

Period received	Type of supplier	Nature of grievance/investigation	Outcome
April – June 2026	Fresh Produce (direct)	Allegations relating to the relationship between labour hire providers and associated business entities.	Closed. An internal investigation was conducted. The allegations could not be substantiated based on the information available. The matter has been incorporated into ongoing monitoring activities.
April – June 2026	Liquor supplier (indirect)	Allegations of unethical business practices, including fraud, breaches of product integrity and regulatory non-compliance.	Closed. An internal investigation was conducted. Based on the information available, the site was not identified as being linked with Coles' supply chain.
April – June 2026	Labour hire provider used by produce suppliers (indirect)	Allegations of underpayment and unfit accommodation.	Closed. An internal investigation was conducted. While the allegations could not be substantiated through the investigation, the matters raised aligned with broader risk areas already identified through our due diligence activities. These insights have informed ongoing program activities to strengthen our response.
April – June 2026	GNFR supplier (services)	Allegations of unfair dismissal.	Closed. An internal investigation was conducted and found the allegations to be unsubstantiated.
April – June 2026	GNFR supplier (services)	Allegations of cash-in-hand payments.	Closed. An internal investigation was conducted and found the allegations to be unsubstantiated.
April – June 2026	Fresh Produce (direct)	Allegations of worker mistreatment, underpayment and unfit accommodation.	Closed. An external follow up audit was completed, with findings substantiated. All findings were remediated with the supplier.
April – June 2026	GNFR supplier (services)	Allegations of unpaid superannuation entitlements.	Closed. An internal investigation was conducted, with findings substantiated. Repayments have been made to the workers affected.
January – March 2026	GNFR supplier (services)	Allegations of underpayment and sham-contracting.	Closed. An internal investigation was conducted and found the allegations to be unsubstantiated.
January – March 2026	Labour hire provider (indirect)	Allegations of underpayment and withholding passports.	Closed. An internal investigation was conducted. Based on the information available, the individual was not identified as being engaged by a supplier within Coles' supply chain.
October – December 2025	Fresh Produce (direct)	Allegations of underpayment.	Closed. An internal investigation was conducted. The supplier has paid the outstanding amounts to the liquidators, with outstanding worker payments now being managed through the liquidation process.
October – December 2025	GNFR supplier (services)	Allegations of breaches of visa conditions, excessive working hours, underpayment, and unpaid entitlements including overtime and superannuation.	Closed. An internal investigation was conducted. Prior to being able to complete the investigation, the supplier entered administration, and the contract was transferred to an alternative service provider.
October – December 2025	GNFR supplier (services)	Allegations of underpayment and failure to provide payslips.	Closed. An internal investigation was conducted. Prior to being able to complete the investigation, the supplier entered administration and the contract was transferred to an alternative service provider.

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October – December 2025	GNFR supplier (services)	Allegations of insufficient working breaks between shifts.	Closed. An internal investigation was conducted, with findings substantiated. Repayment has been made to the worker affected.
October – December 2025	GNFR supplier (services)	Allegations of undocumented subcontractors, incorrect working rights, underpayment, leave entitlement irregularities and health and safety issues.	Closed. An internal investigation was conducted, with findings substantiated. Repayment has been made to the workers affected and other findings have been remediated.
October – December 2025	Unknown	Allegations of underpayment.	Closed. Limited information was available to support further investigation. Information was provided regarding available avenues for raising concerns and seeking further assistance.
July – Sept 2025	Fresh Produce (direct)	Allegations of underpayment and excessive working hours.	Open. Investigation in progress.
July – Sept 2025	Fresh Produce (indirect)	Allegations of underpayment and worker intimidation.	Closed. An internal investigation was conducted. While the allegations could not be substantiated through the investigation, the matters raised aligned with broader risk areas already identified through our due diligence activities. These insights have informed ongoing program activities to strengthen our response.
July – Sept 2025	Fresh Produce (direct)	Allegations of underpayment and unfair dismissal.	Closed. An internal investigation was conducted and found the allegations to be unsubstantiated.
April - June 2025	Health and Home (indirect)	Allegations of unpaid wages, personal documentation withheld and unethical management behaviour.	Closed. An external investigation was conducted and the allegations were substantiated. We worked closely with the supplier as they implemented their remediation plan, with additional monitoring undertaken as part of our due diligence.
April - June 2025	Fresh Produce (indirect)	Allegations of workers sharing a bed as there weren't enough beds for all workers.	Closed. An internal investigation was conducted and found the allegations to be unsubstantiated.
April - June 2025	Fresh Produce (direct)	Allegations of workplace bullying and supervisor intimidation.	Open. Investigation in progress.
April - June 2025	GNFR Supplier (services)	Allegations of underpayment.	Closed. An internal investigation was conducted and found the allegations to be unsubstantiated.
April - June 2025	Fresh Produce (direct)	Allegations of undeclared workers working at the site.	Open. An external investigation was conducted and found the allegations to be substantiated. All findings were remediated with the supplier.
April - June 2025	GNFR Supplier (services)	Allegations of underpayment.	Closed. The complainant did not want to continue with the investigation. Internal review with the supplier is ongoing.
January - March 2025	Fresh Produce (direct)	Allegations of overcrowding in accommodation, management intimidation, and piece rate irregularity.	Closed. An external investigation was conducted and found the allegations to be unsubstantiated.

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January - March 2025	GNFR Supplier (services)	Allegations of underpayment.	Closed. An external investigation was conducted and found the allegations to be substantiated. Repayments have been made to all workers affected.
January - March 2025	Fresh Produce (direct)	Allegations of undocumented workers engaged in forced labour and forced overtime, extensive working hours and health & safety concerns.	Closed. An internal investigation was conducted and found the allegations to be partially substantiated in respect to extensive working and health & safety concerns. All issues were resolved through cooperative engagement with the supplier.
January - March 2025	Propriety Product	Allegations of withholding pay as a disciplinary action.	Closed. An internal investigation was conducted and found the allegations to be unsubstantiated.
October - December2024	Fresh Produce (indirect)	Allegations of undocumented workers.	Closed. An internal investigation was conducted which identified the site was not in Cole's supply chain. We provided resources to the site to share with the workers.
October - December2024	GNFR Supplier (services)	Allegations of underpayments.	Closed. An internal investigation was conducted, with findings substantiated. Repayments have been made to all workers affected.
July - Sept 2024	Fresh Produce (indirect)	Allegations of workers not receiving the correct entitlements for a permanent position.	Closed. An internal investigation was conducted, with findings substantiated. Repayments have been made to all workers affected.
July - Sept 2024	Labour Hire Provider used by Coles Supplier (direct)	Allegations of worker mistreatment, unreasonable deductions, unfit accommodation, and not receiving payslips.	Closed. An internal investigation was conducted and found the allegations to be unsubstantiated.
July - Sept 2024	GNFR Supplier (services)	Allegations of phoenixing, underpayments and unethical management behaviour.	Closed. Following an internal investigation, Coles chose to exit.
July - Sept 2024	Health and Home Supplier (indirect)	Allegations of worker retaliation, unreasonable deductions, young workers, unfit accommodation, unethical management behaviours and labour hire provider receiving kickbacks.	Closed. An external investigation was conducted and found the allegations to be unsubstantiated.
July - Sept 2024	Fresh Produce (direct)	Allegations of overcrowding and overcharging accommodation.	Closed. An internal investigation was conducted, with findings partially substantiated in respect of overcrowding. All issues were resolved through cooperative engagement with the supplier and unions.
April - June 2024	GNFR Supplier (Services)	Allegations of workers being paid through a third-party bank account to receive cash in hand.	Closed. An independent investigation found the allegation to be unsubstantiated.
April - June 2024	Fresh Produce (direct)	Allegations of poor working conditions and unliveable accommodation.	Closed. An internal investigation was conducted and found the allegation to be unsubstantiated.
April - June 2024	Bakery Supplier (indirect)	Allegations of underpayment and bullying of workers.	Closed. An internal investigation was conducted and found the allegation to be unsubstantiated.

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April - June 2024	Dairy Supplier (indirect)	Allegations of poor treatment of workers.	Closed. An internal investigation was conducted and found the allegation to be unsubstantiated.
April - June 2024	Fresh Produce (direct/indirect)	Allegations of intimidation of workers and unfair disciplinarys by supervisor.	Closed. Following an internal and external investigation, Coles chose to exit.
January - March 2024	Fresh Produce (direct)	Allegations of sexual harassment.	Closed. Following an internal investigation, the allegations were substantiated. Together with the union, supplier and workers a fair compensation was agreed on. The supplier has implemented changes to their operations following an external review.
January - March 2024	Meat Supplier (direct)	Allegations of underpayment non-conformances not being remediated for direct hired workers (only remediated for labour hire workers).	Closed. A follow up audit was conducted that reviewed the corrective actions for both directly hired and labour hired workers. All workers were repaid.
October - December 2023	Fresh Produce (indirect)	Allegations of overcrowding accommodation, excessive working hours, verbal abuse, and toxic work culture.	Closed. An internal investigation was conducted and found the allegation to be unsubstantiated.
October - December 2023	Fresh Produce (direct)	Allegations of unfit accommodation, assault, unfair pay, and unethical management behaviour.	Closed. An external audit was conducted. It was found the sites had issues concerns had been raised about unfit living conditions and bullying and harassment. All issues are resolved through cooperative engagement with the supplier.
October - December 2023	Meat Supplier (direct)	Allegations of poor management and racist comments to workers.	Closed. An internal investigation with a site visit was conducted and found the allegation to be unsubstantiated.
October - December 2023	Produce Supplier (direct)	Allegations of unfit accommodation, assaults, underpayments, and unethical management behaviour.	Closed. Investigation completed, with findings partially substantiated. The supplier made repayments totalling over \$3,000 to the worker that was affected by an underpayment. All other issues were resolved through cooperative engagement with the supplier.
October - December 2023	Bakery and Grocery Supplier (direct)	Allegations of workplace bullying, unsafe work practices, verbal abuses, and toxic culture.	Closed. An internal investigation was conducted and found the allegation to be unsubstantiated.
July - September 2023	Labour Hire Provider used by Coles (direct)	Allegations of workers been threatened with loss of work due to the labour hire provider misinterpretation of Coles' internal policy.	Closed. An internal investigation was conducted and found the allegation to be unsubstantiated.
July - September 2023	Frozen Food Supplier (direct)	Allegations of under paying illegal workers with no working rights and workers receiving cash in hand payments.	Closed. An external audit was conducted and found the allegation to be unsubstantiated.
July - September 2023	Labour Hire Provider used by Coles(direct)	Allegation was raised against a labour hire provider stating they were underpaying workers.	Closed. Investigation completed, with findings partially substantiated. Repayments have been made to 11 workers affected. Additional measures have been put in place by the distribution centre to monitor labour hire providers.

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July - September 2023	Labour Hire Provider used by Produce Suppliers (indirect)	Allegations of modern slavery, tax evasion and fraud were raised against a labour hire provider.	Closed. An internal investigation was conducted and found the allegation to be unsubstantiated.
April - June 2023	Produce supplier (direct)	Allegations of threatening and intimidating workers, systematically underpaying workers and failing to pay night shift premium over the period of two years.	Closed. Investigation completed which concluded in all issues being resolved through cooperative engagement with the supplier.
April - June 2023	Labour Hire Provider used by Produce Supplier (indirect)	Allegations of withholding visas, no payslips, deductions, unapproved accommodation, bullying and threats	Closed. The Labour Hire Providers approved employer status under the Pacific Labour Mobility Scheme was revoked. It is suspected this was due to some or all of the allegations being substantiated.
April - June 2023	Produce supplier (direct)	Allegations of non-transparency, high working hours, no payslips provided, overcrowded accommodation and intimidation of workers.	Closed. An independent investigation found the allegation to be unsubstantiated.
April - June 2023	Produce supplier (direct)	Allegations of harassment and bullying.	Closed. An audit was conducted and found the allegation to be unsubstantiated.
April - June 2023	Multiple produce suppliers (indirect)	Allegations that labour hire provider used by the site is involved in phoenixing activities.	Closed. A series of audits were conducted across the multiple produce suppliers and found the allegation to be unsubstantiated.
April - June 2023	Grocery supplier (indirect)	Allegations of discrimination by supervisors, based on race, gender and sexual orientation.	Closed. An independent investigation found the allegation to be unsubstantiated.
January - March 2023	Produce suppliers x 4 (indirect/direct)	Allegations of underpayments, unlicensed labour provision and unlawful worker contracts.	Closed. Investigation completed, with finding partially substantiated. Issues resolved through negotiation between the suppliers and union.
October - December 2022	Produce supplier (direct)	Allegation of sub-standard accommodation provided to seasonal workers including overcrowding, no storage and inaccessibility to amenities.	Closed. Allegations of substandard accommodation were partially substantiated, and corrective actions were implemented by the suppliers.
October - December 2022	Labour Hire providers used by Coles (direct)	Allegation of inaccurate payment to workers.	Closed. Allegation of inaccurate payment to workers was substantiated in Cole's view but disputed by the supplier. Further issues were identified regarding lack of payslips and super/tax compliance. Services of labour hire provider were terminated and workers offered direct employment with Coles.
July - September 2022	Bakery supplier (direct)	Allegations of underpayment, cash in hand payments and not making superannuation payments.	Closed. An unannounced audit was conducted; allegations were substantiated and the supplier made repayments totalling over \$20,000 to workers that were affected.
July - September 2022	Meat Supplier (direct)	Allegations of bullying, harassment, involuntary overtime	Closed. An independent investigation found the allegation to be unsubstantiated.

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July - September 2022	Meat Supplier (direct)	Allegations of harassment and threats of losing their job by the management team after workers raised grievances in the group interview component of the ethical audit.	Closed. An audit was conducted and found the allegation to be unsubstantiated.
July - September 2022	Meat Supplier (direct)	Alleged underpayment of workers.	Closed. An audit was conducted and found the allegation to be unsubstantiated.
April - June 2022	Bakery supplier (direct)	Alleged out-of-date product usage and underpayment of workers.	Closed. Investigation completed with an unannounced visit conducted by the Coles Ethical Sourcing and Quality Assurance teams. A full site tour, traceability review and a sample of team member payments was undertaken, and no relevant issues were found.
January - March 2022	Produce supplier (direct)	Allegation of insufficient working hours / no work for visa workers.	Closed. Investigation completed including a review of payslips which found that the supplier was compliant with relevant government agency regulations. The complainant has not responded to any contacts following their initial complaint.
January - March 2022	Produce supplier (direct)	Allegation that labour hire provider used by the site is engaging undocumented workers.	Closed. Investigation completed with coordinated unannounced audits conducted. The unannounced audits were unable to substantiate the complaint.
April - June 2022	Produce supplier (direct)	Alleged underpayment of workers and cash in hand payments.	Closed. Investigation completed with an unannounced audit conducted at the site. Following the audit, a worker reached out alleging underpayment and cash in hand payments. The allegations corresponded to findings confirmed during the audit. The worker has not responded to Coles' contact however as the findings were confirmed during the audit, their remediation will now fall in line with the standard process for closing nonconformances.
January - March 2022	Produce supplier (direct)	Allegations of unsuitable accommodations and potential discrimination.	Closed. Investigation completed with an on-site visit conducted in May 2022 noting that the site was in a flood affected region delaying the visit. Allegations were unable to be substantiated.
January - March 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 an on-site visit conducted in March 2022. Review of the accommodation concerns were conducted with no issues identified and the allegations of deceptive recruitment, underpayment, and poor treatment of workers unable to be substantiated.

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October - December 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.
October - December 2021	Produce supplier 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.
October - December 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.
October - December 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
October - December 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.

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October – December 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
July - September 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