

Living and working in the new normal

Woolworths Group guide to keeping team, customers and communities safe in a COVID-19 world.

COVIDSafe Response message from Brad

Hi,
As a business that operates in almost every community in Australia, COVID-19 has presented a huge challenge to Woolworths Group. From the outset of the pandemic we have made extensive changes, but our actions have been always guided by three principles:

- Support the wellbeing of our team, our customers and their broader communities, by proactively launching initiatives across all our stores, distribution centres and offices.
- Help lead the effort in Australia, by identifying and implementing retail best practice from around the world.
- Communicate clearly and transparently with governments, media, our team and customers.

We wanted to share the information in this pack to show our COVID-19 processes, and to support other retailers both here and abroad, as we work together to keep our communities safe.

Brad

Brad Banducci CEO



Chief Medical Officer Appointment

To reaffirm our commitment to health and safety during COVID-19, we have appointed Dr Rob McCartney to the newly created position of Chief Medical Officer.

The appointment is a first for an Australian retailer and has been created to provide Woolworths Group with expert medical advice to help shape policies that will ensure the ongoing safety of teams and customers as the nation continues to live with COVID-19.


As there is a plethora of medical information and advice to consider in the planning and implementation of a COVIDSafe workplace, our Chief Medical Officer ensures we have an internal expert, with a grounding in medical advice, to help make well-informed long-term decisions on the safety and wellbeing of our teams and customers.

Other responsibilities for the role include engagement with regulatory authorities and state and federal health departments, and the development of ongoing educational materials for team members.



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Managing our COVID-19 response

Woolworths 
The fresh food people

Managing a rapidly changing landscape

We have an Emergency Management Framework in place for scenarios, such as severe weather events, that dramatically impact our team, customers and stores.

When they occur, we form a temporary Emergency Management Team (EMT) focused on four things:

- 1) Doing what it takes to keep our customers and team safe.
- 2) Maintaining access to products.
- 3) Working better together with our partners, government and industry.
- 4) Executing with agility.

This is how our response to COVID-19 began.

Keeping our team and customers COVIDSafe

A SAFE PLACE TO WORK & SHOP DURING COVID



HEALTH



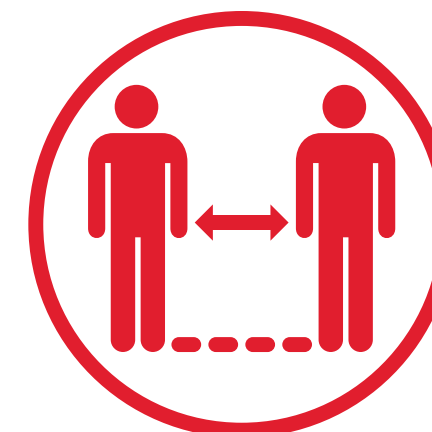
HYGIENE



PPE



CLEANING



SOCIAL DISTANCING

Our 5 COVIDSafe pillars support the wellbeing of our team, customers and communities. They are underpinned by programs ensuring that changes are maintained across our stores, and that our teams have flexible working options.

Managing the new normal

As we've moved into the new reality of living with COVID-19, we have needed to respond to localised and significant community transmission.

This has meant changing the way we mobilise to keep our customers and team safe and creating multiple, dedicated COVID-19 Response teams:

- COVID-19 Planning and Response Tribe – sets Group-wide standards and leverages learnings across EMTs and from overseas.
- National support EMTs – functional EMTs that are stood up, also supporting the state EMTs.
- State based EMTs – activate our COVID-19 operational response by state, across Group businesses.

- State based triage teams – dedicated teams to triage confirmed cases in coordination with the relevant Department of Health.
- Specific issues-focused COVID-19 Squads.
- Incorporating our response management into BAU ways of working.
- Forming our COVID Response teams

When creating our EMT we looked to include team members who can analyse, understand, react and make strong decisions based on their experience and expertise with speed.

These teams include people from (but not limited to):

- Legal
- Risk/Compliance
- Safety/Health/Wellbeing
- Internal and External Communications
- Retail Operations
- Culture and People
- Strategy
- Marketing
- Media Relations
- Government Relations/Industry Affairs
- Supply Chain, Logistics and Replenishment

Creating a framework to quickly and effectively manage a changing landscape

Woolworths Group Executive Team

Emergency Management Teams

COVID-19 Planning and Response Team

Time frame

- Immediate day-to-day and priorities for the coming weeks

- Forward planning (over 3 priority horizons)

Role

- Execution and decision making

- Planning, preparation and recommendations

Responsibilities/ examples

- Day-to-day problem solving and responding to outbreaks/hotspots
- Executing on processes, policies and frameworks
- Developing and sending communications (e.g. limits/social distancing)

- Gather learnings from other countries (intl research)
- Define Group-wide policy, processes, procedures and frameworks and evolve based on feedback
- Prioritise activity into horizons and solve for upcoming issues
- Develop communications to support Group-wide changes

Woolworths



Our stores



A safe place to work and shop

With a team of over 200,000 and over 3,000 stores across almost every community in Australia, we quickly recognised the important role we needed to play as the COVID-19 pandemic increased.

Guided by health advice and looking for best practice initiatives in nations going through similar circumstances, we adopted safety measures and education, to help our teams play their part in supporting health and safety in their communities.

Our efforts were focused on our 5 pillars: PPE, Health, Hygiene, Cleaning and Social Distancing.





Health

Supporting the
physical health
of our team
and customers



Health screening



HEALTH

Team temperature checks

We've provided equipment and training to team members across our stores and Distribution Centres for voluntary or mandatory temperature checks, depending on the applicable State Government regulation or Woolworths Group policy.

Our support sites and distribution centres have temperature checking as a condition of entry.

Supporting vulnerable team members

We've provided additional support to our most vulnerable team members following health advice from the Australian Government. We've also provided additional paid special leave in places where the Government has implemented a lockdown.

Health screening

To support our team in doing the right thing by staying home if unwell, we have offered additional leave for team members who don't have any. We're building awareness on symptoms with posters in team rooms.

Under Stage 3-4 restrictions we have implemented a digital 'health screening' process that occurs for every team member on arrival at work, including health screening questions to make sure team are not working if they are unwell.





COVIDSafe plans

We have COVIDSafe Handbooks detailing our policies and procedures for all stores across Australia.

Where required, we have also implemented the relevant government COVIDSafe plan.

Tracking people movement

All store visitors (contractors, service providers, sales reps) sign in to visitor registration. We've rolled out a digital sign-in solution to support faster contact tracing in a majority of our sites.

We have now transitioned to the relevant government QR code check-in process for customers in to support contact tracing, should the Department of Health require the same.

Zero tolerance to abuse

All stores display clear messaging advising customers of our zero tolerance policy for team member abuse.

We have also provided enhanced team training should any team member suffer abuse and where needed we have engaged additional security to manage potential conflict situations.





Hygiene

Implementing
best practice to
support team and
customer health



Hygiene



HYGIENE

Hand washing routines

We have strict food quality processes in our stores, including the need for team members to wash their hands whenever they enter or exit a fresh food area.

Hygiene education

We have reinforced the importance of good hygiene practices with signage across all our stores. This forms a part of our compulsory COVIDSafe Training modules for all team members.

Good hygiene is a condition of entry for all customers, team members, visitors, service providers, contractors, vendors and suppliers.

Increased access to sanitisers

Automatic hand sanitiser stations have been installed at the store entry in all stores for customers and for team members at various locations, particularly Fresh Food Departments in our supermarket stores. We continue to review and evolve these units to create a better experience for our customers and team. In the lead up to Christmas 2021, each store received additional sanitiser stations for both front of house and on the shop floor, ensuring our commitment to support team and customer safety.

Access to and supply of hand sanitiser was made possible through our new partnership with First Nations business Supply Australia. They were able to source 150 tonnes of hand sanitiser into Australia for our team members and customers to use.





PPE

Limiting the spread
of COVID-19



Plexiglass and acrylic dividers at our checkouts

We've installed clear plexiglass and acrylic dividers in the checkout areas of our stores across the Group to support social distancing and reduce the potential for community transmission between team and customers.



Face masks

The Government have advised wearing a face mask can help protect you and those around you in an area with community transmission, and where social distancing is not possible.

Face masks can help stem the flow of droplets and airborne particulates (source control).

We have supplied disposable and reusable face masks to all our stores across the Group, making them available for team members who wish to use them, or where they have to use them in accordance with Government direction. We've also provided guidance on how to safely use them.

Delta Variant

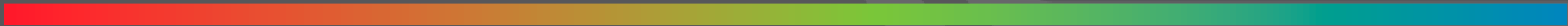
With the Delta Variant in the community and presenting a faster rate of transmission, we supported our team with additional PPE for COVIDSafe measures.

With focus predominantly on areas of concern which were identified by State Governments, we introduced the option to wear NP95 masks and face shields for our team to reduce the potential risk of transmission.



Cleaning

Implementing
best practice to
support team and
customer health



Cleaning



CLEANING

High and medium touch points

As retailers, we already have very high standards of cleaning and hygiene in place.

We have increased our cleaning and disinfecting routines throughout our trading day (in line with store size and rate of transmission in local community) with the focus on cleaning and disinfecting the medium and high touch points throughout our stores.

Cleaning contractors wear disposable nitrile gloves which are disposed of and replaced after each use.

Additional department cleaning

Our fresh food and checkout register teams conduct regular cleaning and disinfecting on work benches and stations and Self Checkout screens when not serving customers.

Improved products

Our Procurement team has sourced a consistent supply of hospital-grade disinfectant to support these increased cleaning practices.



Cleaning



CLEANING

Cleaning and disinfecting our PPE

We have taken a proactive approach to minimising the sharing of PPE. All our PPE and supplied uniforms are regularly cleaned and disinfected to reduce the risk of transmission in-store (i.e. freezer jackets for teams).

Shared equipment in team spaces (such as computers) are cleaned thoroughly with disinfectant after each use.

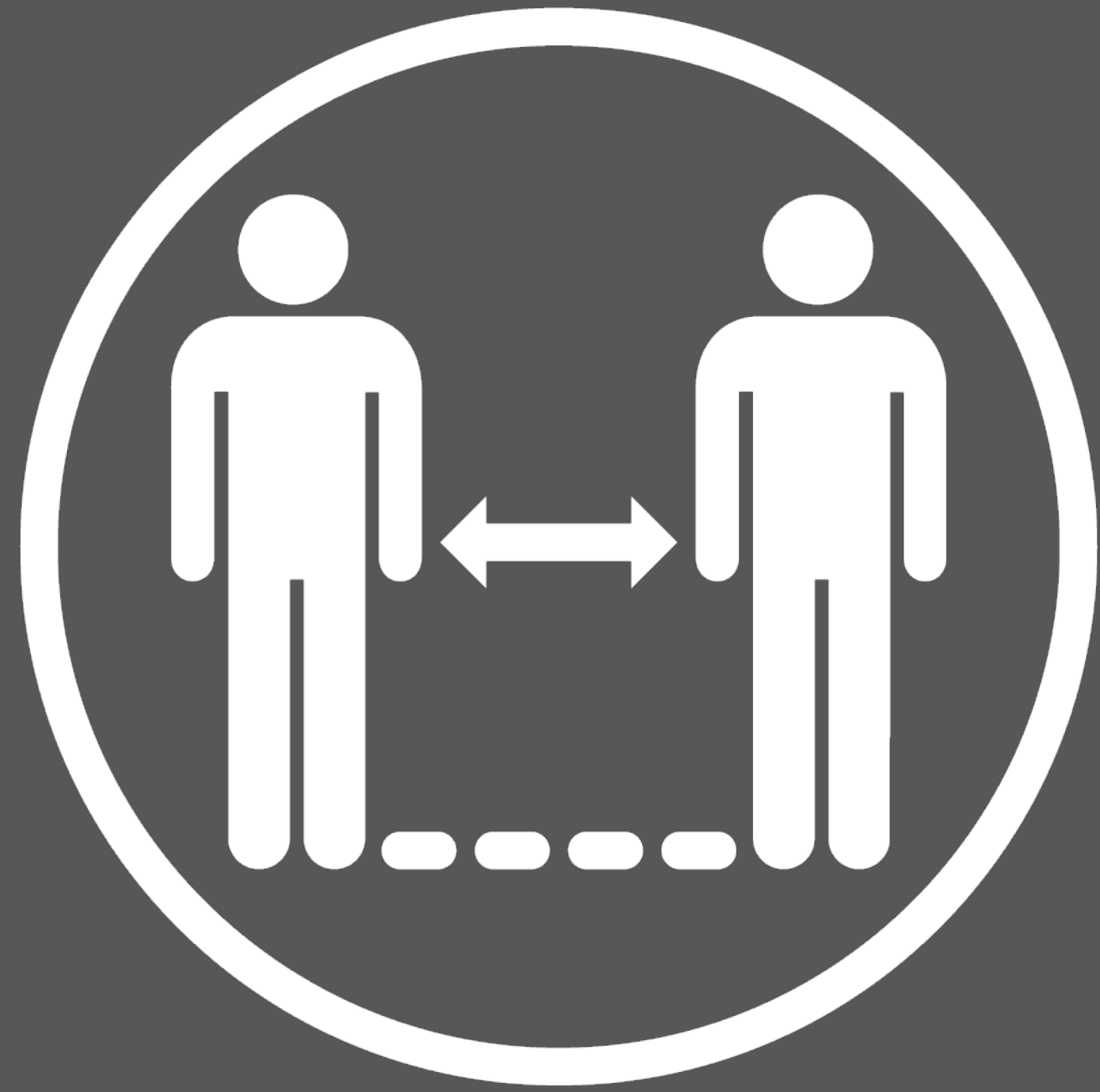
Health and Safety Ambassadors

Health and Safety Ambassadors have been put in place in regions identified with the potential for community transmission of COVID-19.

Trolley Disinfecting Trial

We've commenced a trial of a Trolley Disinfecting Unit for customers to disinfect their trolley on entry to the store, should they wish to do so. This is designed to support a safer and more hygienic shopping experience for our customers.





Social distancing

Implementing
best practice to
support team and
customer health



Social distancing



Clear team and customer messaging

We have created easy-to-read floor decals to support and reinforce social distancing to our team and customers across our stores, including fresh food departments, and when queuing at the checkouts.



Rotating shifts

For those that must work on site, we rotate our teams regularly to reduce the incidence of close contact transmission.

Team members on checkout registers are, where possible, given alternating checkouts so they are not working back-to-back for long periods of time.

Social distancing



Team and cleaners Hi-Viz vests

We have supplied optional Hi-Viz vests to our team and cleaners to help customers identify the social distancing and hygiene measures being undertaken in stores.

Back-of-house reset

We have reset our back-of-house areas (offices, team rooms, team amenities), removing computers and furniture where necessary, following any density guidelines provided by the Government.

A more open shopping experience

In order to create more space in store to support social distancing, we have removed some merchandising displays.

State or Territory specific requirements

We continue to monitor State and Territory requirements, and implement where applicable – for example the introduction of COVID Marshals in South Australian and Northern Territory operations who will also be visible across stores in Hi-Viz vests.



Social distancing



Contactless supplier delivery

We have changed how we receive orders from our Distribution Centres and direct suppliers, including drop boxes that remove the need for physical contact.

Digital messaging

We have used existing digital signage to reiterate social distancing and COVIDSafe messaging, and provided A0 sized posters to stores that don't have this option.

Adjusted trading hours

Where required to respond to peak purchasing periods we adjusted store hours to facilitate:

- Out-of-hours store replenishment.
- Priority periods for online picking.
- Designated shopping hours for vulnerable members of our communities, frontline workers, first responders, and team.



Social distancing



Contactless payment

Throughout COVID-19 we have stated that we prefer contactless/electronic payment options at our registers, with positive responses from our team and customers.

We also scaled-up our 'Scan & Go' app available in select stores, removing the need for customers to go through checkout registers.

Contactless deliveries

Where required in regions identified with the potential for community transmission, we ceased our crate to bench 'to kitchen' deliveries, and moved to contactless delivery to front door for online customers.

Directional shopping

In our Metro branded stores that have a smaller store size and aisle widths of less than 1.5m we introduced single flow directional shopping when required.

Limiting customers in-store

To maintain social distancing, we have limited the number of people in-store at any given time.

An app developed in-house helped our team count customers in and out and provided a central view of customer numbers.

We are rolling out 3D Sensor technology in certain stores to enable automatic people counting to support maintaining accurate social distancing measures.



Social distancing



Photo kiosks

In Big W stores with photo kiosks, we limited the amount of kiosks in use based on the 1.5m rule, with messaging to customers.

Kiosks, benches and chairs were cleaned with disinfectant at regular intervals throughout the day. Disinfectant wipes and hand sanitiser were available to customers at each open kiosk.

Team members were encouraged to social distance and offer verbal assistance only, rather than touch the kiosk or customers' devices.



Fitting rooms in Big W

Every second fitting room was closed during Stage 3 and 4 restrictions, and seats were removed in this area.

Customers were encouraged to try clothing on at home knowing we have 90-day change-of-mind returns.

Fitting room team members were encouraged to rotate to other areas of the store over the course of their shift to minimise the risk of close contact transmission.

Customers entering fitting rooms were encouraged to use hand sanitiser provided and self-return clothes to the store floor after fitting.



Social distancing during peak shopping periods



Supporting Trade during peak periods

A supermarket initiative during peak periods, that ensures our team have what they need to bring a little good, and demonstrate their care and passion towards our customer.

Over Christmas, we made the decision to invest into our Front End staffing roster so that we have a 'Zone Leader' to support customers move through the checkout as quickly as possible and adhere to social distancing.

A Zone Leader;

- Direct customer to the right open register for their shop.
- Call team members to support at Front End.
- Help customers find products.
- Make every customer's shopping experience special!

Over Easter time we focused on our high trading holiday stores and how we could support these stores with additional queuing equipment and team support for peak periods.



Stockroom Marshals

In selected stores, we introduced asStockroom Marshal for peak periods.

This initiative assisted to reduce congestion in supermarket stockrooms, maintain on-time delivery for online, improve supply chain truck turnaround and continue to keep our team safe.

Over Christmas, high volume stores have a Stockroom Marshal for the 11 days leading up to Christmas.





Our distribution and customer fulfilment centres

Distribution Centres

Supporting our team to keep Australia fed

The safety of our team has been our highest priority from the initial surge in demand throughout our Distribution Centres.

We have initiated a number of preventative actions to help mitigate the potential spread of COVID-19. These include, but are not limited to:

- Access to an onsite nurse should our team members require medical support or guidance during their shifts, when high level restrictions have been in place.
- Maintaining our hygiene standards across the site.
- Creation and implementation of an app that supports health screening and medical support prior to a shift commencing.
- Increased cleaning and disinfecting across our sites.
- Implementing strong social distancing measures.
- Supporting the government, we set up vaccination hubs across our ecosystem for team, family and trade partner to access.

Distribution centres



PPE



HEALTH

PPE

The use of face masks at our Distribution Centres is either mandatory or strongly recommended when the level of community transmission of COVID-19 increases.

Face masks are made available for all team members at all our sites, and are also available for contractors and drivers on request.

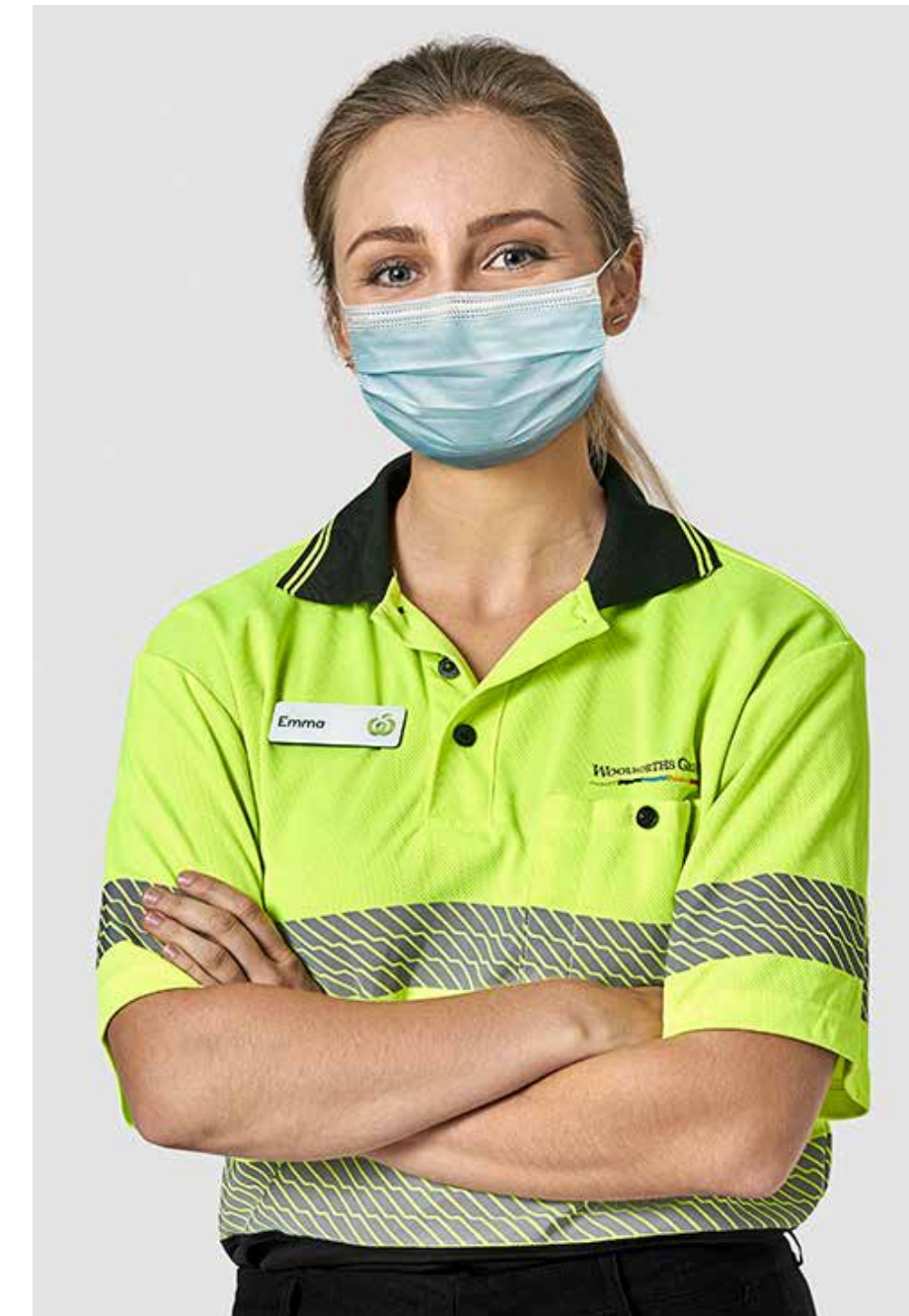
Our team has been trained on how to fit and remove face masks correctly.

COVID Coaches & Marshals

We have introduced a COVID Coach role to help ensure we maintain safe working practices.

COVID Coaches support team members as they follow social distancing guidelines and hygiene measures, as well as monitor safe working practices including sanitisation processes, observing one-way directional signage and inducting new team members to be COVIDSafe.

COVID Coaches are known as COVID Marshals in SA or COVID Safety Supervisors in the NT.



Rapid Testing

We set up rapid testing on entry for team members, contractors and visitors in our DC's.

This was initially rolled out across 13 sites in our DCs in NSW and Victoria from the 21st August 2021. We have completed 408,841 rapid tests with rapid testing forming part of our COVIDSafe measures.

Being mindful of states achieving double vaccination rates, we are developing a roadmap for stepping down rapid testing considering each State's vaccination rate prior to implementing our roadmap.

Distribution centres



HYGIENE



CLEANING

Site readiness

Teams are performing cleaning and disinfecting throughout the day focusing on shared equipment/spaces and high touch points such as computers, handheld devices, MHE and trolleys.

Teams are empowered to take personal ownership of ongoing cleaning and disinfecting on top of this (clean as you go) to further support team safety.

Sanitisation stations have been created throughout DCs where sanitisers and wipes are readily available.

Where required, temperature screening is undertaken on entry for team members, contractors and visitors.

Team members receive education on good hygiene and sanitisation practices at DCs, including social distancing through onsite COVID-19 toolbox talks, internal video displays on TVs and COVIDSafe posters.

Each distribution centre has a dedicated COVID-19 communications board.

We've built awareness on symptoms, and to support our team in doing the right thing by staying home if unwell, we have offered additional leave for team members who don't have any.

Where required, we have created separate shift times each day, with a gap between each to reduce chance of crossover and congestion, particularly around team areas and entry/exit points. We have also reviewed and segregated team break times to further minimise congestion in team spaces and amenity areas.



Distribution centres



Social distancing

We have installed Perspex Screens for security areas.

Onsite inductions are now run in smaller groups with pre-reads.

Common areas are set up to accommodate social distancing guidelines.

Social distancing seating arrangements have been made in all our offices, meeting rooms, and common areas.

Social distancing markers have been placed in offices and meeting rooms, and 'maximum number of people allowed' posters are displayed.

Signage/decals have been placed on floors and walls from main entry through to the DC floor, time clocks, stairs, canteen, office and meeting areas, transport office, and throughout the whole DC.

Where necessary, marquees have been installed to accommodate drivers or canteen facilities and reduce congestion in existing shared spaces.

These changes have been supported by huddles and team talks across our sites.



Customer fulfilment centres

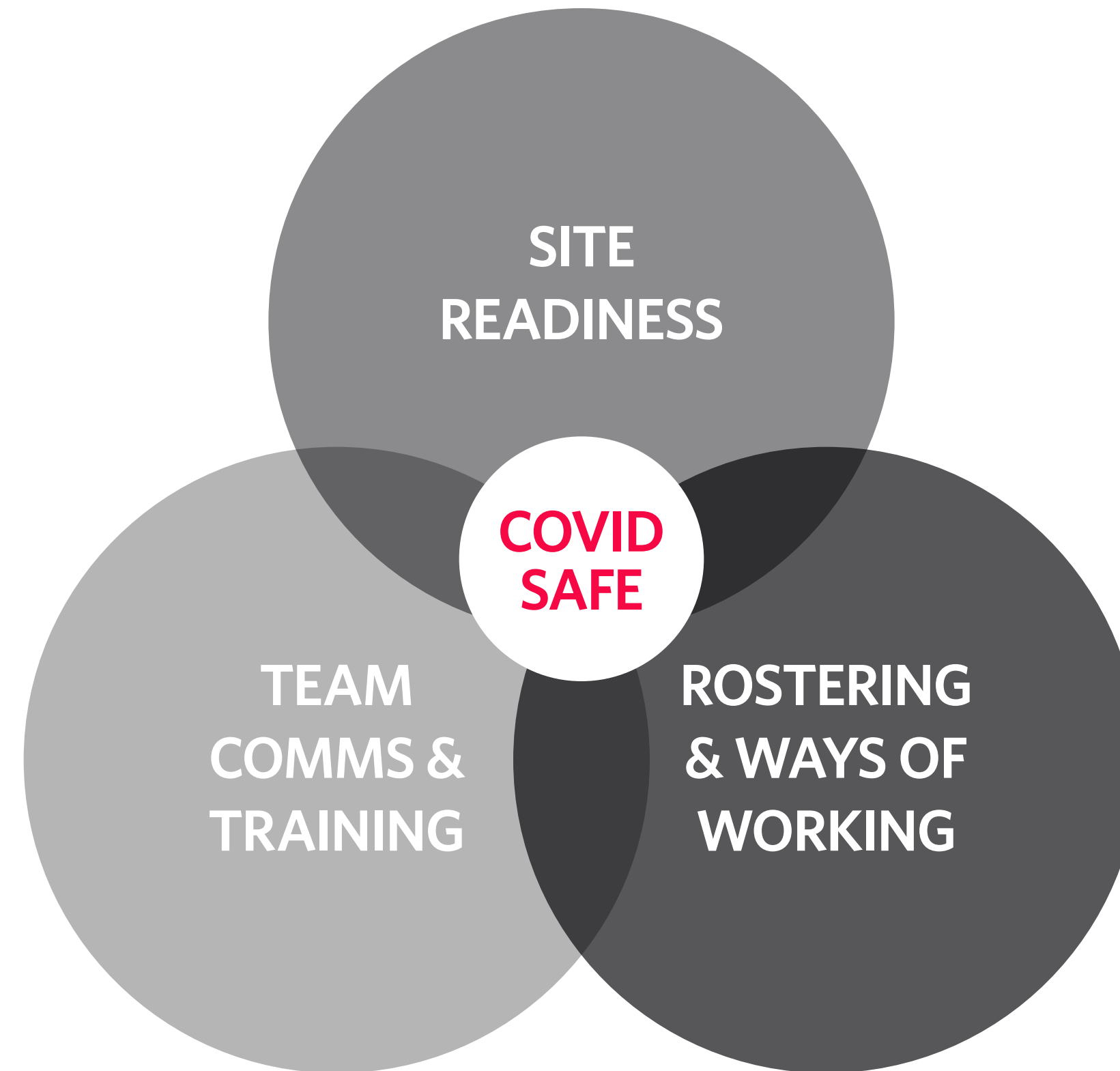
Supporting our team during rapid expansion



COVID-19 dramatically changed our customers' buying habits. This led to unprecedented and unplanned growth across our e-commerce channels and consequently our Customer Fulfilment Centres (CFC).

Our CFCs are purpose-built facilities to support processing online orders for customers.

To support our communities, the approach in our CFC is Team Safety based on 3 major focus areas:



Woolworths Canberra Airport Store

We experienced significant online growth at our Canberra Airport store as a result of the COVID outbreak in the ACT region.

To ensure customer orders were fulfilled, we increased capability at the store supporting our team to fulfill online orders. We also engaged with our delivery partners to support the increase in demand of customer buying habits moving to an online platform.

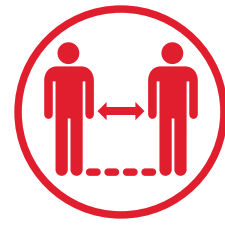
Customer fulfilment centres



PPE



CLEANING



SOCIAL DISTANCING

Site readiness

COVID Marshals and Coaches have been introduced to support teams social distancing and hygiene measures. Coaches also ensure additional PPE is available and in good order, cleaning standards are maintained and that all messaging materials/signage are current and on display.

Teams are performing cleaning and disinfecting, focusing on shared equipment/spaces and high touch points, such as computers, handheld devices, pallet jacks and trolleys. Cleaning is checked and signed off by designated COVID Marshal or Manager on Duty.

Teams are empowered to take personal ownership of ongoing preventative cleaning on top of this (clean as you go) to further support team safety.

Sanitisation stations have been created throughout the CFCs, and PPE such as face masks, gloves, sanitisers, and disinfectants are readily available when required.

We have created one-way aisles throughout the pick zone areas, minimising team crossover. Directional signage has been created and implemented to support this change.

Teams have access to nurses should they need medical support or guidance.

To reduce congestion, we have installed additional team lockers onsite.

During peak periods, we have implemented mandatory Thermal Screening on entry for team members.

Digital contactless sign on/off has been implemented for team, partners and visitors.

Rapid Testing

We set up rapid testing on entry for team members, contractors and visitors in our CFCs.

This was initially rolled out across 5 CFC sites in NSW and Victoria from the 21st September 2021. We have completed 57,589 rapid tests with rapid testing forming part of our COVIDSafe measures.

Being mindful of states achieving double vaccination rates, we are developing a roadmap for stepping down rapid testing considering each State's vaccination rate prior to implementing our roadmap.



Customer fulfilment centres



Team communications and training

We've created online training modules for our CFC teams so they're up to date on all COVID-19 related social distancing, hygiene and cleaning changes, as well as correct processes and any related restrictions.

We've built awareness on symptoms, safety measures, and reiterating personal accountability for hygiene and cleaning.

To support our team in doing the right thing by staying home if unwell, we have offered additional sick leave for team members who don't have any.

We've launched the team app Workjam for fast, broad and effective communications across our teams.

Rosters and ways of working

Where required, we've created two separate shift times each day (AM and PM), with a 30-minute gap between each to reduce chance of crossover and congestion, particularly around team areas and entry/exit points.

Where required, we have also reviewed and segregated team break times to further minimise congestion in team spaces and amenities.

Additionally, when required, our CFCs have created additional pick zones, with the team not working in the same zone as another team to minimise crossover during their shifts.



Our support offices



Supporting our support office teams

Working flexibly

We have invited our team members based in any of our support offices across the country to choose to work in the best environment that suits the work they are needing to do and also their personal preferences.

We introduced a working remotely team site that includes tips and advice on leading and working remotely.

We have also held virtual training sessions with team members wanting to understand more about collaboration tools they can use for running virtual meetings and workshops.

Social distancing

An e-learning module was created showing the changes within offices. Team members completed the module before returning to their support offices.

Our support offices have been set up to ensure social distancing guidelines are indicated, including at social pinch points and workstations.

We have implemented capacity restrictions within our buildings, lifts and meeting rooms, with new protocols displayed in each area.

We developed a booking tool to monitor the daily capacity of each of our support offices. This allowed tracking of the team members and could also be used for contact tracing. We made changes to our in-office cafes and other shared areas in accordance with regulatory requirements.



Supporting our support office teams

Hygiene

We have put in place strict cleaning processes, especially for high touch points such as stair handrails and elevator buttons.

We promote good hygiene practices (hand sanitiser and hand washing).

Where possible we have removed touch points by implementing items such as sensor activated tapware and foot operated door handles to building amenities.

Shared equipment, such as keyboards and mice, have been removed.

Health

Mandatory temperature checks was introduced for team members, visitors and contractors at building entrances have been implemented in Stages 2-4.

Team members have access to St. John Ambulance Officers and Mental Health Clinicians onsite, and virtually as well.

PPE

Face masks are available for team members in support offices.

Hand sanitiser, together with disinfectant wipes, are provided at entry points, work stations and throughout all shared areas.

Response protocol

We have ensured there is a triage team representative in the building who is trained to trigger and manage the COVID-19 response protocol if there is an identified case.

Rapid Testing

We set up rapid testing on entry for team members, contractors and visitors in our Support Office.

This was initially rolled out across 4 sites in our Support Office in NSW from the 18th August 2021. We have completed 19,243 rapid tests with rapid testing forming part of our COVIDSafe measures.

Being mindful of states achieving double vaccination rates, we are developing a roadmap for stepping down rapid testing considering each State's vaccination rate prior to implementing our roadmap.

COVID Safe Guidelines

We care about your safety and wellbeing and we are committed to creating a safe working environment for all of our team.

Health:

- We're asking any team member who feels unwell and experiences COVID symptoms to stay at home and get tested.
- We're supporting the wellbeing of our team members through our wellbeing offering 'I am here'.

Hygiene:

- We ask that you please follow good hygiene practices such as handwashing and avoid touching your face.
- We're providing sanitisers and wipes.
- Catch coughs or sneezes with disposable tissues.

Cleaning: We've increased the amount of cleaning, especially on frequently touched surfaces and cleaning equipment between uses.

Physical Distancing: We've implemented physical distancing supported by floor markings, as a guide for distance between each other.

PPE: Masks are available at all Woolworths Group sites. Please ensure you are following the relevant State Government or Woolworths Group guidance on masks at all times.

We create better experiences together for a better tomorrow. WOOLWORTHS GROUP

Maximum capacity 6 people

Let's take care and stay 1.5m apart

To ensure an effective and comfortable meeting please consider the following etiquette:

- Please ensure you take appropriate breaks when meeting for an extended period of time
- Please ensure you are maintaining 1.5m separation when waiting for and using this meeting room
- Please use provided sanitiser and cleaning products to clean this space at the beginning and end of your meeting and to practice good hygiene
- Doors can be left open to allow for additional ventilation

WOOLWORTHS GROUP We create better experiences together for a better tomorrow

Our team wellbeing



Supporting team wellbeing through COVIDCare

The wellbeing of our team is our ongoing priority. With the introduction of COVIDCare we have taken a holistic approach, considering the physical, mental, financial, social and community aspects of wellbeing.



We have engaged specialist businesses in these areas, as well as our own in-house expertise to create a comprehensive support program for our teams. We continue to adapt to COVID-19 and follow the relevant Government and Health Department advice.

Making support accessible and simple for our teams

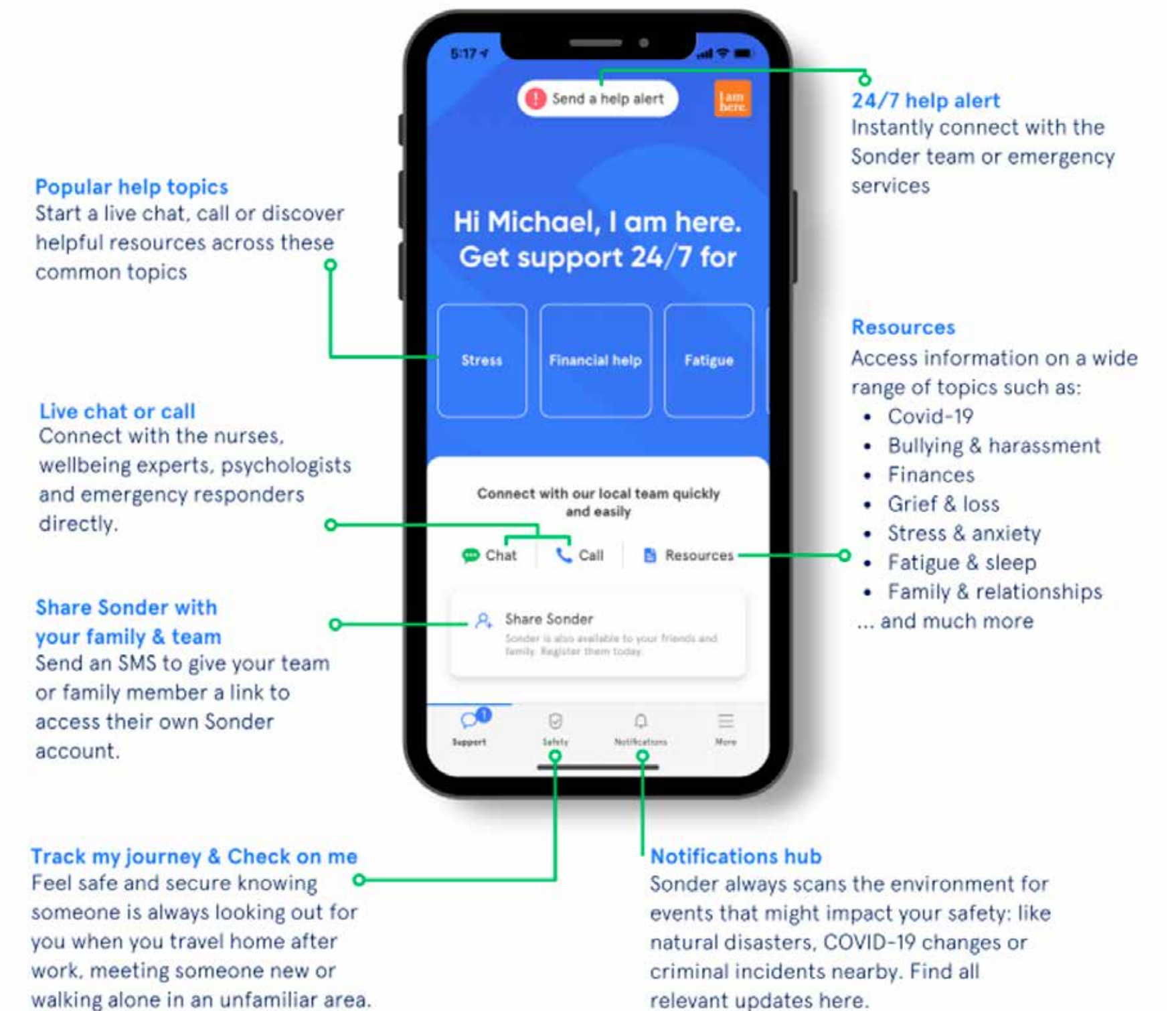
Team Support through the Sonder

Overview

- We've partnered with Sonder, to provide our team members with 24/7 confidential free on-demand support at the touch of a button, whenever and wherever our team need it.. It's a one-stop shop for personal safety, health and wellbeing, providing our teams with support, whenever and wherever they need it.
- The Sonder team is available via the app for live chat, phone, or self help. Making it simple and accessible to all team members.

Teams can use Sonder for :

- **24/7 Support** - Network of nurses, emergency responders and other experts who provide over the phone or live chat support.
- **Psychological Support to Team** - Free and confidential counselling and coaching for team and their families.
- **Critical Incident and Trauma Support** - That supports individuals and teams following a critical event or trauma.
- **Track My Journey** - Ensuring teams and family members arrive at their destination safely.
- **Check on Me** - A pre-set time for Sonder to check on team members at their request, ensuring that someone in a vulnerable or compromised situation never has to feel unsafe or alone.
- **Self Help & Resources** - Easily accessible in-app library of self-help articles and resources.
- **Notifications** - Sent to team members for events that could impact their safety or disrupt their day, e.g. floods or bushfires. If team members are near a threat or hazard, Sonder will send a safety notice to ensure they are able to stay safe.



A flexible range of support for our team's wellbeing

Team members no longer have to remember different phone numbers, websites or apps. They can now access help and support at the touch of a button using the Sonder App. Sonder can help link our team to the relevant support such as ASSIST or Good Shepherd via chat or phone. Alternatively team members can self navigate the information and resources available to them.

Support for you and your family

We all go through ups and downs, that's life. Sometimes we struggle or know someone that is. What's important is to get the right support and take steps to feel better. Woolworths Group has free and confidential services ready to help you.

Challenges listed: Stress, Depressed, Violence, Bills, Grief, Alone, Anxiety, Worry, Flood, Fatigue, Suicide, Bushfire, COVID-19, Abuse, Scared, Selfharm, Relationship, Injury, Debt, Unsafe, Car crash, Assault, Sleep, Illness, Loss.

Whether you find yourself in an emergency situation, want to talk to someone or are simply looking for information, Sonder's 24/7, on demand network of nurses, counsellors, emergency responders or financial experts provides you with support.

“I'm here to help you at work and in your personal life. Don't worry, whatever you say stays between us.”

“I love that I can just open my phone and talk directly to a real person. I don't need to remember who to go to when I need help, I speak to Sonder and they support me.”

Sonder connects team members to the I am here wellbeing support partners such as:

- **Good Shepherd** offers team and family members that hold Plus cards support through financial hardship, including financial counselling, no interest loans up to \$3,000, grants, gift cards, and debt consolidation.
- **Money Brilliant** provides team members with a proactive tool to assist with planning and budgeting with the intent to minimise the risk of our team members falling into financial hardship during these challenging times.
- **I am here** tribe member and ambassador courses. The courses are designed to help team members look out for themselves and each other. We want everyone to know that it's ok not to feel ok, and that it's absolutely ok to ask for help. The objective is to increase the confidence and courage of all team members, so if someone is not feeling ok, we all know what to do to help.
- **Woolworths' internal resources** such as COVID-19 support leave for any missed shifts due to COVID-19 impacts, SpeakUp

1800RESPECT

Good Shepherd
Microfinance

Money
Brilliant

team member
speakup

I am
here.

mindstar

Grace Papers

LIFE

Supporting our team's physical wellbeing

In addition to the many physical safety measures initiated in our stores, centres and support offices, we have supported our team's physical wellbeing in other ways too.

COVID vaccination

We are now entering the next major phase of the pandemic, the phase of learning to live with COVID.

We have therefore made the decision to require our team members employed in Australia to be fully vaccinated against COVID-19 to work at Woolworths Group, as this is one of the most effective measures we can take to keep our team and customers safe

COVID-19 care Isolating as a result of workplace exposure

We always do the right thing at Woolworths Group, we have introduced **special paid coronavirus leave** to support our team members who need to take time off to focus on their health and wellbeing during COVID-19.



Zero tolerance to abuse

We have provided team training and put in place clear messaging around abuse to support a safe work and shopping environment in our stores.

Take A break Leave Offer

We know that it has been particularly difficult for our Store, CFC and DC team members given the current challenges, which is why we have provided the Team with a Take a Break leave incentive to provide more opportunities to rest, recharge, focus on wellbeing and (hopefully) start to travel.

Woolworths Virtual Gym

Regular exercise can help boost energy levels. Our Virtual Gym gives Team Members access to workout videos in the comfort of their own home to help keep them moving.

Domestic & Family violence support

Domestic and family violence can happen to anyone. This can make accessing information, talking to someone and creating safety even more difficult and dangerous for victims of violence.

Supporting people during and beyond COVID-19 is our shared responsibility and we can't create safety alone.

As part of this policy, permanent full-time team members are entitled to five days paid sick leave and five day unpaid sick leave per year if they are in a family violence situation and we also work with each individual to identify other support that would help, including moving stores.

Helping our communities

Thank you

We hope your Woolworths Basics Box provides some help during this challenging time

Please know that our team is working really hard to support our community and we thank you for your continued support and patience. We can get through this if we look out for each other.

We've created the Woolworths Basics Box to help provide meals, snacks and a few essentials for those in genuine need.

If you would like to also order specific products for delivery, you can apply for Priority Assistance at woolworths.com.au/priorityassistance

Woolworths
Get it done



Helping those who need it most

Community Shopping Hour

To help support the elderly and people with a disability, we introduced a dedicated community shopping hour as a temporary measure to help these customers obtain the essential items they needed in a less crowded environment and at the beginning of the day straight after overnight cleaning had taken place.

Due to popular demand this special shopping hour was extended to emergency services and healthcare workers.



Support for hunger relief charities

Between March and July 2020, each of our major food relief partners broke their individual records for distribution of food to vulnerable Australians. Woolworths massively increased our support for our major food relief partners, OzHarvest, Foodbank and FareShare during this time, investing an extra \$8.26 million dollars worth of direct support through cash donations, purchased food donations, labour and logistics, to ensure each of our partners could scale up to meet the growing demand.

Then in July 2021 as the outbreak of the COVID Delta variant spread, it created lockdowns across much of the nation, predominantly NSW and Victoria Woolworths again stepped up the support with an additional \$1m for our food relief and everyday needs partners, including Good360.



Helping those who need it most

Woolworths Helping with Hampers

To rapidly increase emergency access to essential foods in early 2020, a parallel supply chain was set up through wholesale and a bundled grocery offer created. This providing the pantry basics for people unable to shop in store, due to COVID-19 isolation or social distancing.

46,000 Woolworths Basic Boxes were packed and distributed across the nation with more than half of these donated to our hunger relief charity partners, as well as scores of smaller local charity agencies.

Then in mid-2021 as the Delta variant emerged, the Australian Grocery Wholesale Team jumped back into action, working directly with Food Relief Partners, State and Local Government, and many Community Organisations to ensure the availability and supply of much needed essential items.



Supporting Aboriginal and Torres Strait Islander organisations

We gave logistical support to transport approximately 6,500 Basic Boxes to remote communities quickly.

Mask donation - We supported the supply of 66,000 masks to Palm Island and the Torres Strait areas.

We worked with organisations who reached out to us, big and small, to understand their needs and provide a combination of food and/or donations, or alternatives to increase supply.

Following the Delta Variant outbreak in mid 2021, Woolworths Wholesale and eCom teams supported several weeks of emergency bulk orders into First Nations communities in Wilcannia, White Cliffs and Blacktown in NSW as well Shepparton in Victoria.



Helping those who need it most

Bread & Butter Project

We partnered with Australia's first social enterprise bakery to introduce their bread into Woolworths Metro stores after the business was impacted by reduced supply to restaurants and Food Service.

This enabled the Bread & Butter project to continue to invest 100% of their profits into helping shape the lives of those seeking refuge and asylum through training and employment opportunities in Sydney.



Support for Melbourne Towers residents

Woolworths Foodbank and FareShare teamed up to support over 3,000 residents in lockdown.

14,000 freshly cooked meals and hundreds of Woolworths Basics Boxes were directly donated on site.

Whilst a 40-strong team local Woolworths stores set up a nearby store as hamper packing zone, with 4,500 bags of food filled with pantry staples being packed and donated within hours of lockdown.



Helping those who need it most

Feed Appeal

A six-week campaign asked Woolworths customers to help feed a family in need by making a \$2 donation at checkout or when shopping online. Woolworths kicked off the Appeal with a \$100,000 donation, equivalent to 200,000 meals.

Together, Woolworths and FareShare's Feed Appeal raised over \$1.5 million which has been distributed via 52 grants to urban, rural and regional food relief agencies covering every Australian State and Territory.

This included the first ever Feed Appeal grant awarded in the Northern Territory. With the Tangentyere Council Aboriginal Corporation receiving a \$50,000 Major Rural Grant to support 10,000 residents of Town Camps in central Australia.



Share the Dignity

Woolworths and Share the Dignity's August 2020 and March 2021 Drives raised awareness and donations for Australian women facing period poverty.

The charity has reported significant double-digit growth for the period care products compared to pre-COVID-19 times.

Through our past two Dignity Drives almost 200,000 items of period care and incontinence products were donated in Woolworths stores, and this product was then provided to women and girls in need.

Woolworths also provides financial support to Share the Dignity, assisting with their operating costs.



Helping those who need it most

Woolworths 6th Annual OzHarvest Christmas Appeal - the biggest ever

2020 was a challenging year for so many Australians. Twice as many people are now requiring food relief assistance from local charities at least once per week, and these charities are seeing demand increase by an average of 47%. That is why it is so important for Woolworths to help sustain and continuously grow the capacity of our key food relief partners like OzHarvest.

For our 6th Annual OzHarvest Christmas Appeal in 2020, we have tripled our fundraising target from \$1 million to \$3 million, to help OzHarvest provide 6 million more meals for Australians in need next year.

Woolworths donated the first \$500,000 and asked customers to “round up” their shopping transaction in-store to the nearest dollar, with 100% of funds going to the OzHarvest Christmas Appeal.

Every 50 cents donated helped OzHarvest to provide another meal to someone in need. Woolworths donate on average 300,000 kilograms of fresh surplus food to OzHarvest every month, which they then distribute, directly and free of charge, to over 1,300 local charities across Australia.

Woolworths partnered with OzHarvest to create a special Kids Hamper

In further response to growing impact of the ongoing pandemic, Woolworths and OzHarvest have teamed up to help more than 7,500 families across Sydney to receive specially designed Kids Hampers to assist families.

Each Kids Hamper contains four kilos of donated food including fresh fruit, vegetables, nutritious snack foods and treat foods, along with educational activities, books and games is designed to provide a child with food and activities to support them for a week.



Support for local communities

Created 20,000 new roles

During the peak buying period Woolworths created thousands of jobs, helping those who were unemployed or stood down during the pandemic.

The new hires allowed Woolworths to better meet the unprecedented demand for food and drinks across Australia.

It also helped increase online operations, to support the changing shopping needs of the community, as the health crisis unfolded.

Helping impacted in-store fundraising

Charity partners whose fundraising campaigns were cancelled due to COVID-19, were not impacted financially as the Group made donations to the equivalent value, with a total of \$1.5 million donated.



Free coffee

As a large number of our Metro Branded stores are located near hospitals and nursing homes, we offered free coffee to all healthcare workers when they visited our stores.



Helping those who stayed at home

Crowdsourcing deliveries

Woolworths partnered with last-mile couriers like Uber, Sherpa, and Drive Yello, to increase the number of delivery windows for tens of thousands of customers each week.

This created additional supply and employment opportunities for fulfilment partners.



Converting supermarkets to online delivery hubs

During the stay-at-home periods, Woolworths converted some supermarkets to online delivery hubs to pick and dispatch tens of thousands more weekly online orders to customers in the surrounding suburbs.

This included online orders for the most vulnerable in the community through Woolworths' Priority Assistance service and supported those staying at home.



Support for small suppliers

When Covid-19 **first hit the supply chain in early 2020**, we helped support a number of small suppliers, who had issues selling their products through normal food service channels.

Woolworths worked actively with a growing number of smaller egg suppliers to help them through this time. One of the businesses Woolworths welcomed was Hilltops Free Range Eggs (Boorowa NSW). Hilltop Eggs were ranged in 8 stores in the ACT.

In addition, Woolworths expanded the range in store from existing suppliers, with additional eggs usually sold to food service customers currently available in many of our stores, and even some quail eggs made available in selected NSW and VIC stores.



In addition

- **Campos Coffee Beans** is Australia's number one specialty Coffee brand and was significantly impacted by the closure of cafes and restaurants. We worked with Campos to supply coffee beans into Woolworths
- **Little Big Dairy** - Dubbo based dairy farm, hit hard by drought. Supplied additional milk into 9 key Sydney stores during shortages.
- **South Coast Cheese (Tilba Milk)** - based on the NSW South Coast, struggling after bushfires and lack of tourist trade. We ranged into additional 10 stores from ACT and Goulburn.
- **4 Seas Tuna** (Via local Processor Supafin) - Supporting local Mooloolaba Tuna Industry after the collapse of their food service business by ramping up Yellowfin Tuna and Swordfish sales in Woolworths in 2020
- **Bluwave Lobster** (Via Existing Wild Oceans Supplier) - New Supplier to Woolworths, Supported them by taking 2 Tonne of WA Rock Lobsters when the Chinese market collapsed for Easter, 2020.

Contact

For more information contact:

Woolworths Supermarkets

1300 767 969

Monday to Friday: 8am to 8pm

Saturday: 9am to 5pm

Sunday: 10am to 5pm

Woolworths Online

1800 000 610

Monday to Friday: 6am to 12am
(6am to 1am in daylight savings)

Saturday: 6am to 10.30pm

Sunday: 6am to 10pm

Everyday Rewards

1300 10 1234

Monday to Friday: 9am to 7pm (AEST)

Saturday and Sunday: 10am to 4pm (AEST)

BIG W

1300 244 999

Monday to Friday: 9am to 6pm

Saturday to Sunday: 9am to 5pm

