



## GRI-4 INDEX

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Our 2017 Good Business Journey report is prepared 'in accordance' with the core option of the Global Reporting Initiative's (GRI) G4 guidelines. Ernst & Young Inc. (EY) has been engaged to perform a limited assurance service engagement for certain quantitative and qualitative information contained in the 2017 Good Business Journey Report, including management's assertion that the Report has been prepared in accordance with the "core" level GRI G4 Guidelines.

As a large, diversified multinational business, we have also chosen to include information against all disclosures identified by GRI.

To find the information in our report relating to each of the GRI indicators, download our full report and GRI index.

For a detailed explanation of the indicators, visit Global Reporting Initiative (<https://www.globalreporting.org/Pages/default.aspx>)

### ABBREVIATIONS

The following company abbreviations are used:

- WHL: Woolworths Holdings Limited
- WW: Woolworths SA
- CRG: Country Road Group
- DJ: David Jones

The following abbreviations are used for various sources of information:

- GBJ: Good Business Journey Report for WHL Group 2017
- AFS: Annual Financial Statements of the WHL Group 2017
- IR: Integrated Report for WHL Group 2017
- AGM: Annual General Meeting notice for WHL Group 2017
- Web: Pages on our [www.woolworths.co.za/goodbusinessjourney](http://www.woolworths.co.za/goodbusinessjourney)

The following abbreviations are used for chapters in the GBJ report:

- GBJ (PT): People and Transformation
- GBJ (SD): Social Development
- GBJ (HW): Health and Wellness
- GBJ (ES): Ethical Sourcing
- GBJ (SF): Sustainable Farming
- GBJ (WR): Water
- GBJ (EN): Energy
- GBJ (WS): Waste

The following abbreviations are used for chapters in the IR:

- IR (GO): Governance Report
- IR (RR): Remuneration Report
- IR (SEC): Social and Ethics Committee Report

The following abbreviations are used for chapters in the AFS:

- AFS (FDR): Finance Director's Report

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
G4-1	Statement from the most senior decision-maker of the organisation (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organisation and the organisations strategy for addressing sustainability	GBJ: p14-15 IR: p50-54		
G4-2	A description of key impacts, risks, and opportunities in two concise narratives: 1) The organisation's key impacts on sustainability and effects on stakeholders 2) Impact of sustainability trends on the long-term prospects of the organisation	GBJ: p6 GBJ: p16-18 GBJ: p20-21 IR: p26-30		
<b>ORGANISATIONAL PROFILE</b>				
G4-3	Name of the organisation	IR: p6 GBJ: p6		
G4-4	Primary brands, products and/or services	IR: p10-11		
G4-5	Location of organisation's headquarters	AFS: p134		
G4-6	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	IR: p10-11 IR: p84 (WW) IR: p102-103 (DJ) IR: p116-117 (CRG) GBJ: p95 GBJ: p6		
G4-7	Nature of ownership and legal form	IR: p10-11 GBJ: p6		
G4-8	Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries)	IR: p10-11 IR: p84 (WW) IR: p102-103 (DJ) IR: p116-117 (CRG) GBJ: p95 GBJ: p6		

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
G4-9	Scale of the reporting organisation, including: <ul style="list-style-type: none"> <li>• Total number of employees</li> <li>• Total number of operations</li> <li>• Net sales (for private sector organisations) or net revenues (for public sector organisations)</li> <li>• Total capitalisation broken down in terms of debt and equity (for private sector organisations)</li> <li>• Quantity of products or services provided</li> </ul>	IR: p27 (number of employees/customers per region) IR: p10-11 (operations) IR: p84 (WW) IR: p102-103 (DJ) IR: p116-117 (CRG) IR: p3 (sales) GBJ: p24 (number of employees) AFS: p27 (capitalisation)		
G4-10	a. Report the total number of employees by employment contract and gender b. Report the total number of permanent employees by employment type and gender c. Report the total workforce by employees and supervised workers and by gender d. Report the total workforce by region and gender. e. Report whether a substantial portion of the organisation's work is performed by workers who are legally recognised as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors f. Report any significant variations in employment numbers (such as Seasonal variations in employment in the tourism or agricultural industries)	GBJ: p24 (WHL total employee numbers) GBJ: p31 (CRG proportion of women) GBJ: p121 (WW by gender and occupation level) GBJ: p120 (WHL permanent v. temporary) IR: p27 (number of employees per region) Only for (e): N/A performed by workers who are legally recognised as self-employed	DJ and CRG breakdown by gender and employment type and WHL seasonal variation in employment numbers	Due to the diversity of our operational geographies, consolidating our People reporting has been a challenge and we are working to find better ways of aligning reporting alongside differing legislative prescripts
G4-11	Report the percentage of total employees covered by collective bargaining agreements	GBJ: p31		
G4-12	Describe the organisation's supply chain	IR: p22-23 (business model) GBJ: p16		
G4-13	Significant changes during the reporting period regarding size, structure or ownership	IR: p25, 57, 59 (CRG acquisition of Polifix) GBJ: p4		
G4-14	Report whether and how the precautionary approach or principle is addressed by the organisation	GBJ: p17 GBJ (ES): p70		

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses	Listed throughout GBJ sections, including GBJ: p116-117		
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organisations in which the organisation: <ul style="list-style-type: none"> <li>• Holds a position on the governance body</li> <li>• Participates in projects or Committees</li> <li>• Provides substantive funding beyond routine membership dues</li> <li>• Views membership as strategic</li> </ul>	GBJ: p116-117		
<b>IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES</b>				
G4-17	a. List all entities included in the organisation's consolidated financial statements or equivalent documents b. Report whether any entity included in the organisation's consolidated financial statements or equivalent documents is not covered by the report	IR: p6-7 GBJ: p4		

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)	REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
<p>G4-18</p> <p>a. Explain the process for defining the report content and the aspect Boundaries</p> <p>b. Explain how the organisation has implemented the Reporting Principles for Defining Report Content</p>	<p>Whilst WHL does not align material aspects directly with the GRI terminology, WHL has defined its own material issues based on our own materiality process. These material aspects are believed to be consistent and overlapping with those of the GRI, however.</p> <p>WHL defines material aspects and report content according to a WHL specific materiality process of analysis of external standards including the Global Reporting Initiative (GRI), legislation, investor and NGO questionnaires, peer reviews, business intelligence, lifecycle assessment results, stakeholder dialogue, market surveys, and stakeholder reports, as well as media coverage. We also engage with our stakeholders and shareholders to understand what matters most to them and how we can deliver a sustainability strategy that addresses their risks and concerns (GBJ p16). Our material aspects, define our strategy (GBJ p8-9) are spread across our entire value chain, which spans from raw material production to customers and the end-uses of our products. The context of each of the material issues addressed in each section of the GBJ report. In this regard, WHL believes the report takes into account impacts within and outside of the organisation, and covers and prioritises all material information on the basis of the Principles of Materiality, Sustainability Context, and Stakeholder Inclusiveness and therefore meets the principle of completeness</p> <p>See: GBJ: p4-9 GBJ: p16-18 GBJ: p20</p>		

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
G4-19	List all the material aspects identified in the process for defining report content	Risks per material focus area also defined in the "mapping our risk" table within GBJ chapters GBJ: p4-9 GBJ: p16-18 GBJ: p20 IR: p17, 27, 29-30		
G4-20	For each material aspect, report the aspect boundary within the organisation, as follows: <ul style="list-style-type: none"> <li>• Report whether the aspect is material within the organisation</li> <li>• If the aspect is not material for all entities within the organisation (as described in G4-17), select one of the following two approaches and report either: <ul style="list-style-type: none"> <li>– The list of entities or groups of entities included in G4-17 for which the aspect is not material or</li> <li>– The list of entities or groups of entities included in G4-17 for which the aspects is material</li> <li>– Report any specific limitation regarding the aspect boundary within the organisation</li> </ul> </li> </ul>	GBJ: p8-9 (applicability) Risks per material focus area and aspect boundary defined in the "mapping our risk" table within GBJ chapters IR: p17, 27, 29-30		
G4-21	For each material aspect, report the aspect boundary outside the organisation, as follows: <ul style="list-style-type: none"> <li>• Report whether the aspect is material outside of the organisation</li> <li>• If the aspect is material outside of the organisation, identify the entities, groups of entities or elements for which the aspect is material. In addition, describe the geographical location where the aspect is material for the entities identified</li> <li>• Report any specific limitation <ul style="list-style-type: none"> <li>• regarding the aspect boundary</li> <li>• outside the organisation</li> </ul> </li> </ul>	GBJ: p8-9 (applicability) Risks per material focus area and aspect boundary defined in the "mapping our risk" table within GBJ chapters IR: p17, 27, 29-30		

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
G4-22	Explanation of the effect of any re-statements of information provided in earlier reports and the reasons for such re-statement	GBJ: p4, p93 (restatement for WW energy efficiency) AFS: multiple restatements included throughout		
G4-23	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	N/A. No significant changes		
G4-24	Provide a list of stakeholder groups engaged by the organisation	GBJ: p20-21; p116-117 IR: p26-27		
G4-25	Report the basis for identification and selection of stakeholders with whom to engage	IR: p16-19 GBJ: p20-21 GBJ: p116-117		
G4-26	Report the organisation's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process	IR: p26-27 GBJ: p20-21 GBJ: p116-117	Frequency of engagement	This has not been publically reported to date. A WHL self- assessment exercise was completed in this FY, the results of which will likely be reported next year, including frequency of engagement
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns	IR: p26-27 GBJ: p116-117		
G4-28	Reporting period	Provided in the AFS, IR and GBJ report. This reporting covers the financial reporting period: 52 weeks to 25 June 2017		
G4-29	Date of most recent previous report	2016		
G4-30	Reporting cycle	Annual		
G4-31	Contact point for questions regarding the report or its contents	Located on inside back cover of GBJ		



## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
G4-32	<p>a. Report the 'in accordance' option the organisation has chosen</p> <p>b. Report the GRI Content Index for the chosen option (see tables below)</p> <p>c. Report the reference to the External Assurance Report, if relevant</p>	<p>GBJ: p4</p> <p>IR: p6-7</p> <p>GBJ: p124-127</p>		
G4-33	<p>a. Report the organisation's policy and current practice with regard to seeking external assurance for the report</p> <p>b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided</p> <p>c. Report the relationship between the organisation and the assurance providers</p> <p>d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organisation</p>	<p>GBJ: p18</p> <p>IR: p140</p> <p>AFS: p31</p>		
<b>GOVERNANCE</b>				
G4-34	Governance structure, including committees under the highest governance body responsible for setting strategy or organisational oversight	IR (GO): p126-141		
G4-35	Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees	IR (GO): p132-141		
G4-36	Report whether the organisation has appointed an executive-level position or positions with responsibility for economic, environmental and social topics and whether post holders report directly to the highest governance body	GBJ: p17		

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)	REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
<p>G4-37</p> <p>Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, explain to whom and any feedback processes to the highest governance body</p>	<p>The WHL Group is committed to developing and sustaining quality, long-term relationships with all our key stakeholders. These relationships help foster an environment that helps us build on the growth and prosperity of our Group. The Board is committed to stakeholder engagement with the interactions, monitoring, and implementation of stakeholder engagement being the responsibility of the respective management teams in the Group. Annually the Social and Ethics Committee reviews the self-assessment of stakeholder engagement. This programme of stakeholder engagement helps the Group better navigate through a complex regulatory, legislative, and political landscape, provides on-going macro environmental insights, develops goodwill ambassadors, and ultimately ensures our continued social licence to operate. We utilise various feedback mechanisms to aid such consultation (see 'how we engage' on GBJ:p116-117), as well as internal policies and procedures (e.g. whistleblowing) to promote good dialogue</p> <p>IR: p26</p>		
<p>G4-38</p> <p>Report the composition of the highest governance body and its committees by:</p> <ul style="list-style-type: none"> <li>• Executive or non-executive</li> <li>• Independence</li> <li>• Tenure on the governance body</li> <li>• Number of each individual's significant other positions and commitments, and the nature of the commitments</li> <li>• Gender</li> <li>• Membership of underrepresented social groups</li> <li>• Competencies relating to economic, environmental and social impacts</li> <li>• Stakeholder representation</li> </ul>	<p>IR (GO): p128-130, 133-139</p> <p>AGM: p24-26</p>	<p>Stakeholder representation</p>	<p>None of the directors represent specific stakeholder groupings</p>

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
G4-39	Report whether the chair of the highest governance body is also an executive officer (and if so, his or her function within the organisation's management and the reasons for this arrangement)	IR (GO): p128 (Chair is a non-independent, non-executive)		
G4-40	Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members, including: <ul style="list-style-type: none"> <li>• Whether and how diversity is considered</li> <li>• Whether and how independence is considered</li> <li>• Whether and how expertise and experience relating to economic, environmental and social topics are considered</li> <li>• Whether and how stakeholders (including shareholders) are involved</li> </ul>	IR (GO): p126-141		
G4-41	Processes to ensure no conflict of interest	IR (GO): 136, 141 IR (SEC): p143		
G4-42	Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organisation's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts	IR (GO): p136		
G4-43	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics	IR (GO): p135 IR (SEC): p142-145		
G4-44	Processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics	IR (SEC): p135,142-145 GBJ: p17		
G4-45	The highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due diligence processes	IR (SEC): p142-145 IR (GO): p137-139 GBJ: p17		

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
G4-46	Highest governance body's role in reviewing the effectiveness of the organisation's risk management processes for economic, environmental and social topics	IR: p30 IR (GO): p132-136 GBJ: p17		
G4-47	Frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities	IR (GO): p138-139 GBJ: p17		
G4-48	Highest committee or position that formally reviews and approves the organisation's sustainability report and ensures that all material aspects are covered	GBJ: p18		
G4-49	Process for communicating critical concerns to the highest governance body	IR: p26		
G4-50	Nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them	IR: p26-30		
G4-51	Remuneration policies for the highest governance body and senior	IR (RR): p146-173		
G4-52	Process for determining remuneration	IR (RR): p146-173 GBJ: p28		
G4-53	How stakeholders' views are sought and taken into account regarding remuneration	IR (RR): p148,156		
G4-54	Ratio of the annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median annual total compensation for all employees	-	Ratio of total compensation for the organisation's highest-paid individual/s to the median annual total compensation	GINI as an indicator is inconsistently applied across the world as no clear guidelines are available on the inclusion of total reward elements, i.e. guaranteed pay, benefits and variable pay. On this basis WHL are not using the GINI and has instead develop a barometer for fair and responsible pay which are aligned to internal remuneration strategies of the Group. The barometer for fair and responsible pay can be found on IR: p160-161

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
G4-55	Ratio of percentage increase in annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees	-	Ratio of % Increase for the organisation's highest-paid individual/s to the median annual total compensation	GINI as an indicator is inconsistently applied across the world as no clear guidelines are available on the inclusion of total reward elements, i.e. guaranteed pay, benefits and variable pay. On this basis WHL are not using the GINI and has instead develop a barometer for fair and responsible pay which are aligned to internal remuneration strategies of the Group. The barometer for fair and responsible pay can be found on IR: p160-161
G4-56	Organisation's values, principles, standards and norms of behaviour	IR: p13 (Group vision and values) IR (GO): p141 IR (SEC): p142-145		
G4-57	Internal and external mechanisms for seeking advice on ethical and lawful behaviour	IR (GO): p141, 143		
G4-58	Internal and external mechanisms for reporting concerns about unethical or unlawful behaviour	IR (GO): p141, 143		
<b>ECONOMIC</b>				
Economic performance				
G4-DMA	Generic Disclosures on Management Approach	IR: p16-27, 62-72 AFS (FDR): p4-13 GBJ: p16-19 GBJ (SD): p35  Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p110-119		
G4-EC1	Direct economic value generated and distributed	IR: p24-25 (value generated) GBJ: p19 GBJ: p32-33 (supplier and enterprise development) GBJ (SD): p35-45 IR: p84 (WW) IR: p102-103 (DJ) IR: p116-117 (CRG)		
G4-EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change	Full reporting on climate change risks and opportunities available at <a href="http://www.cdp.net">www.cdp.net</a> GBJ (EN): p91-99		

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
G4-EC3	Coverage of the organisation's defined benefit plan obligations	IR (RR): p150-155 AFS: p92-94		
G4-EC4	Financial assistance received from government	N/A. No financial assistance received from government		
Market Presence				
G4-DMA	Generic Disclosures on Management Approach	We are committed to providing competitive and fair wages and believe that we do so at all our operations GBJ (PT): p23-33 IR (RR): p146-172 GBJ: p16-19 Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	-	Ratios of standard entry level wage by gender compared to local minimum wage	GINI as an indicator is inconsistently applied across the world as no clear guidelines are available on the inclusion of total reward elements, i.e. guaranteed pay, benefits and variable pay. On this basis WHL are not using the GINI and has instead develop a barometer for fair and responsible pay which are aligned to internal remuneration strategies of the Group. The barometer for fair and responsible pay can be found on IR: p 160-161
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation	GBJ (PT): p28 (WW and CRG internal hire rate) GBJ: p121 (WW local vs. foreign employee numbers)	Proportion of local hires for CRG and DJ	Due to the diversity of our operational geographies, consolidating our People reporting has been a challenge and we are working to find better ways of aligning reporting alongside differing legislative prescripts
Indirect Economic Impacts				
G4-DMA	Generic Disclosures on Management Approach	GBJ: p19 GBJ: p20-25 GBJ (SD): p35-45 Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
G4-EC7	Development and impact of infrastructure investments and services supported	IR: p25		
G4-EC8	Significant indirect economic impacts, including the extent of impacts	IR: p25 GBJ: p19		
Procurement Practices				
G4-DMA	Generic Disclosures on Management Approach	Preferential procurement is identified as a vehicle for transformation, which is vital to the sustainability of our operations. We work constantly with our supplier base in agriculture, non-trade, clothing and logistics to engage on their transformation journey. We have helped create numerous small back owned business which form a meaningful part of our supplier base. See GBJ (PT): p32-33, GBJ (ES): p57-71 Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	GBJ: p19 GBJ (ES): p60-61 GBJ: p32-33	WW, CRG and DJ local sourcing as % of spend	We report on % of units procured locally for WW Foods and CGM, but do not publicly report % spend for WHL
ENVIRONMENTAL				
Materials				
G4-DMA	Generic Disclosures on Management Approach	The consumption of materials (resources) within our business is particularly relevant in terms of the packaging we use for our products, and the waste streams associated with these. An explanation of the importance of this aspect is provided in the review on of risks associated with our materials consumption is discussed in GBJ (WS): p101-109 Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-EN1	Materials used by weight or volume	GBJ (WS): p101-109	Weight/volume of all packaging/ materials	Due to sheer number of products and materials sold by Woolworths not able to quantify this

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
G4-EN2	Percentage of materials used that are recycled input materials	GBJ (WS): p101-109	Total % of materials	Due to sheer number of products and materials sold by Woolworths not able to quantify this
Energy				
G4-DMA	Generic Disclosures on Management Approach	An explanation of the importance of this aspect is provided in the review on of risks associated with our energy consumption at GBJ (EN): p91 <a href="#">climate change position statement</a> Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-EN3	Energy consumption within the organisation	GBJ (EN): p93		
G4-EN4	Energy consumption outside of the organisation	Full reporting on energy and carbon emission data (scope 3) available at <a href="http://www.cdp.net">www.cdp.net</a>		
G4-EN5	Energy intensity	GBJ (EN): p93		
G4-EN6	Reduction of energy consumption	GBJ (EN): p92-93		
G4-EN7	Reductions in energy requirements of products and services: a. Report the reductions in the energy requirements of sold products and services achieved during the reporting period, in joules or multiples b. Report the basis for calculating reductions in energy consumption such as base year or baseline, and the rationale for choosing it c. Report standards, methodologies, and assumptions used	-	Total energy requirement	Sheer number of products and materials sold by Woolworths not able to quantify this
Water				
G4-DMA	Generic Disclosures on Management Approach	An explanation of the importance of this aspect is provided at GBJ (WR): p83. <a href="#">Water position statement</a> Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-EN8	Total water withdrawal by source	GBJ (WR): p85		



## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
G4-EN9	Water sources significantly affected by withdrawal of water	No water sources significantly affected by our direct operations		
G4-EN10	Percentage and total volume of water recycled and reused	Full reporting on water use data available at <a href="http://www.cdp.net">www.cdp.net</a>		
Biodiversity				
G4-DMA	Generic Disclosures on Management Approach	An explanation of the importance of biodiversity is provided in the Sustainable Farming and Ethical Sourcing sections of the GBJ report. We have sustainable sourcing strategies around key risk commodities such as timber, cocoa, cotton, coffee, palm oil etc. to minimise supply chain impacts on biodiversity and deforestation. See various position statements (e.g. cocoa, palm oil, deforestation, GMO): See: GBJ (SF): p73, GBJ (ES): p57- 71 Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	N/A no sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas		
G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	GBJ (ES): p57-71 GBJ (SF): p73-80		
G4-EN13	Habitats protected or restored	GBJ (WR): p87 (catchment rehabilitation)		
G4-EN14	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	N/A - No known Red List species and national conservation list species with habitats in areas affected by our operations		

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
<b>Emissions</b>				
G4-DMA	Generic Disclosures on Management Approach	An explanation of the importance of this aspect is provided in the review on of risks associated with our emissions is discussed At GBJ (EN): p91 <a href="#">climate change position statement</a> Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	GBJ: p96, p118		
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	GBJ: p96, p118		
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	GBJ: p97, p118		
G4-EN18	Greenhouse gas (GHG) emissions intensity	GBJ: p119		
G4-EN19	Reduction of greenhouse gas (GHG) emissions	GBJ (EN): p95 GBJ (EN): p118		
G4-EN20	Emissions of ozone-depleting substances (ODS)	GBJ: p118 (Fugitive, non-Kyoto)		
G4-EN21	NOx, SOx, and other significant air emissions	Not deemed material to our operations as we do not have any significant point source emissions		
<b>Effluent and Waste</b>				
G4-DMA	Generic Disclosures on Management Approach	An explanation of the importance of this aspect is provided in the review on of risks associated with our materials consumption provided at GBJ (WS):p101 Direct emissions from our operations includes: waste and wastewater. Emissions from our supply chain include wastewater in clothing and food manufacture Position statements: <a href="#">Packaging Waste and Food Waste</a> Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-EN22	Total water discharge by quality and destination	Full reporting on water use/ discharge data available at <a href="http://www.cdp.net">www.cdp.net</a>		

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
G4-EN23	Total weight of waste by type and disposal method	GBJ (WS): p103, 108-10	Weight of waste	WW currently reports % of waste to landfill in line with internal targets
G4-EN24	Total number and volume of significant spills	N/A. No significant spills		
G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally	N/A. No hazardous waste imported or exported		
G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organisation's discharges of water and runoff	N/A. No water bodies significantly affected by the organisation's discharges of water and runoff		
Products and Services				
G4-DMA	Generic Disclosures on Management Approach	The impact associated with our products is at the core of our operations, and overarches all of our major focus areas. We discuss the relevance and importance of innovation in our products and services throughout the GBJ report. We manage this aspect of our operations through stakeholder engagement to ensure that our products are meeting legal, sustainability and best practice guidelines.  Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	GBJ (WR): p83-89 GBJ (WS): p101-109 GBJ (EN): p91-99 GBJ (SF): p73-81 GBJ (ES): p57-71 Web ref: <a href="#">WW partnership with WWF</a> <a href="#">See Position Statements</a>		
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category	GBJ (WS): p101-109	A general description of the approach to packaging innovation is provided	Due to the sheer number of products and customers that Woolworths services this is not deemed feasible

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
Compliance				
G4-DMA	Generic Disclosures on Management Approach	Approaches to the management of compliance in terms of equity, environment, health and safety, supplier performance etc. are dealt with in the relevant section of the IR and GBJ report  Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	N/A No significant fines or non-monetary sanctions for non-compliance with environmental laws and regulations		
Transport				
G4-DMA	Generic Disclosures on Management Approach	Our approach to managing impacts from transport is described at GBJ (EN): p91-99 <a href="#">climate change position statement</a>		
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organisation's operations, and transporting members of the workforce	GBJ (EN): p96 - 98		
Overall				
G4-DMA	Generic Disclosures on Management Approach	It is an imperative that our business operates in a way that minimises our environmental, economic and social impacts. The overall approach to protection of resources is summarised in the GBJ: p6-7 strategy summary <a href="#">GBJ Website</a>		
G4-EN31	Total environmental protection expenditures and investments by type	Full reporting on expenditure for climate change, water and forests available at <a href="http://www.cdp.net">www.cdp.net</a>		

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
Supplier Environmental Assessment				
G4-DMA	Generic Disclosures on Management Approach	As a diversified retailer, a high proportion of the impact associated with our business exists in our supply chain. We therefore take a strong interest in working with our suppliers to ensure that their operations meet our minimum ethical, environmental and social standards. We describe approaches to supplier environmental assessment in GBJ (ES): p57-71 and GBJ: p73-80 (SF)  Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141  <a href="#">Ethical trade position statement</a>		
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	GBJ (ES): p57-71 GBJ (SF): p73-80	Percentage of new suppliers	WHL does not specifically disclose re new suppliers, disclosures are about all suppliers
Environmental grievance mechanisms				
G4-DMA	Generic Disclosures on Management Approach	We do not tolerate activities from within our business or suppliers which are illegal or cause significant environmental damage. We adhere to a strict whistleblowing policy in accordance with OECD guideline to report misconduct against group policies or legislation. IR (SEC): p141		
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	N/A. No grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms during year		
SOCIAL				
Employment				
Labour practices and decent work				
G4-DMA	Generic Disclosures on Management Approach	Approach to people and transformation at GBJ (PT): p23-33. Fair and responsible remuneration is described at IR (RR): p151, 160-161  Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	GBJ: p19 GBJ: p28 GBJ: p120 (WHL turnover rates)	WW, CRG and DJ turnover, new hires by age and gender	Due to the diversity of our operational geographies, consolidating our People reporting has been a challenge and we are working to find better ways of aligning reporting alongside differing legislative prescripts
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	GBJ (PT): p28 (general remuneration benefits) IR (RR): p146-173	Specific reporting on full-time vs. part-time employee benefits	Not publically reported, part of standard terms of employment
G4-LA3	Return to work and retention rates after parental leave, by gender	-	Return to work and retention rates after parental leave, by gender	Not publically reported
Labour Management Relations				
G4-DMA	Generic Disclosures on Management Approach	Approach to people and transformation at GBJ (PT): p23-33. Fair and responsible remuneration is described at IR (RR): p151, 160-161 Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	-	Minimum notice periods regarding operational changes	Not publically reported, part of standard terms of employment
Occupational Health and Safety				
G4-DMA	Generic Disclosures on Management Approach	GBJ (HW): p47-55 Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advice on occupational health and safety programs	All employees represented by health and safety committees in line with OHS legislative requirements in South Africa and Australia		
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	GBJ (HW): p55	Type, region and gender breakdown	Due to the diversity of our operational geographies, consolidating our People reporting has been a challenge and we are working to find better ways of aligning reporting alongside differing legislative prescripts

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	No specific disease risks identified associated with occupations within WHL		
G4-LA8	Health and safety topics covered in formal agreements with trade unions.	-	Health and safety topics	Not publically reported. Health and safety topics covered in formal agreements with trade unions
<b>Training and Education</b>				
G4-DMA	Generic Disclosures on Management Approach	Approach to training and education at GBJ (PT): p23-33  Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-LA9	Average hours of training per year per employee by gender, and by employee category	GBJ (PT): p27 GBJ: p122-123 (WW number of people trained, spend etc.)	Average hours of training per year per employee by gender, and by employee category for CRG and DJ	Due to the diversity of our operational geographies, consolidating our People reporting has been a challenge and we are working to find better ways of aligning reporting alongside differing legislative prescripts
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	GBJ (PT): p27-28		
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	GBJ: p28 All employees receive performance reviews and career development discussions on a regular basis as part of their career management planning within the organisation		
<b>Diversity and Equal Opportunity</b>				
G4-DMA	Generic Disclosures on Management Approach	Approach to people and transformation at GBJ (PT): p23-33. Composition and nominations at IR (GO): p130-134. Fair and responsible remuneration is described at IR (RR): p151, 160-161  Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	IR (GO): 128-130,133 GBJ: p121	Breakdown by age group	Not publically reported
Equal Remuneration for Women and Men				
G4-DMA	Generic Disclosures on Management Approach	Approach to people and transformation at GBJ (PTI): p23-33. Fair and responsible remuneration is described at IR (RR): p151, 160-161 Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	IR: p160-161	Ratio of basic salary to gender	GINI as an indicator is inconsistently applied across the world as no clear guidelines are available on the inclusion of total reward elements, i.e. guaranteed pay, benefits and variable pay. On this basis WHL are not using the GINI and has instead develop a barometer for fair and responsible pay which are aligned to internal remuneration strategies of the Group. The barometer for fair and responsible pay can be found on IR: p160-161. We report % increase by gender but not ratio
Supplier Assessments for Labour Practices				
G4-DMA	Generic Disclosures on Management Approach	GBJ (ES): p57-71 Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141 <a href="#">Ethical trade position statement</a>		
G4-LA14	Percentage of new suppliers that were screened using labour practices criteria	GBJ (ES): p60-63		
G4-LA15	Significant actual and potential negative impacts for labour practices in the supply chain and actions taken	GBJ (ES): p57-71		



## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
Labour Practices Grievance Mechanisms				
G4-DMA	Generic Disclosures on Management Approach	GBJ (PT): p23-33 provides a summary of some of the labour management practices. Aspects material to the business are summarised at the beginning of the chapter  Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141.  <a href="#">Ethical trade position statement</a>		
G4-LA16	Number of grievances about labour practices filed, addressed, and resolved through formal grievance mechanisms	N/A. No grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms during year		
Human Rights				
Investment				
G4-DMA	Generic Disclosures on Management Approach	GBJ (PT): p31, GBJ (ES): p57-71;  Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141  <a href="#">Ethical trade position statement</a>		
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	GBJ (ES): p59-63	% of contracts/ agreements	We have good governance practices throughout our operations, policies and procedures as per the requirements of national labour relation laws in our regions of operation, and our Code of Business Principles to which all of our suppliers are bound
G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	GBJ (ES): p61 (DJ general)	Number of hours of training and % trained	We have good governance practices throughout our operations, policies and procedures as per the requirements of national labour relation laws in our regions of operation, and our Code of Business Principles to which all of our suppliers are bound, however are not able to report training on human rights consistently as WHL

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
Non-discrimination				
G4-DMA	Generic Disclosures on Management Approach	We have embedded non-discrimination practices throughout our operations, policies and procedures as per the requirements of the national Employment Equity Act, the Labour Relations Act and our Code of Business Principles - see GBJ (PT): p23-33, GBJ (ES): p57-71  Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-HR3	Total number of incidents of discrimination and corrective actions taken	-	Number of incidents of discrimination and corrective action	This is Internally measured but not publically reported
Freedom of Association and Collective Bargaining				
G4-DMA	Generic Disclosures on Management Approach	We adhere to the provisions of the national Employment Equity Act (Act No. 55 of 1998) on collective bargaining. Also, the Labour Relations Act  We adhere to the principle of freedom of association and collective bargaining through our code of business principles - see GBJ (PT): p23-33, GBJ (ES): p57-71  Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	GBJ (ES): p59-63 (Mandatory compliance to Code of Business Principles, which enforces freedom of association and collective bargaining)	We do not report on individual suppliers/ operations	All our suppliers and service providers, whatever their location, are bound by the WHL Group operating company supplier codes of conduct. All our suppliers are regularly assessed against it. This means that all WHL must adhere to the principles set out

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
Child Labour				
G4-DMA	Generic Disclosures on Management Approach	All our suppliers and service providers, whatever their location, are bound by the WHL Group operating company supplier codes of conduct. All our suppliers are regularly assessed against it. This means that all WHL must adhere to the principles set out, including: that child labour will not be permitted. See GBJ (ES) p57-71 Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141 <a href="#">Ethical trade position statement</a>		
G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour	GBJ (ES): p59-63 (Mandatory compliance to Code of Business Principles, which enforces child labour laws)	We do not report on individual suppliers/ operations	All our suppliers and service providers, whatever their location, are bound by the WHL Group operating company supplier codes of conduct. All our suppliers are regularly assessed against it. This means that all WHL must adhere to the principles set out
Forced or Compulsory Labour				
G4-DMA	Generic Disclosures on Management Approach	All our suppliers and service providers, whatever their location, are bound by the WHL Group operating company supplier codes of conduct. All our suppliers are regularly assessed against it. This means that all WHL must adhere to the principles set out, including: that forced labour will not be permitted. See GBJ (ES): p57-71 Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141. <a href="#">Ethical trade position statement</a>		

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour	GBJ (ES): p59-63 (Mandatory compliance to Code of Business Principles, which enforces forced and compulsory labour requirements)	We do not report on individual suppliers/ operations	All our suppliers and service providers, whatever their location, are bound by the WHL Group operating company supplier codes of conduct. All our suppliers are regularly assessed against it. This means that all WHL must adhere to the principles set out
Security Practices				
G4-DMA	Generic Disclosures on Management Approach	See GBJ (ES): p57-71 Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-HR7	Percentage of security personnel trained in the organisation's human rights policies or procedures that are relevant to operations	-	Percentage of security personnel trained in the organisation's human rights policies or procedures that are relevant to operations	Part of terms of agreement with security service providers. All suppliers are bound by our Code of Business Principles, and are periodically assessed against it
Indigenous Rights				
G4-DMA	Generic Disclosures on Management Approach	See GBJ (ES): p57-71 Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141 <a href="#">Ethical trade position statement</a>		
G4-HR8	Total number of incidents or violations involving rights of indigenous peoples and actions taken	N/A. No known incidents or violations involving rights of indigenous peoples and actions taken		
Assessment				
G4-DMA	Generic Disclosures on Management Approach	See GBJ (ES): p57-71, IR (SEC): p142 - 145 Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	GBJ (ES): p59-63	Number of operations	We do not yet report this consistently for WHL group. We have embedded good governance practices throughout our operations, policies and procedures as per the requirements of the national Employment Equity Act, the Labour Relations Act, our Code of Business Principles
Supplier Human Rights Assessment				
G4-DMA	Generic Disclosures on Management Approach	See GBJ (ES): p57-71 Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141 <a href="#">Ethical trade position statement</a>		
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	GJ (ES): p57-61	percentage of new operations	Percentage of suppliers not reported, although all our first tier suppliers are periodically audited against our Code of Business Principles
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	GBJ (ES): p57-71		
Human Rights Grievance Mechanisms				
G4-DMA	Generic Disclosures on Management Approach	IR (SEC): p142-145, IR (GO): p141 Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	N/A. No grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms		

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
Society				
Local Communities				
G4-DMA	Generic Disclosures on Management Approach	Development of local communities is one of our core focus areas, and discussed in the GBJ (SD): p35-45  Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	GBJ (PT): p32-33 GBJ (SD): p35-45	percentage of operations	Although almost all of our operations engage in some form of community engagement, we do not report this specifically as a %
G4-SO2	Operations with significant actual and potential negative impacts on local communities	N/A. We do not believe that any of our operations have significant actual negative impacts on local communities		
Anti-Corruption				
G4-DMA	Generic Disclosures on Management Approach	The Group maintains a number of governance policies on gifts, entertainment, insider trading and conflict of interests, and a zero-tolerance policy towards fraud, theft, corruption or any similar illegal behaviour. The Group has adopted a whistle-blowing policy and an anti-corruption and sanctions policy to align with the OECD guidelines on corruption  Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	IR (GO): p141	Total number and % of operations	All of our operations are bound by our corporate policies. We have a zero-tolerance policy towards fraud, theft, corruption or any similar illegal behaviour. These are covered in the induction programmes. We have a consolidated WHL whistle blowing reporting which now supports quarterly reports to the Board on alleged fraud incidences and investigations across the Group. We will continue to reinforce the governance of ethics throughout our business and our value chain
G4-SO4	Communication and training on anti-corruption policies and procedures	IR (GO): p141		
G4-SO5	Confirmed incidents of corruption and actions taken	N/A. No known instances of corruption during FY		
Public Policy				
G4-DMA	Generic Disclosures on Management Approach	The Group maintains a number of governance policies on gifts, entertainment, insider trading and conflict of interests, and a zero-tolerance policy towards fraud, theft, corruption or any similar illegal behaviour. The Group has adopted a whistle-blowing policy and an anti-corruption and sanctions policy to align with the OECD guidelines on corruption  Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-SO6	Total value of political contributions by country and recipient/beneficiary	N.A No political donations during FY. GBJ (SD): p40		

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
Anti-Competitive Behaviour				
G4-DMA	Generic Disclosures on Management Approach	Group maintains a number of governance policies on conflicts of interest, gifts, entertainment, insider trading and price-sensitive information. There is a zero-tolerance policy toward fraud, theft, corruption, or any illegal behaviour, IR (GO): p141  Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	N/A. No legal actions for anti-competitive behaviour, anti-trust, and monopoly practices		
Compliance				
G4-DMA	Generic Disclosures on Management Approach	The Group maintains a number of governance policies on gifts, entertainment, insider trading and conflict of interests, and a zero-tolerance policy towards fraud, theft, corruption or any similar illegal behaviour. The Group has adopted a whistle-blowing policy and an anti-corruption and sanctions policy to align with the OECD guidelines on corruption - see IR (GO): p 132-141  Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	N/A. No significant fine or non-compliance		



## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
Supplier Impacts Assessment on Society				
G4-DMA	Generic Disclosures on Management Approach	As described in GBJ (ES) WHL is a signatory to the UN Global Compact, via the SEDEX and using the conventions of the ILO and ETI Base Code to underpin our programme, and to help determine principles specific to WHL. We also have specific position statements (published on our website) that summarise our positions on most of the key ethical sourcing issues. See GBJ (ES): p57-71. <a href="#">Ethical trade position statement</a>  Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society	GBJ (ES): p59-63	Percentage of new suppliers	Percentage of suppliers not reported, although all our first tier suppliers are periodically audited against our Code of Business Principles
G4-SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken	GBJ (ES): p57-71		
Grievance Mechanisms Impacts on Society				
G4-DMA	Generic Disclosures on Management Approach	WHL operates numerous channels through which society may lay grievance claims, including customer complaints hotlines, customer help emails and social media. WHL maintains a strict whistle blowing policy in accordance with OECD guidelines  Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	N/A. No grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms		

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
Product Health and Safety				
Customer Health and Safety				
G4-DMA	Generic Disclosures on Management Approach	See GBJ (HW) p. 47-55 this includes addressing health issues associated with over and under nutrition as well as safety associated with our key product categories, food, clothing and general merchandise. Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141 <a href="#">Healthy living hub</a>		
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	-	Percentage of products with health and safety impacts	Our full product range is continuously reviewed to establish where they may have to be assessed for health and safety impacts for improvement. This is particularly true in the case of our Foods products. We have rigorous food safety checks and audits in place for all products we sell
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	GBJ (HW): p52 (no product recalls in FY)		
Product Service Labelling				
G4-DMA	Generic Disclosures on Management Approach	We promote effective product stewardship in our products through labelling. Our approach to product labelling is provided at GBJ (HW): p47-52 and GBJ (WS): p101-109 Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-PR3	Type of product and service information required by the organisation's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements	GBJ (HW): p49 GBJ (EN): p99 (wash care label) GBJ (WS): p101 GBJ (WS): p106	% of products	Due to the sheer number of products and customers that Woolworths services this is not deemed feasible

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	N/A. No incidents of non-compliance		
G4-PR5	Results of surveys measuring customer satisfaction	IR: p39, 119 GBJ: p114-115 (awards and recognition)		
Marketing Communications				
G4-DMA	Generic Disclosures on Management Approach	Our broader marketing and communications strategy is strongly influenced by the sustainability issues included in our GBJ report. Our approach to marketing and communications is therefore featured throughout the various sections of the GBJ report. Details on our cause related marketing is provided in GBJ (SD): p40. We have policies and guidelines governing the marketing of our products. We monitor the effectiveness of our approach with customer tracking studies and reputation trackers. Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-PR6	Sale of banned or disputed products	N/A. No banned or disputed products sold in our operations		
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	N/A. No incidents of non-compliance		

## GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI-G4 INDICATORS)		REFERENCE	IDENTIFIED OMISSIONS	REASON FOR OMISSION
Customer Privacy				
G4-DMA	Generic Disclosures on Management Approach	We have a responsibility to treat the information that people give us with respect. Information is one of our greatest assets and it must be properly managed. We are making sure that it is protected from unauthorised access and use, we must also be transparent about what personal information we have, why we need it and what we do with it. Protection of personal information, and compliance to local legislation, is a critical component of our evolution into a digital world. IR: p33 See also: <a href="#">Privacy notice</a>		
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	N/A. No substantiated complaints received		
Compliance				
G4-DMA	Generic Disclosures on Management Approach	Our approach to compliance is described in IR: p138-141. Details on how we monitor the effectiveness of our approach are located at GBJ: p16-19 and IR (GO): p132-141		
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	N/A. No significant fines		

