

Coles Supplier Complaints Table - updated 31 May 2022

Period Received	Type of Supplier	Nature of complaint / investigation	Outcome
Apr – Jun 2022	Produce supplier (direct)	Alleged underpayment of workers and cash in hand payments	Closed. Coordinated unannounced audits were conducted as part of the Coles Third Party Audit Program. The unannounced audits did not substantiate the complaint. The issue has been closed. Following the audit, a separate complaint from a worker at the site was received. This has been listed as a separate entry.
Jan – Mar 2022	Produce supplier (direct)	Allegation of insufficient working hours / no work for visa workers	Open. Investigation commenced, payslips and disciplinary procedure currently under review.
Jan – Mar 2022	Produce supplier (direct)	Allegation that labour hire provider used by the site is engaging undocumented workers	Closed. Investigation commenced, unannounced audit was conducted, and complaint was not validated by the audit findings.
Jan – Mar 2022	Produce supplier (direct)	Allegations of unsuitable accommodations and potential discrimination	Closed. Investigation completed with on-site visit conducted in May 2022.
Jan – Mar 2022	Produce supplier (direct)	Allegation that labour hire provider by the site is involved in deceptive recruiting, underpayment, inadequate payslip information, poor treatment of workers and unsuitable accommodation (no air conditioning, overcrowded etc)	Closed. Investigation completed with on-site and accommodation visits completed in April and May 2022.
Oct - Dec 2021	Produce supplier (indirect)	Alleged falsification of documents in preparation for audit, cash in hand payments, undocumented workers	Closed. Audit conducted. No findings related to the allegations were identified. All other findings from the audit have been remediated.
Oct - Dec 2021	Produce suppliers x 3 (indirect)	Alleged use of illegal workers and contractors across three farms under the same management.	Site 1 - Closed. Audit conducted. No findings related to the allegations were identified. Site 2 - Closed. Unannounced audit conducted. No findings related to the allegations were identified. All other findings from the audit have been remediated. Site 3 - Closed. Audit conducted. Site had inadequate processes to monitor labour hire provider compliance. This and all other findings from the audit have been remediated.
Oct - Dec 2021	Unspecified Produce suppliers (indirect)	Alleged engagement of illegal labour and underpayment of workers at multiple unspecified Berry sites	Closed. Due to seasonality and border restrictions, investigation was limited to one site. Partially substantiated. Unannounced audit conducted on site. Site and labour hire provider had inadequate working rights and payroll/ personal record keeping enabling compliance to be assessed. Several issues unrelated to the complaint were also identified during the audit including inadequate accommodation standards, inadequate safety procedures and firefighting equipment, and inadequate processes to monitor labour hire provider compliance. Supply from site stopped due to seasonality / audit result. Coles and our direct supplier are monitoring corrective actions from the site prior to determining whether to take supply when the new season commences. This will be subject to a follow up audit confirming rectification of all findings.
Oct - Dec 2021	Produce supplier (direct)	Alleged non-compliance regarding the election of Health and Safety representatives.	Closed. Investigation identified that the allegations had been investigated by the relevant regulatory authority and that the election process was assessed as valid.
Jul - Sept 2021	Deli supplier (direct)	Alleged excessive and involuntary overtime, incorrect payment of wages and concerns with overall working conditions	Closed. Partially substantiated. Audit identified that some workers did not feel free to decline overtime and that part time contracts did not specify working hours - meaning hours to be paid at overtime rate could not be calculated. Other issues identified during the audit included inadequate safety procedures and some instances of excessive working hours. All findings from the audit have been addressed, with a follow up audit to be scheduled to verify closure of two findings.
Oct - Dec 2021	Convenience supplier (direct)	Alleged underpayment of workers and cash in hand payments	Closed. An unannounced audit was conducted 22 March 2022. The complaint was substantiated during the audit. The supplier is committed to provide remediation before auditor recommended completion dates and has presented a corrective action plan with suitable timelines. This entry is being closed as remediation will now fall in line with the BAU processes.
Oct – Dec 2021	Produce supplier x 3 (2 direct, 1 indirect)	Anonymous complaint. Alleged use of undocumented workers and underpayment of workers by labour hire providers at three sites. Allegation that workers are not receiving payslips and that the site is not paying contractors correctly.	Site 1 - Closed. Audit conducted. No findings related to the allegations were identified. All other findings from the audit have been remediated. Site 2 - Closed. Audit conducted. No findings related to the allegations were identified. All other findings from the audit have been addressed are pending auditor review for adequacy. Site 3 - Closed. Audit Conducted. It was identified the site had deficiencies in records of worker classification and inadequate processes to monitor labour hire provider compliance, but no instances of undocumented workers or underpayment were identified. These and all other findings from the audit have been remediated.
Jan - Apr 2021	Bakery supplier (direct)	Alleged underpayment of wages, sourcing of illegal labour and site bullying and harassment	Closed. Investigation conducted. Allegations unable to be substantiated.
Jan - Apr 2021	Transport provider (indirect)	Alleged underpayment of workers by a subcontractor.	Closed. Investigation conducted by Coles' direct supplier. Allegations were not substantiated. Investigation identified a separate area of concern which the subcontractor was not willing to address. Coles' direct supplier terminated the services of the subcontractor.
Jan - Apr 2021	Security provider (direct)	Alleged underpayment of wages and falsification of timesheets	Closed. Investigation conducted. Allegations were not substantiated. Investigation identified separate areas of concern not related to the allegations. These were remediated by the supplier.
Oct - Dec 2020	Bakery supplier (direct)	Internal review. Alleged inconsistencies in contracts between supplier and cleaning service provider	Closed. Investigation Third Party Audit conducted could not substantiate allegations.

Oct - Dec 2020	Frozen food supplier (direct)	Alleged racism and poor health and safety practices	Closed. Investigation conducted. Allegations unable to be substantiated.
Oct - Dec 2020	Produce supplier (direct)	Alleged underpayment of workers	Closed. Claims not substantiated. Supplier has implemented improvements to business practices.
Jul - Sept 2020	Produce supplier (direct)	Allegations of termination without receiving full entitlements	Closed. Claims not substantiated. A corrective action plan has been produced to reduce potential confusion around these issues in the future.
Jul - Sept 2020	Cleaning Services	Internal review of cleaning service provider identified underpayment of wages to workers.	Closed. Cleaning service provider has remediated the underpayment of the effected workers.
Jul - Sept 2020	Cleaning Services	Internal review of cleaning service provider	Closed. Cleaning service provider was uncooperative with the investigation and service agreement was terminated.
Apr - Jun 2020	Meat processing (direct)	Allegations of unreasonable and expensive worker accommodation, unacceptable accommodation standards, and deductions from pay	Closed. Claims not substantiated.
Apr - Jun 2020	Produce supplier (direct)	Allegations of harassment, falsification of records and failure to respect workers' rights to freedom of association	Closed. Claims not substantiated. Supplier has implemented improvements to business practices.
Apr - Jun 2020	Produce supplier (direct)	Allegation of outstanding payments owing to worker dating back to 2017	Closed. Matter was reviewed previously and not able to be substantiated. Further investigation unable to proceed as worker unable to be contacted.
Jan - Mar 2020	Unspecified produce supplier	Alleged underpayment of workers and inaccurate application of piece rate	Closed. Investigation unable to proceed as complainant unable to be contacted.
Jan - Mar 2020	Produce supplier (direct)	Alleged unfair dismissal	Closed. Investigation unable to proceed as complainant unable to be contacted.
Jan - Mar 2020	Produce supplier (direct)	Alleged underpayment of workers and use of undocumented workers	Closed. Substantiated. Corrective actions implemented and worker underpayments remediated.
Jan - Mar 2020	Produce supplier (direct)	Allegations of non-compliant accommodation used by Labour Hire Provider	Closed. Substantiated. Corrective actions implemented.
Jan - Mar 2020	Chilled food supplier (direct)	Allegations of non-payment of worker superannuation	Closed. Substantiated. Supplier remediation plan provided.
Oct - Dec 2019	Produce Supplier (direct)	Alleged underpayment of workers	Closed. Supplier suspended due to unrelated compliance issues.
Oct - Dec 2019	Security provider (direct)	Alleged underpayment of workers	Closed. Investigation conducted. Allegations unable to be substantiated.
Oct - Dec 2019	Produce supplier (indirect)	Alleged historical underpayment of workers	Closed. Audits and monitoring of supplier since the date of the historical allegations have demonstrated corrective actions implemented by supplier were effective.
Oct - Dec 2019	Produce supplier (direct)	Alleged historical underpayment of workers	Closed. Audits of supplier since the date of the historical allegations have demonstrated corrective actions implemented by supplier were effective.
Oct - Dec 2019	Produce supplier (direct)	Alleged underpayment of workers	Closed. Supplier denied entry to auditor twice. Supply from supplier suspended.
Oct - Dec 2019	Frozen food supplier (direct)	Alleged underpayment of workers	Closed. Audit completed. Supplier corrective actions implemented. Supplier to enter enterprise bargaining agreement with workers and regulator.
Oct - Dec 2019	Frozen food supplier (direct)	Alleged underpayment and harassment of workers	Closed. Allegations unable to be substantiated.
Oct - Dec 2019	Produce supplier (direct)	Allegation of historical underpayments and use of undocumented workers	Closed. Audits of supplier since the date of the allegations have demonstrated corrective actions implemented by supplier were effective.
Oct - Dec 2019	Produce supplier (indirect)	Alleged underpayment of workers	Closed. Supplier remediation plan implemented following regulator review.
Jul - Sept 2019	Produce supplier (indirect)	Alleged underpayment of workers	Closed. Supplier suspended.
Jul - Sept 2019	Bakery supplier (direct)	Workplace health and safety incident witnessed by Coles team member who was visiting the site	Closed. Production was ceased immediately, and the supplier implemented corrective actions.