Risk Policy

Adopted 20 March 2019
Coles is committed to the effective and robust management of risk. We know that effective risk management is critical to delivering real value for our customers through lower prices, improved quality of produce and a better shopping experience.

In order to achieve our risk management objectives, we will:

1. **Establish a risk management framework** that identifies, assesses, manages, escalates and reports risks in an effective and efficient manner. It helps ensure that we have a risk management system that is consistently and comprehensively applied across all operations;

2. **Define the responsibility for managing risk** by allocating who will implement the risk management framework and what roles are responsible for managing individual risks. We will adopt a framework which ensures that all Coles Team Members, contractors and partners understand that they have a part to play in managing risk;

3. This includes **assigning accountability** for addressing identified risks that exceed our acceptable level;

4. **Ensure that the systemic management of risk is embedded** in key business processes;

5. **Communicate and consult about risk in an open, timely and transparent manner** to both internal and external stakeholders. An environment will be cultivated where individuals are comfortable raise and discuss risk and reporting of bad news is communicated to senior levels quickly and transparently;

6. **Foster a positive risk culture of accountability** at all levels who recognise and appropriately manage risk. It should encourage enterprise management, innovation and acceptance of appropriate risks, whilst exercising strong stewardship and good corporate governance;

7. **Maintain an appropriate level of capability** to both implement the risk management framework and manage its risks; and

8. **Proactively review risks**, the risk management framework and the application of risk management practices on a regular basis, and implement improvements arising out of such reviews.