



# **Coles 2019 Sustainability Reporting Navigator**

## Coles 2019 Sustainability Reporting Navigator

The Coles 2019 Sustainability Report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards – Core Option. Our 2019 Sustainability Reporting Navigator provides the locations within Coles’ 2019 Sustainability Report, 2019 Annual Report and 2019 Corporate Governance Statement where we meet the GRI standards disclosure requirements. It also indicates how we uphold the 10 principles of the United Nations (UN) Global Compact and align with the UN Sustainable Development Goals relevant to our business.

### UN Global Compact principles:

#### Human Rights

**1** Businesses should support and respect the protection of internationally proclaimed human rights.

**2** Businesses should make sure that they are not complicit in human rights abuses.

#### Labour

**3** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

**4** Businesses should uphold the elimination of all forms of forced and compulsory labour.

**5** Businesses should uphold the effective abolition of child labour.

**6** Businesses should uphold the elimination of discrimination in respect of employment and occupation.

#### Environment

**7** Businesses should support a precautionary approach to environmental challenges.





**8** Businesses should undertake initiatives to promote greater environmental responsibility.

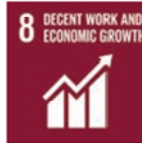


**9** Businesses should encourage the development and diffusion of environmentally friendly technologies.




#### Anti-Corruption

**10** Businesses should work against corruption in all its forms, including extortion and bribery.

### UN Sustainable Development Goals relevant to our business:

Sustainable communities	
SDG	Coles' contribution
	We are directly aligned with this goal through our commitment to alleviate hunger in communities by donating unsold edible food.
	In addition to the healthy and nutritious products we provide, we promote health and wellbeing to our team members, our customers and the community.
	Coles' commitment to an inclusive workplace and gender equality starts at the top, with a diverse Board of Directors and a goal of achieving 40% representation of women in leadership positions at an organisational level by 2023.
	

Sustainable products	
SDG	Coles' contribution
	Our health and safety initiatives, the thousands of new jobs we create each year, and our commitment to protect human rights in our operations and supply chain contribute to the objectives of decent work and economic growth.
	Our ethical sourcing requirements and our sustainable packaging commitments play an important role in the sustainable manufacturing, production and consumption of products.
	We have partnerships throughout our supply chains to deliver sustainable outcomes.

Sustainable environmental practices	
SDG	Coles' contribution
	We advance the objective of this goal through our investments in energy efficiency and reducing greenhouse gas emissions. The implementation of a Climate Change Strategy will further our response to climate change.
	All Own Brand seafood is responsibly sourced to help ensure the future sustainability of marine ecosystems.
	Our sustainable sourcing commitments and product certifications support environmental biodiversity.

GRI Disclosure Number	GRI Disclosure Title	Coles' Response SR = Coles 2019 Sustainability Report AR = Coles 2019 Annual Report CGS = Coles 2019 Corporate Governance Statement	UNGC Principles	UN SDGs
General Disclosures				
102-01	Name of the organization	Coles Group Limited (Coles)		
102-02	Activities, brands, products, and services	SR: About Coles p.2 Note: Coles does not sell banned products.		
102-03	Location of headquarters	SR: About Coles p.2 Note: Coles is headquartered in Victoria, Australia		
102-04	Location of operations	SR: About Coles p.2 Note: Coles' retail presence is across Australia		
102-05	Ownership and legal form	Coles 2019 Annual Report p.1 Note: In November 2018, Coles demerged from Wesfarmers Limited, re-joining the ASX as an independent listed company (Coles Group Limited)		
102-06	Markets served	SR: About Coles p.2		
102-07	Scale of the organization	SR: About Coles p.2 AR: 2019 performance p.4		
102-08	Information on employees and other workers	SR: Our Data (Team Members) pp.68-69	6	8
102-09	Supply chain	SR: Supporting Australian farmers and suppliers p.21		
102-10	Significant changes to the organization and its supply chain	AR: About Coles p.2; State of Affairs (Demerger) p.47 CGS: FY19 corporate governance highlights p.4	7	
102-11	Precautionary Principle or approach	SR: Risk Management p.62 AR: How we manage risk pp.30-33 CGS: Risk management pp.13-14		
102-12	External initiatives	SR: Sustainability commitments pp.66-67	7	
102-13	Membership of associations	SR: Stakeholder engagement pp.64-66	7	
102-14	Statement from senior decision-maker	SR: Letter from our Chairman and MD&CEO p.1		
102-15	Key impacts, risks, and opportunities	SR: Letter from our Chairman and MD&CEO p.1		
102-16	Values, principles, standards, and norms of behaviour	SR: Letter from our Chairman and MD&CEO p.1; Our vision, purpose and strategy p.2 AR: Welcome to Coles p.3	10	

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102-17	Mechanisms for advice and concerns about ethics	SR: Ethical business Conduct p.63 CGS: A culture of acting lawfully, ethically and responsibly p.43	10	
102-18	Governance structure	SR: Sustainability governance p.5; Coles Board and management p.62 AR: FY19 corporate governance highlights p.4 CGS: Audit and Risk Committee p.10		
102-19	Delegating authority	SR: Sustainability governance p.5; Coles Board and management p.62. AR: Audit and Risk Committee p.10		
102-20	Executive-level responsibility for economic, environmental, and social topics	SR: Sustainability governance p.5; Coles Board and management p.62. AR: Audit and Risk Committee p.10		
102-21	Consulting stakeholders on economic, environmental, and social topics	SR: Stakeholder engagement pp.64-66. CGS: Communicating with shareholders p.12.		
102-22	Composition of the highest governance body and its committees	AR: Corporate Governance pp.38-43 CGS: Roles and responsibilities pp.5-7		5
102-24	Nominating and selecting the highest governance body	CGS: Director nomination and succession p.8		5
102-25	Conflicts of interest	CGS: Conflicts of Interest p.7		
102-26	Role of highest governance body in setting purpose, values, and strategy	SR: Sustainability governance p.5		
102-28	Evaluating the highest governance body's performance	CGS: Performance reviews and evaluations p.8		
102-29	Identifying and managing economic, environmental, and social impacts	SR: Risk Management p.62 AR: How we manage risk pp.30-33 CGS: Risk management pp.13-14		
102-30	Effectiveness of risk management processes	SR: Risk Management p.62 CGS: Audit and Risk Committee p.10; Risk management pp.13-14	7	

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102-31	Review of economic, environmental, and social topics	AR: Directors meeting p.47		
102-32	Highest governance body's role in sustainability reporting	SR: Sustainability governance p.5		
102-33	Communicating critical concerns	CGS: Communications with shareholders p.12		
102-35	Remuneration policies	AR: Remuneration Report pp. 50-62		
102-36	Process for determining remuneration	AR: Remuneration Report pp. 50-62		
102-37	Stakeholders' involvement in remuneration	AR: Remuneration Report pp. 50-62		
102-40	List of stakeholder groups	SR: Stakeholder engagement p.64		
102-41	Collective bargaining agreements	SR: Workplace relations p.12	1,3	8
102-42	Identifying and selecting stakeholders	SR: Stakeholder engagement p.64-66		
102-43	Approach to stakeholder engagement	SR: Stakeholder engagement p.64-66		
102-44	Key topics and concerns raised	SR: Stakeholder engagement p.64-66		
102-45	Entities included in the consolidated financial statements	AR: Financial Report pp.64-96		
102-46	Defining report content and topic Boundaries	SR: Understanding our material sustainability issues p.5		
102-47	List of material topics	SR: Understanding our material sustainability issues p.5		
102-48	Restatements of information	<i>Note: Restatements are notated (where applicable) throughout the Sustainability Report</i>		
102-49	Changes in reporting	<i>Note: Prior to FY19, Coles' sustainability information was reported in the Wesfarmers Limited Sustainability Report. No significant changes in the list of material topics from previous reporting periods (under Wesfarmers Limited)</i>		
102-50	Reporting period	SR: About this Sustainability Report. For the period 1 July 2018 to 30 June 2019 (FY19).		
102-51	Date of most recent report	SR: About this Sustainability Report p.73 <i>Note: Prior to FY19, Coles' sustainability information was reported in the Wesfarmers Limited Sustainability Report.</i>		
102-52	Reporting cycle	Annual		

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102-53	Contact point for questions regarding the report	Sustainability@coles.com.au Investor.relations@colesgroup.com.au		
102-54	Claims of reporting in accordance with the GRI Standards	SR: About this Sustainability Report p.73 <i>This report has been prepared in accordance with the GRI Standards: Core option.</i>		
102-55	GRI content index	This is Coles' GRI Content Index		
102-56	External assurance	SR: Independent Assurance Statement p.72		
103-01	Explanation of the material topic and its Boundary	Within each section of the Report		
103-02	The management approach and its components	Within each section of the Report		
103-03	Evaluation of the management approach	Within each section of the Report		

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Economic Performance				
201-01	Direct economic value generated and distributed	SR: How we create value pp.8-9 SR: Supporting our community and charity partners pp.28-33		2,5,8
201-02	Financial implications and other risks and opportunities due to climate change	SR: Climate Change pp.50-51 AR: How we manage risk (Climate change) pp.31-32; Climate change pp.35-36	7	3
Economic - Market Presence				
202-01	Ratios of standard entry level wage by gender compared to local minimum wage	SR: Workplace relations p.12	6	5,8
Economic -Indirect Economic Impacts				
203-01	Infrastructure investments and services supported	SR: How we create value pp.8-9		2,5,17
203-02	Significant indirect economic impacts	SR: How we create value pp.8-9; United Nations Global Compact and UN Sustainable Development Goals p.67		2,3,8,10,17
Economic - Procurement Practices				
204-01	Proportion of spending on local suppliers	SR: Supporting Australian farmers and suppliers p.21		12,17
Economic - Anti-corruption				
205-01	Operations assessed for risks related to corruption	SR: Anti-corruption and bribery p.63 AR: A culture of acting lawfully, ethically and responsibly p.43	10	12
Anti-competitive Behaviour				
206-01	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	<i>There were no material legal actions for anti-competitive behaviour, anti-trust, and monopoly practices during the year.</i>		



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Environment - Energy				
302-01	Energy consumption within the organization	SR: Greenhouse gas and energy efficiency pp.52-54; Our data - Environment p.71 <i>Note: Parts a. - e. are not applicable to our businesses.</i>	7,8	8,13
302-02	Energy consumption outside of the organization	SR: Greenhouse gas and energy pp.52-54; Our data (Environment) p.71	8	8,13
302-03	Energy intensity	SR: Greenhouse gas and energy pp.52-54; Our data (Environment) p.71 <i>Note: These relate to electricity only.</i>	8	8,13
302-04	Reduction of energy consumption	SR: Greenhouse gas and energy pp.52-54; Our data (Environment) p.71 <i>Note: These relate to electricity reductions only and comply with NGER measurement guidelines</i>	8,9	8,13
Environment - Water				
303-01	Water withdrawal by source	Water p.58; Our data (Environment p.71) <i>Note: We report on water use only</i>	7,8	
Environment – Emissions				
305-01	Direct (Scope 1) GHG emissions	SR: Greenhouse gas and energy pp.52-54; Our data (Environment p.71)	7,8,	3,12,13,14,15
305-02	Energy indirect (Scope 2) GHG emissions	SR: Greenhouse gas and energy pp.52-54 Our data (Environment p.71) <i>Note: We report our greenhouse gas emissions under the National Greenhouse and Energy Reporting (NGER) scheme, for businesses where we have operational control as defined by the NGER Act.</i>	7,8,	3,12,13,14,15
305-03	Other indirect (Scope 3) GHG emissions	SR: Greenhouse gas and energy pp.52-54; Our data (Environment p.71) <i>Note: We report our greenhouse gas emissions under the National Greenhouse and Energy Reporting (NGER) scheme, for businesses where we have operational control as defined by the NGER Act.</i>	7,8,	3,12,13,14,15



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305-4	GHG emissions intensity	SR: Greenhouse gas and energy pp.52-54; Our data (Environment p.71) <i>Note: We report our greenhouse gas emissions under the National Greenhouse and Energy Reporting (NGER) scheme, for businesses where we have operational control as defined by the NGER Act.</i>	8	13,14,15
305-5	Reduction of GHG emissions	SR: Greenhouse gas and energy pp.52-54; Our data (Environment p.71) <i>Note: We report our greenhouse gas emissions under the National Greenhouse and Energy Reporting (NGER) scheme, for businesses where we have operational control as defined by the NGER Act.</i>	7,8,9	13,14,15
Environment - Effluents and Waste				
306-02	Waste by type and disposal method	<i>Note: Coles does not generate hazardous waste. Coles reports on non-hazardous waste to landfill and materials diverted from landfill (i.e. reused, repurposed, recycled, composted or converted to energy)</i> SR: Waste and recycling p.55; Our data (Environment p.71)	8	14,15
306-03	Significant spills	<i>Note: There were no significant spills from our Coles Express sites (fuel division).</i>	8	14,15
Environment - Environmental Compliance				
307-01	Non-compliance with environmental laws and regulations	<i>Note: Coles had not significant fines and/or non-monetary sanctions in relation to non-compliance with environmental laws and/or regulations during FY19.</i>	8	14,15
Environment - Supplier Environmental Assessment				
308-01	New suppliers that were screened using environmental criteria	SR: Human rights in the supply chain (Ethical sourcing) pp.40-41		

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Social – Employment				
401-01	New employee hires and employee turnover	SR: Team member development p.12; Our data (People) pp.68-69	6,7,8	5,8
401-02	Benefits provided to full-time employees that are not provided to temporary or part-time employees	SR: Workplace relations p.12; Flexibility p.15;	6,7,8	8
401-03	Parental leave	SR: Flexibility p.15 <i>Note: We do not report on d. and e. as they are not used internally or by the Workplace Gender Equality Agency benchmarks.</i>	6,7,8	3,5,8
Social - Labor/Management Relations				
402-01	Minimum notice periods regarding operational changes	SR: Workplace relations p.12	3	8
Social - Occupational Health and Safety				
403-01	Occupational health and safety management system	SR: Promoting health, safety and wellbeing p.18		3,8
403-05	Worker training on occupational health and safety	SR: Safety leadership and culture p.19		3,8
403-06	Promotion of worker health	SR: Mind your health p.20		3,8
403-10	Work-related ill health	SR: Our data (Health & Safety) p.69 <i>Notes: Coles had no work-related fatalities in FY19. The region is considered Australia. We do not report safety data by gender. We will look to incorporate contractor data into our systems.</i>		3
Social - Training and Education				
404-02	Programs for upgrading employee skills and transition assistance programs	SR: Team member development p.12	6	8

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Social - Diversity and Equal Opportunity				
405-01	Diversity of governance bodies and employees	SR: Our data (Team members) pp.68-69	6	5,8,10
Social - Freedom of Association and Collective Bargaining				
407-01	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	SR: Workplace relations p.12 SR: Ethical sourcing p.41	1,2,3	8
Social - Child Labor				
408-01	Operations and suppliers at significant risk for incidents of child Labor	SR: Human rights in the supply chain 40-41	1,2,4,5	8,10
Social - Forced or Compulsory Labor				
409-01	Operations and suppliers at significant risk for incidents of forced or compulsory labour	SR: Human rights in the supply chain 40-41	1,2,4	8,10
Social - Human Rights Assessment				
412-01	Operations that have been subject to human rights reviews or impact assessments	SR: Human rights in the supply chain pp.40-41	1,2	8,10
412-02	Employee training on human rights policies or procedures	SR: Human rights in the supply chain/Capacity building p.41	1,2,3,4,5,6	8,10
Social - Supplier Social Assessment				
414-01	New suppliers that were screened using social criteria	SR: Human rights in the supply chain/Ethical sourcing p.40	1,2	5,8
414-02	Negative social impacts in the supply chain and actions taken	SR: Human rights in the supply chain/Transparency and risk pp.40-41	1,2	5,8
Social - Public Policy				
415-01	Political contributions	SR: Political donations p.63	10	

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Social - Customer Health and Safety				
416-01	Assessment of the health and safety impacts of product and service categories	SR: Supporting health and nutrition p.42 SR: Providing quality, safe products p.44	1	3
416-02	Incidents of non-compliance concerning the health and safety impacts of products and services	SR: Providing quality, safe products p.44 <i>Note: In FY19, there was one non-compliance incident resulting in a fine and zero non-compliance incidents resulting in a warning.</i>		12
Social - Marketing and Labelling				
417-01	Requirements for product and service information and labelling	SR: Providing quality and safe products p.44 <i>Note: Coles has a product development process for Own Brand products that are new or undergoing review. This process includes the validation of product labelling to ensure compliance with relevant legislative and industry standards.</i>		12
Social - Customer Privacy				
418-01	Substantiated complaints concerning breaches of customer privacy and losses of customer data	SR: Customer privacy p.63 <i>Note: In FY19, 8 complaints concerning breaches of customer privacy were substantiated (2 from outside parties and 6 from regulatory bodies) and 3 cases of identified losses of customer data.</i>		12
Social - Socioeconomic Compliance				
419-01	Non-compliance with laws and regulations in the social and economic area	SR: Compliance p.62 <i>Note: In FY19, we had no incidence of significant non-compliance with local laws and regulations that resulted in a significant fine or non-monetary sanction.</i>		