

















WOOLWORTHS HOLDINGS LIMITED
2019 Assurance Summary

ASSURANCE SUMMARY

All Good Business Journey focus areas and related key performance indicators (KPIs) are subject to internal line and senior management reviews and reporting processes. Certain aspects of these focus areas are then further subjected to either an internal or external assurance process.

Currently, the following combination of verification or assurance is obtained on information and programmes that are part of the Good Business Journey:

TYPE OF ASSURANCE	SCOPE	RELATED GBJ FOCUS AREA	SERVICE PROVIDER	CRITERIA
INTERNAL AUDIT	Occupational health and safety at stores and distribution centres	 Health & Wellness	Woolworths Internal Audit	Woolworths stores and distribution centre effectiveness reviews based on the risk and control matrix (RACMI) / audit programme
	<ul style="list-style-type: none"> Specified KPIs in the 2019 GBJ Report: <ul style="list-style-type: none"> The water usage for Woolworths head office, stores, and distribution centres Percentage of Woolworths branded fashion, beauty and homeware locally sourced 	  Ethical Sourcing Water	Ernst & Young Inc. (EY South Africa), a multinational professional services firm. It provides assurance (including financial audit), tax, consulting and advisory services to companies.	Woolworths management-defined criteria for the internal measurement and reporting of KPIs
EXTERNAL VERIFICATION OR ASSURANCE	David Jones greenhouse gas emissions data used in reporting to the National Greenhouse and Energy Reporting Act in Australia	 Energy & Climate Change	Ernst & Young (EY) Australia, a multinational professional services firm. It provides assurance (including financial audit), tax, consulting and advisory services to companies.	National Greenhouse and Energy Reporting Act in Australia
	WHL Group carbon footprint data	 Energy & Climate Change	Global Carbon Exchange (GCX), a boutique sustainability advisory firm	GHG Protocol Corporate Accounting and Reporting Standard
	Woolworths Farming for the Future programme	 Sustainable Farming	An independent specialist agronomy firm	Farming for the Future standard, covering management of soil quality, water, waste and wastewater, biodiversity, pest and plant, substrate and run-off and energy use
	WHL Group suppliers' compliance to the Group Codes of Conduct	 Ethical Sourcing	Various social and ethical audit and certification service providers across the globe, including: IBL, Intertek, Bureau Veritas, SGS, SAI Global, Partner Africa, and TUV	Various global audit and certification standards, including: WRAP, SMETA, SIZA, WIETA, IBL Ethical Audit, SA 8000, BSCI, Betterwork
	Food safety and hygiene at all Woolworths stores, distribution centres (DCs) and suppliers	 Health & Wellness	An independent organisation specialising in food safety management systems auditing and technical support services for retail clients	Woolworths Food Safety and Quality Guidelines, incorporating relevant legislative requirements

TYPE OF ASSURANCE	SCOPE	RELATED GBJ FOCUS AREA	SERVICE PROVIDER	CRITERIA
EXTERNAL VERIFICATION OR ASSURANCE	<ul style="list-style-type: none"> Woolworths free range beef, lamb, and Kinder to Sows pork 	 <i>Sustainable Farming</i>	SAMIC, DAFF assignee	Woolworths Free Range and Kinder to Sows Guidelines, incorporating relevant best practice and legislative requirements
	<ul style="list-style-type: none"> Woolworths free range chicken and eggs 	 <i>Sustainable Farming</i>	An independent service provider of quality, health and safety, environmental and food safety solutions for various industries	Woolworths Free Range Broiler and Egg Production Guidelines, incorporating relevant best practice and legislative requirements
	<ul style="list-style-type: none"> Woolworths rBST-free milk 	 <i>Sustainable Farming</i>	An independent laboratory and agency, charged with promotion of compliance	Woolworths specifications, incorporating industry requirements
	<ul style="list-style-type: none"> Animal welfare at selected Woolworths farms 	 <i>Sustainable Farming</i>	An independent, international food sustainability research, data and consultancy business	International best practice
	<ul style="list-style-type: none"> WHL Group BBBEE score 	  <i>People & Transformation</i> <i>Social Development</i>	Mazars, an international, integrated and independent firm, specialising in audit, accountancy, advisory and tax services	Broad-Based Black Economic Empowerment Act Codes of Good Practice

LOOKING AHEAD

STARTING IN THE 2020 FINANCIAL YEAR:

- Selected Good Business Journey KPIs tracked and reported by business units throughout the Group will be included in internal audit's multi-year audit plan on a rolling basis
- The Good Business Journey Report will be subjected to an AccountAbility AA1000 assurance process, in which the Group's adherence to the AA1000 principles will be assured along with selected specified KPIs. The AA1000 principles are: inclusivity, materiality, responsiveness, and impact

**To find out more about
what we're doing, visit**

**We appreciate any feedback on our Good Business Journey Report.
Please contact GoodBusinessJourney@woolworths.co.za**
