

WHL

GRI INDEX

Our self-declared application level is B+, and has been included within the scope of Ernst & Young's assurance.

Key: GBJ – 2014 Good Business Journey Report, IR – 2014 Integrated Report, AFS – 2014 Annual Financial Statements

STRATEGY AND ANALYSIS (GRI REFERENCES)		(COVERAGE) FULL PARTIAL NOT PUBLIC	ASSURANCE I = INTERNAL E = EXTERNAL	INFORMATION LINKS
1. STRATEGY				
1.1	Statement from the most senior decision-maker of the organisation	full	I	IR – Our Chairman's Report, Our Chief Executive Officer's Report GBJ – CEO's/Chairman's statement
1.2	Description of key impacts, risks, and opportunities	full	I	IR – Our Business Model, Our Business Model and The Six Capitals, Our Industry Trends, Our Strategy GBJ – About Us, Managing Sustainability, Introduction to each section.

2. ORGANISATIONAL PROFILE				
2.1	Name of the organisation	full	I	IR – Woolworths Holdings Limited GBJ – About Us
2.2	Primary brands, products and/or services	full	I	IR – The WHL Group
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries and joint ventures	partial	I	IR – The WHL Group
2.4	Location of organisation's headquarters	full	I	93 Longmarket Street Cape Town
2.5	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	partial	I	IR – The WHL Group, Our Strategy GBJ – About Us, Integrated Sustainability Reporting, Ethical Sourcing
2.6	Nature of ownership and legal form	full	I	IR – The WHL Group
2.7	Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries)	partial	I	IR – The WHL Group
2.8	Scale of the reporting organisation	full	I	IR – The WHL Group GBJ – Key Sustainability Indicators and Recognition
2.9	Significant changes during the reporting period regarding size, structure or ownership	full	I	IR – Our Integrated Report, the WHL Group GBJ – Integrated sustainability reporting
2.10	Awards received in the reporting period	full	I	IR – Our Chairman's Report, Our Strategy GBJ – Key Sustainability Indicators and Recognition

GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI REFERENCES)		(COVERAGE) FULL PARTIAL NOT PUBLIC	ASSURANCE I = INTERNAL E = EXTERNAL	INFORMATION LINKS
3. REPORT PARAMETERS				
3.1	Reporting period	full (restatements covered in section to which they relate)		
3.2	Date of most recent previous report	full	E	2013
3.3	Reporting cycle	full	–	Annually
3.4	Contact point for questions regarding the report or its contents.	full	–	www.woolworthsholdings.co.za IR – Our Integrated Report GBJ – Inside back cover
3.5	Process for defining report content including determining materiality, prioritising topics within the report and identifying stakeholders	partial	I	IR – Our Integrated Report GBJ – Integrated Sustainability Reporting
3.6	Boundary of the report	partial	I	IR – Our Integrated Report GBJ – Integrated sustainability reporting
3.7	State any specific limitations on the scope or boundary of the report	full	I	The report covers Woolworths Holdings Ltd with a primary focus on Woolworths South Africa. Some Country Road Group, Woolworths Financial Services, and African operations information is included, and we continue to develop our broader Group reporting capability.
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities	partial	E	IR – Our Integrated Report GBJ – Integrated Sustainability Reporting AFS
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the indicators and other information in the report	partial	E	We used the GHG Protocol Corporate Accounting and Reporting Standard to calculate our carbon footprint
3.10	Explanation of the effect of any re-statements of information provided in earlier reports and the reasons for such re-statement	full	–	No-restatements
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	full		IR – Our Integrated Report GBJ – Integrated sustainability reporting

GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI REFERENCES)		(COVERAGE) FULL PARTIAL NOT PUBLIC	ASSURANCE I = INTERNAL E = EXTERNAL	INFORMATION LINKS
3.12	Table identifying the location of the GRI standard disclosures	full		GRI Index – http://www.woolworthsholdings.co.za
3.13	Policy and current practice with regard to seeking external assurance for the report	full	E	IR – Our Integrated Report GBJ – Integrated sustainability reporting, Independent assurance report

4. GOVERNANCE, COMMITMENTS, AND ENGAGEMENT				
4.1	Governance structure, including committees under the highest governance body responsible for setting strategy or organisational oversight	full	E	IR – Our Governance GBJ – Managing Sustainability
4.2	Indicate whether the chair of the highest governance body is also an executive officer	full	I	IR – Our Governance
4.3	State the number of members of the highest governance body that are independent and/or non-executive	full	I	IR – Our Governance
4.4	Mechanisms for shareholders and employees to provide	full	I	IR – Our Stakeholders GBJ – Stakeholder engagement, Our People and Transformation
4.5	Linkage between compensation for members of the highest governance body, senior managers and executives and the organisation's performance	full	I	IR – Our Governance
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided	full	I	IR – Our Governance
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organisation's strategy on economic, environmental and social topics	full	I	IR – Our Governance

GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI REFERENCES)		(COVERAGE) FULL PARTIAL NOT PUBLIC	ASSURANCE I = INTERNAL E = EXTERNAL	INFORMATION LINKS
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental and social performance, and the status of their implementation	full	I	IR – The WHL Group GBJ – CEO's and Chairman's Report, Integrated Sustainability Reporting, Managing Sustainability, Stakeholder Engagement, Our People and Transformation, Social Development, Health and Wellness, Ethical Sourcing, Sustainable Farming, Waste, Water, Climate Change and Energy
4.9	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles	full	I	IR – Our Governance GBJ – Integrated sustainability reporting, Managing Sustainability
4.10	Process for evaluating the highest governance body's own performance, particularly with respect to economic, environmental and social performance	full	I	IR – Our Governance
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation	partial	I	GBJ – Health and Wellness, Ethical Sourcing, Sustainable Farming, Waste, Water
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses	full	I	IR – Our Integrated Report, Our Governance GBJ – Integrated Sustainability Reporting, Managing Sustainability, Stakeholder Engagement, Our People and Transformation, Social Development, Health and Wellness, Ethical Sourcing, Sustainable Farming, Waste, Water, Climate Change and Energy AFS

GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI REFERENCES)		(COVERAGE) FULL PARTIAL NOT PUBLIC	ASSURANCE I = INTERNAL E = EXTERNAL	INFORMATION LINKS
4.13	Memberships in associations single and/or national/international advocacy organisations	full	I	IR – Our Strategy GBJ – Stakeholder Engagement
4.14	Stakeholder details and engagement	full	I	IR – Our stakeholders GBJ – Stakeholder Engagement
4.15	Basis for identification and selection of stakeholders with whom to engage	full	I	IR – Our stakeholders GBJ – Stakeholder Engagement
4.16	Approaches to stakeholder's engagement, including frequency of engagement by type and by stakeholder group	partial		IR - Our stakeholders
4.17	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	full		IR – Our stakeholders GBJ – Stakeholder Engagement

5. MANAGEMENT APPROACH AND PERFORMANCE INDICATORS				
DMA EC	Disclosure on management approach EC	partial	E	IR – Our Business Model and The Six Capitals, Our Strategy GBJ – Managing Sustainability, Our People and Transformation, Social Development, Climate Change and Energy AFS
DMA EN	Disclosure on management approach EN	partial	E	GBJ – Ethical Sourcing, Sustainable Farming, Waste, Water, Climate Change and Energy
DMA LA	Disclosure on management approach LA	partial	I	GBJ – Health and Wellness, Our People and Transformation, Social Development
DMA HR	Disclosure on management approach HR	partial	I/E	GBJ – Our People and Transformation, Ethical Sourcing
DMA SO	Disclosure on management approach SO	partial	I	IR – Our Chairman's report, Our Strategy GBJ – Managing Sustainability, Stakeholder Engagement, Our People and Transformation, Social Development
DMA PR	Disclosure on management approach PR	partial	I	GBJ – Managing Sustainability, Stakeholder Engagement, Ethical Sourcing, Health and Wellness

GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI REFERENCES)		(COVERAGE) FULL PARTIAL NOT PUBLIC	ASSURANCE I = INTERNAL E = EXTERNAL	INFORMATION LINKS
ECONOMIC PERFORMANCE				
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments	full	E	IR – Our Business Model, Our Business Model and The Six Capitals GBJ – Key Sustainability Indicators and Recognition, Social Development AFS
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change	partial	I	GBJ – Key Sustainability Indicators and Recognition, Managing Sustainability, Climate Change and Energy
EC3	Coverage of the organisation's defined benefit plan obligations	partial	I	IR – Our Governance AFS
EC4	Significant financial assistance received from government	full	–	None received
MARKET PRESENCE				
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation	not publicly reported	–	Comply at least with minimum wage requirements in all countries of operations.
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation	partial	I	IR – Embed the Good Business Journey Throughout Our Business GBJ – Our People and Transformation
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation	partial	I	IR – Embed the Good Business Journey Throughout Our Business GBJ – Our People and Transformation
INDIRECT ECONOMIC IMPACTS				
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement	full	E	GBJ – Social Development
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts	partial	I	GBJ – CEO/Chairman's Statement, Managing Sustainability, Our People and Transformation, Social Development

GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI REFERENCES)		(COVERAGE) FULL PARTIAL NOT PUBLIC	ASSURANCE I = INTERNAL E = EXTERNAL	INFORMATION LINKS
ENVIRONMENTAL				
ENVIRONMENTAL PERFORMANCE INDICATORS: MATERIALS				
EN1	Materials used by weight or volume.	partial	I	GBJ – Ethical Sourcing, Sustainable Farming, Waste, Water, Climate Change and Energy
EN2	Percentage of materials used that are recycled input materials	partial	I	GBJ – Key Sustainability Indicators and Recognition, Sustainable Farming, Waste, Water

ENVIRONMENTAL PERFORMANCE INDICATORS: ENERGY				
EN3	Direct energy consumption by primary energy source	partial	E	GBJ – Climate Change and Energy
EN4	Indirect energy consumption by primary source	partial	E	GBJ – Climate Change and Energy
EN5	Energy saved due to conservation and efficiency improvements	full	E	GBJ – Key Sustainability Indicators and Recognition, Climate change and energy
EN6	Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives	full	I	GBJ – Climate Change and Energy
EN7	Initiatives to reduce indirect energy consumption and reductions achieved	full	E	GBJ – Climate Change and Energy

ENVIRONMENTAL PERFORMANCE INDICATORS: WATER				
EN8	Total water withdrawal by source	partial	E	GBJ – Ethical Sourcing, Water
EN9	Water sources significantly affected by withdrawal of water	full	I	(None)
EN10	Percentage and total volume of water recycled and reused	partial	I	GBJ – Water

GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI REFERENCES)		(COVERAGE) FULL PARTIAL NOT PUBLIC	ASSURANCE I = INTERNAL E = EXTERNAL	INFORMATION LINKS
ENVIRONMENTAL PERFORMANCE INDICATORS: BIODIVERSITY				
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	–	–	GBJ – Farming for the Future in relation to suppliers
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	partial	E	GBJ – Ethical Sourcing, Sustainable Farming
EN13	Habitats protected or restored	partial	I	GBJ – Ethical Sourcing, Sustainable Farming, Water
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity	partial	I	GBJ – Managing Sustainability, Ethical Sourcing, Sustainable Farming, Water
EN 15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	full	–	None impacted by our direct operations

ENVIRONMENTAL PERFORMANCE INDICATORS: EMISSIONS, EFFLUENTS, AND WASTE				
EN16	Total direct and indirect greenhouse gas emissions by weight	full	E	GBJ – Climate Change and Energy
EN17	Other relevant indirect greenhouse gas emissions by weight	full	E	GBJ – Climate Change and Energy
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	full	E	GBJ – Climate Change and Energy
EN19 and 20	Emissions of ozone-depleting substances by weight and NO _x , SO _x , and other significant air emissions by type and weight	partial	E	GBJ – Climate Change and Energy
EN21	Total water discharge by quality and destination	not material for our operations	–	GBJ – Sustainable Farming re supplier engagement
EN22	Total weight of waste by type and disposal method	partial	E	GBJ – Waste
EN23	Total number and volume of significant spills	full	–	(None)
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally	full	–	(None)

GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI REFERENCES)		(COVERAGE) FULL PARTIAL NOT PUBLIC	ASSURANCE I = INTERNAL E = EXTERNAL	INFORMATION LINKS
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and runoff	Full	–	(None)

ENVIRONMENTAL PERFORMANCE INDICATORS: PRODUCTS AND SERVICES				
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	full	I	GBJ – Ethical Sourcing, Sustainable Farming, Waste, Water
EN27	Percentage of products sold and their packaging materials that are reclaimed by category	partial	I	GBJ – Sustainable Farming, Waste

ENVIRONMENTAL PERFORMANCE INDICATORS: COMPLIANCE				
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	full	–	(None)

ENVIRONMENTAL PERFORMANCE INDICATORS: TRANSPORT				
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce	full	E	GBJ – Climate change and energy

ENVIRONMENTAL PERFORMANCE INDICATORS: OVERALL				
EN30	Total environmental protection expenditures and investments by type	partial	I	GBJ – Ethical Sourcing, Sustainable Farming, Waste, Water, Climate Change and Energy

GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI REFERENCES)		(COVERAGE) FULL PARTIAL NOT PUBLIC	ASSURANCE I = INTERNAL E = EXTERNAL	INFORMATION LINKS
LABOR PRACTICES AND DECENT WORK PERFORMANCE INDICATORS				
EMPLOYMENT				
LA1	Total workforce by employment type, employment contract, and region	partial	I	GBJ – Our People and Transformation
LA2	Total number and rate of employee turnover by age group, gender, and region	partial	I	GBJ – Our People and Transformation
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	partial	I	IR – Our Governance
LA15	Return to work and retention rates after parental leave, by gender.	–	–	Not disclosed
LABOR/MANAGEMENT RELATIONS				
LA4	Percentage of employees covered by collective bargaining agreements	full	I	GBJ – Our People and Transformation
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements	Not publicly reported, part of standard terms of employment	I	–
OCCUPATIONAL HEALTH AND SAFETY				
LA6	Percentage of total workforce represented in formal joint management–worker health and safety committees that help monitor and advise on occupational health and safety programs	partial	I	GBJ – Health and Wellness
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region	partial	I	GBJ – Health and Wellness
LA8	Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases	full	I	GBJ – Health and Wellness
LA9	Health and safety topics covered in formal agreements with trade unions	not publicly disclosed	I	–

GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI REFERENCES)		(COVERAGE) FULL PARTIAL NOT PUBLIC	ASSURANCE I = INTERNAL E = EXTERNAL	INFORMATION LINKS
TRAINING AND EDUCATION				
LA10	Average hours of training per year per employee by employee category	partial	I	GBJ – Our People and Transformation
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	partial	I	GBJ – Our People and Transformation,
LA12	Percentage of employees receiving regular performance and career development reviews	full	I	GBJ – Our People and Transformation

DIVERSITY AND EQUAL OPPORTUNITY				
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity	partial	E	IR – Our Governance GBJ - Social
LA14	Ratio of basic salary of men to women by employee category	Not publicly reported	–	N/A

HUMAN RIGHTS PERFORMANCE INDICATORS				
INVESTMENT AND PROCUREMENT PRACTICES				
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening	full	I	All
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken	partial	E	GBJ – Ethical Sourcing,
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	full	I	None

NON-DISCRIMINATION				
HR4	Total number of incidents of discrimination and actions taken	Internally measured, not publicly reported	I	N/A

GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI REFERENCES)		(COVERAGE) FULL PARTIAL NOT PUBLIC	ASSURANCE I = INTERNAL E = EXTERNAL	INFORMATION LINKS
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING				
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights	full	E	No operations are identified with these risks.
CHILD LABOR				
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	full	E	No operations are identified with these risks
FORCED AND COMPULSORY LABOR				
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	full	E	No operations are identified with these risks
SECURITY PRACTICES				
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	full	E	(None)
INDIGENOUS RIGHTS				
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Full	I	(None)
ASSESSMENT				
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Partial	I	Application of supplier code of conduct to all trade suppliers

GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI REFERENCES)		(COVERAGE) FULL PARTIAL NOT PUBLIC	ASSURANCE I = INTERNAL E = EXTERNAL	INFORMATION LINKS
REMEDIATION				
HR11	Number of grievances related to human rights filed, addressed, and resolved through formal grievance mechanisms.	Full		None raised Approach Community

SOCIAL: SOCIETY – DISCLOSURE ON MANAGEMENT				
COMMUNITY				
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting	partial	I	GBJ – Our People and Transformation, Social Development
SO9	Operations with significant potential or actual negative impacts on local communities.	not material for our operations	–	–
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	not material for our operations	–	–

CORRUPTION				
SO2	Percentage and total number of business units analysed for risks related to corruption	full	I	All
SO3	Percentage of employees trained in organisation's anti-corruption policies and procedures	partial	I	GBJ – Managing sustainability
SO4	Actions taken in response to incidents of corruption	partial	I	IR – Our Governance GBJ – Managing sustainability

PUBLIC POLICY				
SO5	Public policy positions and participation in public policy development and lobbying	partial	I	IR – Our Chairman's Report, GBJ – Managing sustainability, Stakeholder Engagement, Ethical Sourcing, Sustainable Farming, Waste, Water
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country	full	I	Not applicable – no donations made as per company policy.

GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI REFERENCES)		(COVERAGE) FULL PARTIAL NOT PUBLIC	ASSURANCE I = INTERNAL E = EXTERNAL	INFORMATION LINKS
ANTI-COMPETITIVE BEHAVIOR				
SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	full	–	None
COMPLIANCE				
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	full	–	None
SOCIAL: PRODUCT RESPONSIBILITY - DISCLOSURE ON MANAGEMENT APPROACH				
CUSTOMER HEALTH AND SAFETY				
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures	partial	I	GBJ - Managing Sustainability, Health and Wellness, Ethical Sourcing, Sustainable Farming
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes	full	I	None
PRODUCT AND SERVICE LABELING				
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements	full	I	GBJ - Health and Wellness, Ethical Sourcing, Sustainable Farming, Waste
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes	full	I	1 query upheld against Woolworths by the Advertising Standards Authority – use of term 'rbst -free' in fresh milk.
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	partial	I	IR – Our Strategy GBJ – Key Sustainability Indicators and Recognition, Stakeholder Engagement

GRI INDEX (CONTINUED)

STRATEGY AND ANALYSIS (GRI REFERENCES)		(COVERAGE) FULL PARTIAL NOT PUBLIC	ASSURANCE I = INTERNAL E = EXTERNAL	INFORMATION LINKS
MARKETING COMMUNICATIONS				
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship and total number of incidents of non-compliance	partial	I	Policy and targets in place regarding Advertising Standards Authority interaction GBJ – Health and Wellness
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.	partial	–	1 query upheld against Woolworths by the Advertising Standards Authority – use of term 'rbst -free' in fresh milk.
CUSTOMER PRIVACY				
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	full	–	None
COMPLIANCE				
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	full	–	None

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