

G4 Content Index - Woolworths Limited 2014

		Assured by	EY			
GENERAL STANDARD DISCLOSURES						
1. Strategy and Analysis						
Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Externally Assured	Explanation
G4-1	Statement from the most senior decision-maker of the organization.	CEO's Statement: 4-5			Yes	
2. Organizational Profile						
Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Externally Assured	Explanation
G4-3	Name of the organization.	Front Cover			Yes	
G4-4	Primary brands, products, and/or services.	Woolworths Limited Brands: Inside Front Cover, 1 A Great Place to Shop: 6-11 2014 Annual Report: 41				
G4-5	Location of organization's headquarters.	Company Directory: 61			Yes	
G4-6	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Scope of Report: 1			Yes	
G4-7	Nature of ownership and legal form.	2014 Annual Report: 182-183				
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Store and Trading Area Analysis: 59 2014 Annual Report: 41				
G4-9	Scale of the reporting organization.	Our Corporate Responsibility Balance Sheet: 2-3 CEO's Statement: 4-5				
G4-10	Total workforce by employment type, employment contract, and region, broken down by gender.	Building the Best Retail Team: 47-48			Yes	
G4-11	Percentage of total employees covered by collective bargaining agreements.	Building the Best Retail Team: Freedom of association and union engagement, 46			Yes	
G4-12	Describe the organisation's supply chain	A Great Place to Shop: We Support Local Growers, 8 General Merchandise: A Great Place to Shop, 30-31				
G4-13	Significant changes during the reporting period regarding size, structure, ownership or supply chain	2014 Annual Report: 5, 32				
G4-14	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	A Great Place to Shop: Value With Values, 9-11 Using Resources Efficiently: 37				
G4-15	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	A Great Place to Shop: 7, 10 A Great Place to Work: 12-13 Woolworths Liquor Group: A Great Place to Shop, 25 Building the Best Retail Team, 44 Our Approach to Corporate Responsibility and Sustainability, 52 United Nations Global Compact, 56				
G4-16	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Holds positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; * Views membership as strategic.	A Great Place to Shop: Value With Values, 10 A Great Place to Work: Woolworths Is Inclusive, 12-13 Woolworths Liquor Group: A Great Partner in the Community, 27 General Merchandise: A Great Place to Shop, 30 Building the Best Retail Team: Diversity, 44				
3. Report Parameters						
Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Externally Assured	Explanation
G4-17	All entities included in the organisation's consolidated financial statements and disclosure of any of these entities that are excluded from the report	2014 Annual Report: 89, 95				
G4-18	Process for defining report content.	A Great Place to Shop: 6 A Great Place to Work: 12 A Great Partner in the Community: 16 A Great Place to Invest: 20 Our approach to corporate responsibility and sustainability: 51				
G4-19	List all material aspects identified in the process for defining the report content	A Great Place to Shop: 6 A Great Place to Work: 12 A Great Partner in the Community: 16 A Great Place to Invest: 20 Using Resources Efficiently: 36				

G4-20	For each material aspect, report the aspect boundary inside the organisation	Scope of Report: Inside Front Cover				
G4-21	For each material aspect, report the aspect boundary outside the organisation	A Great Place to Shop: 9-11 A Great Place to Work: 12-13 A Great Partner in the Community: 16 A Great Place to Invest: 21				
G4-22	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	A Great Place to Work: 15				
G4-23	Significant changes from previous reporting periods in the scope and aspect boundaries	2014 Annual Report: 174				

4. Stakeholder Engagement

Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Externally Assured	Explanation
G4-24	List of stakeholder groups engaged by the organization.	A Great Place to Shop: 6 A Great Partner in the Community: 19 Building the Best Retail Team: 46 2014 Annual Report: 87				
G4-25	Basis for identification and selection of stakeholders with whom to engage.	Our Approach to Corporate Responsibility and Sustainability: 51				
G4-26	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	A Great Partner in the Community: 19 Building the Best Retail Team: 46 2014 Annual Report: 87				
G4-27	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	A Great Place to Shop: 6 A Great Place to Work: 12 A Great Partner in the Community: 16 A Great Place to Invest: 20 Using Resources Efficiently: 36				

5. Report Profile

Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Externally Assured	Explanation
G4-28	Reporting period (e.g., fiscal/calendar year) for information provided.	Scope of Report: 1			Yes	
G4-29	Date of most recent previous report (if any).	2013 Corporate Responsibility Report, issued at 2013 Annual General Meeting on 26 November, 2013			Yes	
G4-30	Reporting cycle (annual, biennial, etc.)	Annual			Yes	
G4-31	Contact point for questions regarding the report or its contents.	Inside Back Cover			Yes	

6. GRI Content Index

Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Externally Assured	Explanation
G4-32	GRI Content Index for comprehensive disclosure	GRI Index: 54-56				
G4-33	Policy seeking external assurance for the report	Our Approach to Corporate Responsibility and Sustainability 51 Assurance Statement: 57-58				

7. Governance

Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Externally Assured	Explanation
G4-34	Governance structure of the organisation, including committees of the highest governance body, identifying committees responsible for decision-making on economic, environmental and social impacts.	Our Approach to Corporate Responsibility and Sustainability: 51 2014 Annual Report: 80-89				

8. Ethics and Integrity

Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Externally Assured	Explanation
G4-56	Describe the organisation's values, principles, standard and norms of behaviour such as codes of conduct and codes of ethics	A Great Place to Work: 12 Our Approach to Corporate Responsibility and Sustainability: 52 2014 Annual Report: 83				

SPECIFIC STANDARD DISCLOSURES: Disclosures on Management Approach (DMAs)

G4 DMA	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Externally Assured	Explanation
DMA EC Aspects	Disclosure on Management Approach EC	8. 20-21				
	Economic performance	A Great Place to Invest: 20				
	Market presence	A Great Place to Shop: 8				
	Indirect economic impacts	A Great Place to Invest: 21				
	Procurement practices	A Great Place to Shop: 8				

DMA EN	Disclosure on Management Approach EN	9-10, 36-40, AR 83				
Aspects	Materials	Using Resources Wisely: 39				
	Energy	Using Resources Wisely: 37				
	Water	Using Resources Wisely: 38				
	Biodiversity	A Great Place to Shop: 10				
	Emissions	Using Resources Wisely: 37				
	Effluents and waste	Using Resources Wisely: 40				
	Products and services	A Great Place to Shop: 9				
	Compliance	2014 Annual Report: 83				
	Transport	Using Resources Wisely: 37				
	Overall	Using Resources Wisely: 36				
	Supplier Environmental Assessment	A Great Place to Shop: 10				
	Environmental Grievance Mechanisms	2014 Annual Report: 83				
DMA LA	Disclosure on Management Approach LA	10, 12, 15, 46, AR 83				
Aspects	Employment	A Great Place to Work: 12				
	Labor/management relations	Building the Best Retail Team: 46				
	Occupational health and safety	A Great Place to Work: 15				
	Training and education	A Great Place to Work: 12				
	Diversity and equal opportunity	A Great Place to Work: 12				
	Equal remuneration for women and men	A Great Place to Work: 12				
	Supplier Assessment for Labour Practices	A Great Place to Shop: 10				
	Labour Practices Grievance Mechanisms	2014 Annual Report: 83				
DMA HR	Disclosure on Management Approach HR	10, 12, 20, AR 83				
Aspects	Investment	A Great Place to Invest: 20				
	Non-discrimination	A Great Place to Work: 12				
	Freedom of association and collective bargaining	A Great Place to Shop: 10				
	Child labor	A Great Place to Shop: 10				
	Forced or compulsory labor	A Great Place to Shop: 10				
	Security practices	A Great Place to Shop: 10				
	Indigenous rights	A Great Place to Work: 12				
	Assessment	A Great Place to Shop: 10				
	Supplier Human Rights Assessment	A Great Place to Shop: 10				
	Human Rights Grievance Mechanisms	2014 Annual Report: 83				
DMA SO	Disclosure on Management Approach SO	10, 16, 19, 52, AR 83				
Aspects	Local communities	A Great Partner in the Community: 16				
	Anti-corruption	Our Approach to Corporate Responsibility and Sustainability: 52				
	Public policy	Our Approach to Corporate Responsibility and Sustainability: 52				
	Anti-competitive behavior	A Great Partner in the Community: 19				
	Compliance	Annual Report: 83				
	Supplier Assessment for Impacts on Society	A Great Place to Shop: 10				
	Grievance Mechanisms for Impacts on Society	Annual Report: 83				
DMA PR	Disclosure on Management Approach PR	6-7, 25, 52, AR 83				
Aspects	Customer health and safety	A Great Place to Shop: 6-7				
	Product and service labelling	A Great Place to Shop: 7				
	Marketing communications	Woolworths Liquor Group: 25				
	Customer privacy	Our Approach to Corporate Responsibility and Sustainability: 52				
	Compliance	Annual Report: 83				

STANDARD DISCLOSURES PART III: Performance Indicators

Economic

Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for Omission	Externally Assured	Explanation
Economic performance						
G4-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.	Our Corporate Responsibility Balance Sheet, 2-3 A Great Place to Invest: 20-21			Yes	
G4-EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	Using Resources Efficiently: 37				
G4-EC3	Coverage of the organisation's defined benefit plan obligations.	Woolworths Limited make superannuation contributions for employees of the Company. The financial position of the Woolworths Group Superannuation Plan is declared in the Annual Report. 2014 Annual Report, 116				

G4-EC4	Financial assistance received from government.	Woolworths Limited received \$2.84 million in government subsidies.				
Market presence						
G4-EC5	Ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Not considered material		Not material		
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation.	Not considered material		Not material		
Indirect economic impacts						
G4-EC7	Development and impact of infrastructure investments and services supported.	A Great Partner in the Community: 16-18				
G4-EC8	Significant indirect economic impacts, including the extent of impacts.	A Great Place to Invest: 21				
Procurement practices						
G4-EC9	Proportion of spending on local suppliers at significant locations of operation.	A Great Place to Shop: 8				
Environmental						
Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for Omission	Externally Assured	Explanation
Materials						
G4-EN1	Materials used by weight or volume.	A Great Place to Shop: Value With Values, 10-11			Yes	
G4-EN2	Percentage of materials used that are recycled input materials.	Using Resources Efficiently: Packaging, 39			Yes	
Energy						
G4-EN3	Energy consumption within the organisation	Using Resources Efficiently: 41			Yes	
G4-EN4	Energy consumption outside of the organisation	Main energy usage outside of the organisation is from third-party logistics. Fuel use for this is estimated to be 267,505 GJ.			Yes	
G4-EN5	Energy intensity	Using Resources Efficiently: 36			Yes	
G4-EN6	Reduction of energy consumption	Using Resources Efficiently: 37			Yes	
G4-EN7	Reductions in energy requirements of products and services	Using Resources Efficiently: 37				
Water						
G4-EN8	Total water withdrawal by source.	Using Resources Efficiently: Water, 38			Yes	
G4-EN9	Water sources significantly affected by withdrawal of water.	All water supplied to and discharged from Woolworths' stores and sites is managed by licensed water authorities. We draw no water directly from bores, rivers, or other natural sources.				
G4-EN10	Percentage and total volume of water recycled and reused.	Using Resources Efficiently: Water, 38 Water reused through rainwater harvesting is main, and only measured, form of water reuse in the business.				
Biodiversity						
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Eleven development projects required biodiversity assessments, with only three being greenfields sites.				
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.	107 property development projects were completed, under construction or in planning during 2014. Biodiversity assessments were required for 11 of these projects. Five Vegetation Management Plans have been prepared to minimise the impacts to any threatened species, habitats for threatened species or ecological communities.				
G4-EN13	Habitats protected or restored.	Five development locations are protected by Vegetation Management Plans.				
G4-EN14	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	The only species found on the IUCN Red List is the Koala and it is classified as least concern. Management Plan will minimise any impacts.				
Emissions						
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	Using Resources Efficiently: 42			Yes	
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	Using Resources Efficiently: 42			Yes	
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	Using Resources Efficiently: 42			Yes	
G4-EN18	Greenhouse gas (GHG) emissions intensity	Using Resources Efficiently: 36			Yes	

G4-EN19	Reduction of greenhouse gas (GHG) emissions	Using Resources Efficiently: 37			Yes	
G4-EN20	Emissions of ozone-depleting substances (ODS)	Total emissions of ozone depleting substances were 29.3 tonnes, primarily from R22 refrigerant loss.				
G4-EN21	NOx, SOx, and other significant air emissions	Reported emissions are from direct operations (excluding 3rd Party Logistics) are calculated based on site specific data. NOx emissions were 459 tonnes and SOx emissions were 0.51 tonnes.				
Effluents and waste						
G4-EN22	Total water discharge by quality and destination.	All water discharged from stores and sites is managed by licensed water authorities.				
G4-EN23	Total weight of waste by type and disposal method.	Using Resources Efficiently: Waste and recycling, 40, 43 Woolworths' waste stream is classed as commercial and disposed to landfill.				
G4-EN24	Total number and volume of significant spills.	440 environmental incidents in the Petrol division, many involving customer's vehicles leaking fuel or oil. No incidents were rated as Major.				
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.	Using Resources Efficiently: Waste and recycling, 39, 43 Woolworths does not process significant quantities of hazardous material. Transport is provided by recycling service provider (or their designated handler).	Transport not covered.	Not applicable		
G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Woolworths does not have discharges of water and runoff that significantly affect the biodiverse value of water bodies.		Not material		
Products and services						
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	A Great Place to Shop: Value With Values, 9-11 Using Resources Efficiently: Packaging, 39				
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category.	Woolworths does not report the number of products reclaimed as a percentage of sales. The EU Directive on Extended Producer Responsibility to which this indicator relates, is not mandatory in Australia.		Not available		
Compliance						
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	There were no significant environmental incidents that incurred monetary fines for Woolworths				
Transport						
G4-EN30	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Using Resources Wisely: 37-38				
Overall						
G4-EN31	Total environmental protection expenditures and investments by type.	A Great Place to Invest: 20				
Supplier environmental assessment						
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	Based on materiality and risk, all factories from certain countries have been audited against Woolworths' Ethical Sourcing Policy, which includes environmental criteria.	Suppliers in low risk countries might not be audited.	Not material		
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	A Great Place to Shop: Value With Values 9-11 Using Resources Efficiently: 37				
Environmental grievance mechanism						
G4-EN34	Number of grievances about environmental impacts filed, addressed and resolved through formal grievance mechanisms	Our approach to corporate responsibility and sustainability: Speak Up, 52 A Great Place to Shop: Values With Values, 10 Through the Ethical Sourcing Audit Program, environmental standards accounted for 2.7% of the corrective actions identified for suppliers. These issues were addressed before orders were place with the factories.			Yes	
Social: Labor Practices and Decent Work						
Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for Omission	Externally Assured	Explanation
Employment						
G4-LA1	Total number and rates of new employee hires of employee turnover by age group, gender, and region.	Building the Best Retail Team: 49			Yes	

G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	2014 Annual Report, 140-152				
G4-LA3	Return to work and retention rates after parental leave, by gender.	Building the Best Retail Team: 47			Yes	
Labor/management relations						
G4-LA4	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Most of our enterprise agreements make provision for us to notify and consult with employees and the relevant unions about the introduction of major change. E.g. from Woolworths National Supermarket Agreement 2009 "discussions shall commence as early as practicable after a firm decision has been made by the company".				
Occupational health and safety						
G4-LA5	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.	100% of workforce is represented in joint management-worker health and safety committees				
G4-LA6	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region, and by gender.	Building the Best Retail Team: Safety Performance, 50	Breakdown by gender	Not available	Yes	
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	Building the Best Retail Team: Safety Performance, 50			Yes	
G4-LA8	Health and safety topics covered in formal agreements with trade unions.	Key topics covered in formal agreements with trade unions include a safe working environment, training, occupational rehabilitation and process change management.				
Training and education						
G4-LA9	Average hours of training per year per employee by gender, and by employee category.	Building the Best Retail Team: Training, 45			Yes	
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	A Great Place to Work: More Career Development, 14-15				
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and employment category	Only salaried employees and executives receive annual performance reviews. 12.5% of female employees, 20.3% of male employees and 16.1% total. (Excl. NZ Supermarkets, ALH Group, The Wine Quarter, Pinnacle, EziBuy, Home Timber and Hardware Distribution Centre, Global Sourcing and Retail FM)				
Diversity and equal opportunity						
G4-LA12	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Building the Best Retail Team: Diversity, 44	Minority groups not reported	Not available		
Equal remuneration for Women and Men						
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	Building the Best Retail Team: Diversity, 45				
Supplier assessment for Labour Practices						
G4-LA14	Percentage of new suppliers that were screened using labour practices criteria	Based on materiality and risk, all factories from certain countries have been audited against Woolworths' Ethical Sourcing Policy, which includes labour practices criteria.	Suppliers in low risk countries might not be audited.	Not material		
G4-LA15	Significant actual and potential negative impacts for labour practices in the supply chain and actions taken	A Great Place to Shop: Value With Values, 10				
Labour Practices Grievance Mechanisms						
G4-LA16	Number of grievances about labour practices filed, addressed and resolved through formal grievance mechanisms	Our approach to corporate responsibility and sustainability: Speak Up, 52 A Great Place to Shop: Values With Values, 10 Through the Ethical Sourcing Audit Program, health and safety accounted for 21% of the corrective actions identified for suppliers. These issues were addressed before orders were placed with the factories.			Yes	
Social: Human Rights						
Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for Omission	Externally Assured	Explanation
Diversity and equal opportunity						
G4-HR1	Total number and percentage of significant investment agreements that include human rights clauses or that have undergone human rights screening.	All recent investments have been acquisitions in Australia and New Zealand, so screening was limited to risk and safety. As Human Rights issues are not considered a risk in these countries, they were not considered in the screening.				

G4-HR2	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.	Building the Best Retail Team: 46			Yes	
Non-discrimination						
G4-HR3	Total number of incidents of discrimination and corrective actions taken.	Ten new claims were lodged in Australia at discrimination tribunals (both State and Federal) during 2014, of which four were resolved. This compares to the eleven claims reported last year.			Yes	
Freedom of association and collective bargaining						
G4-HR4	Operations and significant 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.	A Great Place to Shop: Value With Values, 10 Building the Best Retail Team: 46				
Child labor						
G4-HR5	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.	A Great Place to Shop: Value With Values, 10 General Merchandise: 30-31				
Forced and compulsory labor						
G4-HR6	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of all forms of forced or compulsory labor.	A Great Place to Shop: Value With Values, 10 General Merchandise: 30-31				
Security practices						
G4-HR7	Percentage of security personnel trained in the organisation's human rights policies or procedures that are relevant to operations.			Not applicable		
Indigenous rights						
G4-HR8	Total number of incidents of violations involving rights of indigenous people and actions taken.	There were three discrimination cases regarding an indigenous employee and this was resolved.				
Assessment						
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments.	No operations were subject to specific reviews or impact assessments on human rights. All employees are required to comply with Code of Conduct, which addresses discrimination.				
Supplier human rights assessment						
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	Based on materiality and risk, all factories from certain countries have been audited against Woolworths' Ethical Sourcing Policy, which includes labour practices criteria.	Suppliers in low risk countries might not be audited.	Not material		
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	General Merchandise: A Great Place to Shop, 30-31				
Human rights grievance mechanisms						
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	Our approach to corporate responsibility and sustainability: Speak Up, 52 A Great Place to Shop: Values With Values, 10 Through the Ethical Sourcing Audit Program, child labour policies and union representation accounted for less than 0.1% of the corrective actions identified for suppliers. These issues were addressed before orders were placed with the factories.			Yes	
Social: Society						
Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for Omission	Externally Assured	Explanation
Local Communities						
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Our Dan Murphys and BWS stores, and Hotels account for 37.8% of our operations (by store count). These have responsible service of alcohol and responsible gaming programs.				
G4-SO2	Operations with significant actual or potential negative impacts on local communities.	Woolworths Liquor Group: 25-27 Hotels: 32-33				
Anti-Corruption						

G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	Our approach to corporate responsibility and sustainability: Anti-corruption, 52 Business Review conduct internal audits on all business divisions. Although the audits are not specifically for identifying corruption they can identify breakdowns in business controls which can lead to corruption. All parts of the are reviewed with the most significant, and critical parts of the business, reviewed more frequently, e.g. Supermarkets Australia, Progressive Enterprise Limited, IT and ALH.	Total number and percentage of operations	Not available		
G4-SO4	Communication and training on anti-corruption policies and procedures	Fair Trading Training and Assessments are conducted by the Compliance team. During 2014, 726 employees undertook 1,871 hours of training.			Yes	
G4-SO5	Confirmed incidents of corruption and actions taken	Woolworths has been included in an investigation by the Australian Competition and Consumer Commission (ACCC) into alleged cartel behaviour by suppliers of concentrate laundry detergents. Woolworths is cooperating with the Commission but will defend itself. This incident has not been confirmed as the case is still ongoing.				
Public policy						
G4-SO6	Total value of political contributions by country and recipient/beneficiary	Our approach to corporate responsibility and sustainability: Political Donations, 52			Yes	
Anti-competitive behavior						
G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Woolworths has been included in an investigation by the Australian Competition and Consumer Commission (ACCC) into alleged cartel behaviour by suppliers of concentrate laundry detergents. Woolworths is cooperating with the Commission but will defend itself. This incident has not been confirmed as the case is still ongoing. Woolworths also agreed to an undertaking with the ACCC, to discontinue petrol discounts above 4 cents per litre, which are linked to supermarket purchases.				
Compliance						
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	There were no findings during the year that required Woolworths to pay significant fines or non-monetary sanctions.				
Supplier assessment for Impacts on Society						
G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society	Based on materiality and risk, all factories from certain countries have been audited against Woolworths' Ethical Sourcing Policy, which includes impacts on society.	Suppliers in low risk countries might not be audited.	Not material		
G4-SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken	ACCC investigation into alleged cartel behaviour by suppliers of laundry detergent. Woolworths has been included in the investigation and is cooperating, but denies any charges.				
Grievance mechanisms for Impacts on Society						
G4-SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	Our approach to corporate responsibility and sustainability: Speak Up, 52 A Great Place to Shop: Values With Values, 10 Through the Ethical Sourcing Audit Program, bribery and corruption for less than 0.1% of the corrective actions identified for suppliers. These issues were addressed before orders were place with the factories.			Yes	
Social: Product Responsibility						
Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Externally Assured	Explanation
Customer health and safety						
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	A Great Place to Shop: Healthy Food Choices, 6-7 Our complete Macro range was reviewed and reformulated where required. Range accounts for 23.4% of Own Brand SKU count.				
G4-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.	Eleven Woolworths Own Brand products were recalled during the year due to safety or allergen hazards.				
Product and service labelling						

G4-PR3	Type of product and service information required by the organisation's procedures for product and service information and labeling, and percentage of significant products and services categories subject to such information requirements.	A Great Place to Shop: 7 All Woolworths Own Brand and Fresh products are assessed under the Woolworths Quality Assurance program.				
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.	Three product recalls due to incorrect labelling of allergens.				
G4-PR5	Results of surveys measuring customer satisfaction.	Woolworths monitors customer satisfaction through Brand Tracker, against measures like the Net Promoter Score. Results are not disclosed.				
Marketing communications						
G4-PR6	Sale of banned or disputed products	Woolworths does not sell banned products. It does provide services, such as gaming, which are subject to public debate. Hotels: 32-33				
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.	There were no incidents of non-compliance with regulations and voluntary codes concerning marketing communications in the reporting period.				
Customer privacy						
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Our approach to corporate responsibility and sustainability: Privacy Policy, 52 There were no substantiated claims regarding breaches of customer privacy.				
Compliance						
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	There were no findings during the year that required Woolworths to pay significant fines.				