

WOOLWORTHS HOLDINGS LIMITED






GOOD BUSINESS JOURNEY REPORT










2023 ASSURANCE SUMMARY

START

ASSURANCE SUMMARY

All Good Business Journey (GBJ) 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 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 GBJ:

TYPE OF ASSURANCE	SCOPE, I.E. WHAT IS AUDITED	RELATED GBJ FOCUS AREA	SERVICE PROVIDER	CRITERIA
INTERNAL AUDIT	<ul style="list-style-type: none"> Occupational health and safety at stores and distribution centres 	 HEALTH AND WELLNESS	Woolworths Internal Audit	Woolworths stores and distribution centres effectiveness reviews based on the risk and control matrix (RACM) audit programme
	<ul style="list-style-type: none"> Selected KPIs reported internally as part of the Sustainability Scorecard reporting process 	Various		Woolworths' own internally defined criteria for the measurement and reporting of KPIs
EXTERNAL VERIFICATION OR ASSURANCE	<ul style="list-style-type: none"> Application of the AccountAbility AA1000 Principles of Inclusivity, Materiality, Responsiveness, and Impact Specified KPIs in the 2023 GBJ Report: <ul style="list-style-type: none"> The water usage for Woolworths head office, stores, and distribution centres (kilolitres) Electricity usage intensity per square metre of general letting area for Woolworths corporate stores Percentage of Woolworths private-label Fashion, Beauty and Home (FBH) lines locally sourced Percentage change in Woolworths reusable bag sales Percentage of Woolworths Food private-label products with a sustainability attribute Percentage of Woolworths FBH supplier sites meeting social and ethical compliance requirements Percentage of Woolworths Food supplier sites meeting social and ethical compliance requirements Percentage of Country Road Group supplier sites meeting social and ethical compliance requirements Good Business Journey savings (rand) Assertions of the management approach disclosures on Governance and Management, Social Development, Ethical Sourcing, Packaging and Waste, Water, and Energy and Climate Change 	 PACKAGING AND WASTE  ETHICAL SOURCING  ENERGY AND CLIMATE CHANGE  WATER	Environmental Resources Management Southern Africa (ERM), a member of the ERM Group: a leading global provider of environmental, health, safety, risk, social consulting, and sustainability-related services	AccountAbility AA1000 Assurance Standard (AA1000AS v3), including the AccountAbility Principles (AA1000AP, 2018), and Woolworths' own internally defined 'measurement and reporting criteria' for the selected KPIs in effect for the reporting period

TYPE OF ASSURANCE	SCOPE, I.E. WHAT IS AUDITED	RELATED GBJ FOCUS AREA	SERVICE PROVIDER	CRITERIA
EXTERNAL VERIFICATION OR ASSURANCE	WHL Group carbon footprint data	 ENERGY AND 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 organisation providing professional services as a specialist environmental auditor/assessor	Farming for the Future standard
	WHL Group suppliers' compliance with the Supplier Codes of Conduct	 ETHICAL SOURCING	Various social and ethical audit and certification service providers across the globe, including but not limited to IBL, Intertek, Bureau Veritas, SGS, SAI Global, Partner Africa, and TÜV	Various global audit and certification standards, including but not limited to WRAP, SMETA, SIZA, WIETA, SA 8000, BSCI, and BetterWork
	Food safety and hygiene at all Woolworths stores, distribution centres, and suppliers	 HEALTH AND 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
	Woolworths free range beef, lamb, and Kinder to Sows pork	 SUSTAINABLE FARMING	SAMIC, DALRRD assignee	Woolworths Free Range and Kinder to Sows Guidelines, incorporating relevant best practice and legislative requirements
	Woolworths free range chicken and eggs	 SUSTAINABLE FARMING	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
	Woolworths rBST-free milk	 SUSTAINABLE FARMING	An independent laboratory and agency charged with promotion of compliance	Woolworths specifications, incorporating industry requirements
	Animal welfare at selected Woolworths SA farms	 SUSTAINABLE FARMING	An independent international food sustainability research, data, and consultancy business	International best practice
	WHL Group BBBEE score	 PEOPLE AND SOCIAL DEVELOPMENT	VOS Quantum Solutions CC, a full-service verification, accounting, and advisory firm	Broad-based Black Economic Empowerment Act Codes of Good Practice

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