

colesgroup



Human Rights Strategy

Coles puts people's welfare at the centre of everything we do.

We believe that respect for human rights is essential to achieving Coles' vision to become the most trusted retailer in Australia and to fulfil our purpose to sustainably feed all Australians and help them lead healthier, happier lives.



Our Human Rights Commitment

At Coles, we are committed to respecting human rights across everything we do. People are central to our business, and we impact the daily lives of many – our customers, our team members, our suppliers, workers in our extended supply chain and the communities in which we live and work.

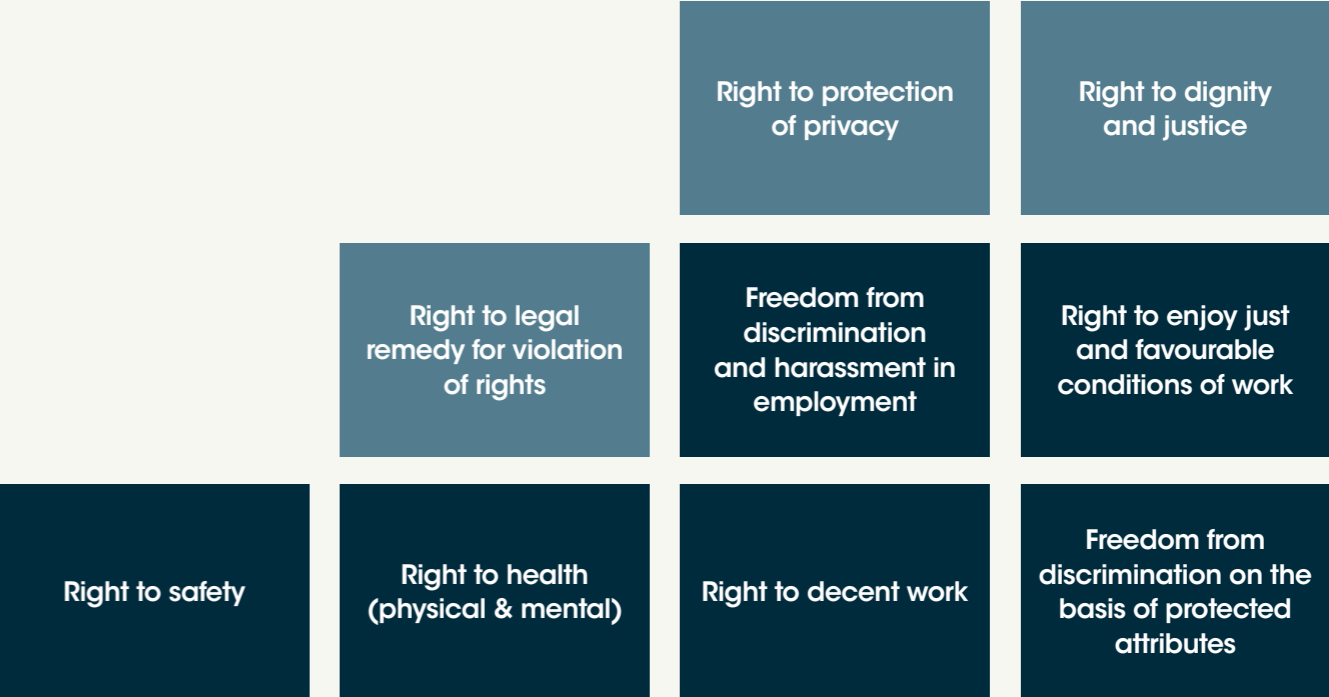
Whether it's working in our operations or our supply chain, making a purchase, or investing in our business, we want our stakeholders to know that we make every effort to operate our business and source our products, ethically, sustainably and responsibly.

We are committed to:

- Ensuring that human rights are understood, respected and upheld in accordance with internationally recognised human rights principles;
- Robust governance of human rights in our operations and our supply chain;
- Creating experiences for our customers that value their unique needs and circumstances;
- Serving our customers safely and without discrimination, respecting their privacy and prioritising accessibility for all;
- Minimising the potential for labour and human rights issues in our supply chains and operations, shining a light on areas of risk and ensuring we make responsible buying decisions;
- Respecting the human rights of workers throughout our supply chain. We expect our partners and everyone in our supply chain to have the same commitment;
- Listening to the experiences of the most vulnerable by encouraging dialogue and consultation with rights-holders, including a key focus on worker voice and engaging with our stakeholders;
- Maturing our operational level grievance mechanisms to ensure they are accessible, predictable, equitable, transparent, rights compatible, legitimate and a source of continuous improvement; and
- Recognising the important role played by human rights defenders and being responsive to our stakeholders. We support and welcome dialogue on where we face challenges and our opportunities to improve our respect for human rights.



Key Human Rights Focus Areas



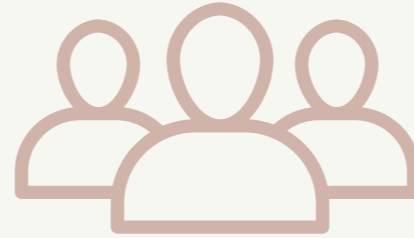
Path to achieving our Human Rights commitments and becoming Australia's most sustainable retailer



Beyond compliance

Trusted to go beyond compliance to prevent harm in our value chain

- Enhanced systems and controls, expanded across all business units of Coles Group and our broader supply chain and partners.
- Extended and revised ethical sourcing program across all of Coles Group.
- Assessment of human rights risks across Coles' value chain.



Work culture

A work culture of protecting people from harm and harassment

- Harm identified with worker participation.
- Collaborative initiatives with unions.
- Formalised training, guidance and monitoring for our team members and suppliers.
- Increased resources to build supplier capability on labour standard, human rights, health, safety and environment.



People and technology

Put people at the centre of technology and innovation opportunities

- Integrated human rights and social impact assessments.
- 'Human rights by design' in all tech initiatives.
- Use of advanced technology to strengthen safety systems.



Governance

- Regular review of salient human rights risks, strategy and commitments.
- Defined accountabilities.
- Timely and transparent reporting.
- Enhanced monitoring.
- Cross functional Human Rights Steering Committee.
- Risk based program.



Remediation

- Review coverage and effectiveness of existing grievance mechanisms.
- Consult with affected stakeholders.
- Capability building within our teams to strengthen ability to identify and address human rights impacts.



Stakeholder Engagement

- Transparency as a key program attribute including public reporting of substantiated human rights impacts.
- Collaboration with unions, NGO's, government and suppliers, including on grievance management principles and industry initiatives.
- Active participation in industry reporting benchmarks.

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