



coles
group

**Coles 2020
Sustainability Reporting
Navigator**

Coles 2020 Sustainability Reporting Navigator

Coles 2020 Sustainability Report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards – Core Option. The Sustainability Reporting Navigator provides the page reference/s in Coles’ 2020 Sustainability Report, 2020 Annual Report and/or 2020 Corporate Governance Statement where we respond to the relevant GRI indicator. The Navigator also provides page references where we respond to the 10 principles of the United Nations (UN) Global Compact and the UN Sustainable Development Goals most 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



As a major retailer, providing access to healthy, nutritious and affordable food and donating unsold edible food to Australians in need, supports these goals and reduces food waste. These goals are also at the core of our business purpose to sustainably feed all Australians to help them lead healthier, happier lives.



In FY20, through our Better Together and health and safety programs, we supported the goals of Gender Equality, Reduced Inequality and Decent Work and Economic Growth.

Sustainable products



Responsible Consumption and Production aligns with our plans to reduce waste, source products ethically and improve the sustainability of Own Brand product packaging. During FY20, we released a new Human Rights Strategy and updated our Ethical Sourcing Policy and Supplier Requirements.



We harness the power of partnerships to deliver sustainable outcomes to local communities and in our supply chains.

Sustainable environmental practices



Our investments in renewable energy, energy efficiency and alternative refrigerants all advance the objectives of Climate Action. We are developing a Climate Change Strategy setting out further actions including greenhouse gas emission reduction targets.



Our Own Brand Responsibly Sourced Seafood Program and Own Brand products certified to third-party standards support the objectives of Life below water and Life on land.

GRI Disclosure Number	GRI Disclosure Title	Coles' Response SR 2020= Coles 2020 Sustainability Report AR 2020= Coles 2020 Annual Report CGS 2020= Coles 2020 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	AR 2020: Business model and strategy p.31; AR 2020: Principal activities p.70 Note: Coles does not sell banned products.		
102-03	Location of headquarters	Coles is headquartered in Victoria, Australia.		
102-04	Location of operations	AR 2020: Business model and strategy p.31 Note: Coles' retail presence is across Australia.		
102-05	Ownership and legal form	AR 2020: Business model and strategy p.31; AR 2020: Principal activities p.70.		
102-06	Markets served	AR 2020: Business model and strategy p.31; AR 2020: Principal activities p.70 Note: Coles' retail presence is across Australia.		
102-07	Scale of the organization	AR 2020: Business model and strategy p.31; AR 2020: Principal activities p.70		
102-08	Information on employees and other workers	SR 2020: Our Data (Team Members) pp.75-77	6	8, 10
102-09	Supply chain	SR 2020: Supporting Australian farmers and suppliers pp.33-35		
102-10	Significant changes to the organization and its supply chain	AR 2020: State of Affairs p.70 CGS 2020: FY20 corporate governance highlights p.2	7	
102-11	Precautionary Principle or approach	SR 2020: Understanding our key sustainability issues p.7; SR 2020: Climate change pp.60-63 AR 2020: Risk management: pp.52-29 CGS 2020: Risk management pp.16-18		
102-12	External initiatives	SR 2020: Our stakeholder engagement: pp.70-71 SR 20: Aligning with global goals: pp.72-73 Note: Throughout the Sustainability Report we reference the external initiatives we subscribe to.	7	

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102-13	Membership of associations	SR 2020: Our stakeholder engagement: pp.70-71 Note: Throughout the Sustainability Report we reference external memberships of associations.	7	
102-14	Statement from senior decision-maker	SR 2020: Letter from our Chairman and MD&CEO p.4-5		
102-15	Key impacts, risks, and opportunities	SR 2020: Letter from our Chairman and MD&CEO p.4-5		
102-16	Values, principles, standards, and norms of behaviour	SR 2020: Letter from our Chairman and MD&CEO p.4-5; AR 2020: MD and CEO's report pp. 8-11; AR 2020: Our vision, purpose and strategy p.11;	10	
102-17	Mechanisms for advice and concerns about ethics	CGS 2020: A culture of acting lawfully, ethically and responsibly pp.22-23	10	
102-18	Governance structure	SR 2020: Sustainability governance p.6; AR 2020: Corporate governance overview pp.24-26; CGS 2020: Audit and Risk Committee p.13		
102-22	Composition of the highest governance body and its committees	AR 2020: Corporate governance overview pp.24-26; CGS 2020: Roles and responsibilities pp.7-9		5
102-24	Nominating and selecting the highest governance body	CGS 2020: Director nomination and succession p.10		5
102-25	Conflicts of interest	CGS 2020: Conflicts of Interest p.9		
102-26	Role of highest governance body in setting purpose, values, and strategy	SR 2020: Sustainability governance p.6		
102-32	Highest governance body's role in sustainability reporting	SR 2020: Sustainability governance p.6		
102-33	Communicating critical concerns	CGS 2020: Communication with shareholders p.16		
102-35	Remuneration policies	AR 2020: Remuneration Report/ 3.1 Remuneration policy for FY2 p.78		
102-36	Process for determining remuneration	AR 2020: Remuneration Report/ Remuneration Report/ Remuneration Governance p.77		
102-37	Stakeholders' involvement in remuneration	AR 2020: Remuneration Report/ Remuneration Governance p.77		
102-40	List of stakeholder groups	SR 2020: Our stakeholder engagement: pp.70-71		

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102-41	Collective bargaining agreements	AR 2020: OFR/Operational risks/Industrial relations p.56 Note: We engage with unions that represent our team members and our supply chain workforce. The terms and conditions of employment of 90% of Coles' team members are set through enterprise bargaining agreements. We recognise the right of team members to negotiate either individually or collectively, with or without the involvement of third parties.	1,3	8
102-42	Identifying and selecting stakeholders	SR 2020: Our stakeholder engagement: pp.70-71		
102-43	Approach to stakeholder engagement	SR 2020: Our stakeholder engagement: pp.70-71		
102-44	Key topics and concerns raised	SR 2020: Our stakeholder engagement: pp.70-71		
102-45	Entities included in the consolidated financial statements	AR 2020: Financial Report/Group structure pp.135-142		
102-46	Defining report content and topic boundaries	SR 2020: Understanding our key sustainability issues p.7		
102-47	List of material topics	SR 2020: Understanding our key sustainability issues p.7		
102-48	Restatements of information	<i>Note: Restatements are notated (where applicable) throughout the Sustainability Report</i>		
102-49	Changes in reporting	SR 2020: Report boundary p.79		
102-50	Reporting period	1 July 2019 to 30 June 2020 (FY20).		
102-51	Date of most recent report	Coles 2019 Sustainability Report published in September 2019		
102-52	Reporting cycle	Annual		
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 2020: Reporting scope p.79 <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 2020: Independent Assurance Statement p.78		
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		

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Economic Performance				
201-01	Direct economic value generated and distributed	SR 2020: How we create value (including our economic value creation) pp.10-11; SR 2020: Community and charity partners pp.38-41 AR 2020: 2020 performance p.4		2,5,8
201-02	Financial implications and other risks and opportunities due to climate change	SR 2020: Climate Change pp.60-63 AR 2020:: Risk management/Strategic risks/Climate change)p.55; Climate change pp.60-64	7	3,13
Economic -Indirect Economic Impacts				
203-02	Significant indirect economic impacts	SR 2020: How we create value (including our economic value creation) pp.10-11; Aligning with global pp.72-73		2,3,8,10,17
Economic - Procurement Practices				
204-01	Proportion of spending on local suppliers	SR 2020: Supporting Australian farmers and suppliers pp.33-34		12,17
Economic - Anti-corruption				
205-01	Operations assessed for risks related to corruption	AR 2020: A culture of acting lawfully, ethically and responsibly p.28 CGS 2020: A culture of acting lawfully, ethically and responsibly pp.22-23 Coles Anti-bribery and corruption policy	10	12
Anti-competitive Behaviour				
206-01	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	There were no material legal actions for anti-competitive behaviour, anti-trust, and monopoly practices during the year.		

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Environment - Energy				
302-01	Energy consumption within the organization	SR 2020: Climate change/Metrics and targets p.63; SR 2020: Our data - Environment p.74 <i>Note: Parts a. - e. are not applicable to our businesses.</i>	7,8	8,12,13
302-02	Energy consumption outside of the organization	SR 2020: Climate change/Metrics and targets p.63; SR 2020: Our data - Environment p.74	8	8,12,13
302-04	Reduction of energy consumption	SR 2020: Climate change/Metrics and targets p.63; SR 2020: Our data - Environment p.74 <i>Note: These relate to electricity reductions only and comply with NGER measurement guidelines</i>	8,9	8,12,13
Environment - Water				
303-01	Water withdrawal by source	SR 2020: Our data - Environment p.74 <i>Note: We report on water use only</i>	7,8	12
Environment – Emissions				
305-01	Direct (Scope 1) GHG emissions	SR 2020: Climate change/Metrics and targets p.63; SR 2020: Our data - Environment p.74	7,8,	3,12,13,14,15
305-02	Energy indirect (Scope 2) GHG emissions	SR 2020: Climate change/Metrics and targets p.63; SR 2020: Our data - Environment p.74 <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 2020: Climate change/Metrics and targets p.63; SR 2020: Our data - Environment p.74 <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
305-5	Reduction of GHG emissions	SR 2020: Climate change/Metrics and targets p.63; SR 2020: Our data - Environment p.74 <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

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Environment - Effluents and Waste				
306-02	Waste by type and disposal method	SR 2020: Our data - Environment p.74 <i>Coles reports on non-hazardous waste to landfill and materials diverted from landfill (i.e. reused, repurposed, recycled, composted or converted to energy)</i>	8	12,14,15
Environment - Environmental Compliance				
307-01	Non-compliance with environmental laws and regulations	Coles had no significant fines and/or non-monetary sanctions in relation to non-compliance with environmental laws and/or regulations during FY20.	8	14,15
Environment – Supplier Environmental Assessment				
308-01	New suppliers that were screened using environmental criteria	SR 2020: Human rights in the supply chain (Ethical sourcing) pp.40-41 See also: Human Rights at Coles		
Social – Employment				
401-01	New employee hires and employee turnover	SR 2020: Our data – Team members pp.76-77	6,7,8	5,8,10
401-03	Parental leave	SR 2020: Flexibility p.24	6,7,8	3,5,8
Social - Labor/Management Relations				
402-01	Minimum notice periods regarding operational changes	Where the company has made a definite decision to introduce a major change that is likely to have a significant effect on team members, relevant industrial instruments require us to notify and consult with affected team members and their representatives.	3	8

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Social - Occupational Health and Safety				
403-01	Occupational health and safety management system	SR 2020: Health, safety and wellbeing p.16		3,8
403-05	Worker training on occupational health and safety	SR 2020: Safety leadership and culture p.16		3,8
403-06	Promotion of worker health	SR 2020: Health and wellbeing p.17		3,8
403-10	Work-related ill health	SR 2020: Our data - Health & Safety p.75		3
Social - Training and Education				
404-02	Programs for upgrading employee skills and transition assistance programs	SR 2020: Growing great careers p.14;	6	8
Social - Diversity and Equal Opportunity				
405-01	Diversity of governance bodies and employees	SR 2020: Women in leadership p.24; SR 2020: Our data – Team members p.76	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	AR 2020: OFR/Operational risks/Industrial relations p.56 Note: We engage with unions that represent our team members and the supply chain workforce. The terms and conditions of employment of 90% of Coles' team members are set through enterprise bargaining agreements. We recognise the right of team members to negotiate either individually or collectively, with or without the involvement of third parties.	1,2,3	8

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Social - Child Labor				
408-01	Operations and suppliers at significant risk for incidents of child labour	SR 2020: Human rights 27-32 See also: Human Rights at Coles	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 2020: Human rights 27-32 See also: Human Rights at Coles	1,2,4	8,10
Social - Human Rights Assessment				
412-01	Operations that have been subject to human rights reviews or impact assessments	SR 2020: Human rights 27-32 See also: Human Rights at Coles	1,2	8,10
Social - Supplier Social Assessment				
414-01	New suppliers that were screened using social criteria	SR 2020: Human rights 27-32 See also: Human Rights at Coles	1,2	5,8
Social - Public Policy				
415-01	Political contributions	Coles' Political Donations Policy prohibits any donation on behalf of Coles to political parties, political organisations, politicians, local councillors, candidates for public office or any Public Official. Paid attendance at an event hosted by a political party is only permitted in limited circumstances, with approval and record keeping of the event, as set out in the policy. See also: Coles Anti-bribery and corruption policy	10	
Social - Customer Health and Safety				
416-02	Incidents of non-compliance concerning the health and safety impacts of products and services	SR 2020: Providing quality, safe products p.52		12

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Social - Marketing and Labelling				
417-01	Requirements for product and service information and labelling	SR 2020: Providing quality and safe products p.52		12
Social - Customer Privacy				
418-01	Substantiated complaints concerning breaches of customer privacy and losses of customer data	CGS 2020: Information technology, resilience, data and cybersecurity In FY20, there were four incidents which were reported to the Office of the Australian Information Commissioner (OAIC) in accordance with the notifiable data breaches scheme. Appropriate remediation actions were taken by Coles and the OAIC have closed these matters. In addition, there were 5 customer complaints received from OAIC and these matters are also closed.		12
Social - Socioeconomic Compliance				
419-01	Non-compliance with laws and regulations in the social and economic area	In FY20, we had no incidence of significant non-compliance with local laws and regulations that resulted in a significant fine or non-monetary sanction.		