



WOOLWORTHS HOLDINGS LIMITED

2020 Glossary

START

GLOSSARY

ABBREVIATIONS USED IN THE SUSTAINABILITY REPORTING SUITE

A

ALNF: Australian Literacy and Numeracy Foundation, an organisation dedicated to raising language, literacy, and numeracy standards in Australia and raising funds to develop, implement and sustain innovative projects for individuals, families, and communities

APCO: Australian Packaging Covenant Organisation, a co-regulatory, not-for-profit organisation that partners with government and industry to reduce the harmful impact of packaging on the Australian environment

ARL: Australian Recycling Label, a standardised label providing recycling information for packaging

ASC: Aquaculture Stewardship Council, an independent, non-profit organisation and labelling organisation that establishes a protocol on farmed seafood while ensuring sustainable aquaculture

B

BBBEE: Broad-Based Black Economic Empowerment

BCI: Better Cotton Initiative, a non-profit organisation that promotes better standards in cotton farming and practices

BEE: Black Economic Empowerment

BONSUCRO: An international not-for-profit, multi-stakeholder organisation established in 2008 to promote sustainable sugar cane

BST: A naturally occurring hormone produced by dairy cows to regulate their milk production

C

CGCSA: Consumer Goods Council of South Africa, a non-profit organisation representing the interests of more than 12 000 member companies engaged in the manufacture, retail, wholesale, and distribution of consumer goods

CDP (formerly Carbon Disclosure Project): A not-for-profit organisation that supports companies and cities to disclose their environmental impacts. It aims to make environmental reporting and risk management a business norm and drives disclosure, insight, and action towards a sustainable economy

COVID-19: An infectious disease caused by the newly discovered coronavirus

CPC: Connected People Council: A collective forum of Woolworths' senior executives from across the business. It is chaired by the Woolworths SA CEO, and its purpose is to improve the employee experience across all aspects – physical, emotional, and technological

CRG: Country Road Group Proprietary Limited, a trading subsidiary of Woolworths Holdings Limited

D

DC: Distribution centre

DJ: David Jones Proprietary Limited, a trading subsidiary of Woolworths Holdings Limited

dti: Department of Trade and Industry

E

EAP: Employee Assistance Programme, an employee benefit programme that assists employees with personal and/or work-related problems that may impact their job performance, health, and mental and emotional wellbeing

E (Continued)

EE: Employment Equity

EPI00: Energy Productivity 100, an initiative of The Climate Group to help companies double their energy productivity

ERM: Environmental Resource Management

ESD: Enterprise and Supplier Development

EY: Ernst & Young Inc.

F

FAI: Food Animal Initiative

FBH: Fashion, Beauty and Home

FSC: Forest Stewardship Council, an international non-profit, multi-stakeholder organisation which aims to promote responsible management of the world's forests

FY: Financial Year

G

GBCSA: Green Building Council of South Africa, an organisation overseeing green building in South Africa. The GBCSA developed the Green Star SA rating tools to provide the property industry with an objective measurement tool for green buildings and to recognise and reward environmental leadership in the property industry

GBJ: The Good Business Journey, Woolworths Holdings Limited's programme to assist it in achieving its vision of becoming one of the world's most responsible retailers

GCX: Global Carbon Exchange, a boutique sustainability advisory firm

GMO: Genetically modified organisms: a plant, animal, microorganism or other organisms whose genetic make-up has been modified in a laboratory using genetic engineering or transgenic technology

H

HDPE: High Density Polyethylene, a thermoplastic polymer produced from the monomer ethylene

HDSA: Historically Disadvantaged South Africans

HIV: Human Immunodeficiency Virus

J

JSE: Johannesburg Stock Exchange, South Africa's primary securities exchange

K

KPI: Key Performance Indicator

L

LDPE: Low-density polyethylene, a thermoplastic made from ethylene

LWG: Leather Working Group, a collection of member brands, retailers, product manufacturers, leather manufacturers, chemical suppliers, machinery suppliers, technical experts, and other service providers that work together to maintain environmental stewardship protocols specifically for the leather manufacturing industry

M

MSC: Marine Stewardship Council, an independent, non-profit organisation which sets a standard for sustainable fishing

MSG: Monosodium glutamate

MySchool MyVillage MyPlanet: One of South Africa’s biggest community fundraising programmes. Funds are raised for schools, charities and environmental organisations through a card system that allows supporters to raise funds for their beneficiary (school or charity) every time they shop at Woolworths or our partner stores. Partners make a contribution on behalf of the supporter/cardholder to the beneficiaries the supporters have selected

N

NBI: National Business Initiative, a voluntary coalition of South African and multinational companies, working towards sustainable growth and development in South Africa

NECT: National Education Collaboration Trust, an organisation dedicated to strengthening partnerships within civil society and between civil society and government in order to achieve South Africa’s national goals for basic education

NGER: National Greenhouse and Energy Reporting Act, an Australian national framework for corporations to report greenhouse gas (GHG) emissions, energy consumption, and energy production

O

OCRF: Ovarian Cancer Research Foundation

OPRL: On-pack Recycling Labelling, a simple and clear system of indicating recyclability of product packaging

P

PET: Polyethylene terephthalate, a type of plastic

PETA: People for the Ethical Treatment of Animals

R

RAP: Reconciliation Action Plan

rBST: A synthetic version of BST, often given to cows to increase their milk production

RDS: Responsible Down Standard, an independent, voluntary global standard which aims to ensure that down and feathers come from animals that have not been subjected to unnecessary harm

rPET: Recycled polyethylene terephthalate, or recycled PET

RSPCA: Royal Society for the Prevention of Cruelty to Animals, a charity that promotes animal welfare

RSPO: Roundtable for Sustainable Palm Oil, a non-governmental organisation whose objective is to promote the growth and use of sustainable oil palm products through credible global standards and engagement of stakeholders

RTRS: Roundtable for Responsible Soy, an initiative formed by multiple parties, including soy producers, retailers, and civil society organisations, to promote sustainable soy production and trade on a global level

S

SA-EU DF: South Africa-European Union Dialogue Facility

SAICA: South African Institute of Chartered Accountants

SAGEA: South African Graduate Employers Association

SALBA: South African Liquor Brand Owners Association

SANCCOB: A registered non-profit organisation whose primary objective is to reverse the decline of seabird populations through the rescue, rehabilitation and release of ill, injured, abandoned and oiled seabirds

SED: Supplier And Enterprise Development

SETA: Sector Education and Training Authority

S

SI: Sustainability Institute, an international living and learning centre providing learning experiences in ecology, community, and spirit

SIZA: Sustainability Initiative of South Africa, a membership-based, freestanding, non-profit company designed to assist farmers with ethical labour and environmental practice compliance. It is a South African standard – developed, owned and operated in South Africa but aligned to global best practices

SME: Small and mid-size enterprises, businesses that maintain revenues, assets or a number of employees below a certain legislated threshold

SMETA: SEDEX Members’ Ethical Trade Audit, an ethical audit format which reports on Sedex’s four pillars of Labour, Health and Safety, Environment, and Business Ethics

SUSFARMS®: A sustainable sugarcane farm management framework

T

TB: Tuberculosis

TOPP: Training Outside Public Practice, an accredited training programme for Chartered Accountants in South Africa

TVET: Technical and Vocational Education and Training

U

UNGC: United Nations Global Compact, a voluntary initiative based on company CEO commitments to implement universal sustainability principles and to take steps to support UN goals

UNICEF: United National International Children’s Emergency Fund, a charity working to improve the lives of children and their families

UN SDGs: United Nations Sustainable Development Goals, a call for action by UN member states to promote prosperity while protecting the environment in order to achieve a better world for people and our planet by 2030

UTZ: A label and programme for sustainable farming of coffee, cocoa, tea and hazelnuts

W

WASH: Water, sanitation, and hygiene

WFI: Water Footprint Index, a customised water tool for farmers on Woolworths Farming for the Future programme to track water use, efficiency, and wastewater

WBCSD: World Business Council on Sustainable Development

WFS: Woolworths Financial Services Proprietary Limited, a joint venture between Woolworths and Absa Bank that supports the Woolworths retail business by providing financial services to Woolworths’ customers

WGEA: Workplace Gender Equality Agency, an Australian government statutory agency responsible for promoting and improving gender equality in Australian workplaces

WHL/WHL Group: Woolworths Holdings Limited, a southern hemisphere retail Group that has been listed on the Johannesburg Stock Exchange Limited (JSE) since 1997. It is one of the top JSE-listed companies. The Group trades through three operating subsidiaries, including Woolworths Proprietary Limited (Woolworths or WSA), Country Road Group Proprietary Limited (Country Road Group or CRG), and David Jones Proprietary Limited (David Jones or DJ). Woolworths Financial Services Proprietary Limited (WFS) is a joint venture with Absa Bank, which holds the controlling interest in the joint venture

WIETA: Wine and Agricultural Ethical Trade Association, an association that drives a sustainable ethical trade programme for the South African wine industry and aligned sectors. WIETA is also a globally recognised ethical auditing body registered with the Global Social Compliance Programme (GSCP)

Woolworths/Woolworths SA/WSA: Woolworths Proprietary Limited, a trading subsidiary of Woolworths Holdings Limited

WWF-SA: Worldwide Fund for Nature South Africa, a non-governmental organisation that is dedicated to protecting South Africa’s natural heritage. This includes plant and animal species and people

Y

YES: Youth Employment Service, an organisation aimed at benefitting one million South African youth, launched by the President of the Republic of South Africa in March 2018

GLOSSARY OF TERMS USED IN THE SUSTAINABILITY REPORTING SUITE

A

Aerothene: Recyclable foam wrap made from expanded polyethylene

Agronomy: The science of soil management and crop production

Anker Methodology: A methodology to measure a decent but basic standard of living in different countries, and how much workers need to earn to support themselves and their families. This information allows researchers to estimate comparable living wages around the world and determine gaps between living wages and prevailing wages, even in countries with limited secondary data

Anthropogenic: An effect or object resulting from human activity

Aspartame: Artificial sweetener

Aware.org: A South African non-profit organisation registered with the Department of Social Development that focuses on preventing the negative consequences of alcohol abuse

Azo dye: Synthetic dye

B

Bangladesh Accord on Fire and Building Safety: An independent and legally binding agreement between brands and trade unions to work together towards a safe and healthy garment and textile industry in Bangladesh

Benthic: Various organisms found in and on the seabed

Bokashi: Fermented organic matter used in food composting

Botanicca: Head office of Country Road Group and David Jones

C

Canopy: A non-profit environmental organisation dedicated to protecting the world's forests, species, and climate

Carbon dioxide equivalent (CO₂e): A measure used to compare the emissions from various types of greenhouse gases (GHG) based on their global warming potential (GWP)

Carbon footprint: The total amount of greenhouse gas emissions released into the atmosphere as a result of the activities of a particular individual, organisation, or community

CEO Water Mandate: A UN Global Compact Initiative that mobilises business leaders on water, sanitation, and the Sustainable Development Goals

Cocoa Life: A sustainable cocoa sourcing programme

Commodity: A raw material or primary agricultural product that can be bought and sold, for example, cotton or palm oil

Context-based water target: A specific, time-bound objective that sets the desired outcome to include both a component that speaks to the company's water performance and a component that speaks to the water basin's conditions

Cyclamate: Synthetic sweetener

D

Data logger: An electronic device used to store data over time

Detox: A programme championed by Greenpeace for the removal of hazardous chemicals from the production of clothing garments

E

ECOVERA™ viscose: A viscose made using sustainable wood from controlled sources which are either FSC (Forest Stewardship Council) or PEFC (Programme for Endorsement of Forest Certification Schemes) certified in Europe, instead of bamboo or eucalyptus which are commonly used in normal viscose production

Energy productivity: An indicator of the amount of economic output that is derived from each unit of energy consumed

ETI base code: The ETI Base Code is founded on the conventions of the International Labour Organisation (ILO) and is an internationally recognised code of labour practice

F

Farming for the Future: A scientific, data-based approach to farming developed by Woolworths, that aims to manage a farm as part of its wider ecosystem. The programme comprises various modules for which data points are measured at a farm level, including data related to soil biology, water use efficiency, crop protection, energy use, irrigation efficiency, and leakages and wastewater management. This data is then used by farmers to make decisions that will assist them in making continual improvements over time with the aim of enabling them to produce more food, with fewer natural resources. The programme is geared towards improving the farm's resilience, yield, and profitability while at the same time enhancing its ecosystem's capacity over time

F (Continued)

Fashion Transparency Index: The Fashion Transparency Index ranks 250 of the world's largest fashion brands and retailers according to how much they disclose about their social and environmental policies, practices, and impact

Fishing for the Future: Woolworths' approach to procuring responsibly sourced seafood as part of its Good Business Journey

FoodForward SA: A non-profit organisation that recovers edible surplus food at various stages of the food value chain, and redistributes it to communities in need across the country, thereby improving access to food and reducing food waste to landfill

Flushing rate: Time needed to replace water volume

Fur: Any fur from animals bred and farmed purely for their skins, including mink, sable, chinchilla, fox, muskrat, racoon dog, rabbit, astrakhan, and karakul. It excludes by-products of the meat industry, such as shearing and sheepskin

G

GHG Protocol Corporate Standard: A standard that provides requirements and guidance for companies and other organisations preparing a GHG (greenhouse gas) emissions inventory (carbon footprint)

Global Living Wage Coalition: The Global Living Wage Coalition brings together Fairtrade International, GoodWeave International, the Rainforest Alliance, and Social Accountability International (SAI), in partnership with the ISEAL Alliance and international living wage experts Dr Richard Anker and Ms Martha Anker, with the shared mission to see continuous improvements in workers' wages in the farms, factories, and supply chains participating in their respective certification systems and beyond, and with the long-term goal for workers to be paid a living wage. The Global Living Wage Coalition (GLWC) aims to develop living wage benchmark estimates in many countries based on a single definition and methodology to calculate living wage, and as a critical step to enable industries and companies to move towards paying a living wage

Global Reporting Initiative (GRI) Standard: A widely adopted global standard for sustainability reporting

Global Sustainable Seafood Initiative: A global partnership that has established a benchmark for seafood certification schemes

Green Cafés programme: A sustainability programme for WCafés that sets out key goals to drive year-on-year continuous improvement in terms of the following key principles: responsible sourcing, healthy food options, packaging and food waste, ethics and people, and environmental impacts

Green factories programme: A Woolworths' supplier self-assessment covering sustainability management, water, energy, climate change, waste, food waste, human rights, employee wellbeing, packaging, transformation, and responsible sourcing. Based on the score, suppliers are ranked according to their performance with a red, bronze, silver or gold rating

Greenhouse gas (GHG) emissions: Emissions of gases, both natural and anthropogenic, that trap heat in the atmosphere and cause the greenhouse effect

I

Internal green building protocol: A Woolworths specification for the design of new stores which stipulates various eco-friendly requirements, with an internal rating of platinum, gold or silver awarded depending on which requirements are met by each new store

International Integrated Reporting Council (IIRC): The IIRC is a global coalition of regulators, investors, companies, standard setters, the accounting profession and NGOs. The coalition is promoting communication about value creation as the next step in the evolution of corporate reporting

International Labour Organisation (ILO) conventions: International labour standards and legal instruments drawn up by the ILO's constituents (governments, employers, and workers) setting out basic principles and rights at work

K

King IV™ Report on Corporate Governance in South Africa, 2016: South Africa's code of corporate governance

Key commodities: Palm oil, cocoa, coffee, sugar, soya, cotton, man-made cellulose fabrics, leather, and timber

Kinder to Sows pork: Pork sourced from farms that no longer use sow stalls to restrain pregnant sows for prolonged periods, reducing the time adult sows spend in gestation crates from 16 weeks to under one week

L

Living wage: A wage that is high enough to maintain a decent, but basic standard of living

M

Mass balance: The purchase of 100% certified sustainable commodity equivalent to the volume of commodity needed for a certain product (range). The certified commodity physically enters the supply chain but is not necessarily physically separated (segregated) from non-certified commodity throughout the whole chain. This process minimises logistical barriers related to sustainable commodity uptake and means that certified farmers still fully benefit from the better conditions

M (Continued)

Modern slavery: Institutional slavery such as trafficking in persons, slavery, servitude, forced labour, forced marriage, debt bondage, deceptive recruiting for labour or services, and child labour

Mulesing: A painful surgical procedure involving the removal of strips of wool-bearing skin from around the breech of a sheep to prevent the parasitic infection known as flystrike

N

Nitrification: The process by which bacteria in soil and water oxidise ammonia and ammonium ions and form nitrites and nitrates

O

Oeko-TEX® 100 Standard: Oeko-Tex® is a worldwide association of independent institutes for product safety and sustainable production in the textile industry. The standard 100 by Oeko-Tex® is used for the testing and certification of textile products

OzHarvest: An Australian food rescue organisation which collects quality excess food from commercial outlets and delivers it directly to more than 1 300 charities

P

Pathogen: A bacterium, virus, or other microorganism that can cause disease

Plant-based: Plant-based products encompass a spectrum of eating patterns that focus on eating whole plants, including vegetables, fruits, whole grains, nuts, seeds, and legumes, and eating fewer or no animal products

Polyolefin: A type of plastic

Polyethylene: A type of plastic

Polystyrene: A clear plastic or stiff foam, a polymer of styrene, used to make packaging

Primary suppliers: A supplier that supplies Woolworths directly

Private label products: Goods that are manufactured or produced for and sold under the name of one of Woolworths Holdings Limited's trading subsidiaries

R

Rainforest Alliance: An international non-profit organisation working at the intersection of business, agriculture, and forests to make responsible business the new normal

Responsible sourcing: The procurement of products as well as raw material commodities from sources, be they farms or factories, which apply environmental and social best practice and are accredited to applicable best-in-class third-party standards

Responsible Wool Standard: A standard which certifies that sheep farmers meet rigorous animal welfare and land management requirements

Reverse osmosis: A water purification process that uses a partially permeable membrane to remove ions, unwanted molecules and larger particles from drinking water

Reverse vending machine: A machine that customers can use to dispose of their recyclables

S

Saccharine: Artificial sweetener

Science-based targets: Reduction targets adopted by companies to reduce greenhouse gas (GHG) emissions in line with the latest climate science in order to meet the goals of the Paris Agreement – to limit global warming to well below 2°C above pre-industrial levels

Scope 1 emissions: Greenhouse gas emissions from sources that are owned or controlled by the reporting company

Scope 2 emissions: Greenhouse gas emissions from the generation of electricity, heat, or steam that has been purchased by the reporting company

Scope 3 emissions: This includes all other indirect greenhouse gas emissions that occur in a company's value chain

Secondary suppliers: An indirect supplier to Woolworths, i.e., a supplier who supplies to a Woolworths supplier

SEDEX: A not-for-profit membership organisation for businesses committed to the continuous improvement of ethical performance within their supply chains

SEDEX Members Ethical Trade Audit (SMETA): An ethical audit format which reports on SEDEX's four pillars of Labour, Health and Safety, Environment, and Business Ethics

South African Plastics Pact: A collaborative initiative that brings together key stakeholders from the South African plastics value chain, including businesses, the South African government and non-governmental organisations to tackle plastic waste and pollution at its source

Supima cotton: A superior cotton blend, known for its strength, softness and colour retention, grown on the West Coast of the United States

S (Continued)

Sustainability attributes: A product characteristic that contributes to minimising the social and/or environmental impacts of a Woolworths Holdings Limited private label product at one or more stages of the value chain

Sustainable Cotton Ranking: An assessment, performed by Pesticide Action Network UK, Solidaridad and WWF, that ranks 77 companies from across the globe on their policy, traceability and actual uptake of sustainable cotton

Sustainable farming: Farming and fishing practices that promote a sustainable food system, in which soil health is improved, water supply is protected, biodiversity is restored, rural livelihoods are supported, fish stocks are protected, good animal welfare is promoted, and, ultimately, where sufficient food is provided to meet the needs of customers now and into the future

Sustainable fibres: Fabrics produced in a responsible way, derived from sustainable sources and supported by good farming practices

Swing ticket: Small pieces of card attached to a product, displaying product information, such as the size, material, price and care instructions

T

Tencel™/Lyocell: A biosynthetic fibre made from rapidly growing eucalyptus tree pulp

Turkmenistan Pledge: A pledge that commits signatories to not sourcing cotton from Turkmenistan until forced labour in its cotton sector has been eliminated

V

Vancouver Declaration: A public promise made by companies across the globe to work towards more sustainable sourcing of forest products. It also acts as an endorsement of Forest Stewardship Council (FSC) as the supplier of choice for certification of forest products

Void fill: Cushioning, padding or paper used to fill empty space in boxes, with the ultimate aim of protecting the box's contents during transit

W

Water resilience: The ability to resist, absorb, accommodate, and recover from water-related hazards in a timely and efficient manner

Water Resilience Coalition: An industry-driven, CEO-led coalition of the UN Global Compact's CEO Water Mandate that aims to elevate global water stress to the top of the corporate agenda and preserve the world's freshwater resources through collective action in water-stressed basins and ambitious, quantifiable commitments

Water stewardship: The use of freshwater that is socially equitable, environmentally sustainable, and economically beneficial, achieved through a stakeholder-inclusive process that involves site- and catchment-based actions

We Mean Business Coalition: A global non-profit coalition working with the world's most influential businesses to take action on climate change

WWF Conservation Champion: A voluntary programme in which wine farm landowners commit to biodiversity-friendly farming practices, conservation of their natural areas and to continuously improve the water- and energy efficiencies on their farms

WWF-SA's Water Balance project: A project that aims to protect some of South Africa's most important water source areas through the removal of alien (invasive) vegetation

WWF SASSI: The WWF Southern African Sustainable Seafood Initiative

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
