| SO1 | Percentage of operations with implemented local community engagement, impact assessments, and development programs. | Fully | Our Community, 20-23 Responsible retailing: Selling alcohol responsibly, Responsible Buying, 13-14 | | | |
| SO9 | Operations with significant potential or actual negative impacts on local communities. | Fully | Responsible retailing: Selling alcohol responsibly, Responsible service of Gaming, 13-14 | | | |
| SO10 | Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities. | Fully | Responsible retailing: Selling alcohol responsibly, Responsible service of Gaming, 13-14 | | | |
| Corruption | | | | | | |
| SO2 | Percentage and total number of business units analyzed for risks related to corruption. | Fully | Our approach to corporate responsibility and sustainability: Anti-corruption, 50 GRI Index | | | 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. |
| SO3 | Percentage of employees trained in organization's anti-corruption policies and procedures. | Fully | Our People: Compliance training, 44-45 Our approach to corporate responsibility and sustainability: Anti-corruption, 50 | | | |
| SO4 | Actions taken in response to incidents of corruption. | Fully | Our approach to corporate responsibility and sustainability: Anti-corruption, 50 | | | |
| Public policy | | | | | | |
| SO5 | Public policy positions and participation in public policy development and lobbying. | Fully | Understanding our stakeholders and what is important to them (Governments and regulators), 7 | | | |
| SO6 | Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country. | Fully | Our approach to corporate responsibility and sustainability: Political donations, 50 | | | |
| Anti-competitive behavior | | | | | | |
| SO7 | Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes. | Fully | There were no legal actions taken against Woolworths for anti-competitive behaviour in the reporting period. | | | |
| Compliance | | | | | | |
| SO8 | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations. | Partially | Our People: Safety and health, Prosecutions, 36 Our Environment: Environmental Compliance, 33 | | Not available | Cost of prosecutions have not been disclosed as these cases have not been closed by the relevant Authority |
| Social: Product Responsibility | | | | | | |
| Performance Indicator | Description | Reported | Cross-reference/Direct answer | If applicable, indicate the part not reported | Reason for omission | Explanation |
| Customer health and safety | | | | | | |
| PR1 | Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. | Fully | Responsible retailing: Health and Wellbeing, 13 Responsible retailing: Quality Assurance and Product Safety, 19 | | | |
| 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. | Fully | Responsible retailing: Product recalls, 19 | | | |
| Product and service labelling | | | | | | |
| PR3 | Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. | Fully | Responsible retailing: Quality Assurance, 19 | | | |
| PR4 | Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. | Fully | Responsible retailing: Quality Assurance and Product Recalls, 19 | | | |

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|---------------------------------|--|-----------|--|--|-------------------------|--|
| PR5 | Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. | Partially | Understanding our stakeholders and what is important to them (Customers), 6 | | | |
| Marketing communications | | | | | | |
| PR6 | Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship. | Fully | Responsible retailing: Responsible food retailing, Selling alcohol responsibly, 13 Responsible retailing: Responsible service of gaming, 14 Responsible retailing: Labelling, 19 | | | |
| 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. | Fully | There were no incidents of non-compliance with regulations and voluntary codes concerning marketing communications in the reporting period. | | | |
| Customer privacy | | | | | | |
| PR8 | Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data. | Partially | Our approach to corporate responsibility and sustainability: Privacy Policy, 50. | | Proprietary information | |
| Compliance | | | | | | |
| PR9 | Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services. | Fully | The company received no significant fines for non-compliance with laws and regulations concerning the provision and use of products and services in the reporting period. | | | |