


WOOLWORTHS GROUP



2020
Sustainability
Report Appendix





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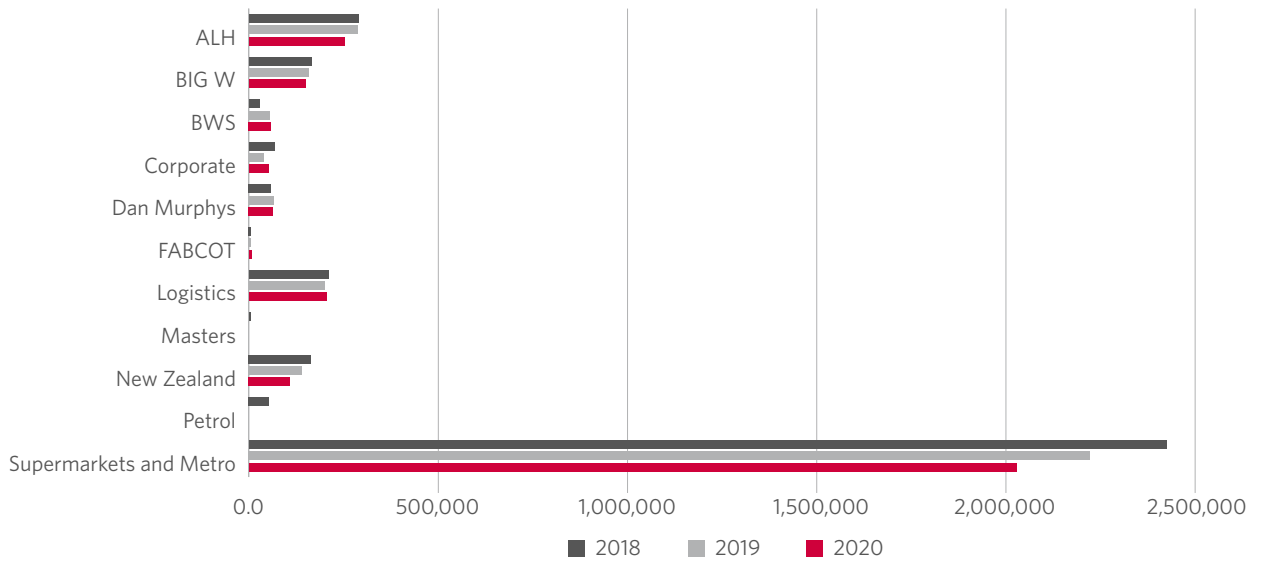
Unless otherwise stated, the report covers all our operations in Australia and New Zealand for the 2020 financial year – 1 July 2019 to 30 June 2020 (F20). Only workforce data (excluding safety) is included for our global sourcing offices in China, Bangladesh and Thailand.

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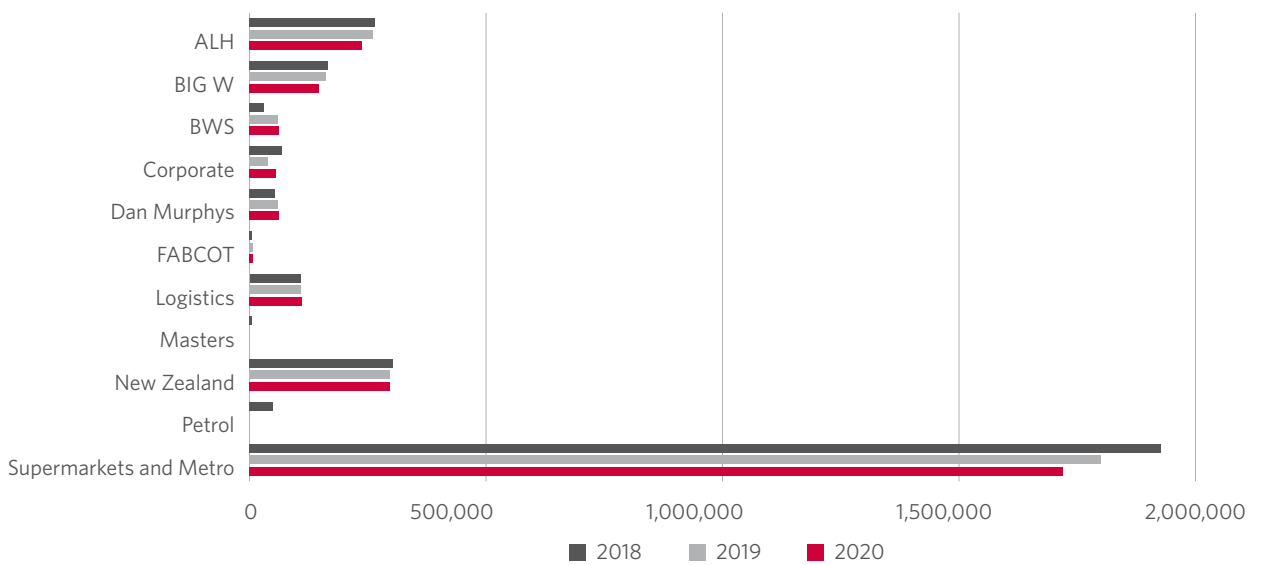
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Sustainability metrics

TOTAL CO₂ EMISSIONS (t CO₂-e)



ELECTRICITY USE (MWh)



EMISSIONS FROM FACILITIES (t CO₂e)

	SCOPE 1	SCOPE 2	SCOPE 3	TOTAL
ALH	30,756	196,061	26,159	252,976
BIG W	13,092	113,734	20,111	146,936
BWS	6,147	46,435	6,696	59,278
Corporate	1,410	41,846	5,827	49,082
Dan Murphys	6,598	51,529	6,534	64,661
FABCOT	67	6,343	712	7,121
Logistics	301	86,903	16,790	103,994
New Zealand	36,967	29,002	16,746	82,715
Supermarkets and Metro	365,428	1,391,271	248,787	2,005,486
Grand Total	460,765	1,963,123	348,362	2,772,250

TRANSPORT EMISSIONS BY USE (t CO₂e)

END USE	AUSTRALIA	NEW ZEALAND
Business Travel	4,099	1,858
Home delivery	12,039	4,572
Logistics 3rd Party Road	101,770	20,052
Trolley Collection	16,629	

WASTE (tonnes)

Australia - material diverted from landfill

	2018	2019	2020
Food waste to composting or energy ¹	16,187	50,626	48,476
Food waste to farmers		32,318	33,315
Food to charity	4,062	7,791	8,778
Cardboard	229,821	233,167	238,220
Plastic film	9,088	8,998	8,784
Other	46	40	29
Total Australia	259,204	332,940	337,602

New Zealand - materials diverted from landfill

	2018	2019	2020
Cardboard	28,219	28,499	29,325
Plastic film	1,412	1,596	1,045
Food waste to farmers	1,265	887	1,670
Food to charity ²	1,895	2,603	1,470
Other	836	2,410	4,497
Total NZ	33,627	35,994	38,007
Total diverted	292,831	368,935	375,609

Total Waste to landfill			96,484
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1 From F19 onwards foodwaste to composting or energy scope has been updated from prior years.

2 2018 Food waste to farmers and charity methodology has been updated from prior years.

Waste intensity¹

	2018	2019	2020
kg/Square meters	24	22	21

1 Waste intensity is from Australian operations.



Workplace metrics

BOARD OF DIRECTORS

	FEMALE	MALE	TOTAL
<25	0	0	0
25-<35	0	0	0
35-<45	0	0	0
45-<55	2	0	2
55-<65	2	2	4
>65	1	2	3
Total	5	4	9

FEMALE REPRESENTATION BY EMPLOYMENT CATEGORY¹

Executives	30%
Senior Managers	36%
Managers	42%
Office support	53%
Technicians and trades	8%
Sales	56%
Other	25%

RATIO OF BASIC SALARY AND REMUNERATION OF FEMALE TO MALE EMPLOYEES BY EMPLOYMENT CATEGORY¹

This table averages all the salaries within the non-managerial or managerial category. Within each category, there are different roles and levels of positions. The ratio to average reported here does not compare like-with-like roles and does not represent the Pay Parity Project.

	2020		2019	
	AVERAGE ANNUALISED SALARY	RATIO TO AVERAGE	AVERAGE ANNUALISED SALARY	RATIO TO AVERAGE
Non-managerial Female	\$45,040.25	97.89%	\$47,298.38	96.44%
Non-managerial Male	\$47,243.96	102.68%	\$51,237.68	104.47%
Average Salary	\$46,012.28		\$49,044.65	
Managerial Female	\$87,720.01	94.36%	\$79,747.45	92.98%
Managerial Male	\$96,671.36	103.99%	\$90,209.77	105.17%
Average Salary	\$92,964.01		\$85,771.27	

RESPECT AND DIGNITY

We expect our employees to treat each other, our customers and our suppliers with respect and dignity. We train our employees on these expectations, but sometimes we do have issues which escalate to external jurisdictions. We are working towards a resolution on the outstanding claims.

Discrimination²

No of claims lodged in Australia during the year	12
Number resolved in financial year	7

¹ The raw data was extract on 1/1/20 and is for Australian based team members only and was used to prepare the WGEA report.

² Excludes ALH Hotels and New Zealand.

Freedom of association

We have longstanding relationships with the unions that represent our employees, and 89% of our workplace is covered by Enterprise Bargaining Agreements (EBAs).

GROUP ¹	EBA EMPLOYEES	TOTAL HEADCOUNT	%
ALH (Venue & Support)	0	17	0.00%
BIG W	15,042	16,659	90.29%
Endeavour Drinks Group	11,874	15,337	77.42%
Food Group	147,594	161,655	91.30%
Statewide Independent Wholesalers ²	394	427	92.27%
Group Support	6,942	10,405	66.72%
Total	181,846	204,500	88.92%

1 This data is comprised of Australian and New Zealand team members that are in the core Woolworths Group payroll system.

2 Wholesale customer stores.

WORKFORCE AND TURNOVER

Headcount by business unit

GROUP	FEMALE	MALE	TOTAL
ALH (Venue & Support)	6,040	4,755	10,795
BIG W	11,594	5,175	16,769
Endeavour Drinks Group	6,155	9,367	15,522
Food Group	91,613	70,117	161,730
Statewide Independent Wholesalers ¹	41	386	427
Group Support	2,576	7,869	10,445
Total	118,019	97,669	215,688

1 Wholesale customer stores.

Headcount by employee type

	FEMALE	MALE	TOTAL
Full-time	25,360	30,668	56,028
Part-time	54,510	34,005	88,515
Casual	38,149	32,996	71,145
Total	118,019	97,669	215,688

Headcount by region

	FEMALE	MALE	TOTAL
ACT	1,394	1,490	2,884
NSW	35,037	29,621	64,658
NT	1,020	850	1,870
QLD	24,032	17,706	41,738
SA	6,593	5,994	12,587
TAS	2,900	2,385	5,285
VIC	24,745	22,673	47,418
WA	9,887	6,963	16,850
NZ	12,140	9,847	21,987
China	258	114	372
Bangladesh	6	25	31
Thailand	7	1	8
Total	118,019	97,669	215,688



Workforce by age

AGE BAND	FEMALE	MALE	TOTAL
<25	40,115	39,960	80,075
25-<35	24,536	26,690	51,226
35-<45	19,154	15,022	34,176
45-<55	18,409	9,219	27,628
55-<65	13,247	5,591	18,838
>65	2,558	1,187	3,745
Total	118,019	97,669	215,688

Turnover by region

	TOTAL TERMINATIONS			% LABOUR TURNOVER		
	FEMALE	MALE	TOTAL	FEMALE	MALE	TOTAL
ACT	345	398	743	25.3%	27.6%	26.5%
NSW	6,019	6,092	12,111	18.1%	21.6%	19.7%
NT	295	280	575	29.0%	34.2%	31.3%
QLD	5,253	4,520	9,773	22.6%	26.0%	24.0%
SA	1,208	1,225	2,433	19.1%	21.0%	20.0%
TAS	390	445	835	14.0%	20.0%	16.7%
VIC	4,399	4,646	9,045	18.7%	21.6%	20.1%
WA	2,043	1,774	3,817	21.5%	26.5%	23.6%
NZ	2,302	2,418	4,720	20.6%	27.0%	23.5%
China	66	24	90	25.9%	21.4%	24.6%
Bangladesh	1	0	1	16.7%	0.0%	3.2%
Thailand	0	0	0	0.0%	0.0%	0.0%
Total	22,321	21,822	44,143	19.8%	23.4%	21.4%

Turnover by age

	TOTAL TURNOVER			% LABOUR TURNOVER		
	FEMALE	MALE	TOTAL	FEMALE	MALE	TOTAL
<25	10,497	10,505	21,002	27.6%	27.5%	27.6%
25-<35	5,148	6,269	11,417	22.3%	24.7%	23.6%
35-<45	2,779	2,495	5,274	15.1%	17.3%	16.1%
45-<55	2,068	1,408	3,476	11.7%	15.9%	13.1%
55-<65	1,345	852	2,197	10.5%	15.9%	12.1%
>65	484	293	777	19.9%	25.4%	21.7%
Total	22,321	21,822	44,143	19.8%	23.4%	21.4%

New hires by region

REGION	TOTAL NEW HIRES		
	FEMALE	MALE	TOTAL
Australian Capital Territory	369	458	827
New South Wales	10,325	9,766	20,091
Northern Territory	348	348	696
Queensland	7,859	6,221	14,080
South Australia	1,850	1,706	3,556
Tasmania	621	717	1,338
Victoria	7,257	7,526	14,783
Western Australia	3,129	2,610	5,739
New Zealand	3,777	3,460	7,237
China	70	35	105
Bangladesh	1	1	2
Thailand	1	0	1
Total	35,607	32,848	68,455

New hires by age

AGE	TOTAL NEW HIRES		
	FEMALE	MALE	TOTAL
<25	18,374	18,505	36,879
25-<35	7,986	8,194	16,180
35-<45	4,340	3,270	7,610
45-<55	3,447	1,819	5,266
55-<65	1,387	958	2,345
>65	73	102	175
Total	35,607	32,848	68,455

Parental leave¹

We offer parental leave to eligible Australian-based team members, which includes 12 weeks paid parental leave, total parental leave period of up to 24 months and superannuation paid on both paid and unpaid leave for the first 12 months for primary caregivers, and 1 week paid leave for secondary caregivers. Permanent team members are eligible if they have completed six months of continuous service prior to taking the leave as a primary caregiver (12 months for secondary caregivers) or if they qualify as an eligible casual team member.

	2020		2019	
	ON PARENTAL LEAVE IN PERIOD	TEAM MEMBERS STILL EMPLOYED ²	ON PARENTAL LEAVE IN PERIOD	TEAM MEMBERS STILL EMPLOYED ²
Female	4,167	3,922	4,387	4,180
Male	1,007	1,000	351	348
Total	5,174	4,922	4,738	4,528

1 The raw data which has an extraction date for the 12 months ended 1/1/20 and is for Australian based team members only and was used to prepare the WGEA report.

2 Includes people who have returned to work from parental leave during the period for at least seven days. This may include people who have returned from parental leave, but left before the end of the reporting period.



SAFETY AND HEALTH PERFORMANCE

Occupational health and safety management system

Number and % of employees covered by an occupational health and safety management system that are internally and externally audited.

All our Australian and New Zealand team members, contractors and labour hire workers are covered by Business Safety Management Systems.

All of our safety management systems are internally audited by our Group Safety and Health Assurance function or by Group Risk Internal Audit.

All of our safety management systems are externally audited in at least one Jurisdiction where it is required as part of our self-insurer license terms or as part of other legal requirements such as the ACC in New Zealand.

BUSINESS	NO. OF EMPLOYEES	PERCENTAGE OF EMPLOYEES
Supermarkets	134,599	100.00%
Supply Chain	8,123	100.00%
BIG W	16,769	100.00%
Foodco incl. Metro	3,797	100.00%
Endeavour Drinks	15,522	100.00%
Corporate	4,093	100.00%
Woolworths New Zealand	21,990	100.00%
ALH Hotels	10,795	100.00%
Woolworths Group	215,688	100.00%

The table above provides data for employees only and excludes contractors and labour hire.

WORK RELATED INJURIES

High consequence work related injuries

BUSINESS	HIGH CONSEQUENCE INJURY	HCIFR (1 MILLION)	HCIFR (200,000)	FY20 HOURS WORKED
Supermarkets	176	1.4	0.28	125,437,657
Supply Chain	42	3.25	0.65	12,927,873
BIG W	15	0.91	0.18	16,545,623
Foodco incl. Metro	1	0.25	0.05	3,984,051
Endeavour Drinks	17	1.16	0.23	14,703,244
Corporate	0	0	0	3,428,524
Woolworths New Zealand	Not Available	Not Available	Not Available	28,681,189
ALH Hotels	Not Available	Not Available	Not Available	9,833,227
Woolworths Group	251	1.16	0.23	215,541,387

Business TRIFR and TRI results for 2020

BUSINESS	PER MILLION HRS	PER 200,000 HRS	TRI	F20 HOURS WORKED
Supermarkets	10.69	2.14	1341	125,437,657
Supply Chain	21.04	4.21	272	12,927,873
BIG W	6.95	1.39	115	16,545,623
Foodco incl. Metro	5.52	1.10	22	3,984,051
Endeavour Drinks	8.84	1.77	130	14,703,244
Corporate	1.17	0.23	4	3,428,524
Woolworths New Zealand	15.27	3.05	438	28,681,189
ALH Hotels	25.63	5.13	252	9,833,227
Woolworths Group	11.94	2.39	2,574	215,541,387

Business TRIs by gender for 2020

BUSINESS	FEMALE		MALE		TOTAL
	COUNT	%	COUNT	%	COUNT
Supermarkets	867	65%	474	35%	1,341
Supply Chain	52	19%	220	81%	272
BIG W	95	83%	20	17%	115
Foodco incl. Metro	11	50%	11	50%	22
Endeavour Drinks	67	52%	63	48%	130
Corporate	4	100%	0	0%	4
Woolworths New Zealand	270	62%	168	38%	438
ALH Hotels	127	50%	125	50%	252
Woolworths Group	1,493	58%	1,081	42%	2,574

Woolworths Group Limited TRIFR for F18-20

KPI	F18	F19	F20
TFIFR (million hours worked)	15.46	14.75	11.94
TFIFR (200,000 hours worked)	3.09	2.95	2.39

TRIs by nature group for 2020

NATURE GROUP	FEMALE		MALE		TOTAL
	COUNT	%	COUNT	%	COUNT
Traumatic Sprain/Strain	683	59%	466	41%	1,149
Musculoskeletal	365	61%	237	39%	602
Wounds and Lacerations	195	56%	153	44%	348
Fractures	85	56%	68	44%	153
Other	165	51%	157	49%	322
Woolworths Group	1,493	58%	1,081	42%	2,574



TRIs by mechanism group for 2020

MECHANISM GROUP	FEMALE		MALE		TOTAL
	COUNT	%	COUNT	%	COUNT
Manual Handling	808	55%	669	45%	1,477
Slips/Trips	240	75%	82	25%	322
Hitting Objects	136	60%	91	40%	227
Being hit by moving objects	157	54%	133	46%	290
Other	152	59%	106	41%	258
Woolworths Group	1,493	58%	1,081	42%	2,574

Business close calls (near hits)

BUSINESS	WOOLWORTHS GROUP COUNT	CONTRACTOR COUNT	AGENCY COUNT
Supermarkets	208	19	5
Supply Chain	1,139	162	191
BIG W	143	17	4
Foodco incl. Metro	20	8	0
Endeavour Drinks	175	18	1
Corporate	3	1	0
Woolworths New Zealand	526	81	21
ALH Hotels	Not Available	Not Available	Not Available
Woolworths Group	2,214	306	222

Business high potential work-related incidents

BUSINESS	TOTAL COMBINED	CONTRACTORS	AGENCY
Supermarkets	3	3	0
Supply Chain	4	4	0
BIG W	0	0	0
Foodco incl. Metro	0	0	0
Endeavour Drinks	0	0	0
Corporate	0	0	0
Woolworths New Zealand	6	6	0
ALH Hotels	0	0	0
Woolworths Group	13	13	0

WORK RELATED ILL HEALTH

'Ill health' indicates damage to health and includes diseases, illnesses, and disorders. The term 'disease', 'illness', and 'disorder' are often used interchangeably and refer to conditions with specific symptoms and diagnoses.

Business ill health by gender for 2020

BUSINESS	FEMALE		MALE		TOTAL	F20 HOURS WORKED
	COUNT	%	COUNT	%	COUNT	
Supermarkets	354	66%	185	34%	539	125,437,657
Supply Chain	28	21%	107	79%	135	12,927,873
BIG W	32	76%	10	24%	42	16,545,623
Foodco incl. Metro	7	70%	3	30%	10	3,984,051
Endeavour Drinks	21	49%	22	51%	43	14,703,244
Corporate	3	100%	0	0%	3	3,428,524
Woolworths New Zealand	6	100%	0	0%	6	28,681,189
ALH Hotels	28	56%	22	44%	50	9,833,227
Woolworths Group	479	58%	349	42%	828	215,541,387

Ill health TRIs by nature group for 2020

NATURE GROUP	FEMALE		MALE		TOTAL
	COUNT	%	COUNT	%	COUNT
Musculoskeletal	352	60%	230	40%	582
Psychological	74	64%	42	36%	116
Digestive System Diseases (e.g. Hernia)	9	15%	51	85%	60
Other	44	63%	26	37%	70
Woolworths Group	479	58%	349	42%	828

WORK RELATED FATALITIES

Work-related fatalities include those where Woolworths Group operations have been a contributing factor.

Fatalities

Employee work related fatalities	0
Contractor/Agency fatalities	0



Glossary

TERM	MEANING
Carbon dioxide equivalent (CO₂-e)	A standard measure used to compare the emissions from various greenhouse gases based on their global warming potential. For example, one tonne of methane emissions is equivalent to 21 tonnes of carbon dioxide emissions.
EBIT	Earnings Before Interest and Tax – total earnings before provisions are deducted. This measures a company's performance and is often used in preference to net profit as it excludes the effects of borrowings and tax benefits and adjustments.
Forest Stewardship Council (FSC)	FSC is an independent, not-for-profit organisation which promotes responsible management of the world's forests. Refer to fsc.org or fscaustralia.org.au
Lost Time Injury (LTI) and Lost Time Injury Frequency Rate (LTIFR)	A Lost Time Injury (LTI) is an injury or illness that results in an employee being unable to work a full scheduled shift (other than the shift during which the injury occurred). LTIFR refers to Lost Time Injury Frequency Rate, the number of lost time injuries occurring in a workplace per 1 million hours worked.
MWh	Megawatt hours is a unit of measurement for electricity use, referring to the amount of electricity needed to supply power to 1,000 homes for one hour.
National Greenhouse and Energy Reporting Act 2007 (NGER)	NGER establishes a national framework for Australian corporations to report greenhouse gas emissions, reductions, removals and offsets, and energy consumption and production. Refer to climatechange.gov.au/reporting/publications
Scope 1 emissions	Direct greenhouse gas emissions from sources owned or controlled by the company, such as combustion facilities (e.g. generators) and combustion of fuels in company-owned or company-controlled transport (e.g. cars and trucks).
Scope 2 emissions	Indirect greenhouse gas emissions from the generation of purchased electricity, heat, cooling or steam. Purchased electricity is defined as electricity that is bought or otherwise brought into the organisational boundary of the entity.
Scope 3 emissions	Other indirect greenhouse gas emissions that are a consequence of a company's activities, but that arise from sources that other entities own or control. Scope 3, like Scope 2, is a category of indirect emissions and covers all other indirect emissions from sources that are not owned or controlled by a company, but that occur as a result of its activities. Examples include emissions from waste disposal to landfill.
Sustainable Development Goals (SDG)	17 global goals set by the United Nations in 2015 to define global sustainable development priorities and aspirations for the planet
Total Recordable Injury (TRI) and Total Recordable Injury Frequency Rate (TRIFR)	A Total Recordable Injury Frequency Rate (TRIFR) is the sum of the total number of employee fatalities, lost time injuries, restricted work injuries or medical treatment injuries per million hours worked

United Nations Global Compact

PRINCIPLES	ACTIONS	PAGE
Human Rights		
Principle 1		
Protection of Human Rights	Responsible Sourcing Program	Sustainability Report: 46-61
Principle 2		
No Complicity in Human Rights Abuse	Responsible Sourcing Program	Sustainability Report: 46-61
Labour		
Principle 3		
Freedom of Association and Collective Bargaining	Responsible Sourcing Program Freedom of association and union engagement	Sustainability Report: 46-61 Appendix: 5
Principle 4		
Elimination of Forced and Compulsory Labour	Responsible Sourcing Program	Sustainability Report: 46-61
Principle 5		
Abolition of Child Labour	Responsible Sourcing Program	Sustainability Report: 46-61
Principle 6		
Elimination of Discrimination	Diversity and equal opportunity	Sustainability Report: 10-23
Environment		
Principle 7		
Precautionary Approach	No explicit reference to precautionary approach	Appendix: 14-16
Principle 8		
Environmental Responsibility	Planet	Sustainability Report: 24-41
Principle 9		
Environmentally Friendly Technologies	Technology addressing climate change, water conservation, transport and packaging	Sustainability Report: 24-41
Anti-Corruption		
Principle 10		
Work against Corruption	Anti-corruption	Appendix: 14-16



Global Reporting Initiative

Detailed GRI Index can be found at www.woolworthsgroup.com.au/sustainability.

DISCLOSURE NUMBER	DISCLOSURE TITLE	REFERENCE ¹
GENERAL DISCLOSURES		
102-1	Name of the organization	Front cover
102-2	Activities, brands, products, and services	2020 annual report
102-3	Location of headquarters	Appendix: 24
102-4	Location of operations	Contents
102-5	Ownership and legal form	2020 annual report
102-6	Markets served	2020 annual report
102-7	Scale of the organization	2020 annual report
102-8	Information on employees and other workers	Appendix: 4
102-9	Supply chain	SR: 44-61
102-10	Significant changes to the organization and its supply chain	2020 annual report
102-11	Precautionary Principle or approach	GRI Index
102-12	External initiatives	SR: 10-23, 24-41, 42-71, Appendix: 13, Appendix: 20
102-13	Membership of associations	Appendix: 21
102-14	Statement from senior decision-maker	SR: 2-3
102-16	Values, principles, standards, and norms of behavior	2020 annual report
102-18	Governance structure	GRI Index
102-40	List of stakeholder groups	Appendix: 20-23
102-41	Collective bargaining agreements	Appendix: 5
102-42	Identifying and selecting stakeholders	Appendix: 22-23
102-43	Approach to stakeholder engagement	Appendix: 20, 22-23
102-44	Key topics and concerns raised	Appendix: 20, 22-23
102-45	Entities included in the consolidated financial statements	2020 annual report
102-46	Defining report content and topic Boundaries	GRI Index
102-47	List of material topics	GRI Index
102-48	Restatements of information	GRI Index
102-49	Changes in reporting	GRI Index
102-50	Reporting period	SR: Contents
102-51	Date of most recent report	Jun-19
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	Corporate Directory
102-54	Claims of reporting in accordance with the GRI Standards	Appendix:20
102-55	GRI content index	Appendix: 14, GRI Index
102-56	External assurance	Appendix: 17
MANAGEMENT APPROACH		
103-1	Explanation of the material topic and its Boundary	2020 annual report, GRI Index
103-2	The management approach and its components	2020 annual report, GRI Index
103-3	Evaluation of the management approach	2020 annual report, GRI Index

¹ SR - F20 Sustainability Report, Appendix - F20 Sustainability Report Appendix

DISCLOSURE NUMBER	DISCLOSURE TITLE	REFERENCE
ECONOMIC PERFORMANCE		
201-1	Direct economic value generated and distributed	2020 annual report
ANTI-CORRUPTION		
205-3	Confirmed incidents of corruption and actions taken	GRI Index
ANTI-COMPETITIVE BEHAVIOR		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	GRI Index
ENERGY		
302-1	Energy consumption within the organization	SR:24-41, Appendix:2-3, GRI Index
302-2	Energy consumption outside of the organization	SR:24-41, Appendix:2-3, GRI Index
302-3	Energy intensity	SR:24-41, Appendix:2-3, GRI Index
302-4	Reduction of energy consumption	SR:24-41, Appendix:2-3, GRI Index
EMISSIONS		
305-1	Direct (Scope 1) GHG emissions	SR:24-41, Appendix:2-3, GRI Index
305-2	Energy indirect (Scope 2) GHG emissions	SR:24-41, Appendix:2-3, GRI Index
305-3	Other indirect (Scope 3) GHG emissions	SR:24-41, Appendix:2-3, GRI Index
305-4	GHG emissions intensity	SR:24-41, Appendix:2-3, GRI Index
305-5	Reduction of GHG emissions	SR:24-41, Appendix:2-3, GRI Index
EFFLUENTS AND WASTE		
306-2	Waste by type and disposal method	Appendix: 3, GRI Index
ENVIRONMENTAL COMPLIANCE		
307-1	Non-compliance with environmental laws and regulations	GRI Index
EMPLOYMENT		
401-1	New employee hires and employee turnover	Appendix 4-7
401-3	Parental leave	Appendix 7 , GRI Index
LABOR/MANAGEMENT RELATIONS		
402-1	Minimum notice periods regarding operational changes	GRI Index
OCCUPATIONAL HEALTH AND SAFETY		
403-1	Occupational health and safety management system	Appendix: 8, GRI Index
403-2	Hazard identification, risk assessment, and incident investigation	GRI Index
403-3	Occupational health services	GRI Index
403-4	Worker participation, consultation, and communication on occupational health and safety	GRI Index
403-5	Worker training on occupational health and safety	GRI Index
403-6	Promotion of worker health	GRI Index
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	GRI Index



DISCLOSURE NUMBER	DISCLOSURE TITLE	REFERENCE
OCCUPATIONAL HEALTH AND SAFETY (CONTINUED)		
403-8	Workers covered by an occupational health and safety management system	Appendix 8
403-9	Work-related injuries	Appendix: 8 - 11 GRI Index
403-10	Work-related ill health	Appendix 8-11, GRI Index
TRAINING AND EDUCATION		
404-2	Programs for upgrading employee skills and transition assistance programs	SR: 12-19
DIVERSITY AND EQUAL OPPORTUNITY		
405-1	Diversity of governance bodies and employees	Appendix: 4-11
405-2	Ratio of basic salary and remuneration of women to men	Appendix: 4
NON-DISCRIMINATION		
406-1	Incidents of discrimination and corrective actions taken	Appendix: 4 , GRI Index
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	SR:46-61 , GRI Index
CHILD LABOR		
408-1	Operations and suppliers at significant risk for incidents of child labor	SR:46-61 , GRI Index
FORCED OR COMPULSORY LABOR		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	SR:46-61 , GRI Index
HUMAN RIGHTS ASSESSMENT		
412-1	Operations that have been subject to human rights reviews or impact assessments	SR:46-61 , GRI Index
PUBLIC POLICY		
415-1	Political contributions	Appendix: 20
CUSTOMER HEALTH AND SAFETY		
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	GRI Index
MARKETING AND LABELING		
417-1	Requirements for product and service information and labeling	GRI Index
CUSTOMER PRIVACY		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Appendix: 20 , GRI Index

Assurance report



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INDEPENDENT ASSURANCE PRACTITIONER'S LIMITED ASSURANCE REPORT TO THE MANAGEMENT OF WOOLWORTHS GROUP LIMITED

We have undertaken a limited assurance engagement on the Subject Matter detailed below (the 'Subject Matter') presented in Woolworths Group Limited's ('WOW') 2020 Sustainability Report and 2020 Sustainability Report Appendix in relation to the facilities of WOW.

SUBJECT MATTER AND REPORTING CRITERIA

The Subject Matter and Reporting Criteria for our limited assurance engagement for the year ended 30 June 2020 is as follows:

SUBJECT MATTER	REPORTING CRITERIA
GRI Standards Disclosures	
GRI Standards Disclosures prepared in accordance with the 'Core' requirements of the GRI Standards as set out on page 14 of the 2020 Sustainability Report Appendix	GRI Standards and related information, publicly available at GRI's global website at www.globalreporting.com
Selected Performance Indicator Disclosures	
The following selected Sustainability Performance Indicator Disclosures for 2020 included within the 2020 Sustainability Report and 2020 Sustainability Report Appendix for the specific standard disclosure requirements of the GRI Standards:	Relevant GRI Standards and Woolworths' internal definitions, and approaches as described in the GRI Index on pages 14 to 16 of the 2020 Sustainability Report Appendix and on Woolworths' website at www.woolworthsgroup.com.au
<ul style="list-style-type: none"> ▪ Energy (302-1, 302-2, 302-3 and 302-4) on page 15 of the 2020 Sustainability Report Appendix ▪ Emissions (305-1, 305-2, 305-3, 305-4 and 305-5) on page 15 of the 2020 Sustainability Report Appendix ▪ Effluents and waste (306-2) on page 15 of the 2020 Sustainability Report Appendix ▪ Employment (401-1 and 401-3) on page 15 of the 2020 Sustainability Report Appendix ▪ Occupational Health & Safety (403-2 and 403-9) on page 15 to 16 of the 2020 Sustainability Report Appendix ▪ Non-discrimination (406-1) on page 16 of the 2020 Sustainability Report Appendix 	



SUBJECT MATTER	REPORTING CRITERIA
<p>Sustainability Targets</p> <p>The following 2020 performance data included within Woolworths' Sustainability Targets and commitments as contained in the People, Planet and Prosperity sections within the 2020 Sustainability Report:</p> <ul style="list-style-type: none"> • People <ul style="list-style-type: none"> - 'Total team members', on page 10 of the 2020 Sustainability Report - 'Resourcing the future', on page 18 of the 2020 Sustainability Report • Planet <ul style="list-style-type: none"> - 'Food saved for meals / Total food relief diverted to people in need', on page 25 and 26 of the 2020 Sustainability Report - 'Stores with Transcritical or waterloop systems', on page 25 and 37 of the 2020 Sustainability Report - 'Solar power generated', on page 25 of the 2020 Sustainability Report - 'Own brand products that have met our net-zero deforestation commitment', on page 31 of the 2020 Sustainability Report • Prosperity <ul style="list-style-type: none"> - 'Own brand products undergone nutritional renovations', on page 43 of the 2020 Sustainability Report - 'Woolworths own brand products with a health star rating', on page 43 of the 2020 Sustainability Report 	<p>Woolworths' definitions, and approaches as described in the People, Planet and Prosperity sections of Woolworths' 2020 Sustainability Report and on Woolworths website at www.woolworthsgroup.com.au</p>

WOW'S RESPONSIBILITIES

The Management of WOW are responsible for;

- Ensuring that the Subject Matter is properly prepared and presented in accordance with the Reporting Criteria;
- confirming the measurement or evaluation of the underlying Subject Matter against the applicable criteria, including that all relevant matters are reflected in the subject matter information
- designing, establishing and maintaining internal controls to ensure that the Subject Matter is properly prepared and presented in accordance with the Reporting Criteria
- selecting and applying appropriate reporting criteria; maintaining adequate records and making estimates that are reasonable in the circumstances.

OUR INDEPENDENCE AND QUALITY CONTROL

We have complied with the independence and other relevant ethical requirements relating to assurance engagements and apply Auditing Standard ASQC 1 *Quality Control for Firms that Perform Audits and Reviews of Financial Reports and Other Financial Information, Other Assurance Engagements and Related Services Engagements* in undertaking this assurance engagement.

ASSURANCE PRACTITIONER'S RESPONSIBILITIES

Our responsibility is to express a limited assurance conclusion on the Subject Matter based on the procedures we have performed and the evidence we have obtained.

We conducted our limited assurance engagement in accordance with Australian Standard on Assurance Engagements ASAE 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* ('ASAE 3000') issued by the Australian Auditing and Assurance Standards Board in order to express a conclusion whether, based on the procedures performed and the evidence obtained, anything has come to our attention that causes us to believe that the Subject Matter has not been reported, in all material respects, in accordance with the Reporting Criteria. That standard requires that we plan and perform this engagement to obtain limited assurance about whether the Subject Matter is free from material misstatement.

A limited assurance engagement in accordance with ASAE 3000 involves identifying areas where a material misstatement of the Subject Matter information is likely to arise, addressing the areas identified and considering the process used to prepare the Subject Matter. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgement and consisted primarily of:

- Review of WOW's processes relating to stakeholder identification, engagement and responsiveness, including an assessment of stakeholder engagement outcomes and how this process and the outcomes have been presented in the 2020 Sustainability Report and 2020 Sustainability Report Appendix

- Review of WOW's process to identify and determine material issues to be included in the 2020 Sustainability Report and 2020 Sustainability Report Appendix with examination of underlying assessments and evidence on a sample basis
- Interviews with a selection of WOW executives and senior management, including WOW's sustainability management team concerning the overall governance structure, corporate sustainability strategy and policies used for managing and reporting sustainability performance across the business
- In respect of the Subject Matter;
 - interviews with a selection of WOW management responsible for selected FY20 Sustainability Performance Indicator Disclosures and Sustainability Targets and GRI Standards to understand the compilation and review processes
 - applying analytical and other review procedures including assessing relationships between the reported information and other financial and non-financial data
 - examination of evidence for a small number of transactions or events
 - analysing and inspecting on a sample basis, the key systems, processes and procedures and controls relating to the collation, validation, presentation and approval process of the information included in the 2020 Sustainability Report and 2020 Sustainability Report Appendix
 - review underlying evidence on a sample basis to corroborate that the information is prepared and reported in line with the relevant reporting criteria.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement.

Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express an opinion providing reasonable assurance about whether the Subject Matter has been reported, in all material respects, in accordance with the Reporting Criteria.

INHERENT LIMITATIONS

There are inherent limitations in performing an assurance engagement - for example, assurance engagements are based on selective testing of the information being examined - and it is possible that fraud, error or non-compliance may occur and not be detected. An assurance engagement is not designed to detect all misstatements, as an assurance engagement is not performed continuously throughout the year that is the subject of the engagement and the procedures performed on a test basis. The conclusion expressed in this report has been formed on the above basis.

Additionally, non-financial data may be subject to more inherent limitations than financial data, given both its nature and the methods used for determining, calculating and sampling or estimating such data.

LIMITATIONS OF USE

This report has been prepared for use by the management of WOW for the purpose of assisting directors and management in their reporting of the Selected Sustainability Performance Indicator Disclosures and Sustainability Targets. We disclaim any assumption of responsibility for any reliance on this report or on the Subject Matter to which it relates, to any person other than the management of WOW or for any purpose other than that for which it was prepared.

MATTERS RELATING TO ELECTRONIC PRESENTATION OF INFORMATION

It is our understanding that WOW may publish a copy of our report on their website. We do not accept responsibility for the electronic presentation of our report on the WOW website. The security and controls over information on the website is not evaluated or addressed by the independent auditor. The examination of the controls over the electronic presentation of this Report on the WOW web site is beyond the scope of this engagement.

CONCLUSION

Based on the procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that the Subject Matter has not been prepared, in all material respects, in accordance with the Reporting Criteria for the year ended 30 June 2020.

Deloitte Touche Tohmatsu

DELOITTE TOUCHE TOHMATSU

P Dobson

P Dobson
Partner
Sydney, 27 August 2020



Corporate Governance

GOVERNANCE, THE BOARD AND DIRECTORS

Corporate governance is at the core of Woolworths' and the Board's approach to the enhancement of shareholder value and the protection of shareholder funds. Integral to shareholder value is protecting and enhancing our reputation, which is why the Board oversees the Company's approach to corporate responsibility and sustainability.

The Woolworths Board Sustainability Committee, which meets quarterly, reviews performance on issues of Safety and Health, Sustainability and Community Investment. The Sustainability Committee conducts regular site visits across our businesses.

Information on our Board of Directors and the Board Charter is at:

<https://www.woolworthsgroup.com.au/page/about-us/our-leadership-team/board-of-directors/>

Information on our Sustainability Committee and its charter is at:

<https://www.woolworthsgroup.com.au/page/about-us/our-leadership-team/board-committees/>

More information is in our corporate governance statement:

<https://www.woolworthsgroup.com.au/page/about-us/our-approach/corporate-governance/>

RISK MANAGEMENT FRAMEWORK

The continued growth and success of Woolworths depends on the ability of our Company to understand and respond to the challenges of an uncertain and changing world. As a large, dispersed and complex organisation, this uncertainty generates risk, with the potential to be a source of both opportunities and threats. By understanding and managing risk, the Group provides greater certainty and confidence for all its stakeholders. More information about our approach to risk management is in our risk management policy. See: http://www.woolworthsgroup.com.au/icms_docs/182376_Risk_Management_Policy.pdf

SENIOR MANAGEMENT

The Woolworths Group Executive Committee, chaired by the Chief Executive Officer, provides management oversight of the effectiveness of the Group's implementation of the safety and health vision, principles, policy, standards, strategy and initiatives, risk processes, resources, information, compliance and assurance.

DOING THE RIGHT THING

All of our team members commit to our Code of Conduct to maintain the highest legal, moral and ethical standards in our dealings with customers, suppliers, team members and local communities. This code outlines how employees can meet the highest standards through their everyday behaviours and choices.

We are committed to continuous improvement, transparency and accountability. We don't tolerate workplace misconduct under any circumstances and we need our trade partners to work with us to stamp out any and every instance. We have clear, long-standing and accepted procedures for trade partners to report any issues. However we recognise there is always opportunity to strengthen our systems. Our Speak Up service is available for trade partners to use when normal escalation methods have been exhausted or are inappropriate.

POLITICAL DONATIONS

Woolworths Group participates in policy development and advocacy in a manner that is open, transparent, and compliant with all relevant laws. We do so in a non-partisan manner. Woolworths Group does not make political donations except through attendance at events, functions and forums organised by parliamentarians and political parties. This is overseen by the Chief Executive Officer and the Head of Government Relations and Industry Affairs in accordance with the Woolworths Group Political Donations Policy and applicable electoral laws.

TRANSPARENCY AND REPORTING

Woolworths uses the globally recognised reporting framework developed by the Global Reporting Initiative (GRI). The GRI reporting framework sets out the principles and indicators that organisations can use to measure and report their economic, environmental, and social performance. The F20 Sustainability Report has been prepared in accordance with the GRI Standards: Core option. More information can be found in the GRI Index starting on [page 14](#) of the 2020 Sustainability Report Appendix.

We continue to report to the Carbon Disclosure Project (CDP), an investor-driven disclosure initiative enabling companies to report on risk identification and mitigation processes related to climate change.

We are a signatory to the United Nations Global Compact (UNGC). The Index on [page 13](#) of the 2020 Sustainability Report Appendix shows our approach to the UNGC core values.



Industry association

INDUSTRY ASSOCIATION MEMBERSHIPS

Principles for engagement

- Industry Associations are an important component of Woolworths Group's overall public policy advocacy effort. Our broad set of memberships – from core economy-wide memberships such as the BCA and Ai Group (see below) to sector specific memberships such as the Green Building Council of Australia, the Australian Logistics Council and the Data Institute – reflect the breadth of policy issues relevant to the Group.
- Our overriding ambition is that memberships help promote pro sustainable growth, productivity enhancing economic reforms that deliver broad societal benefit.
- We seek broad alignment with the policy positions of our industry associations, but recognise this is not always possible. Membership does not preclude Woolworths Group from holding different policy positions, especially where this better reflects expectations of our customers, shareholders, team and the community.
- We seek to participate as a constructive partner on the priority policy making forums of each Industry Association, including through the relevant Committee and Working Group structures. Support can extend to technical advice and to public campaigns designed to better inform public debate.
- Each Membership has an internal relationship owner, the responsibility of which includes ensuring any major policy misalignments are identified and referred to our Group Government Relations and Industry Affairs team for review. Where any divergence persists, and is of a material misalignment with our own view, Woolworths Group will review our membership, evaluating that misalignment with the wider benefits of membership of that industry association.
- On an annual basis (at the time of membership renewal) Woolworths Group has begun reviewing its key industry association memberships to ensure alignment with our key areas of policy interest. This includes a focus on advocacy activities related to climate change and Woolworths Group's 2020 commitments on sustainability.

	BUSINESS COUNCIL OF AUSTRALIA	AUSTRALIAN INDUSTRY GROUP	AUSTRALIAN RETAIL ASSOCIATION
Involvement	Member/Committee/ Working Groups	Member/Working Groups	Member/Working Groups
Core Activity	Consider public policy in relation to economy-wide issues impacting the nation and businesses, including energy policy, tax policy and Indigenous affairs	Consider public policy in relation to economy-wide issues impacting the nation and businesses, including workplace relations, data policy and energy policy	Consider public policy specific to the retail sector, as well as efforts to promote the aspirational nature of a career in the retail sector
Contribution	<ul style="list-style-type: none"> • Membership fee • Non-financial contributions to projects of strategic relevance e.g. Strong Australia campaign 	<ul style="list-style-type: none"> • Membership fee • Technical advice on key policy issues 	<ul style="list-style-type: none"> • Membership fee • Technical advice on key policy issues



Materiality

The issues that matter

To focus our efforts and maximise our impact, we need to understand the issues that matter most to our stakeholders. This is done through our materiality assessment process. A robust sustainability materiality process can help us to:

- Build better relationships with stakeholders
- Ensure global megatrends and local market conditions are being used to assess and approach risks and opportunities
- Prioritise what to focus on strategically.

The chart maps the 11 most material issues identified in our recent materiality assessment, grouping them into our three strategic pillars of people, planet and prosperity.

These are the current focus of our sustainability efforts. Other material issues such as safety and health, cyber security/privacy, customer/product safety and quality are more mature and are embedded into the business-as-usual processes.

STRATEGIC PILLAR	MATERIAL ISSUE	DEFINITION	RELEVANT SDGS
People	Employee engagement and development	The success of our business is built on our people, therefore we must continue to focus on attracting, retaining and developing talented teams, today and into the future, as the nature of work continues to evolve. This also includes our continued focus on maintaining a safe environment for our team members and customers.	
People	Diversity and inclusion	We are committed to creating and maintaining a diverse and inclusive workforce in terms of gender, age, ethnicity, disability, sexual orientation, etc.	
Planet	Sustainable supply chain	Assessing and managing “ethical” and “responsible” issues embedded within our supply chain and other third-party partnerships, including both social and environmental issues.	
Planet	Waste and packaging	Implementing effective and meaningful waste management strategies, including our activities to help our customers manage their own waste and recycling.	
Planet	Climate risk	Organisational responses to risks of climate change; both physical and transitional.	
Prosperity	Corporate conduct and ethics	Maintaining a values-based business with a culture of good governance and ethical conduct, where culture supports the effective functioning of core systems and processes.	
Prosperity	Trust in Woolworths Group	We understand the responsibility that comes with the role our business plays in communities across Australia and New Zealand. We put our customers at the heart of everything we do at Woolworths Group and are committed to getting it right, and to make things better when we don't.	
Prosperity	Responsible gaming	Providing a healthy and ethical environment, where customer (and community) interests are protected from the harmful consequences of problem gambling.	
Prosperity	Responsible sourcing and human rights	Upholding human rights across all aspects of our operations, encompassing labour rights associated with our workforce, contractor and third-party relationships and in the supply chain; in addition to protecting rights to privacy for our own workforce and customers.	
Prosperity	Community engagement and development	Sponsoring a meaningful role in the local communities where our businesses operate, including activities to engage, invest and develop local communities.	
Prosperity	Third-party relationships	Partnering throughout the supply chain to build collaborative relationships with suppliers, interest groups, media, government and other stakeholders, for the purpose of delivering sustainable development outcomes.	



UN 2030 Sustainable Development Goals

17 global goals set by the United Nations in 2015, the SDGs define global sustainable development priorities and aspirations for the planet. They seek to mobilise global efforts around a common set of goals and targets. We believe that the business community has a role to play in progressing these important issues, and we have aligned our material issues with the relevant SDGs.

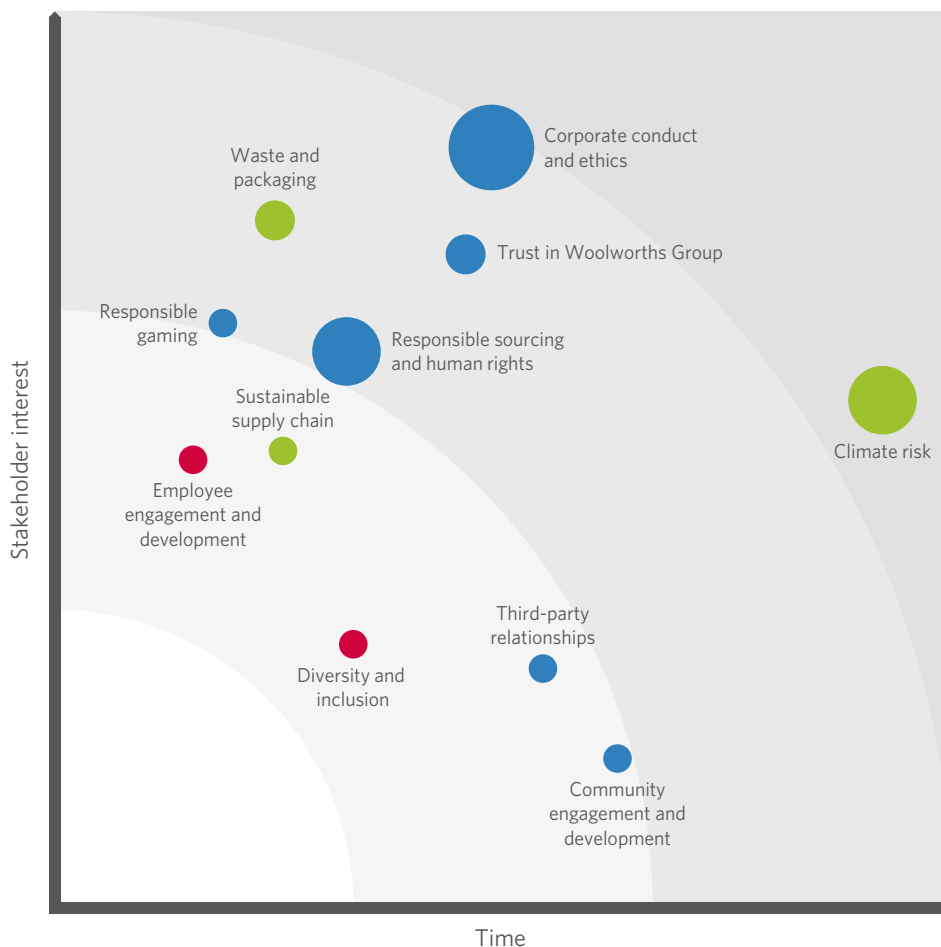
The Approach

The approach we have taken to analyse Woolworths Group’s material issues aligns to the Global Reporting Initiative Standards¹ reporting requirements and includes the following steps:

- Desktop review of a range of information sources
- Engaging with both internal and external stakeholders
- Prioritising what the most material issues are, including analysis of whether these present risks/opportunities over the short or longer-term time horizons
- Internal validation by senior leaders and board.

Materiality Matrix

The Materiality Matrix shows the interest stakeholders had in the issue (y-axis), the time of potential impact (x-axis) and the consequence of the issue to Woolworths Group (size of the bubble).



KEY: ● People ● Planet ● Prosperity

¹ Refer to appendix for GRI Index.



Company directory

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Web: www.deloitte.com.au

WOOLWORTHS GROUP SUSTAINABILITY

Alex Holt
General Manager, Quality, Health & Sustainability

Fiona Walmsley
Head of Sustainability Governance





What we mean by 'we'

Our team and our partners

What we mean by 'create'

We constantly innovate to make a positive impact on the lives of our customers and team

What we mean by 'experiences'

The moments we create in store and online for customers, communities and shareholders, as we work together in our teams – and with our partners

We create **better** experiences **together** for a **better** **tomorrow**

What we mean by '**better**'

We always look for ways to improve – for our customers, team, communities and partners

What we mean by '**together**'

How we work in partnership – with each other, as well as with our partners and communities

What we mean by '**tomorrow**'

The plans we make and the actions we take today will have a positive impact for generations to come

WOOLWORTHS GROUP

