

WOOLWORTHS HOLDINGS LIMITED









# GOOD BUSINESS JOURNEY REPORT

2024 ASSURANCE SUMMARY

START









# 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 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 (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"> <li>Occupational health and safety at stores and distribution centres</li> </ul>	 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"> <li>Selected KPIs reported internally as part of the Sustainability Scorecard reporting process</li> <li>- Total Waste recycled and sent to landfill for Woolworths Distribution Centres in tonnes</li> <li>- Total non-hazardous waste that recycled and waste sent to landfill for Woolworths Head Office in tonnes</li> <li>- Percentage of Woolworths FBH private label products with a sustainability attribute</li> <li>- Percentage of Woolworths private label FBH product packaging that is reusable or recyclable</li> <li>- Percentage of progress by FBH private label suppliers in eliminating hazardous chemicals</li> <li>- Percentage of Woolworths private label Food packaging that is technically recyclable</li> <li>- Percentage of Woolworths responsibly sourced Coffee</li> <li>- Percentage of Woolworths responsibly sourced Timber</li> </ul>	 PACKAGING AND WASTE   WATER   ETHICAL SOURCING		Woolworths' own internally defined criteria for the measurement and reporting of KPIs
EXTERNAL VERIFICATION OR ASSURANCE	<ul style="list-style-type: none"> <li>Application of the AccountAbility AA1000 Principles of Inclusivity, Materiality, Responsiveness, and Impact</li> <li>Specified KPIs in the 2024 GBJ Report:                             <ul style="list-style-type: none"> <li>- Water usage for Woolworths administration buildings, stores, and distribution centres [kilolitres]</li> <li>- Electricity usage intensity per square metre of general letting area for Woolworths South Africa (WSA) corporate stores (like-for-like) [KWh/m<sup>2</sup>]</li> <li>- Percentage of Woolworths private label Fashion, Beauty and Home (FBH) products locally sourced [%]</li> <li>- Percentage change in reusable bag sales [%]</li> <li>- Percentage of Food private label products with a sustainability attribute [%]</li> <li>- Percentage of supplier sites meeting social and ethical compliance requirements - Fashion, Beauty and Home (FBH) [%]</li> <li>- Percentage of supplier sites meeting social and ethical compliance requirements - Food [%]</li> <li>- Percentage of supplier sites meeting social and ethical compliance requirements - Country Road Group [%]</li> <li>- Annual Good Business Journey (GBJ) savings [Rands]</li> </ul> </li> <li>Assertions of the management approach disclosures on Governance and Management, Social Development, Ethical Sourcing, Packaging and Waste, Water, and Energy and Climate Change</li> </ul>	 WATER   ETHICAL SOURCING   PACKAGING AND WASTE   ENERGY AND CLIMATE CHANGE	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





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<p><b>EXTERNAL VERIFICATION OR ASSURANCE</b></p>	<p>WHL Group carbon footprint data</p>	 ENERGY AND CLIMATE CHANGE	<p>Global Carbon Exchange (GCX), a boutique sustainability advisory firm</p>	<p>GHG Protocol Corporate Accounting and Reporting Standard</p>
	<p>Woolworths Farming for the Future Programme</p>	 SUSTAINABLE FARMING	<p>An independent specialist agronomy firm</p>	<p>Farming for the Future standard, covering management of soil biology, water-use efficiency, crop protection, energy use, irrigation efficiency, and leakages and wastewater management</p>
	<p>WHL Group suppliers' compliance with the Supplier Codes of Conduct</p>	 ETHICAL SOURCING	<p>Various social and ethical audit and certification service providers across the globe, including IBL, Intertek, Bureau Veritas, SGS, SAI Global, Partner Africa, and TÜV</p>	<p>Various global audit and certification standards, including WRAP, SMETA, SIZA, WIETA, IBL Ethical Audit, SA 8000, BSCI, and BetterWork</p>
	<p>Food safety and hygiene at all Woolworths stores, distribution centres, and suppliers</p>	 HEALTH AND WELLNESS	<p>An independent organisation specialising in food safety management systems auditing and technical support services for retail clients</p>	<p>Woolworths Food Safety and Quality Guidelines, incorporating relevant legislative requirements</p>
	<p>Woolworths Free Range beef, lamb, and Kinder to Sows pork</p>	 SUSTAINABLE FARMING	<p>SAMIC, DAFF assignee</p>	<p>Woolworths Free Range and Kinder to Sows Guidelines, incorporating relevant best practice and legislative requirements</p>
	<p>Woolworths Free Range chicken and eggs</p>	 SUSTAINABLE FARMING	<p>An independent service provider of quality, health and safety, environmental, and food safety solutions for various industries</p>	<p>Woolworths Free Range Broiler and Egg Production Guidelines, incorporating relevant best practice and legislative requirements</p>
	<p>Woolworths rBST-free milk</p>	 SUSTAINABLE FARMING	<p>An independent laboratory and agency charged with promotion of compliance</p>	<p>Woolworths specifications, incorporating industry requirements</p>
	<p>Animal welfare at selected Woolworths SA farms</p>	 SUSTAINABLE FARMING	<p>An independent international food sustainability research, data, and consultancy business</p>	<p>International best practice</p>

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<p><b>EXTERNAL VERIFICATION OR ASSURANCE</b></p>	<p>WHL Group B-BBEE score</p>	 <p>PEOPLE AND SOCIAL DEVELOPMENT</p>	<ul style="list-style-type: none"> <li>• VOS Quantum Solutions CC, a full-service verification, accounting and advisory firm</li> <li>• SNG Grant Thornton</li> </ul>	<p>Broad-based Black Economic Empowerment Act Codes of Good Practice</p>
	<p>Green Star 5-Star certification</p>	 <p>ENERGY AND CLIMATE CHANGE</p>	<p>In-house specialist and Green Star Accredited Professional (GSAP)</p>	<p>Green Star Interiors V1.3</p>
	<p>Sustainable cotton</p>	 <p>ETHICAL SOURCING</p>	<p>QIMA</p>	<p>Better Cotton Independent Assessment</p>
	<p>Section 12L claim: Energy consumption</p>	 <p>ENERGY AND CLIMATE CHANGE</p>	<p>Deloitte</p>	<p>SANEDI Measurement &amp; Verification requirements</p>

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

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*For company-specific information, visit*

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*We appreciate any feedback on our Good Business Journey Report. Please contact [GoodBusinessJourney@woolworths.co.za](mailto:GoodBusinessJourney@woolworths.co.za)*