



Sexual Harassment and Appropriate Workplace Behaviour Guideline

This is a guide to the Coles Sexual Harassment Policy and Appropriate Workplace Behaviour Policy.



1. Purpose

Coles Group (Coles) is committed to creating a workplace that is safe, respectful and inclusive and that aligns to our values of having care for each other and having the courage to make the right choices. Coles is aware of its positive duty to eliminate sexual harassment and other unlawful behaviour in its workplace, as far as possible.

Coles is aware that sexual harassment, related sex-based misconduct, including work-related gendered violence or any form of inappropriate workplace behaviour can give rise to health and safety risks, both physical and psychosocial. For more information, please visit the Health, Safety and Wellbeing Policy, which is located at **mycoles/mywork/ mypolicies**. This is a guide to the Coles Sexual Harassment Policy and Appropriate Workplace Behaviour Policy (the **policies**).

2. Who does this apply to?

The policies apply to all Coles team members. They also apply to third parties including contractors, business partners (such as suppliers), consultants, participants and customers, as they relate to our team. The policies apply across all of Coles workplaces, operations and activities. It is a condition of entry to any Coles store or site, and a condition of trade with Coles, to act in accordance with the policies.

These policies apply to any work-related context, regardless of how, when or where our team performs work. This includes dealings during and outside normal working hours, electronic communications, work-related travel, work-related functions, online and social media interactions (where a connection to Coles could be known).

Coles line managers or other relevant Coles representatives are responsible for taking all reasonable and proportionate steps to protect team members from inappropriate workplace behaviour from customers and third parties at any Coles store or site.

3. What behaviour is prohibited by the policies?

Coles Sexual Harassment Policy prohibits sexual harassment, harassment because of a person's sex, sex discrimination, subjecting another person to a hostile workplace on the ground of sex and victimisation. References in the Sexual Harassment Policy to 'sex' include gender identity, sexual orientation and/or intersex status.

Examples of the kind of conduct that is prohibited by the Sexual Harassment Policy include (but are not limited to) gesturing, leering, physical contact, making sexually suggestive conversation, catcalling at people, displaying sexually provocative images, intrusive questions about a person's private life, jokes concerning gender stereotypes, sexual banter, requests for sex, sexual assault or refusing to promote/ hire/ include someone because of their sex.

Coles Appropriate Workplace Behaviour Policy prohibits any form of inappropriate workplace behaviour, which includes discrimination, vilification, bullying, harassment and victimisation.

Examples of the kind of conduct that is prohibited by the Appropriate Workplace Behaviour Policy include (but are not limited to) verbal abuse (including sarcasm or insults), intimidation, spreading rumours, excluding/ demoting/ refusing to work with someone because they have made a complaint, unreasonable criticism or treating someone less favourably because of a personal characteristic protected by the law.

4. What should I do if I feel that I have been subjected to inappropriate workplace behaviour?

Anyone can be impacted by inappropriate workplace behaviour. Coles is committed to taking a person-centred and trauma-informed approach and prioritising the safety and wellbeing of a person who raises a genuine concern.

If you feel comfortable, you can let the relevant person know that their behaviour is unwelcome and/or offensive and ask them to stop. If the behaviour does not stop, or you do not feel comfortable doing this, you can raise a genuine concern by:

- if you are a team member, raising it with your line manager or another manager who you are more comfortable speaking with. If you are not a team member, raising it with a Coles representative;
- if it relates to sexual harassment or sex-based misconduct - making a confidential report to the **Stop Sexual Harassment Line 24/7** on **1300 304 550** or at **coles@stopline.com.au** or **coles.stoplinereport.com**. This line is available to team members and third parties (including customers); and/or
- raising it externally including with the Australian Human Rights Commission, Fair Work Commission, your union (if you are a member) and/or the police.

5. What should I do if I witness or become aware of inappropriate workplace behaviour?

You should raise a concern if you see or become aware of inappropriate workplace behaviour occurring at any Coles workplace. People who speak up about concerns or report behaviours they witness or become aware of, make a valuable contribution to the health and safety of the workplace.

If you are a line manager, you are required to raise a case with P&C for all sexual harassment matters and/or sex-based misconduct matters that are raised with you or that you witness.

6. What support is available?

Team members can access 24/7 confidential counselling for support through our EAP provider, Converge International, by calling 1300 687 327 or through convergeinternational.com.au. You do not need to make a complaint or raise a concern to access support. Further information is available at **mycoles/mysupport**.

You can also access free, confidential support from external sources including:

- Lifeline on 13 11 14
- Beyond Blue on 1300 224 636
- 1800RESPECT on 1800 737 732
- Suicide Call Back Service on 1300 659 467
- 13 Yarn on 13 92 76 for Aboriginal and Torres Strait Islander people.

Accessing support, advice or treatment from a personal doctor, counsellor or psychologist is another option. You are encouraged to access these supports as needed.

7. What is Coles doing to prevent inappropriate workplace behaviour?

Coles recognises that gender inequality and an imbalance of power is a driver of sex-based misconduct, and that certain people are more at risk of being subjected to such conduct, such as females, young team members, team members who identify as LGBTQI+, Aboriginal and Torres Strait Islander team members, team members from culturally and linguistically diverse backgrounds and those living with a disability.

Coles monitors the risk of inappropriate behaviour in the workplace through its risk assessment process, and ensures that appropriate controls are put in place, which includes mandatory training in respect of these policies for team members and line managers.

8. Consequences of a breach

Coles does not tolerate discrimination, vilification, bullying, victimisation, harassment (including sexual harassment and related sex-based misconduct) or any other form of inappropriate workplace behaviour. This behaviour is in breach of Coles policies, is unlawful and, in some cases, is a criminal offence.

Team members who engage in inappropriate workplace behaviour may be subject to disciplinary action by Coles, up to and including dismissal.

Breaches of these policies by third parties may result in termination of contractual arrangements or being prevented from entering Coles sites.

9. Guideline review

This Guideline will be reviewed annually to:

1. ensure that it remains current with respect to legal and regulatory requirements;
2. ensure that it operates effectively; and
3. confirm whether any changes are required.

Any amendment to this Guideline must be approved by the Board.

10. Relationship to other policies

This Guideline should be read in conjunction with the following Coles policies:

1. Code of Conduct;
2. Health Safety and Wellbeing Policy;
3. Ethical Sourcing Policy;
4. Whistleblower Policy; and
5. Health, Safety and Wellbeing Policy.

Adopted by the Board on 18 June 2024