

Coles Supplier Complaints Table - updated 08 June 2021

Period Received	Type of Supplier	Nature of complaint / investigation	Outcome
Jan - Apr 2021	Bakery supplier	Alleged underpayment of wages, use of undocumented workers and bullying and harassment	Open. Investigation in progress.
Jan - Apr 2021	Transport provider	Alleged underpayment of workers	Open. Investigation in progress.
Jan - Apr 2021	Security provider	Alleged underpayment of wages and falsification of timesheets	Open. Investigation in progress.
Oct - Dec 2020	Bakery supplier	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	Alleged racism and poor health and safety practices	Closed. Investigation conducted. Allegations unable to be substantiated.
Oct - Dec 2020	Produce supplier	Alleged underpayment of workers	Closed. Claims not substantiated. Supplier has implemented improvements to business practices.
July - Sept 2020	Produce	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.
July - 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.
July - 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	Allegations of unreasonable and expensive worker accommodation, unacceptable accommodation standards, and deductions from pay	Closed. Claims not substantiated.
Apr - Jun 2020	Produce supplier	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	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	Alleged unfair dismissal	Closed. Investigation unable to proceed as complainant unable to be contacted.
Jan - Mar 2020	Produce supplier	Alleged underpayment of workers and use of undocumented workers	Closed. Substantiated. Corrective actions implemented. Corrective actions implemented; worker underpayments remediated.
Jan - Mar 2020	Produce supplier	Allegations of non-compliant accommodation used by Labour Hire Provider	Closed. Substantiated. Corrective actions implemented.
Jan - Mar 2020	Chilled food supplier	Allegations of non-payment of worker superannuation	Closed. Substantiated. Supplier remediation plan provided.
Oct - Dec 2019	Produce Supplier	Alleged underpayment of workers	Closed. Supplier suspended due to unrelated compliance issues.
Oct - Dec 2019	Security provider	Alleged underpayment of workers	Closed. Investigation conducted. Allegations unable to be substantiated.
Oct - Dec 2019	Produce supplier	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.
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Oct - Dec 2019	Produce supplier	Alleged underpayment of workers	Closed. Supplier denied entry to auditor twice. Supply from supplier suspended.
Oct - Dec 2019	Frozen food supplier	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	Alleged underpayment and harassment of workers	Closed. Allegations unable to be substantiated.
Oct - Dec 2019	Produce supplier	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	Alleged underpayment of workers	Closed. Supplier remediation plan implemented following regulator review.
Jul - Sept 2019	Produce supplier	Alleged underpayment of workers	Closed. Supplier suspended.
Jul - Sept 2019	Bakery supplier	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.