

G3.1 Content Index - Woolworths Limited 2012

Application Level		A+	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	CEO Statement, 5-6 2012 Annual Report, 11			
1.2	Description of key impacts, risks, and opportunities.	Fully	Key Statistics, CEO's Statement, Future of Retailing, Stakeholder Issues and Issues of Public interest, 1-15 Our approach to corporate responsibility and sustainability, 54-55			
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	Inside Front Cover Earning Trust, 16-25 2012 Annual Report, 38			
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	2012 Annual Report, 16-27, 32-37			
2.4	Location of organization's headquarters.	Fully	Contact details, 64			
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	Inside Front Cover Store and Trading Area Analysis, 61			
2.6	Nature of ownership and legal form.	Fully	Key Statistics About Our Business, 2-3 2012 Annual Report, 179-180			
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	Issues of Public Interest, 10-11 Store and Trading Area Analysis, 61			
2.8	Scale of the reporting organization.	Fully	Key Statistics About Our Business, 14-15 Building the Best Retail Team, 44 2012 Annual Report, 179-180			
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	2012 Annual Report, 13-31, 39			
2.10	Awards received in the reporting period.	Fully	CEO's Statement, 5 Future of Retailing, 7			
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	Inside Front Cover			
3.2	Date of most recent previous report (if any).	Fully	2011			
3.3	Reporting cycle (annual, biennial, etc.)	Fully	Annual			
3.4	Contact point for questions regarding the report or its contents.	Fully	Contact details, 64			
3.5	Process for defining report content.	Fully	Important Issues for our Stakeholders, 10-11 Issues of Public Interest, 12-15			
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	Inside Front Cover			

3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	Inside Front Cover			
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	Key Statistics About Our Business, 3 2012 Annual Report, 24-26, 164-167			
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 restatements of information provided in earlier reports have been made in this report.			
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, 57-58			
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	Independent assurance statement, 59-60			
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, 54-55 Corporate Website 2012 Annual Report, 72-86			
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, 54			
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	2012 Annual Report, 32-36			
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, 54-55 2011 Annual Report, 86 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, AGM Details.
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	2012 Annual Report, 42-49			
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	2012 Annual Report, 74-75			
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	2012 Annual Report, 74-75			
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), 55 Earning Trust, 16 Serving Our Community, 26-27 2012 Annual Report, 81			

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, 54-55 2011 Annual Report, 48-51			
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	Our approach to corporate responsibility and sustainability, 54-55 2011 Annual Report, 48-52			
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	Earning Trust, 21-23 Using Resources Wisely, 34-35 United Nations Global Compact, 56			
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	Earning Trust, 16-23 Our approach to corporate responsibility and sustainability, 54-55 United Nations Global Compact, 56			
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	Earning Trust, 18			
4.14	List of stakeholder groups engaged by the organization.	Fully	Important Issues for our Stakeholders, 10-11 Issues of Public Interest, 12-15			
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	Important Issues for our Stakeholders, 10-11 Issues of Public Interest, 12-15			
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	Important Issues for our Stakeholders, 10-11 Issues of Public Interest, 12-15			
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	Important Issues for our Stakeholders, 10-11 Issues of Public Interest, 12-15			
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	2012 Annual Report, 1-15 Key Statistics About Our Business, 2-3			
Aspects	Economic performance	Fully	Our Contribution to the Economy, 12-13			
	Market presence	Fully	2012 Annual Report, 1-15 Key Statistics About Our Business, 2-3			
	Indirect economic impacts	Fully	Key Statistics About Our Business, 2-3			
DMA EN	Disclosure on Management Approach EN	Fully	Using Resources Wisely, 32-41 Earning Trust: Sustainable and Ethical Sourcing, 17-23			
Aspects	Materials	Fully	Earning Trust: Forests, Palm oil, 17 Using Resources Wisely: Packaging,			
	Energy	Fully	Using Resources Wisely: Climate change, 34-37			
	Water	Fully	Using Resources Wisely: Water, 36-37			
	Biodiversity	Fully	Earning Trust: Forests, Palm oil, 21-23 GRI Index, EN11-15			
	Emissions, effluents and waste	Fully	Using Resources Wisely: Packaging, 38 Using Resources Wisely: Waste and recycling, 39-41 GRI Index, EN19-25			
	Products and services	Fully	Earning Trust: Sustainable and Ethical Sourcing, 17-23			

	Compliance	Fully	GRI Index, EN28			
	Transport	Fully	Using Resources Wisely: Transport, 36			
	Overall	Fully	Using Resources Wisely: Climate Change, 35			
DMA LA	Disclosure on Management Approach LA	Fully	Building the Best Retail Team, 42-53			
Aspects			Building the Best Retail Team, 44, 51			
	Employment	Fully	GRI Index, LA2			
	Labor/management relations	Fully	Building the Best Retail Team: Freedom of association and union engagement, 48			
	Occupational health and safety	Fully	Building the Best Retail Team: Safety and health 52-53			
	Training and education	Fully	Building the Best Retail Team: Career Advancement, 44-46			
	Diversity and equal opportunity	Fully	Building the Best Retail Team: Inclusivity, 46-48			
	Equal remuneration for women and men	Fully	Building the Best Retail Team: Ratio of basic salary of male to female by employee category, 47			
DMA HR	Disclosure on Management Approach HR	Fully	Building the Best Retail Team: Inclusivity, 46-48 Earning Trust: Ethical sourcing, 18 Building the Best Retail Team: Freedom of association and union engagement, 48			
Aspects			All recent significant investments have been acquisitions in Australia so screening is limited to risk and safety.			
	Investment and procurement practices	Fully				
	Non-discrimination	Fully	Building the Best Retail Team: Inclusivity, 46-48			
	Freedom of association and collective bargaining	Fully	Building the Best Retail Team: Freedom of association and union engagement, 48			
	Child labor	Fully	Earning Trust: Ethical sourcing, 18			
	Prevention of forced and compulsory labor	Fully	Earning Trust: Ethical sourcing, 18			
	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	Building the Best Retail Team: Indigenous employment, 47			
	Assessment	Fully	Earning Trust: Ethical sourcing, 18			
	Remediation	Fully	Building the Best Retail Team: Inclusivity, 48			
DMA SO	Disclosure on Management Approach SO	Fully	Serving Our Community, 26-31			
Aspects			Serving Our Community, 26-31			
	Community	Fully				
	Corruption	Fully	Our approach to corporate responsibility and sustainability: Anti-corruption, Political donations, 55			
	Public policy	Fully	Woolworths primarily engage in public policy through formal submissions to state and federal government inquiries. 16 submissions were made to in Australia and New Zealand in 2012.			
	Anti-competitive behavior	Fully	Issues of Public Interest: Supplier Relationships, 12-14			

	Compliance	Fully	Our approach to corporate responsibility and sustainability: Anti-corruption, 55 GRI Index: SO3			
DMA PR Aspects	Disclosure on Management Approach PR	Fully	Earning Trust, 17-25			
	Customer health and safety	Fully	Earning Trust, 17-25 GRI Index, PR2			
	Product and service labelling	Fully	Earning Trust, 24-25			
	Marketing communications	Fully	Earning Trust: Advertising, 25			
	Customer privacy	Fully	Our approach to corporate responsibility and sustainability: Privacy policy, 55			
	Compliance	Fully	GRI Index, PR9			
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	Key Statistics About Our Business, 2-3			
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Fully	Using Resources Wisely: Climate change, 32-35			
EC3	Coverage of the organization's defined benefit plan obligations.	Fully	2012 Annual Report, 39			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.
EC4	Significant financial assistance received from government.	Fully	Woolworths Limited received \$3.57 million in government subsidies.			
Market presence						
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Fully	Building the Best Retail Team, 49			
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Fully	Issues of Public Interest, 12			
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Fully	Building the Best Retail Team, 44, 51 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	Serving Our Community, 20-23			
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Fully	Key Statistics About Our Business, 3			
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	Earning Trust: Forests, Palm Oil, 22-23 Using Resources Wisely: Packaging, 38-41		Not available	
EN2	Percentage of materials used that are recycled input materials.	Partially	Using Resources Wisely: Packaging, 38-41		Not available	
Energy						
EN3	Direct energy consumption by primary energy source.	Fully	Using Resources Wisely: Climate change, 34-37			

EN4	Indirect energy consumption by primary source.	Fully	Using Resources Wisely: Climate change, 34-37			
EN5	Energy saved due to conservation and efficiency improvements.	Fully	Using Resources Wisely: Climate change, 34-37			
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	Using Resources Wisely: Climate change, 34-37			
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Fully	Using Resources Wisely: Climate change, 34-37			
Water						
EN8	Total water withdrawal by source.	Fully	Using Resources Wisely: Water, 36			
EN9	Water sources significantly affected by withdrawal of water.	Fully	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.			
EN10	Percentage and total volume of water recycled and reused.	Partially	Using Resources Wisely: Water, 36-37			Water reused through rainwater harvesting is major, and only measured, form of water reuse in the business.
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	13 development projects required biodiversity assessments, with only three being greenfields sites. These sites cannot be disclosed as they are in planning and commercial in confidence.	Location and size of land not reported.	Proprietary information	
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	133 property development projects were completed, under construction or in planning during 2012; biodiversity assessments were required for 13 of these projects. Eight Vegetation Management Plans have been prepared to minimise the impacts to any threatened species, habitats for threatened species or ecological communities.		Not material	
EN13	Habitats protected or restored.	Fully	Eight development locations are protected by Vegetation Management Plans.		Not material	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Fully	Earning Trust, 21-23 Biodiversity assessments conducted when required for developments.			
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	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	Using Resources Wisely: Climate change, 33-37			
EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	Using Resources Wisely: Climate change, 33-37			
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	Using Resources Wisely: Climate change, 33-37			
EN19	Emissions of ozone-depleting substances by weight.	Fully	Total emissions of ozone depleting substances were 27.6 tonnes, primarily from R22 refrigerant loss.			
EN20	NOx, SOx, and other significant air emissions by type and weight.	Fully	Reported emissions are from direct operations (excluding 3rd Party Logistics) and are calculated based on site specific data. NOx emissions were 719 tonnes and SOx emissions were 0.69 tonnes.			
EN21	Total water discharge by quality and destination.	Fully	All water discharged from stores and sites is managed by licensed water authorities.		Not material	

EN22	Total weight of waste by type and disposal method.	Fully	Using Resources Wisely: Waste and recycling, 39-41			Woolworths' waste stream is classed as commercial and disposed 128,545 tonnes to landfill.																																																																																						
EN23	Total number and volume of significant spills.	Fully	542 environmental incidents in the Petrol division, many involving customer's vehicles leaking fuel or oil. Only two were rated as Major and did not involve fuel spills.																																																																																									
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	Using Resources Wisely: Waste and recycling, 40-41	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	Earning Trust: Sustainable sourcing, 17-23																																																																																									
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	There were no significant environmental incidents that incurred monetary fines for Woolworths																																																																																									
Transport																																																																																												
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Fully	Using Resources Wisely: Transport, 36																																																																																									
Overall																																																																																												
EN30	Total environmental protection expenditures and investments by type	Not																																																																																										
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LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Fully	Building the Best Retail Team: 51																																																																																									
LA2	Total number and rate of employee turnover by age group, gender, and region.	Fully	Building the Best Retail Team: 50-51																																																																																									
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LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	Building the Best Retail Team: Remuneration, 48-49 2012 Annual Report, 138-146																																																																																									

LA15	Return to work and retention rates after parental leave, by gender.	Fully	Building the Best Retail Team: 48			
Labor/management relations						
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	Building the Best Retail Team: 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	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						
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	100% of workforce is represented in joint management-worker health and safety committees			
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region, and by gender.	Partially	Building the Best Retail Team: Safety and Health, 52-53	Gender breakdown not reported	Not available	
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully	Building the Best Retail Team, 44, 52-53			
LA9	Health and safety topics covered in formal agreements with trade unions.	Fully	Building the Best Retail Team: Safety and Health, 52-53			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	Building the Best Retail Team, 46, 48	Training Attendances reported	Not available	
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	Building the Best Retail Team, 44-46			
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Fully	Only salaried employees receive annual performance reviews. 11.9% of female employees, 18.7% of male employees and 15% total. (Excl. SIW, Cellarmasters, India, Hong Kong, Dick Smith NZ, Danks Retail & Wholesale)			
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	Building the Best Retail Team, 46-48	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	Building the Best Retail Team: Ratio of basic salary of male to female by employee category, 47			
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	Earning Trust: Ethical sourcing, 18			
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.	Fully	Building the Best Retail Team: Training on Human Rights Policies and Procedures, 48			
Non-discrimination						
HR4	Total number of incidents of discrimination and actions taken.	Fully	Building the Best Retail Team, 48			
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	Building the Best Retail Team: Freedom of association and union engagement, 48 Earning Trust: Ethical sourcing, 18			
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	Earning Trust: Ethical sourcing, 18			
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	Earning Trust: Ethical sourcing, 18			
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	Building the Best Retail Team, 48			
Assessment						
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Fully	Earning Trust: Ethical sourcing, 18			
Indigenous rights						
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Fully	Building the Best Retail Team, 48			
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	Building Community Partnerships, 26-31 Earning Trust: Responsible Service, Responsible Marketing, 24-25			
SO9	Operations with significant potential or actual negative impacts on local communities.	Fully	Issues of Public Interest, 14-15 Earning Trust: Responsible Service, Responsible Marketing, 24-25			
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Fully	Issues of Public Interest, 14-15 Earning Trust: Responsible Service, Responsible Marketing, 24-25			
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, 55			
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	91.3% of employees have been trained in our Code of Conduct, which covers anti-corruption. (Excl. SIW, India, Hong Kong, Dick Smith NZ, Cellarmasters, Danks Retail & Wholesale)			
SO4	Actions taken in response to incidents of corruption.	Fully	Our approach to corporate responsibility and sustainability: Anti-corruption, 55			
Public policy						

SO5	Public policy positions and participation in public policy development and lobbying.	Fully	Issues of Public Interest, 13-15			Woolworths lodged 12 formal submissions to state and federal governments in Australia, which can viewed at www.woolworthslimited.com.au . Four submissions were made in New Zealand.
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, 55			
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	Building the Best Retail Team: Safety and health, Prosecutions, 36		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	Earning Trust, 17-25			
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	There were 10 product recalls for Woolworths Supermarkets and BIG W.			
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	Earning Trust, 23			
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	There were 10 product recalls for Woolworths Supermarkets and BIG W. Earning Trust, 24-25			
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	Important Issues for our Stakeholders, 10-11 69% of customers would recommend shopping at Woolworths to family and friends			
Marketing communications						
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Fully	Earning Trust, 25			
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, 55.		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.			