

WOOLWORTHS HOLDINGS LIMITED







GOOD BUSINESS JOURNEY REPORT









2025 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	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
	<p>Selected KPIs reported internally as part of the Sustainability Scorecard reporting process</p> <ul style="list-style-type: none">• Percentage of total cocoa units responsibly sourced [%]• Percentage of total seafood units responsibly sourced [%]• Percentage of FBH supplier sites audited during the year [%]• Percentage of Wbeauty products not tested on animals (certified by beauty without Cruelty) [%]• Total number of woolworths stores with LED lighting• Percentage of Woolworths stores with natural gas refrigeration [%]• Total Waste recycled and sent to landfill for Woolworths Distribution Centres [Tonnes]• Total number of small holder farmers assisted with seeds for coffee trees• Total number of Woolworths Food stores on the FoodShare platform• Percentage of direct operations with online water meters [%]	 PACKAGING AND WASTE  WATER  ETHICAL SOURCING  SUSTAINABLE FARMING  ENERGY AND CLIMATE CHANGE		Woolworths’ own internally defined criteria for the measurement and reporting of KPIs

TYPE OF ASSURANCE	SCOPE, I.E., WHAT IS AUDITED	RELATED GBJ FOCUS AREA	SERVICE PROVIDER	CRITERIA
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 2025 GBJ Report:<ul style="list-style-type: none">◦ Water usage for Woolworths administration buildings, stores, and distribution centres [kilolitres]◦ Electricity usage intensity per square metre of general letting area for Woolworths South Africa (WSA) corporate stores (like-for-like) [KWh/m²]◦ Percentage of Woolworths private label Fashion, Beauty and Home (FBH) products locally sourced [%]◦ Percentage of Woolworths Food private label products with at least two sustainability attributes [%]◦ Percentage of Food private label products with a sustainability attribute [%]◦ Percentage of supplier sites meeting social and ethical compliance requirements – Fashion, Beauty and Home (FBH) [%]◦ Percentage of supplier sites meeting social and ethical compliance requirements – Food [%]◦ Percentage of supplier sites meeting social and ethical compliance requirements – Country Road Group [%]◦ Annual Good Business Journey (GBJ) savings [Rands]◦ Percentage of Woolworths FBH private label products with a sustainability attribute [%]◦ Percentage of progress by Woolworths private label FBH suppliers in eliminating hazardous chemicals [%]◦ Percentage of Woolworths responsibly sourced private label Coffee [%]◦ Percentage of Woolworths responsibly sourced Timber [%]• Assertions of the management approach disclosures on Governance and Management, Social Development, Ethical Sourcing, Packaging and Waste, Water, and Energy and Climate Change	<div>WATER</div> <div>ETHICAL SOURCING</div> <div>PACKAGING AND WASTE</div> <div>ENERGY AND CLIMATE CHANGE</div>	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
	WHL Group carbon footprint data	<div>ENERGY AND CLIMATE CHANGE</div>	Global Carbon Exchange (GCX), a boutique sustainability advisory firm	GHG Protocol Corporate Accounting and Reporting Standard
	Woolworths Farming for the Future Programme	<div>SUSTAINABLE FARMING</div>	An independent specialist agronomy firm	Farming for the Future standard, covering management of soil biology, water-use efficiency, crop protection, energy use, irrigation efficiency, and leakages and wastewater management
	WHL Group suppliers’ compliance with the Supplier Codes of Conduct	<div>ETHICAL SOURCING</div>	Various social and ethical audit and certification service providers across the globe, including IBL, Intertek, Bureau Veritas, SGS, SAI Global, Partner Africa, and TÜV	Various global audit and certification standards, including WRAP, SMETA, SIZA, WIETA, IBL Ethical Audit, SA 8000, BSCI, and BetterWork
	Food safety and hygiene at all Woolworths stores, distribution centres, and suppliers	<div>HEALTH AND WELLNESS</div>	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, I.E., WHAT IS AUDITED	RELATED GBJ FOCUS AREA	SERVICE PROVIDER	CRITERIA
EXTERNAL VERIFICATION OR ASSURANCE (Continued)	Woolworths free range beef, lamb, and kinder to sows pork	 SUSTAINABLE FARMING	SAMIC, DAFF 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 B-BBEE score	 PEOPLE  SOCIAL DEVELOPMENT	<ul style="list-style-type: none">• VOS Quantum Solutions CC, a full-service verification, accounting and advisory firm• SNG Grant Thornton	Broad-based Black Economic Empowerment Act Codes of Good Practice
	Green Star 5-Star certification	 ENERGY AND CLIMATE CHANGE	In-house specialist and Green Star Accredited Professional (GSAP)	Green Star Interiors V1.3
	Sustainable cotton	 ETHICAL SOURCING	QIMA	Better Cotton Independent Assessment
	Section 12L claim: Energy consumption	 ENERGY AND CLIMATE CHANGE	Deloitte	SANEDI Measurement & Verification requirements

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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