



WHL

WOOLWORTHS HOLDINGS LIMITED / 2016 GRI INDEX

## GRI-4 INDEX

Documents may be accessed at: [www.woolworthsholdings.co.za](http://www.woolworthsholdings.co.za)

Key: GBJ – 2016 Good Business Journey Report\*, IR – 2016 Integrated Report\*, AFS – 2016 Annual Financial Statements\*

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
<b>STRATEGY AND ANALYSIS</b>			
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	Full	This is addressed in the CEO/Chairman's report in our GBJ report and within the Our Results section of the IR.
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	Full	A review of our key sustainability risks is provided in the About Us section of our GBJ report together with the Stakeholder Engagement section where we discuss key impacts on stakeholders (also see Appendices - Material Impacts and Key Stakeholder Groups). The long term sustainability trends are addressed in each chapter relating to our eight focus areas within the GBJ report, as well as the CEO statement provided in the GBJ report.

<b>ORGANISATIONAL PROFILE</b>			
G4-3	Name of the organisation	Full	See About Us section of the GBJ report and the Our Group (subsection: the WHL Group) section of the IR.
G4-4	Primary brands, products and/or services	Full	See WHL Group section of the IR Report.
G4-5	Location of organisation's headquarters	Full	WHL's head office is located at 93 Longmarket Street in Cape Town.
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.	Full	See Company Review section of the IR for a full breakdown of operating countries per company. WHL has operations in 14 countries, with most significant footprint in South Africa and Australia.
G4-7	Nature of ownership and legal form	Full	See AFS for operating company profiles.
G4-8	Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries)	Full	See WHL Group section of the GBJ Report and Company Review section of the IR for a full breakdown of markets served.

## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
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>	Full	See The WHL Group section of the GBJ Report for the number of employees and operations, and the AFS for details regarding net sales, capitalisation etc.
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).	Partial	An overview of our South African workforce figures is presented in the employment equity profile of our GBJ report in the Our People and Transformation section. The total number of employees for our Australian operations is provided in the Company Review section of the IR. Currently we do not report the detailed gender and other employment information by other regions due to the majority of our workforce being in South Africa.
G4-11	Report the percentage of total employees covered by collective bargaining agreements	Partial	See Our People and Transformation section In GBJ report. Union membership at Woolworths stores is 3.6%. In David Jones, it is 28.94%. Not currently reported for Country Road Group.
G4-12	Describe the organisation's supply chain	Full	A description of our supply chain is provided in the Managing Sustainability section of the GBJ report.
G4-13	Significant changes during the reporting period regarding size, structure or ownership	Full	A description of the significant changes to the WHL Group during the reporting period is provided in the Our Finance Directors Report in the IR.
G4-14	Report whether and how the precautionary approach or principle is addressed by the organisation.	Full	The principles that underlie the precautionary approach informs our governance and enterprise risk framework and GBJ Strategy in respect to our impacts on the environment. Our activities in implementing these principles are described throughout our GBJ report. Specific examples are provided relating to the elimination of hazardous chemicals from our clothing supply chain, climate change management practices and water stewardship included in relevant sections of the GBJ report.

## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses.	Full	WHL subscribes to a wide number of environmental and social charters, principles and initiatives. These are referenced in individual chapters of the GBJ report.
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</li> <li>• Committees</li> <li>• Provides substantive funding</li> <li>• beyond routine membership dues</li> <li>• Views membership as strategic</li> </ul>	Full	Membership associations for Woolworths are listed in the NGO and Industry Organisations sections of the Key Stakeholder Group appendix of the GBJ report and described in more detail in the relevant sections of the GBJ report. All of the organisations that WHL engages with are considered to be strategic.

IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES			
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.	Full	All entities included in the organisation's consolidated financial statements or equivalent documents can be found in the Our Results Section of the IR. All entities included in the consolidated financial statements are covered by the report.
G4-18	a. Explain the process for defining the report content and the aspect Boundaries. b. Explain how the organisation has implemented the Reporting Principles for Defining Report Content.	Full	WHL has followed the process for defining the report content as outlined in the GRI Technical Protocol: "Applying the Report Content Principles". The report content has been informed, amongst other things, by: the expectations of our stakeholders; our internal risk management processes which have informed the identification of our most material issues; the requirements of the King III governance standard; and with consideration to the recommendations of the Global Reporting Initiative's G4.
G4-19	List all the material aspects identified in the process for defining report content.	Full	See the section entitled Materiality Issues, Risks and Opportunities within the IR and Material Impact appendix of the GBJ report for process on defining report content.

## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
G4-20	<p>For each material aspect, report the aspect boundary within the organisation, as follows:</p> <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>	Partial	<p>The GBJ report focuses largely on South African operations, as well as including information on our Australian subsidiaries, Country Road Group and David Jones. It must be noted that David Jones is a majority brands/concession model driven business, so the level of influence into the supply chain is quite different from Woolworths and Country Road Group.</p> <p>We will look to improve on this aspect of our reporting in the future as systems are embedded throughout the WHL Group.</p>
G4-21	<p>For each material aspect, report the aspect boundary outside the organisation, as follows:</p> <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 regarding the aspect boundary outside the organisation</li> </ul>	Partial	<p>The qualitative aspects of the report covers all of our operations over which we have operational control for all of the reported material aspects, however we are still in the process of developing the systems to collate group-wide quantitative data (due to the recent expansion of the group footprint).</p> <p>We will look to improve on this aspect of our reporting in the future as systems are embedded throughout the WHL Group.</p>
G4-22	Explanation of the effect of any re-statements of information provided in earlier reports and the reasons for such re-statement.	Full	No restatements for FY2016.
G4-23	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	Full	A general comment on the scope and boundary of the report is provided in the Scope and Boundary section of the GBJ report and in the Our Integrated Report (subsection: Scope and Boundary of Report) section of the IR.
G4-24	Provide a list of stakeholder groups engaged by the organisation.	Full	A list of WHL's primary stakeholder groupings is included in the Stakeholder Engagement appendix of the GBJ report.
G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	Full	A description of "why we engage" is provided in the Key Stakeholder Group appendix of the GBJ report.

## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
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.	Partial	An overview of WHLs approach to stakeholder engagement ("how we engage") is provided in the Key Stakeholder Group appendix of the GBJ report. Details regarding the frequency of engagement are not specifically provided, and this is something we will look to improve on in the future.
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.	Full	Key topics and concerns raised by stakeholders are included in the "what we engage in" section of Key Stakeholder Groups appendix of the GBJ report. Further context of the main issues raised by stakeholders is provided in the About Us section and CEO's statement within the GBJ report.
G4-28	Reporting period	Full	Provided in the AFS, IR and GBJ report. This reporting covers the period of 52 weeks to 26 June 2016.
G4-29	Date of most recent previous report	Full	2015.
G4-30	Reporting cycle	Full	Annual.
G4-31	Contact point for questions regarding the report or its contents.	Full	Located on inside back cover of GBJ report: GoodBusinessJourney@woolworths.co.za.
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>	Full	This report is prepared in accordance with the GRI G4 Sustainability Reporting Guidelines (Core). You can find the detailed GRI index at <a href="http://www.woolworthsholdings.co.za">www.woolworthsholdings.co.za</a> . The Assurance report is located at the back of the GBJ report (appendix).
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>	Full	<p>The assurance statement is provided as an appendix to the GBJ report including the scope and basis for assurance.</p> <p>WHLs practice with regard to seeking external assurance and details regarding the Boards' involvement in respect to seeking assurance are included in the Our Integrated Report (subsection: Approval &amp; Assurance) section of the IR. WHL has worked with Ernst &amp; Young Inc. for six years consecutively as the independent assurance provider, as reported in the Material Impacts and Assurance section of the GBJ report.</p>

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GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
<b>GOVERNANCE</b>			
G4-34	Governance structure, including committees under the highest governance body responsible for setting strategy or organisational oversight.	Full	See details in Our Governance section of the IR.
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.	Full	<p>See Governance Report section of the IR. The WHL Board is the custodian of corporate governance within the Group. It is responsible for determining the company's strategic direction and ultimately is accountable for its performance. The deliberations of the Board are guided by a Board charter and supported by a Delegation of Authority, both of which are reviewed annually. The delegation of authority sets out the delegation of matters by the Board to its committees and the Group Chief Executive Officer. A number of governance policies provide context for execution in terms of the delegation of authority.</p> <p>The Board charter and key governance policies are available on our website <a href="http://www.woolworthsholdings.co.za">www.woolworthsholdings.co.za</a>. The Social and Ethics committee, a sub-committee of the WHL Board, oversees the work of the Sustainability Committee and the outputs of the Woolworths Trust, providing a single point of view and direction for all Woolworths sustainability focus areas.</p> <p>The Sustainability Committee is chaired by an independent non-executive director and meets quarterly to oversee progress in achieving all aspects of the Good Business Journey Programme. (Managing Sustainability section, subsection: Governance in the GBJ report).</p>
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	Full	The Sustainability Committee is chaired by an independent non-executive director and meets quarterly to oversee progress in achieving all aspects of the Good Business Journey programme. The Group CEO and Woolworths CEO are members of the committee, together with three independent directors. These independent directors each have significant expertise and experience in a range of corporate sustainability issues (See Managing Sustainability section: Governance in the GBJ report).
G4-37	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.	Full	See Our Stakeholders section in the IR.

## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
G4-38	<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>	Full	The composition of the Board and Committees is provided in the Our Governance section of the IR. Competencies relating to economic, environmental and social impacts and stakeholder representation are provided in the bios provided in the 2016 Notice for AGM at <a href="http://www.woolworthsholdings.co.za">www.woolworthsholdings.co.za</a> .
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)	Full	Provided in the Our Governance section of the IR. The chair of the Board is a non-independent, non- executive Director.
G4-40	<p>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:</p> <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>	Full	The expertise, nomination and selection process is described in the Governance Report (subsection: Our Board) section of the IR.
G4-41	Processes to ensure no conflict of interest	Full	Other directorships held are included in the 2016 AGM Notice Report. Declarations of Directors' interests are made at each board meeting, as described and WHL maintains a robust nominations process to ensure the integrity and independence of committees (Our Governance section of the IR). The Group also 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 and continues to operate an anonymous tip-off hotline in SA and Africa.



## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
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.	Full	Described in the Managing Sustainability section: Governance in the GBJ report.
G4-43	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	Full	As explained in Governance Report section in the IR, directors are kept abreast of key topics at board meetings. Regular presentations by senior executives in the Group provide committee members with an opportunity to interrogate and form a first-hand view of matters under discussion.
G4-44	Processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics.	Full	Explained board evaluation process in Governance Report section in IR.
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.	Full	A description of risk and compliance management is provided in the Governance Report: Risk and Compliance Management section of the IR.
G4-46	Highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	Full	A description of risk and compliance management is provided in the Governance Report: Risk and Compliance Management section of the IR.
G4-47	Frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	Full	The Sustainability Committee is chaired by an independent non-executive director and meets quarterly to oversee progress in achieving all aspects of the Good Business Journey programme - as reported in the Managing Sustainability (subsection: Governance) section of the GBJ report.
G4-48	Highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material aspects are covered.	Full	See the Managing Sustainability (subsection: approval and assurance) section of the GBJ report. The Social and Ethics Committee and the Sustainability Committee review and recommend the GBJ report to the Board for approval.
G4-49	Process for communicating critical concerns to the highest governance body.	Partial	All material regulatory and other critical matters are reported to the board.
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.	Omission	Not reported at present.
G4-51	Remuneration policies for the highest governance body and senior.	Full	The remuneration policy for the Group CEO, executive directors and Exco member is provided in the Remuneration Report in the IR.
G4-52	Process for determining remuneration	Full	The Group's remuneration philosophy and framework is provided within the Remuneration Report in the IR.
G4-53	How stakeholders' views are sought and taken into account regarding remuneration.	Full	Explained in the Remuneration's report in the IR. The remuneration philosophy, policy and framework tabled at the Annual General Meeting for a non-binding advisory vote by the Group's shareholders.

## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
G4-54	Ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees.	Omission	Not reported at present.
G4-55	Ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees.	Omission	Not reported at present.
G4-56	Organisation's values, principles, standards and norms of behaviour	Full	Overviews of the WHL values are provided in the Our Group (subsection: Vision and Values) section of the IR.
G4-57	Internal and external mechanisms for seeking advice on ethical and lawful behaviour	Omission	WHL continues to run an anonymous tip-off line. In the event that we need to seek advice externally on ethical and lawful behaviour, a decision will be made by management on who to approach. These matters will first be addressed internally. Ethical matters are reported to the WHL Social & Ethics Committee.
G4-58	Internal and external mechanisms for reporting concerns about unethical or unlawful behaviour	Full	We have group-wide policies on corruption and sanctions, gifts, 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 and continues to operate an anonymous tip-off hotline in SA and Africa - see Ethics section of the IR.

ECONOMIC			
ECONOMIC PERFORMANCE			
G4-DMA	Generic Disclosures on Management Approach	-	This is addressed primarily in 2106 AFS and IR (Group Finance Director's Report) as well as our review of Social Development and Our People and Transformation Section of the GBJ Report. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-EC1	Direct economic value generated and distributed.	Full	See the AFS and Finance Directors Report in the IR for the direct economic value generated, and Social Development contributions in the Social Development section of the GBJ report.
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Full	A detailed assessment of the risks and opportunities of climate change, including (where feasible) an assessment of the financial implications, is provided in our 2016 CDP submission, available at <a href="http://www.cdproject.net">www.cdproject.net</a> .
G4-EC3	Coverage of the organization's defined benefit plan obligations.	Partial	See Remuneration Philosophy, Policy and Reward Framework in the Remuneration report of the IR. Further detail is provided in the 2016 AFS.
G4-EC4	Financial assistance received from government.	Full	We do not receive any financial assistance from government.

## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
<b>MARKET PRESENCE</b>			
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. See the Our People and Our People and Transformation section of our GBJ report. Also refer to the Remuneration Report in the IR. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Omission	It is our policy that we pay at least minimum wage in every region or location that we operate, but a detailed breakdown is not reported at present.
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation.	Partial	Our employment equity profile is provided in the Our People and Transformation section of the GBJ report. We report the number of foreign nationals employed in the Employment Equity breakdown in this section. The majority of our employees are located in South Africa, where our policies and procedures for black economic empowerment (BEE) ensure that we employ locally – this includes hiring for senior management positions.

<b>INDIRECT ECONOMIC IMPACTS</b>			
G4-DMA	Generic Disclosures on Management Approach	–	WHL's contribution to the South African and Australian economies is described in the Managing Sustainability - our Value Creation section and the Social Development section of the GBJ report. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-EC7	Development and impact of infrastructure investments and services supported	Partial	Refer to the Chairman's Report and the Financial Directors Report in the IR.
G4-EC8	Significant indirect economic impacts, including the extent of impacts	Partial	We contribute to the provision of public goods and services through taxes paid; we provide sustainable full-time employment (directly and indirectly) and invest in the long-term development of people through training and skills development; and we stimulate economic activity through our procurement activities through the customers we service. These impacts are primarily discussed in the Social Development and Our People and Transformation sections of the GBJ report.

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GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
<b>PROCUREMENT PRACTICES</b>			
G4-DMA	Generic Disclosures on Management Approach	–	<p>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 the Our People and Transformation section of the GBJ report.</p> <p>We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.</p> <p>See the Chairman's Report (in the IR); and Our People and Transformation section of the GBJ report.</p>
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	Partial	See the Social Development and Our People and Transformation sections of the GBJ report for a description of our suppliers: preferential procurement enterprise and supplier development and partnerships. We do not specifically report on the proportion of spend towards local suppliers and will look to improve this in the future.

<b>ENVIRONMENTAL</b>			
<b>MATERIALS</b>			
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 the Waste section of the GBJ report. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-EN1	Materials used by weight or volume	Partial	See Waste Section of the GBJ report for quantitative data detailing plastic bag consumption and IT consumables.
G4-EN2	Percentage of materials used that are recycled input materials	Partial	See Waste section of the GBJ report. Whilst we include recycled materials in many of our product's packaging, reusable bags and plastic bags, we do not report specifically on the proportion of materials used this is continually changing and would be impractical to do so.

<b>ENERGY</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 energy consumption is discussed in the Climate Change and Energy section of the GBJ report. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-EN3	Energy consumption within the organization.	Full	Woolworths direct energy consumption is reported in the Climate Change and Energy section of the GBJ report. Group wide energy consumption is provided in WHL's 2015 CDP response available on <a href="http://www.cdp.net">www.cdp.net</a> .

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GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
G4-EN4	Energy consumption outside of the organisation.	Full	Group wide indirect (scope 3) energy consumption is provided in WHL's 2015 CDP response available on <a href="http://www.cdp.net">www.cdp.net</a> .
G4-EN5	Energy intensity.	Full	Woolworths energy intensity is reported in the Climate Change and Energy section of the GBJ report.
G4-EN6	Reduction of energy consumption.	Full	Details of Woolworths relative reduction in energy consumption is included in the Climate Change and Energy section of the GBJ report and in WHL's CDP report found at <a href="http://www.cdp.net">www.cdp.net</a> .
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.	Full	Details of Woolworths a reduction in energy consumption is provided in WHL's CDP report <a href="http://www.cdp.net">www.cdp.net</a> .

WATER			
G4-DMA	Generic Disclosures on Management Approach	–	An explanation of the importance of this aspect is provided in the Water section of the GBJ report.  We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-EN8	Total water withdrawal by source	Full	Woolworths and David Jones water withdrawals are reported in the Water section of the GBJ report. Further detail can be found in WHL's CDP Water disclosure report at <a href="http://www.cdp.net">www.cdp.net</a> .
G4-EN9	Water sources significantly affected by withdrawal of water	Full	Details regarding water withdrawn from the Table Mountain aquifer for use in the Woolworths head office complex is described in the Water section of the GBJ report, however water source is not defined as significantly affected by the withdrawal. All other withdrawals are from municipal sources.
G4-EN10	Percentage and total volume of water recycled and reused	Full	Detail regarding recycling and re-use rates in Woolworths operations is provided in the Water section of the GBJ report and in WHL's CDP Water disclosure report 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 changed numerous sourcing practices around key risk commodities such as timber, cocoa, cotton, coffee, palm oil etc. to minimise supply chain impacts on biodiversity and deforestation. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.

## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Full	No operational 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	Full	Details can be found in the Sustainable Farming and Ethical Sourcing sections of the GBJ report, particularly with reference to Woolworths' Farming for the Future, Fishing for the future and Wildlife Friendly initiatives.
G4-EN13	Habitats protected or restored	Full	Detail around Woolworths Water Stewardship initiatives (catchment level habitat restoration) is provided in the Water section of the GBJ report.
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	Full	No known IUCN red data species in areas affected by operation.

EMISSIONS			
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 in the Climate Change & Energy section of the GBJ report. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	Full	See Climate Change and Energy section and appendix of the GBJ report.
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	Full	See Climate Change and Energy section and appendix of the GBJ report.
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	Full	See Climate Change and Energy section and appendix of the GBJ report.
G4-EN18	Greenhouse gas (GHG) emissions intensity	Full	See Climate Change and Energy section and appendix of the GBJ report.
G4-EN19	Reduction of greenhouse gas (GHG) emissions	Full	WHL's GHG emissions (and reductions) are reported from 2014 to 2015 on in the Climate Change & Energy section and appendix of the GBJ report.
G4-EN20	Emissions of ozone-depleting substances (ODS)	Partial	Scope 1 emissions from air-conditioning and refrigerant gases from Woolworths operations are reported in the Climate Change and Energy section of the GBJ report, further detail is provided in WHL's CDP Climate response.
G4-EN21	NOx, SOx, and other significant air emissions	Partial	See Climate Change and Energy section and appendix of the GBJ report.

## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
<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 is discussed in the Waste section as well as the Water and Sustainable Farming sections of the GBJ report. Direct emissions from our operations includes: waste and wastewater. Emissions from our supply chain include wastewater in clothing and food manufacture. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-EN22	Total water discharge by quality and destination	Full	All wastewater from our direct operations (predominantly sanitation) is discharged via sewer to the relevant local municipal treatment facility therefore we do not feel it is necessary to monitor water discharges by quality or destination.
G4-EN23	Total weight of waste by type and disposal method	Partial	See Waste section of the GBJ report for total waste generated and % recycled in Woolworths head office and distribution centres. We do not currently report on waste from stores, and other WHL group companies; this is something we are looking to improve in the future.
G4-EN24	Total number and volume of significant spills	Full	None.
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	Full	None.
G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff	Full	None.

<b>PRODUCTS AND SERVICES</b>			
G4-DMA	Generic Disclosures on Management Approach	–	The materiality associated with the sustainability of 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 our 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. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
4-EN27	Extent of impact mitigation of environmental impacts of products and services	Full	The extent of impact mitigation is dealt with throughout the GBJ report. Work completed as part of Woolworths partnership with WWF-SA (see partnership report on <a href="http://www.woolworthsholdings.co.za">www.woolworthsholdings.co.za</a> ) provides an extensive overview of work being completed to reduce the impact of and improve the sustainability of our products and services. In addition to this, detail regarding the Woolworths Farming for the Future Programme presents a summary of work being undertaken to mitigate impacts from produce suppliers.

## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category	Partial	See Waste section of the GBJ report. Whilst 98% of our packaging is technically recyclable. It is not feasible for us to report on the percentage of packaging materials that are reclaimed at end of use.

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. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Full	No significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations during year.

TRANSPORT			
G4-DMA	Generic Disclosures on Management Approach	-	Our approach to managing impacts from transport is described in the Climate Change and Energy section of the GBJ report. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	Full	See the Climate Change and Energy section of the GBJ report for an in depth description of mitigation initiatives being implemented to reduce Impacts associated with Woolworths Logistics fleet and the development of the green distribution centre in Australia.

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 reviewed in the managing sustainability section of the GBJ report. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-EN31	Total environmental protection expenditures and investments by type	Partial	We report investment in energy and water environmental protection projects in the CDP Climate and Water disclosures available on <a href="http://www.cdp.net">www.cdp.net</a> . At this stage we do not report on all expenditure and investment in all environmental and social programmes.



## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
<b>SUPPLIER ENVIRONMENTAL ASSESSMENT</b>			
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 the Sustainable Farming and Ethical Sourcing sections of our GBJ report. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	Partial	See the Sustainable Farming section of the GBJ report. 98% of our primary produce suppliers were assessed against our Farming for the Future Programme. This currently only relates to our Foods suppliers for Woolworths. We hope to be able to improve this reporting to include clothing suppliers across the WHL group.

<b>ENVIRONMENTAL GRIEVANCE MECHANISMS</b>			
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. Woolworths continues to operate an anonymous tip-off hotline in SA and Africa. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	Full	No grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms during year.

<b>SOCIAL</b>			
<b>EMPLOYMENT</b>			
<b>LABOUR PRACTICES AND DECENT WORK</b>			
G4-DMA	Generic Disclosures on Management Approach	–	The importance of labour practice and decent work and WHL's approach is described in the Transformation and Our People section of the GBJ report. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	Partial	See the WHL Group section of the GBJ report for total employee numbers per operating company (regional). Reporting by age and gender is only completed for Woolworths. This is something we will look to improve in the future.
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	Partial	See Remuneration Report in the IR, and Our People and Transformation of the GBJ report.
G4-LA3	Return to work and retention rates after parental leave, by gender	Omission	Not reported at present.

## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
<b>LABOUR MANAGEMENT RELATIONS</b>			
G4-DMA	Generic Disclosures on Management Approach	–	WHLs approach to labour management relations is described in the Transformation & Our People section of the GBJ report. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	Omission	Not publicly reported, part of standard terms of employment.

<b>OCCUPATIONAL HEALTH AND SAFETY</b>			
G4-DMA	Generic Disclosures on Management Approach	–	WHLs approach to health and safety practices is described in the Health & Wellness section of the GBJ report. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
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.	Partial	See Health and Wellness Section of the GBJ report.
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.	Partial	See Health and Wellness Section of the GBJ report. Whilst we report on number of injuries we do not categorize these by region and gender. This is something we will look to improve in the future.
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation.	Partial	There is no identified specific disease risks associated with occupations within WHL. The Health and Wellness section of the GBJ report discusses risks associated with the food Industry including over and under nutrition.
G4-LA8	Health and safety topics covered in formal agreements with trade unions.	Omission	Not reported at present.

<b>TRAINING AND EDUCATION</b>			
G4-DMA	Generic Disclosures on Management Approach	–	WHL's approach to skills development is described in the Our People and Transformation section of the GBJ report. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-LA9	Average hours of training per year per employee by gender, and by employee category	Partial	See Skills Development Profile 2016 in the Our People and Transformation section of the GBJ report for details regarding training carried out by Woolworths. We do not currently report on training provided by other WHL group companies and will look to improve this in the future.

## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Partial	See Our People and Transformation section of the GBJ Report for details of our performance management systems and career path development opportunities.
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	Partial	See Skills Development and Talent Management section of Our People and Transformation section of the GBJ report. It is our policy that all staff be regularly reviewed as part of our performance management system.

DIVERSITY AND EQUAL OPPORTUNITY			
G4-DMA	Generic Disclosures on Management Approach	-	WHLs approach to diversity and equal opportunity is provided in the Our People and Transformation section of the GBJ report. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
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	Full	See Our Governance Section of the IR.

EQUAL REMUNERATION FOR WOMEN AND MEN			
G4-DMA	Generic Disclosures on Management Approach	-	WHLs approach to diversity and equal opportunity is provided in the Our People and Transformation section of the GBJ report. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	Omission	Not publicly reported.

SUPPLIER ASSESSMENTS FOR LABOUR PRACTICES			
G4-DMA	Generic Disclosures on Management Approach	-	See, Our People and Transformation section (subsection: Supplier and Enterprise Development), Ethical Sourcing section of and Sustainable Farming sections (subsection: Farming for the Future) of the GBJ report. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-LA14	Percentage of new suppliers that were screened using labour practices criteria	Full	We report on the number of suppliers who met our compliance policies. All new suppliers are required to conform to our supplier codes. The results of these are reported in the Ethical Sourcing section of the GBJ Report and Sustainable Farming sections (subsection: Farming for the Future) of the GBJ report.
G4-LA15	Significant actual and potential negative impacts for labour practices in the supply chain and actions taken	Full	We report on potential negative impacts for labour practices in the supply chain in the Ethical Sourcing section of the GBJ Report and Sustainable Farming sections (subsection: Farming for the Future) of the GBJ report.

## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
<b>LABOUR PRACTICES GRIEVANCE MECHANISMS</b>			
G4-DMA	Generic Disclosures on Management Approach	–	Our People and Transformation section of the GBJ Report provides a summary of some of the labour management practices. Aspects material to the business are summarised at the beginning of the chapter. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-LA16	Number of grievances about labour practices filed, addressed, and resolved through formal grievance mechanisms	Omission	Not publicly reported.

<b>HUMAN RIGHTS</b>			
<b>INVESTMENT</b>			
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 Ethical Sourcing Section, subsection: Approach to Ethical Sourcing). We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate. See Our People and Transformation section of the GBJ report.
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Partial	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 Ethical Sourcing Section, subsection: Approach to Ethical Sourcing). We do not specifically report on the percentage and number of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.
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	Partial	We have group-wide policies on gifts, insider trading and conflict of interests, and a zero-tolerance policy towards fraud, theft, corruption or any similar illegal behaviour. We also have a code of Business Principles (see Ethical Sourcing Section, subsection: Approach to Ethical Sourcing) to ensure that our engagement with suppliers does not infringe on human rights or ethics. All employees receive training to ensure that they are familiar with these codes, however we do not yet report on the total hours or training provided.

<b>NON-DISCRIMINATION</b>			
G4-DMA	Generic Disclosures on Management Approach	–	Our approach to non-discrimination is provided in the Our People and Transformation section of the GBJ report. 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 Ethical Sourcing Section, subsection: Approach to Ethical Sourcing).
G4-HR3	Total number of incidents of discrimination and corrective actions taken	Omission	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 Ethical Sourcing Section, subsection: Approach to Ethical Sourcing). This is Internally measured but not publically reported.

## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
<b>FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING</b>			
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.  See Our People and Transformation of the GBJ report on the percentage of staff in union memberships. We adhere to the principle of freedom of association and collective bargaining through our code of business principles (see Ethical Sourcing Section, subsection: Approach to Ethical Sourcing).
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.	Partial	Our Code of Business Principles, which suppliers are audited against for compliance, enforces freedom of association and collective bargaining. The code also stipulates procedures that will be undertaken for non-compliance. However, we do not publicly report defaulting suppliers.  See Ethical Sourcing chapter in GBJ report where we report on compliance.

<b>CHILD LABOUR</b>			
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 (see Ethical Sourcing Section, subsection: Approach to Ethical Sourcing). 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. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
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	Partial	Our Code of Business Principles, which suppliers are audited against for compliance does not permit use of child labour. See Ethical Sourcing chapter in GBJ report. The code also stipulates procedures that will be undertaken for non-compliance. However, we do not publicly report defaulting suppliers.

<b>FORCED OR COMPULSORY LABOUR</b>			
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 (see Ethical Sourcing Section, subsection: Approach to Ethical Sourcing). All our suppliers are regularly assessed against it. This means that all WHL must adhere to the principles set out, including: that employment be freely chosen, not forced, bonded or resulting in involuntary prison labour.  We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
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	Partial	Our Code of Business Principles (see Ethical Sourcing Section, subsection: Approach to Ethical Sourcing), which suppliers are audited against for compliance does not permit use of forced or compulsory. The code also stipulates procedures that will be undertaken for non-compliance. However, we do not publicly report defaulting suppliers.

## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
<b>SECURITY PRACTICES</b>			
G4-DMA	Generic Disclosures on Management Approach	–	Ensuring the human rights of the people within our supply chain is managed by WHL group company supplier codes of conduct. All our suppliers and service providers, whatever their location, are bound by their principles and all our first-tier suppliers are regularly assessed against it by a third-party auditor. This means that the quality of their workmanship has to be the highest, their workforce has to be treated fairly, their premises must be safe and that any negative impact their operations might have on the environment is minimised. We also have specific position statements (published on our website) that summarise our positions on most of the key ethical sourcing issues. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations	Omission	Not reported at present.

<b>INDIGENOUS RIGHTS</b>			
G4-DMA	Generic Disclosures on Management Approach	–	Ensuring the indigenous rights of the people within our workforce and supply chain is managed by WHL group company supplier codes of conduct. All our suppliers and service providers, whatever their location, are bound by their principles and all our first-tier suppliers are regularly assessed against it by a third-party auditor. This means that the quality of their workmanship has to be the highest, their workforce has to be treated fairly, their premises must be safe and that any negative impact their operations might have on the environment is minimised. See the Our People and Transformation section of the GBJ report for details being taken in relation to reconciliation for indigenous people's rights in Australia. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-HR8	Total number of incidents or violations involving rights of indigenous peoples and actions taken	Full	No incidents or violations involving rights of indigenous peoples and actions taken.

<b>ASSESSMENT</b>			
G4-DMA	Generic Disclosures on Management Approach	–	We are committed to ensuring that both WHL and our suppliers operate in a way that respects workers' rights, maintains safe working conditions, upholds local employment laws and protects the environment. Our approach to managing ethics and human rights issues in general is reviewed in the Ethical Sourcing and the Our People and Transformation section of the GBJ report.
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	Full	All WHL operations are periodically audited to ensure that an acceptable standard of safety, hygiene and good working conditions is maintained. This is not specifically reported on. Application of supplier code of conduct to all trade suppliers. See Ethical Sourcing Section GBJ report.

## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
<b>SUPPLIER HUMAN RIGHTS ASSESSMENT</b>			
G4-DMA	Generic Disclosures on Management Approach	–	Ensuring the human rights of the people within our supply chain is managed by WHL group company supplier codes of conduct. All our suppliers and service providers, whatever their location, are bound by their principles (see Ethical Sourcing Section, subsection: Approach to Ethical Sourcing) and all our first-tier suppliers are regularly assessed against it by a third-party auditor. This means that the quality of their workmanship has to be the highest, their workforce has to be treated fairly, their premises must be safe and that any negative impact their operations might have on the environment is minimised. We also have specific position statements (published on our website) that summarise our positions on most of the key ethical sourcing issues. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	Partial	All new first tiers WHL suppliers are screened against the group supplier codes of conduct, see Ethical Sourcing section of the GBJ report, we do not report this as a percentage of all our suppliers.
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	Full	Numerous commodities sourced for WHL groups operations have the potential to negatively impact upon both society and the environment. These issues, together with actions taken to address these issues are discussed in detail in the Ethical Sourcing section of the GBJ report. We have addressed these Issues through the development of our supplier codes of conduct.

<b>HUMAN RIGHTS GRIEVANCE MECHANISMS</b>			
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 and continues to operate an anonymous tip-off hotline in SA and Africa. (see Ethics and Governance Policies section of the IRI). We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	Full	Two customer complaints were received from the South African Human Rights Commission in FY2016, both were addressed and resolved.

## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
<b>SOCIETY</b>			
<b>LOCAL COMMUNITIES</b>			
G4-DMA	Generic Disclosures on Management Approach	–	Development of local communities is one of our core focus areas, and discussed in the Social Development section of the GBJ report. We have several approaches to social development, as described. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	Partial	While we believe that none of our direct operations directly affect the well-being of local communities, we view it as part of our license to operate that we engage with local communities through implementation of various projects across the group most notably, MySchool, Woolworths Trust, EduPlant, etc. All our operations have implemented local community engagement programmes. More details regarding these initiatives are provided throughout the GBJ report.
G4-SO2	Operations with significant actual and potential negative impacts on local communities	Partial	While we believe that none of our operations directly affect the well-being of local communities, we view it as part of our license to operate that we engage with local communities through implementation of various projects across the group most notably, MySchool, Woolworths Trust, EduPlant, etc. All our operations have implemented local community engagement programmes. More details regarding these initiatives are provided throughout the GBJ report.

<b>ANTI-CORRUPTION</b>			
G4-DMA	Generic Disclosures on Management Approach	–	We have group-wide policies on gifts, insider trading and conflict of interests, and a zero-tolerance policy towards fraud, theft, corruption or any similar illegal behaviour. We adhere to a strict whistleblowing policy in accordance with OECD guideline to report misconduct against corruption and sanctions policy and continues to operate an anonymous tip-off hotline in SA and Africa. The importance of this Issue is addressed in the Ethics and Governance Policies section of the IR. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	Full	As described in the Board Committees section of the IR. Risk-based legal compliance processes, controls and systems are applied across the WHL group to ensure that all significant risks are identified, evaluated and effectively managed and that the risk of non-compliance (including on issues relating to corruption) is minimised in an effective and efficient manner across the Group. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-SO4	Communication and training on anti-corruption policies and procedures	Partial	As stated in the IR, all WHL employees and directors are required to adhere to Woolworths Anti-Corruption and Sanctions Policy. Woolworths has a zero tolerance position against bribery and corruption. Identification and reporting of corrupt activities are set out in this Policy as well as the protection afforded to whistleblowers. Woolworths continues to operate an anonymous tip-off hotline in SA and Africa. The policy is communicated via Internal Group Communications and formalised training.



## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
G4-SO5	Confirmed incidents of corruption and actions taken	Full	No known instances of corruption during FY.

PUBLIC POLICY			
G4-DMA	Generic Disclosures on Management Approach	-	Our approach to engaging with regulatory officials on public policy issues is described in the "how we engage" section of the Key Stakeholder Grouping appendix of the GBJ report. Organisation-wide regulatory requirements are identified, assessed, categorised, and controls implemented, monitored and reported in terms of the processes set out in our Compliance Framework. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-SO6	Total value of political contributions by country and recipient/beneficiary	Full	Contributions or donations to political parties and related institutions are strictly prohibited. No political contributions have been made in the financial year (see Social Development Section (Sub section: Product Donations)).

ANTI-COMPETITIVE BEHAVIOR			
G4-DMA	Generic Disclosures on Management Approach	-	The importance of this issue is described in the Ethics and Governance Policy section of the IR. We have group-wide policies on gifts, 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 anticorruption and sanctions policy to align with the OECD guidelines on corruption. Woolworths continues to operate an anonymous tip-off hotline in SA and Africa. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	Full	No legal actions for anti-competitive behaviour, anti-trust, and monopoly practices.

COMPLIANCE			
G4-DMA	Generic Disclosures on Management Approach	-	Non-compliance will affect our reputation, ability to do business and might result in fines and other regulatory sanctions. We stay up to date with new requirements and implement these in a structured and responsible way. Fraud, credit and operational risk. We have also adopted the Barclays risk and compliance framework, which requires monthly reporting and tracking to manage and mitigate these risks. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Full	No significant fines or non-monetary sanctions for non-compliance with laws and regulations recorded during the year.

## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
<b>SUPPLIER IMPACTS ASSESSMENT ON SOCIETY</b>			
G4-DMA	Generic Disclosures on Management Approach	-	As described in the Ethical Sourcing section of our GBJ report, we believe that the most sustainable way to drive improvements is to work collaboratively, as signatories to the UN Global Compact, via the SEDEX programme (the Supplier Ethical Data Exchange) and using the conventions of the International Labour Organisation (ILO) and Ethical Trading Initiative (ETI) Base Code to underpin our programme, and to help determine principles specific to WHL. WHL Group Companies have each developed supplier codes of conduct and are working with suppliers to ensure compliance against these. All our suppliers and service providers, whatever their location, are bound by these supplier codes and all our first-tier suppliers are regularly assessed against it by a third-party auditor. This means that the quality of their workmanship has to be the highest, their workforce has to be treated fairly, their premises must be safe and that any negative impact their operations might have on the environment is minimised. We also have specific position statements (published on our website) that summarise our positions on most of the key ethical sourcing issues. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society	Full	All new first tier WHL suppliers are screened against the WHL supplier codes of conduct see Ethical Sourcing section of the GBJ report.
G4-SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken	Full	Numerous commodities sources for WHL groups operations have the potential to negatively impact upon both society and the environment. These issues, together with actions taken to address these issues are discussed in detail in the Ethical Sourcing section of the GBJ report.

<b>GRIEVANCE MECHANISMS IMPACTS ON SOCIETY</b>			
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 and continues to operate an anonymous tip-off hotline in SA and Africa. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	Full	No grievances about impacts on society filed.

## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
<b>PRODUCT HEALTH AND SAFETY</b>			
<b>CUSTOMER HEALTH AND SAFETY</b>			
G4-DMA	Generic Disclosures on Management Approach	–	Our approach to customer health and safety is incorporated into the Health and Wellness section of the GBJ report. 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. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Partial	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. We are not currently able to provide an accurate percentage for this indicator, but hope to do so in the future.
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	Full	Woolworths has a robust product recall process in place, whereby products posing a safety risk are removed from the shelf within two hours of the respective executive being made aware of the risk. There was one product recall for Woolworths products during the course of FY2016 (see Health and Wellness Section).

<b>PRODUCT SERVICE LABELLING</b>			
G4-DMA	Generic Disclosures on Management Approach	–	We promote effective product stewardship in our products through labelling. Our approach to product labelling is provided in the Waste and Health and Wellness sections of the GBJ report. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
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	Full	We provide on-pack labelling to customers in key areas such as recyclability of packaging components as well as nutritional value of foods products, see GBJ report sections on Waste and Health & Wellness.
G4-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	No incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling.
G4-PR5	Results of surveys measuring customer satisfaction	Partial	We engage with our cardholding customers on a 24-hour basis through advertising, in-store communication and campaigns, WHL and brand websites, social media, our customer service centre, loyalty programmes, focus groups and surveys.  Woolworths' main engagement initiative is through Let's listen – we have conducted customer satisfaction surveys and our customers have told us what they want from their shopping experience. The results of these surveys are not currently reported in the public domain.

## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
<b>MARKETING COMMUNICATIONS</b>			
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 the social development section of the GBJ report. We have policies and guidelines governing the marketing of our products. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Training and monitoring is undertaken by the legal team, engagement with the Advertising Standards Authority. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-PR6	Sale of banned or disputed products	Partial	See Ethical Sourcing and Sustainable Farming sections of the GBJ report. We do not sell controversial food or clothing products in line with our animal welfare policy, e.g. foie gras, veal, exotic species, fur, angora.
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	Full	Two queries were upheld against Woolworths by the Advertising Standards Authority during FY2016. In the first instance relating to Wvoucher benefits, the ASA ruled in this matter and requested Woolworths Financial Services to withdraw all advertising material relating to Wvoucher benefits on all mediums with immediate effect. In the second regarding packaging for Choc Malt Hi- Energy Cereal for ruled in the matter by allowing Woolworths 3 months requested in terms of the ASA Code to change our packaging.

<b>CUSTOMER PRIVACY</b>			
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. Our approach to protection of personal information is provided in the IR. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk and the Nomination, Governance, Social and Ethics or Sustainability as appropriate.
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Full	David Jones received one customer complaint through the Office of the Australian Commissioner (OAIC) regarding one event of customer data privacy breach. No financial information was lost and there is no evidence of misuse of the information. The complaint was resolved to the satisfaction of both the customer and OAIC with a written response. No other substantiated complaint incidents pertaining to other group operating companies were experienced in FY2016.

## GRI INDEX (CONTINUED)

GRI-G4 INDICATORS		COVERAGE FULL PARTIAL OMISSION	DESCRIPTION AND INFORMATION LINKS
<b>COMPLIANCE</b>			
G4-DMA	Generic Disclosures on Management Approach	–	Our approach to compliance is described in the Risk and Compliance Management Section in the IR. We monitor the effectiveness of our management approach through the submission of quarterly performance reports. Material performance issues are considered by the Risk Committee and the Nomination, Governance, Social and Ethics Committee or Sustainability Committee as appropriate.
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Full	No significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.

