WOOLWORTHS HOLDINGS LIMITED

GOOD BUSINESS JOURNEY REPORT

2024 KEY SUSTAINABILITY INDICATORS

START

FIVE-YEAR PERFORMANCE SUMMARY OF KEY SUSTAINABILITY INDICATORS

KEY PERFORMANCE INDICATOR	BOUNDARY	FOCUS AREA	2024 TARGET	PERFORMANCE AGAINST TARGET	YEAR-ON-YEAR CHANGE (2024 VS 2023)	2024	2023	2022	2021	2020	2019	ASSURANCE COVERAGE IN 2024
Revenue (R billion)	WHL		NR	N/A	▼	77	88	82	81	74	75	FS
Return on equity	WHL		NR	N/A	▼	28.6%	40%	36%	45%	18%	29.1%	FS
Adjusted headline earnings per share (cents)	WHL		NR	N/A	▼	391.3	516.8	380.9	346.6	170.3	371.7	FS
Annual GBJ savings	WSA		NR	N/A	▲	R 493m	R411m	R362m	R370m	R298m	R274m	MA
Number of permanent employees (headcount)	WHL		NR	N/A	▼	37 980	38 732	44 129	44 708	44 863	46 831	MO
Training spend	WHL	PEOPLE	NR	N/A	▲	R210m	R207m	R169.1m	R83m	R147m	R148m	MO
BBBEE score	WSA		NR	N/A	▲	Level 4	Level 5	Level 5	Level 6	Level 6	Level 7	BEE
Contribution to communities	WHL	SOCIAL DEVELOPMENT	NR	N/A	▼	R973m	R1 031m	R995m	R918m	R854m	R852m	MO
% of private-label FBH[1] locally sourced	WSA		33%	●●●○	=	33%	33%	31%	29%	29%	31%	MA
% of palm oil responsibly sourced[V]	WSA		80%	●●●●	=	100%	100%	100%	97%	94%	98%	MO
% of cocoa responsibly sourced[V]	WSA		100%	●●●●	=	100%	100%	100%	100%	98%	98%	MO
% of soya responsibly sourced[V]	WSA	ETHICAL SOURCING	NR	N/A	N/A	NR	Baseline established and roadmap completed	Baseline established and roadmap completed	NR	NR	NR	MO
% of coffee responsibly sourced[V]	WSA		80%	●●●●	▲	94.2%	75%	92%	NR	NR	NR	MO
% of seafood responsibly sourced[V]	WSA		98%	●●●●	=	99%	99%	99%	98%	NR	NR	MO
% of cotton responsibly sourced[V]	WSA		100%	●●●○	▼	99.2%	100%	100%	98%	92%	80%	MO
% of cotton responsibly sourced[V]	CRG		N/A	N/A	N/A	26%	NR	86%	84%	80%	75%	MO
% of man-made cellulosic fibres responsibly	WSA		97%	●●●●	▲	98.8%	95%	96%	75%	NR	NR	MO
% of man-made cellulosic fibres responsibly	CRG		N/A	N/A	N/A	14%	NR	43%	32%	NR	NR	MO

1. Fashion, Beauty and Home, previously called Clothing and General Merchandise (C&GM). V. Vision 2025+ goal (refer to the KPI definitions for KPIs with reported data in 2024).

KEY PERFORMANCE INDICATOR	BOUNDARY	FOCUS AREA	2024 TARGET	PERFORMANCE AGAINST TARGET	YEAR-ON-YEAR CHANGE (2024 VS 2023)	2024	2023	2022	2021	2020	2019	ASSURANCE COVERAGE IN 2024
% of timber responsibly sourced[V]	WSA		100%	●●●●	=	100%	100%	98%	90%	NR	NR	MO
% of timber responsibly sourced[V]	CRG		NR	N/A	N/A	0%	NR	39%	43%	NR	NR	MO
% of leather responsibly sourced[V]	WSA		75%	●●●●	▲	79.4%	53%	32%	Work commenced on establishment of baseline	NR	NR	MO
% of leather responsibly sourced[V]	CRG		NR	N/A	N/A	11%	NR	94%	85%	76%	69%	MO
% of synthetics responsibly sourced[V]	WSA		15%	●●○○	▼	9.9%	12%	18%	8%	NR	NR	MO
% of synthetics responsibly sourced[V]	CRG		NR	N/A	N/A	2%	NR	29%	NR	NR	NR	MO
Development of a Group-wide roadmap	WHL			●●●●	=	Roadmap in place	Roadmap developed	Roadmap in development		NR	NR	MO
Publication of supply chain[V]	WSA FBH private label and CRG			●●●○	=	WSA FBH tier 2 supplier list mapping continues	WSA FBH private label tier 2 suppliers mapped	WSA FBH private label tier 1 suppliers mapped and published	CRG and DJ private label tier 1 suppliers published in prior years, with additional details published this year. WSA tier 1 suppliers not yet	NR	NR	MO
Publication of supply chain[V]	WSA Food			●●●○	=	Roadmaps for traceability in de-velopment for key commodities con-tinues	Roadmaps for traceability in development for key commodities	Private label tuna fisheries published on the International Pole and Line Foundation's Sourcing Transparency Platform	List of commodities finalised – publication to commence in future years	NR	NR	MO
% of Food private label products with a sustainability attribute	WSA	ETHICAL SOURCING	100%	●●●●	=	100%	100%	99.9%	99%	91%	91%	MA
% of FBH private label products with a sustainability attribute	WSA	SUSTAINABLE FARMING	90%	●●●●	▲	87.3%	85%	78%	95%	96%	91%	MO
% of CRG products with a sustainability attribute	CRG	HEALTH AND WELLNESS	NR	N/A	N/A	NR	NR	79%	77%	74%	68%	MO

KEY PERFORMANCE INDICATOR	BOUNDARY	FOCUS AREA	2024 TARGET	PERFORMANCE AGAINST TARGET	YEAR-ON-YEAR CHANGE (2024 VS 2023)	2024	2023	2022	2021	2020	2019	ASSURANCE COVERAGE IN 2024
% change in the number of reusable bags[2] sold	WSA	PACKAGING AND WASTE	NR	N/A	▼	0.87%	36%	77%	41%	35%	26%	MA
% of packaging that is reusable or recyclable[V]	WSA Food		100%	●●●○	=	98%	98%	98%	97%	NR	NR	MO
% of packaging that is reusable or recyclable[V]	WSA FBH		70%	●●●●	▲	93.82%	50%[5]	Baseline in progress		NR	NR	MO
% of packaging that is reusable	CRG		NR	N/A	N/A	0.6%	NR	92%	Work commenced on establishment of baseline	NR	NR	MO
% reduction in edible food waste to landfill in own operations[V]	WSA		2.5%	●●○○	▲	3.2%	2.7%	Baseline established and reported		NR	NR	MO
% of product that has been designed to be reused, repaired, repurposed or recycled[V]	WHL		NR	N/A	N/A	Work to establish baselines, roadmap, and targets commenced in 2022, 2023 and continued in 2024			NR	NR	NR	MO
% of product that contains at least one renewed, reused or recycled material input[V]	WHL		NR	N/A	N/A	Work to establish baselines and targets commenced in 2022, 2023 and continued in 2024			NR	NR	NR	MO
Water use (kl)	WSA	WATER	NR	N/A	▼	642 436	653 379	615 789	555 175	571 581	595 522	MA
Electricity use (MWh)	WHL	ENERGY AND CLIMATE CHANGE	NR	N/A	▼	403 717	501 502	406 872	431 054	469 124	497 562	GCX
Carbon footprint (tCO_2e)	WHL		NR	N/A	▼	877 643	905 835	904 047	801 628	820 846[3]	721 565	GCX
% change in Scope 1 and 2 carbon emissions[V]	WHL		NR	N/A	▼	-30%[4]	-20%	-16%	-12%	-7%	NR	MO
Total electricity sourced from renewable sources (MWh)	WHL		NR	N/A	▼	9 285	22 442	11 617	2 762	2 841	2 257	GCX
% of electricity sourced from renewable sources[V]	WHL		NR	N/A	▼	3%	6%	3%	0.64%	0.61%	NR	MO

2. Reusable bags sold in Woolworths Food stores in South Africa, including fabric shopper bags, designer shopper bags, and GBJ (cause-related marketing) bags.

3. 2020 Scope 3 carbon emissions restated.

4. Percentage decrease against 2019 baseline.

5. Estimated

KEY

NR	Not reported publicly
N/A	Not applicable
▲	Increase from previous year (Positive)
▼	Decrease from previous year (Positive)
=	Same as previous year
▲	Increase from previous year (Negative)
▼	Decrease from previous year (Negative)

PROGRESS

●○○○	Not yet started
●●○○	Behind
●●●○	On track
●●●●	Ahead/Achieved

ASSURANCE COVERAGE IN 2024

FS	Financial information extracted from the audited 2024 Annual Financial Statements
MA	Included in ERM's moderate assurance engagement scope
MO	Management and Board oversight of sustainability scorecard reporting
BEE	Included in the BBBEE scorecard verification
GCX	Included in GCX's limited level verification of the greenhouse gas emissions inventory (carbon footprint)

2023 AUDITED ANNUAL FINANCIAL STATEMENTS | 2024 ERM INDEPENDENT MODERATE ASSURANCE STATEMENT | BEE CERTIFICATE | GCX CARBON FOOTPRINT VERIFICATION STATEMENT

VISION 2025+ KPI DEFINITIONS

PERCENTAGE OF COMMODITY RESPONSIBLY SOURCED

PERCENTAGE OF PALM OIL RESPONSIBLY SOURCED

Percentage of palm oil used in private label Woolworths Food produced according to a globally recognised sustainability programme (i.e. RSPO) – may be segregated or mass balance. Palm oil comprising any percentage of a final Woolworths private label product is to be included in this calculation

PERCENTAGE OF COCOA RESPONSIBLY SOURCED

Percentage of cocoa or cocoa derivatives used in private label Woolworths Food produced according to a globally recognised sustainability programme (i.e. UTZ/Rainforest Alliance, Cocoa Life, Cocoa Horizons, Fairtrade) – may be segregated or mass balance. Cocoa comprising any percentage of a final Woolworths private label product is to be included in this calculation. This excludes food services cocoa

PERCENTAGE OF COFFEE RESPONSIBLY SOURCED

Percentage of private label coffee (beans and instant) sold (food services and retail) from a responsible sourcing programme that Woolworths is actively investing in, or is produced according to a globally recognised sustainability standard/programme

PERCENTAGE OF SEAFOOD RESPONSIBLY SOURCED

Percentage of all Woolworths private label seafood produced to a globally recognised certification scheme, seafood guide or improvement programme (e.g. GSSI-accredited, WWF-SASSI). Seafood comprising any percentage of a final Woolworths private label product is to be included in this calculation

PERCENTAGE OF COTTON RESPONSIBLY SOURCED

Percentage of cotton used in private label fashion, homeware, and general merchandise sourced through a globally recognised sustainability, organic or recycling certification programme (e.g. Better Cotton, OCS, GOTS, RCS, GRS). For inclusion in this calculation, the cotton needs to be a substantial (>10%) and identifiable component of the final private label product (e.g. includes blended-fibre base fabrics with >10% cotton; excludes cotton trim/piping or shoelaces)

PERCENTAGE OF MAN-MADE CELLULOSIC FIBRES RESPONSIBLY SOURCED

Percentage of man-made cellulosic fibres in private label fashion, homeware, and general merchandise sourced through a globally recognised sustainability or recycling programme (e.g. FSC, Canopy, RCS, GRS, Lenzing), that do not come from ancient and endangered forests, or are recycled. For inclusion in this calculation, the man-made cellulose needs to be a substantial (>10%) and identifiable component of the final private label product (e.g. includes blended-fibre base fabrics with >10% viscose; excludes embroidery designs using viscose threads)

PERCENTAGE OF LEATHER RESPONSIBLY SOURCED

Percentage of leather used in private label fashion, homeware, and general merchandise sourced from tanneries with accreditation or certification that is superior to conventional standards or a globally recognised sustainability programme (e.g. Leather Working Group (LWG)). To be included in this calculation, the leather needs to comprise a substantial (>10%) and identifiable component of the final private label product (e.g. includes leather uppers of shoes; excludes leather trims such as label on denim)

PERCENTAGE OF TIMBER RESPONSIBLY SOURCED

Percentage of timber used in private label homeware and general merchandise sourced through a globally recognised ethical and sustainable forest management programme (e.g. FSC) in which timber is legally harvested and sourced from ethically and sustainably managed forests. To be included in this calculation, the timber needs to comprise a substantial (>10%) and identifiable component of the final product (e.g. includes wooden body of a chopping board; excludes lid on a canister)

PERCENTAGE OF SYNTHETICS RESPONSIBLY SOURCED

Percentage of synthetics used in private label fashion, homeware, and general merchandise sourced through globally recognised recycling programme (e.g. GRS, RCS). Synthetics include petroleum-based synthetics such as polyester and nylon/polyamide. To be included in this calculation, the synthetics need to comprise a substantial (>10%) and identifiable component of the final private label product (e.g. includes blended-fibre base fabrics with >10% synthetic; excludes synthetic trim/threads)

PERCENTAGE OF PACKAGING THAT IS REUSABLE OR RECYCLABLE

Percentage of primary and secondary packaging of any private label product that is reusable or recyclable. Reusable packaging is packaging that has been designed to accomplish or proves its ability to accomplish a minimum number of trips or rotations in a system for reuse. Recyclable packaging is defined as what is technically recycled based on where the de-packaging occurs

PERCENTAGE CHANGE IN SCOPE 1 AND 2 CARBON EMISSIONS

Percentage change in Scope 1 and 2 carbon emissions between the baseline year of 2019 and current year, with the carbon emissions calculated using the GHG Protocol

PERCENTAGE OF ELECTRICITY SOURCED FROM RENEWABLE SOURCES

Percentage of electricity sourced from renewable sources. Renewable sources are defined as electricity produced using natural resources that are constantly replaced and never run out, such as solar and wind

GROUP EMPLOYEE INFORMATION

GROUP EMPLOYEE HEADCOUNT

	2024			2023			2022		
TRADING COMPANY	PERMANENT HEADCOUNT[1]	TEMPORARY HEADCOUNT[2]	TOTAL HEADCOUNT	PERMANENT HEADCOUNT[1]	TEMPORARY HEADCOUNT[2]	TOTAL HEADCOUNT	PERMANENT HEADCOUNT[1]	TEMPORARY HEADCOUNT[2]	TOTAL HEADCOUNT
AFRICA (countries outside of South Africa)	1 578	129	1 707	1 526	117	1 643	1 399	140	1 539
SOUTH AFRICA	30 398	272	30 670	30 669	363	31 032	30 172	308	30 480
WSA TOTAL	31 976	401	32 377	32 195	480	32 675	31 571	448	32 019
CRG	643	4 960	5 603	2 842	3 215	6 057	2 471	3 256	5 727
WHL TOTAL	32 619	5 361	37 980	35 037	3 695	38 732	38 190	5 939	44 129

[1] Permanent headcount = Permanent employees, including limited-period employees (LPE) with service duration of more than 1 year.
[2] Temporary headcount = Limited-period employees (LPE) with service duration of less than 1 year.

GROUP EMPLOYEES BY GENDER

	2024		2023		2022	
TRADING COMPANY	MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
WSA	10 851	21 526	10 873	21 802	10 682	21 337
CRG	643	4 960	699	5 358	598	5 129
DJ	N/A	N/A	N/A	N/A	1 409	4 974
WHL	11 494	26 486	11 572	27 160	12 689	31 440

PERCENTAGE OF WOMEN REPRESENTATION – GROUP

PERCENTAGE OF WOMEN REPRESENTATION FOR WHL: **70%** (**2023:** 71%; **2022:** 70%)

WHL	2024	2023	2022
TOP MANAGEMENT	42%	42%	46%
SENIOR MANAGEMENT	46%	46%	47%
MID MANAGEMENT	58%	59%	58%
JUNIOR MANAGEMENT	65%	63%	62%
SEMI-SKILLED	73%	73%	73%
UNSKILLED	51%	63%	61%

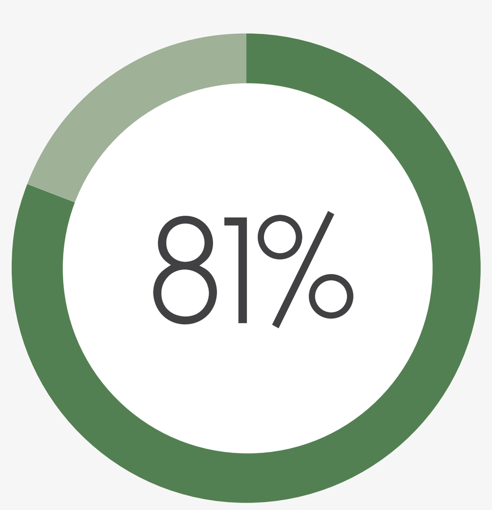
GROUP LABOUR TURNOVER

	2024			2023			2022		
TRADING COMPANY	AVERAGE PERMANENT HEADCOUNT[1]	SUM OF TERMINATIONS[2]	LABOUR TURNOVER RATE[3]	AVERAGE PERMANENT HEADCOUNT[1]	SUM OF TERMINATIONS[2]	LABOUR TURNOVER RATE[3]	AVERAGE PERMANENT HEADCOUNT[1]	SUM OF TERMINATIONS[2]	LABOUR TURNOVER RATE[3]
AFRICA (countries outside of South Africa)	1 544	209	13.5%	1 477	198	13.4%	1 418	204	14.4%
SOUTH AFRICA	30 552	5 586	18.3%	30 265	5 379	17.8%	30 394	5 260	17.3%
WSA TOTAL	32 095	5 795	18.1%	31 742	5 577	17.6%	31 812	5 464	17.2%
CRG	3 570	777	21.8%	2 890	597	20.7%	2 453	461	18.8%
DJ	N/A	N/A	N/A	N/A	N/A	N/A	4 714	1 153	24.5%
WHL TOTAL	35 665	6 572	18.4%	34 632	6 174	17.8%	38 978	7 078	18.2%

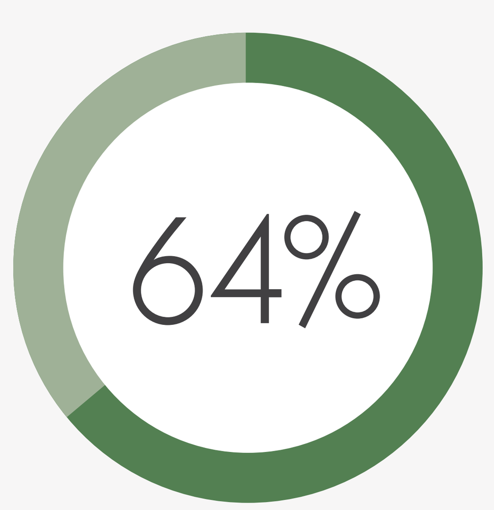
1. Average permanent headcount = Sum of permanent headcount over a period of 12 months divided by 12.
2. Sum of terminations = Sum of permanent headcount who were terminated over a period of 12 months.
3. Labour turnover rate = Sum of terminations including LPE 1 Year+ during the previous 12 months divided by the average permanent headcount including LPE 1 Year+ during the previous 12 months.

INTERNAL APPOINTMENTS

2024

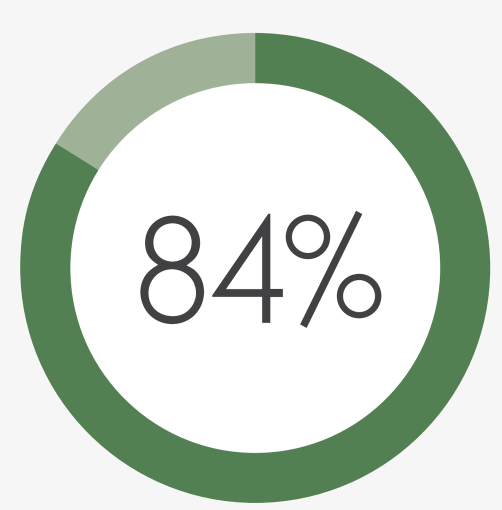


WOOLWORTHS SOUTH AFRICA

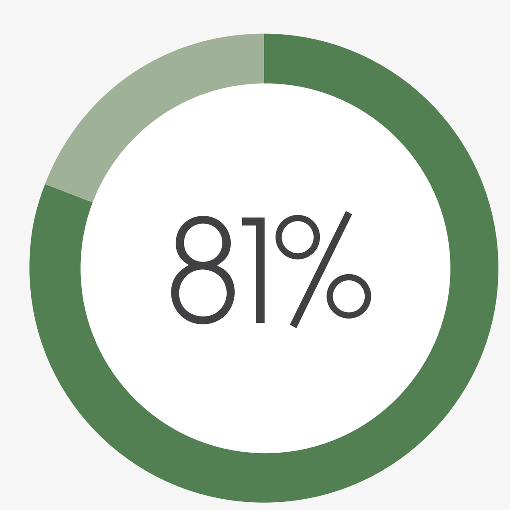


COUNTRY ROAD GROUP

2023

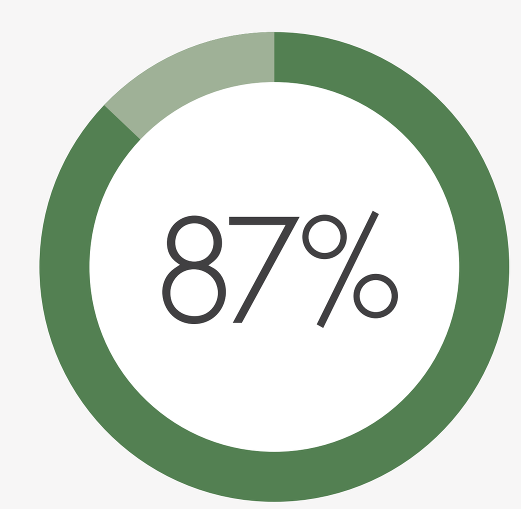


WOOLWORTHS SOUTH AFRICA

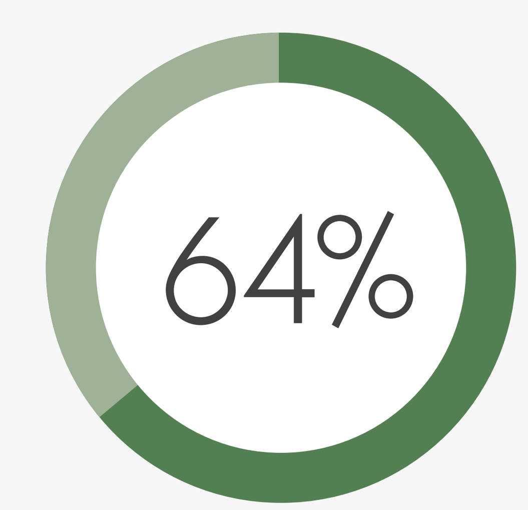


COUNTRY ROAD GROUP

2022



WOOLWORTHS SOUTH AFRICA



COUNTRY ROAD GROUP

MINIMUM NUMBER OF WEEKS' NOTICE*

WOOLWORTHS** SOUTH AFRICA

4 WEEKS

COUNTRY ROAD GROUP

2 WEEKS

* Typically provided to employees and their representatives prior to the implementation of significant operational changes.

** Normal notice for end of contract applies.

MINIMUM WORKING AGE

Woolworths does not employ anyone below 18 years of age on a permanent basis. During peak trade (mainly December to January), students are offered vocational employment (per school holiday period) in stores at ages 16 and higher, but only with parental consent. This approach is enforced indirectly through our recruitment practices, which include rigid screening processes. All individual applicants' identification documents are scrutinised before employment contracts are completed and employment offers are made.

Country Road Group complies with legislation with regards to child employment, including the minimum age, maximum hours of work per week, and when a school-aged child may work.

MINIMUM WAGE

Minimum wage is recognised in the South African retail sector through the Basic Conditions of Employment Act, No 75 of 1997 (Basic Conditions of Employment Act), Sectoral Determination 9: Wholesale and Retail Sector. Minimum national wage is also protected by the National Minimum Wage Act, No 9 of 2018 (Minimum Wage Act). Woolworths pays South African store employees above the present sectoral and minimum wage levels in the country. This applies to both 40-hour and 28-hour contracts. Wage regulatory measures do not discriminate against women. Assessments of company minimum rates compared to the Minimum Wage Act and the sectoral determination are conducted annually, when new rates are published. For Country Road Group, minimum wage is set by Award and OFC EA, and in New Zealand by legislation. Minimum wage is gender-neutral.

ORGANISATIONAL ACTIVITIES

All of Woolworths South Africa's core functions, which include our retail, buying, planning, HR, finance, and management functions, are performed by Woolworths employees. A large portion of our marketing, IT, and online functions are performed by Woolworths employees; however, we do partner with external specialists from time to time to assist in certain areas where we do not have the necessary expertise. In Food, we currently partner with Engen to extend our convenience footprint, and with Tribeca in our coffee business.

Our logistics and warehouse divisions also make use of outsourced labour to assist with supply chain operations. At this stage, we employ around 3 500 outsourced employees in our supply chain division, which constitutes approximately 10% of our total workforce.

Where these services are provided by third parties, these parties are bound by strict service level agreements, codes of practice, and contracts, which require the service provider to abide by minimum standards as applicable in the relevant wage-regulating legislation. Inspections and reviews occur to ascertain adherence.

INCIDENTS OF NON-COMPLIANCE WITH LABOUR STANDARDS

Woolworths South Africa has had no instances of non-compliance with labour standards issued. We employ a team of dedicated employment relations specialists who monitor legislation, judicial case law, and international standards in order to ensure that best labour practices are implemented, maintained, and updated regularly. We also engage with the South African Department of Employment and Labour through their inspection programme. Within this programme, the Department of Employment and Labour frequently dispatch their inspectors to our facilities to monitor our compliance against domestic labour regulations. While inspectors do occasionally clarify certain aspects of our approach directly with us, we have had no formal compliance complaints issued against us during 2023.

In circumstances where possible breaches are reported by whistle-blowers, these allegations are investigated on-site by Woolworths employee relations specialists who conduct an audit and investigation, with a report on findings and recommendations. Remedial approaches to transgressions are preferred in resolving breaches of expected standards in order to preserve employment; however, continued breaches may result in contract termination. In these circumstances, continuity of employment for impacted employees is sought with alternative and vetted service providers.

COLLECTIVE BARGAINING AGREEMENTS

LESOTHO

Consultation periods are set out and specified. Wage proposals must be made three months before the end of June each year. Negotiation meetings occur within one month after receiving a proposal by the union.

KENYA

Time periods are not set out in collective agreement for negotiations, and meetings for negotiations take place by agreement. However, in practice, collective bargaining takes place every two years, towards the end of the year.

ESWATINI

Consultation periods are specified. Wage proposals must be submitted by the end of June each year. Negotiations should take place no later than two months before the end of each agreement. In practice, this would be around August each year.

BOTSWANA

A collective bargaining agreement has been signed, but we have not yet gone through a wage negotiation process, therefore standard increases (as per the rest of the African region)

GROUP TRANSFORMATION DATA

EMPLOYMENT EQUITY

In South Africa, we are required to comply with the Employment Equity Act, No 55 of 1998, which compels us to put in place systems to enable a diversified and equitable workplace that continues to reflect national priorities. Historically disadvantaged South Africans (HDSA) represent 97% (2023: 96%; 2022: 96%) of total Woolworths permanent employees, of whom 69.6% (2023: 68.1%; 2022: 66.4%) are in management (middle to top management) positions. Women represent 64.9% (2023: 65%; 2022: 64.6%) of HDSA permanent employees.

EMPLOYMENT EQUITY PROFILE FOR WOOLWORTHS SA

% HDSA GENDER BREAKDOWN OF PERMANENT EMPLOYEES	**2023** MALE: 33% FEMALE: 67% | **2022** MALE: 33% FEMALE: 67%

RACIAL BREAKDOWN OF PERMANENT EMPLOYEES

	2024		2023		2022	
	MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
African	6 840	14 816	6 710	14 862	6 555	14 391
Coloured	2 573	4 480	2 678	4 660	2 648	4 681
Indian	326	595	368	638	388	621
White	392	550	419	582	443	634
Foreign National	41	57	42	73	42	77
Total	10 172	20 498	10 217	20 815	10 076	20 404

% RACIAL BREAKDOWN OF PERMANENT EMPLOYEES

	2024		2023		2022	
	% MALE	% FEMALE	% MALE	% FEMALE	% MALE	% FEMALE
African	22.3%	48%	21.6%	48%	21.5%	47%
Coloured	8.4%	15%	8.6%	15%	8.7%	15%
Indian	1.1%	2%	1.2%	2%	1.3%	2%
White	1.3%	2%	1.4%	2%	1.5%	2%
Foreign National	0.1%	0.2%	0.1%	0.2%	0.1%	0.3%

GROUP TRANSFORMATION DATA

EMPLOYMENT EQUITY PROFILE FOR WOOLWORTHS SA

% HDSA ACROSS OCCUPATIONAL LEVEL						
	2024		2023		2022	
OCCUPATIONAL LEVEL	% MALE	% FEMALE	% MALE	% FEMALE	% MALE	% FEMALE
Top Management	18%	36%	18%	36%	17%	33%
Senior Management	29%	20%	28%	20%	26%	20%
Middle Management	32%	39%	32%	38%	32%	36%
Junior Management	39%	55%	39%	53%	40%	52%
Semi-Skilled and Unskilled	31%	69%	30%	69%	30%	69%

TRAINING AND SKILLS DEVELOPMENT

	2024	2023	2022
Total spend (R million)	R 168.30	R161.50	R144.50
Average spend per employee	5 138	R4 926	R5 604
Average hours per employee	27.99	26.31	Not reported
Average days per employee	3.5	3.29	Not reported
Percentage spend on Black employees	97%	97%	97%
Number of learning interventions	112 535	185 127	63 728
Training hours (total)	872 347	813 460	723 712
TRAINING BENEFICIARIES			
Number of employees trained (includes employees who have since left the business)	32 753	32 574	25 788
Number of Black employees trained	31 815	31 754	24 862
Number of female employees trained	21 716	21 778	17 296
LEARNERSHIP BENEFICIARIES			
Total number of learners	2 237	2 287	2 339
Total number of Black learners	2 220	2 264	2 321
Total number of disabled learners	225	53	73
Total number of unemployed learners	373	326	732
Total number of unemployed absorbed	71	0	0
BBBEE skills development score	11.49	9.41	10

SKILLS DEVELOPMENT BY GENDER

	2024		2023		2022	
	MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
Total spend (R million)	R54.10	R 114.20	R50.30	R110.20	R51.20	R93.40
Average spend per employee	R4 902	R5 258	R4 655	R5 060	R6 026	R5 394
Percentage spend on Black employees	97%	96%	97%	97%	97%	97%
Number of learning interventions	38 697	73 838	56 002	129 125	21 739	41 989
TRAINING BENEFICIARIES						
Number of employees trained (includes employees who have since left the business)	11 037	21 716	10 796	21 778	8 492	17 296
Number of Black employees trained	10 655	21 160	10 470	21 284	8 115	16 747
Number of female employees trained	0	21 716	0	21 778	0	17 296
LEARNERSHIP BENEFICIARIES						
Total number of learners	693	1 544	656	1 631	749	1 590
Total number of Black learners	687	1 533	645	1 619	741	1 580
Total number of disabled learners	65	160	23	30	34	39
Total number of unemployed learners	135	238	72	254	231	501
Total number of unemployed	14	57	0	0	0	0
BBBEE skills development score	8.11	10.12	6.71	6.24	7.68	6.36

GROUP HEALTH AND WELLNESS INDICATORS

EMPLOYEE HEALTH INDICATORS									
INDICATOR	WHL			WOOLWORTHS SA			COUNTRY ROAD GROUP		
	2024	2023	2022	2024	2023	2022	2024	2023	2022
Injuries on duty	1 114	789	696	763	746	649	73	43	47
Total recordable injury frequency rate (TRIFR)	11.91	11.33	9.73[1]	11.84	11.64	10.05	12.69	7.73	9.50
Lost time injuries (LTI)	603	622	540	566	587	519	37	35	21
Lost time injuries frequency rate (LTIFR)	8.59	8.93	7.47[1]	8.78	9.16	8.04	6.43	6.29	4.25
Gross absenteeism rate (GAR)	2.9%	3.04%	NR	2.83%	3.02%	3.84%	3.24%	3.4%	4.51%
Primary healthcare cases (acute and chronic care)	0	0	0	0	0	0	0	0	0
Confirmed fatalities on duty	0	0	0	0	0	0	0	0	0

WHL CARBON FOOTPRINT OVERVIEW

ORGANISATIONAL BOUNDARY	
ORGANISATIONAL ENTITY	Woolworths Holdings Limited
REPORTING PERIOD	1 July 2023 – 30 June 2024
METHODOLOGY	Greenhouse Gas Protocol Corporate Accounting and Reporting Standard (Revised)
ORGANISATIONAL BOUNDARY	Operational control
BASE YEAR	2014 - This is the earliest point at which WHL has had reliable and comprehensive data across all operating entities: Woolworths South Africa, Country Road Group, and David Jones
NUMBER OF FULL-TIME EMPLOYEES	37 499
GENERAL LETTING AREA	1 502 494 m^2
TRADING AREA	800 950 m^2
TURNOVER (R MILLION)	76 533
VERIFICATION	Third-party verification

OPERATIONAL BOUNDARY

Using the operational boundary method, the WHL carbon footprint is calculated for facilities across 13 countries, although the bulk of the stores are located in South Africa and Australia.

WOOLWORTHS:

South Africa, Namibia, Botswana, Kenya, Zambia, Mozambique, Tanzania, Uganda, eSwatini, Lesotho, and Mauritius

COUNTRY ROAD GROUP:

Australia, New Zealand, and South Africa

FACILITIES COVERED

Business	Stores	Distribution centres and stockrooms	Corporate buildings	General letting area (including non-trading)
WOOLWORTHS	514	13	8	1 387 070 m^2
COUNTRY ROAD GROUP	281	1	1	115 424 m^2

SUMMARY WHL EMISSIONS YEAR-ON-YEAR

	2024 Tonnes (CO_2e)	2023 Tonnes (CO_2e)	2022 Tonnes (CO_2e)
SCOPE 1*			
Stationary fuel emissions (diesel, petrol, LPG, and natural gas)	16 492	30 339	7 382
Fugitive emissions	39 252	41 629	47 878
Mobile fuel emissions	1 484	1 343	1 255
Total	57 227	73 311	56 515
SCOPE 2**			
Purchased grid electricity	317 674	357 119	393 701
Total	317 674	357 119	393 701
SCOPE 3***			
Purchased goods and services	103 334	93 865	137 282
Capital goods	126 826	92 738	26 696
Fuel- and energy-related activities (T&D losses)	117 023	128 426	47 098
Upstream transportation and distribution	107 923	107 372	167 845
Waste generated in operations	2 422	3 299	4 033
Business travel	7 651	8 086	2 577
Employee commuting (+ working from home)	25 204	24 379	47 805
Total	490 383	458 166	433 336
OUTSIDE OF SCOPES (NON-KYOTO)	12 358	17 239	20 495
WHL TOTAL	**877 643**	**905 835**	**904 047**

* Emissions from sources owned and controlled by WHL (generators, refrigeration, and air-conditioning units).

** Emissions associated with the generation or consumption of purchased electricity.

*** Emissions from sources not directly owned by WHL, excluding electricity.

N/A – Not applicable.

ACTIVITY INCLUSIONS/EXCLUSIONS

Based on the organisational boundary identified for WHL, the operational limits within this boundary determine which activities to report emissions on. These activities are then classified using three Scopes (1, 2 and 3). Having chosen an approach that accounts for 100% of GHG emissions attributable to the operations over which WHL exercises control, the following items are either included or excluded in the footprint.

SCOPE 1 EMISSIONS INCLUDED/EXCLUDED IN ORGANISATIONAL BOUNDARY

ACTIVITY	INCLUSION	EXCLUSION	REASON FOR EXCLUSION
Stationary fuel	Backup generators and boilers for WSA	CRG emissions from backup generators	No generators in CRG operations
Mobile fuel	WSA-owned and CRG-owned vehicles	None	None
Fugitive emissions	Air-conditioning, refrigerant gases, and fire suppressant refills for WSA	Refrigerant gases from WSA international stores	Data not available

SCOPE 2 EMISSIONS INCLUDED/EXCLUDED IN ORGANISATIONAL BOUNDARY

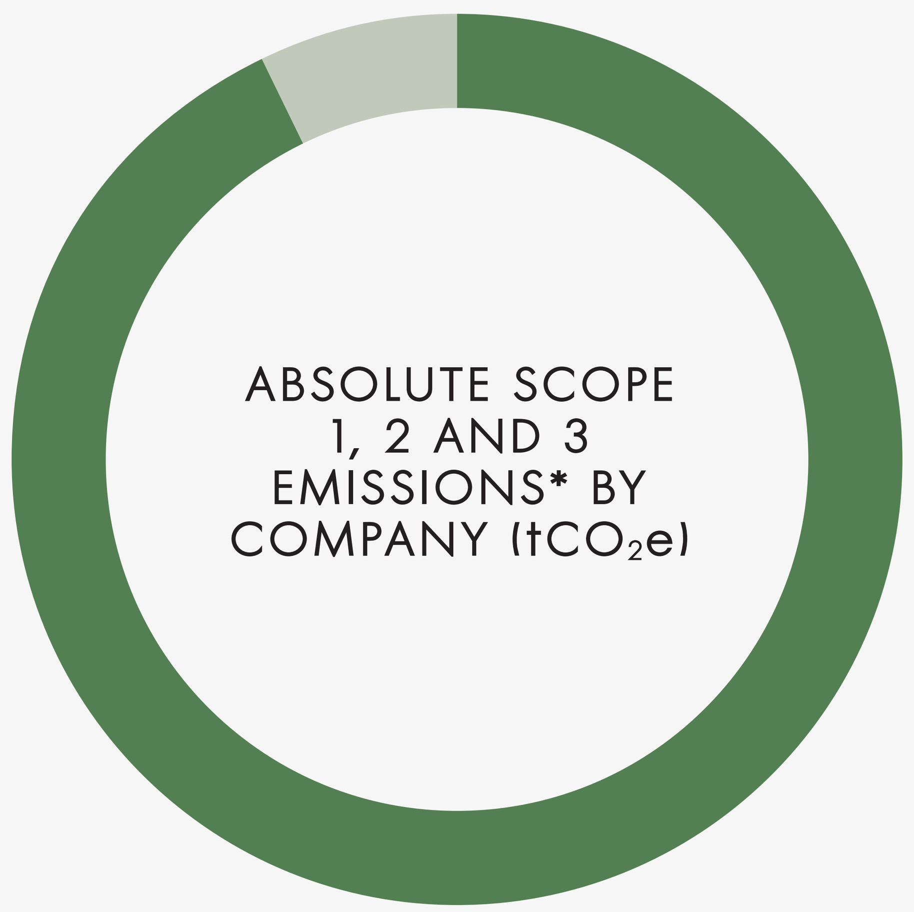
ACTIVITY	INCLUSION	EXCLUSION	REASON FOR EXCLUSION
Purchased electricity	WSA South Africa, WSA international, as well as CRG stores	None	None

SCOPE 3 – RELEVANCE OF ACTIVITIES AND WHY THEY ARE INCLUDED/EXCLUDED IN THIS REPORT

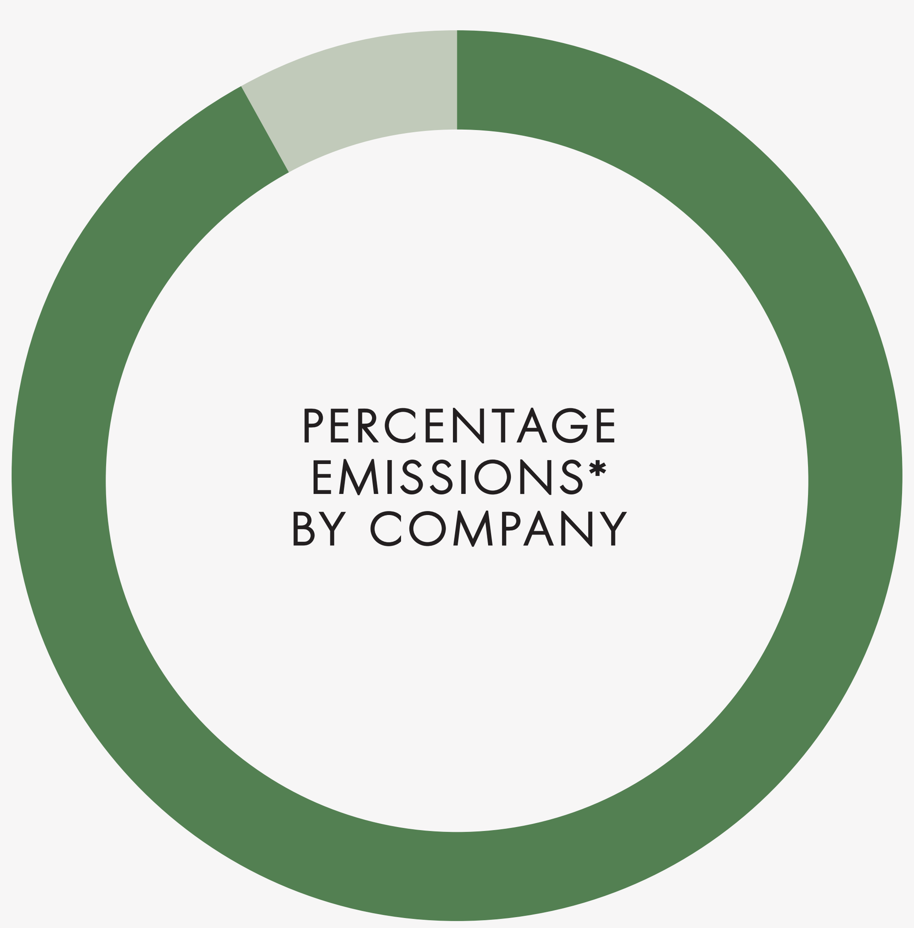
ACTIVITY	EVALUATION STATUS	EXCLUSION	REASON FOR EXCLUSION
Purchased goods and services	Relevant (due to the nature of our business and operational control approach followed) – partially reported: Paper, Water, Packaging, South African stores till rolls, CRG till rolls	Supplier data for purchased goods and services	Evaluated but not verified for the carbon footprint report. This data has been extrapolated using tools available for science-based setting but does not form part of this carbon footprint
		CRG water	Data not available
		Till rolls for WSA International	
		Paper for WSA International	
Capital goods	Relevant	All data available but not reported	Evaluated but not verified for the carbon footprint report. This data has been extrapolated using tools available for science-based setting but does not form part of this carbon footprint
Fuel- and energy-related activities	Relevant – reported: electricity WTT, T&D losses WTT, and Scope 1 fuel WTT for WSA and CRG		
Upstream transportation and distribution	Relevant – partially reported: Third-party distribution and CRG warehousing	• Independent supplier to distribution centre transportation • Imports and exports • WSA third-party courier services for online distribution	Evaluated but not verified for the carbon footprint report. This data has been extrapolated using tools available for science-based setting, but does not form part of this carbon footprint
Waste generated in operations	Relevant – partially reported: waste to landfill, recycling, organic waste and hazardous waste	Waste data for WSA International	Data not available
Business travel	Relevant – reported: overnight accommodation, rental cars, business travel (air) and travel claims		
Employee commuting	Relevant – reported: WSA employee commuting, CRG employee commuting, WSA work from home		
Upstream leased assets	Not relevant		
Downstream transportation and distribution	Not relevant		
Processing of sold products	Not relevant		
Use of sold products	Relevant, not reported		Not calculated
End-of-life treatment of sold products	Relevant, not reported		Not calculated
Downstream leased assets	Not relevant		
Franchises	Not relevant		
Investments	Relevant[2], not reported	WFS	Not calculated

1. WFS is operated jointly with Absa Group Limited and provides a suite of financial products to WSA customers, including the WSA store card, credit card, and personal loans.

OVERALL WHL EMISSIONS BREAKDOWN BY COMPANY 2024



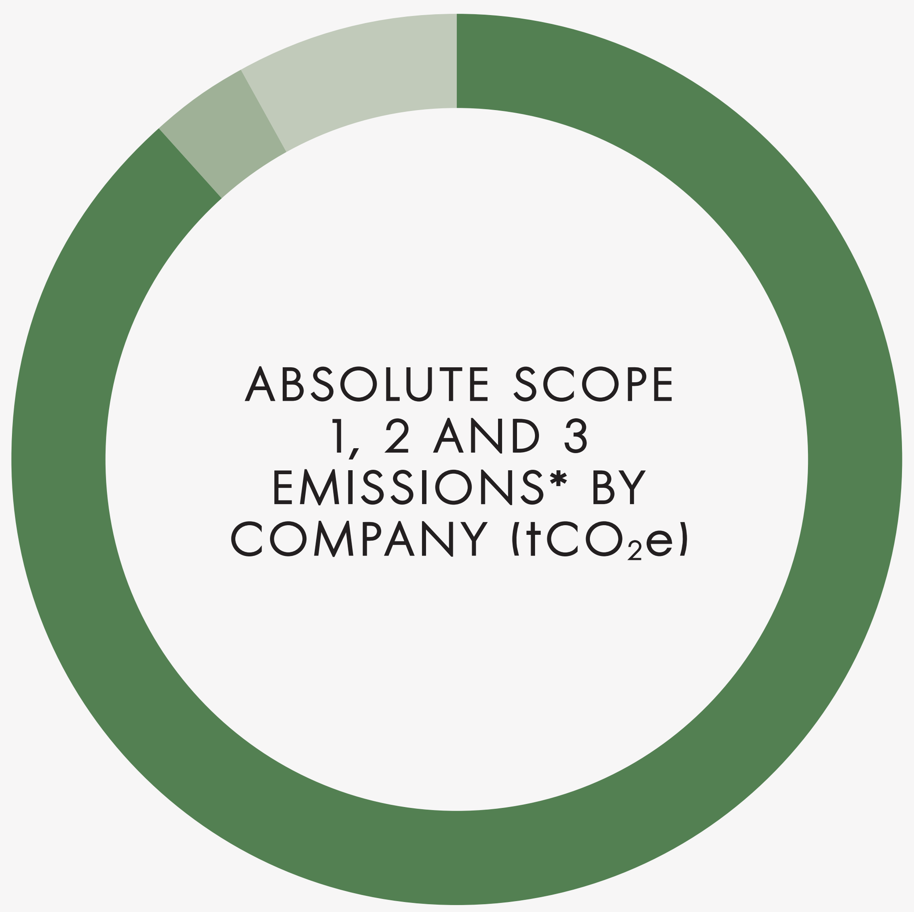
- Woolworths South Africa: **811 447**
- Country Road Group: **66 196**



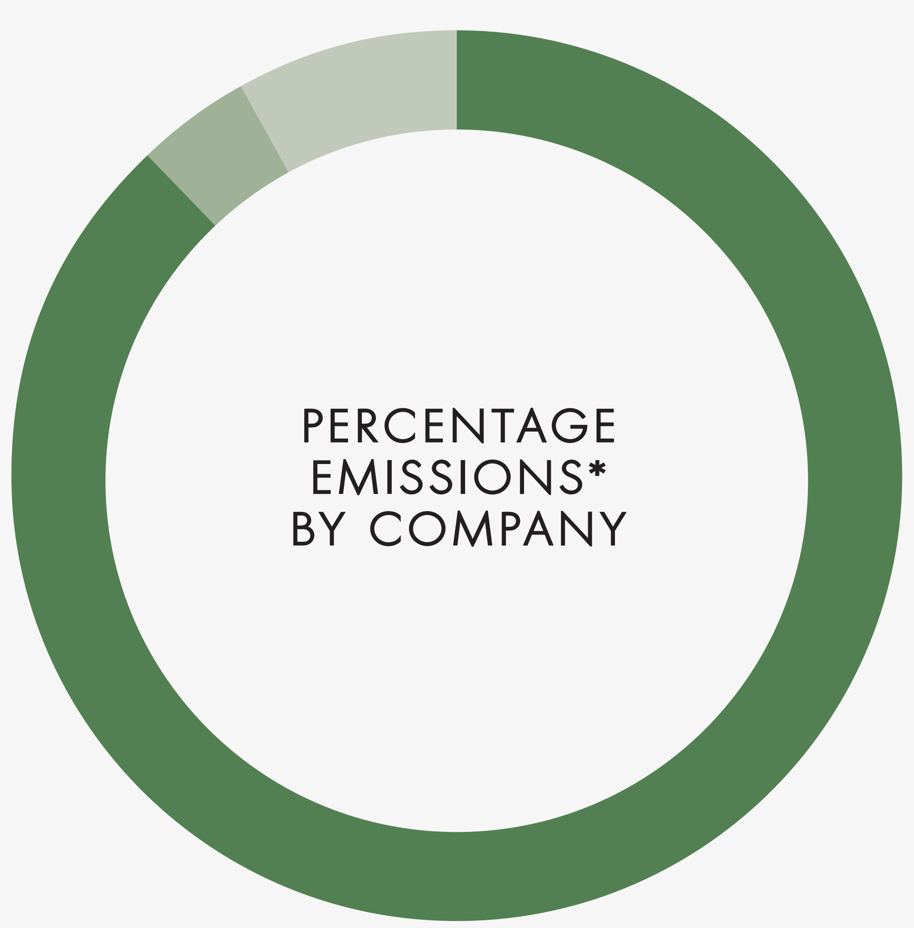
- Woolworths South Africa: **92%**
- Country Road Group: **8%**

* Including outside of Scopes

OVERALL WHL EMISSIONS BREAKDOWN BY COMPANY 2023

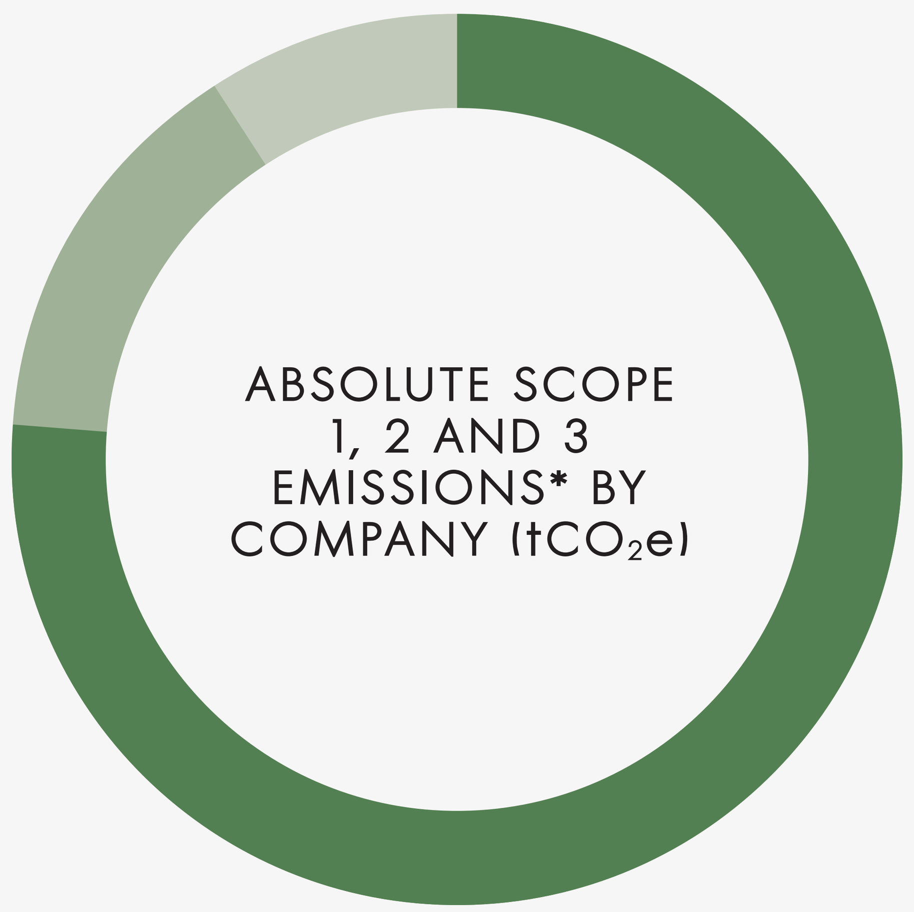


- Woolworths South Africa: **800 632**
- David Jones: **34 455**
- Country Road Group: **70 748**

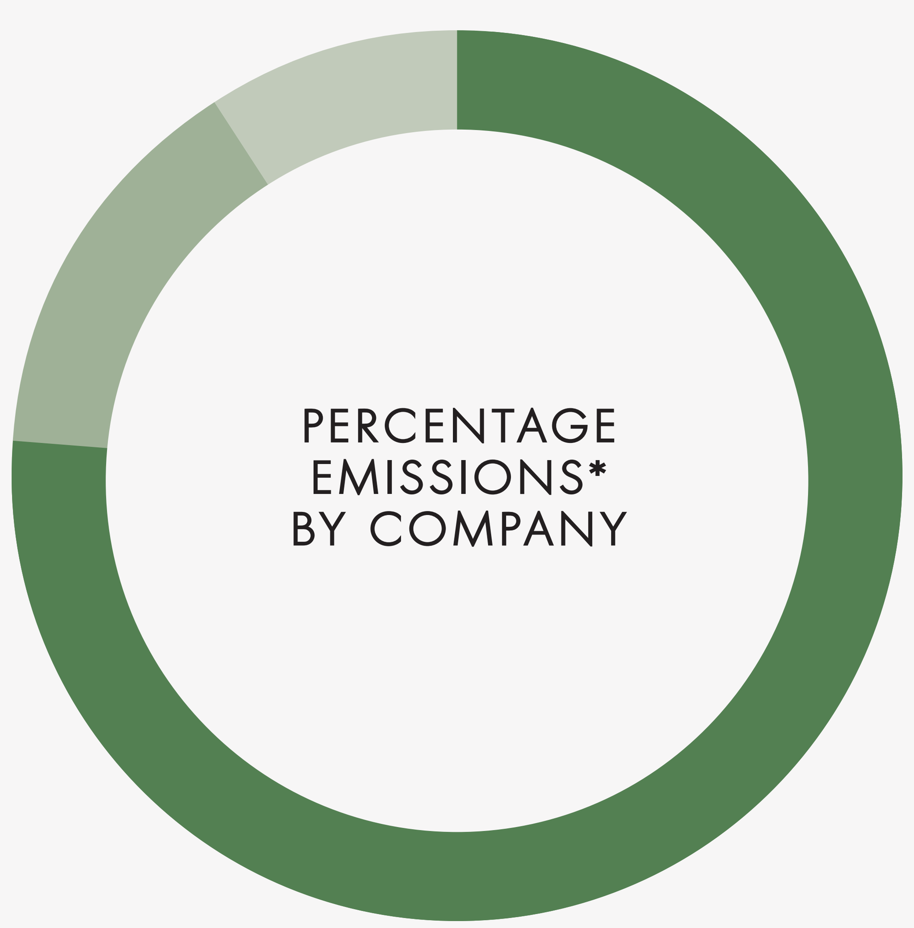


- Woolworths South Africa: **88%**
- David Jones: **4%**
- Country Road Group: **8%**

OVERALL WHL EMISSIONS BREAKDOWN BY COMPANY 2022



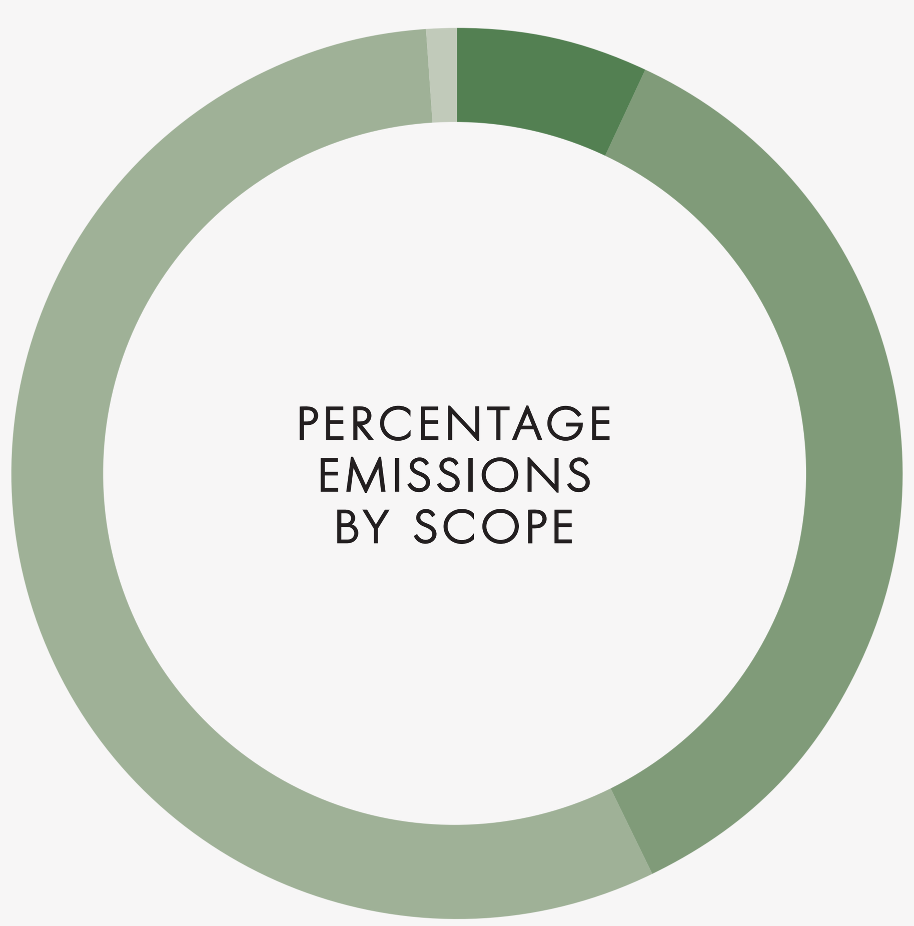
- Woolworths South Africa: **698 266**
- David Jones: **113 106**
- Country Road Group: **92 675**



- Woolworths South Africa: **77%**
- David Jones: **13%**
- Country Road Group: **10%**

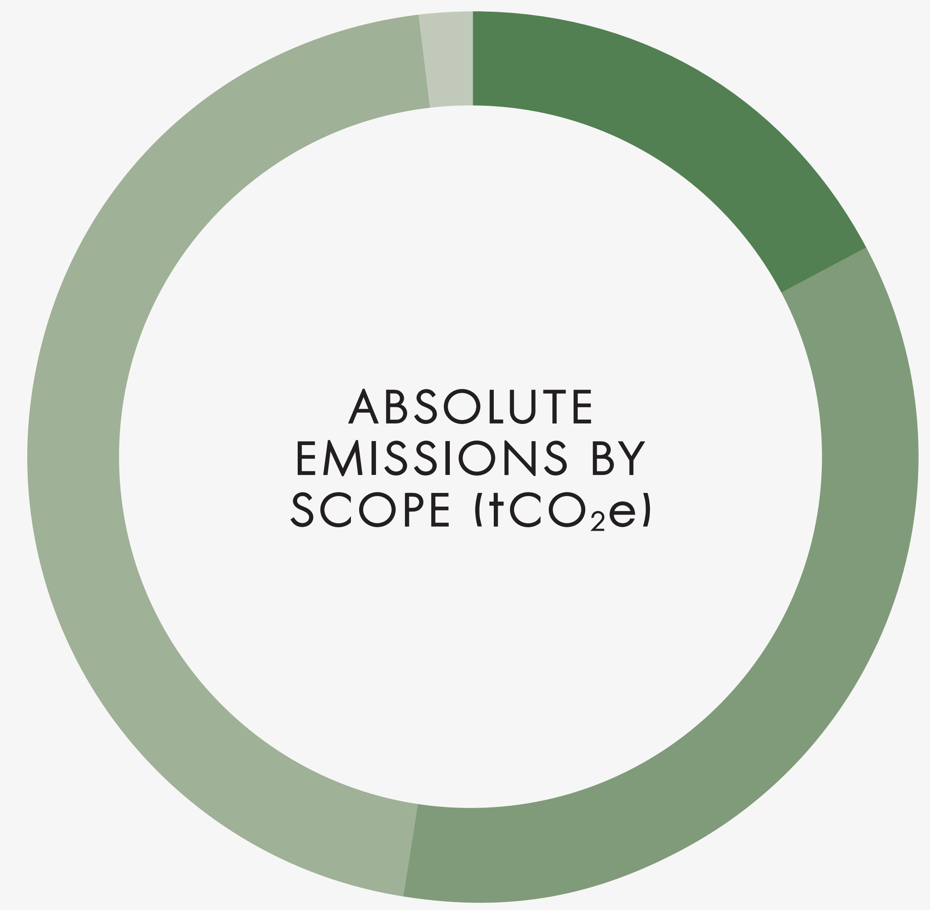
OVERALL WHL EMISSIONS BREAKDOWN BY SCOPE 2024

- Scope 1: **57 227**
- Scope 2: **317 674**
- Scope 3: **490 383**
- Outside of Scopes: **12 358**

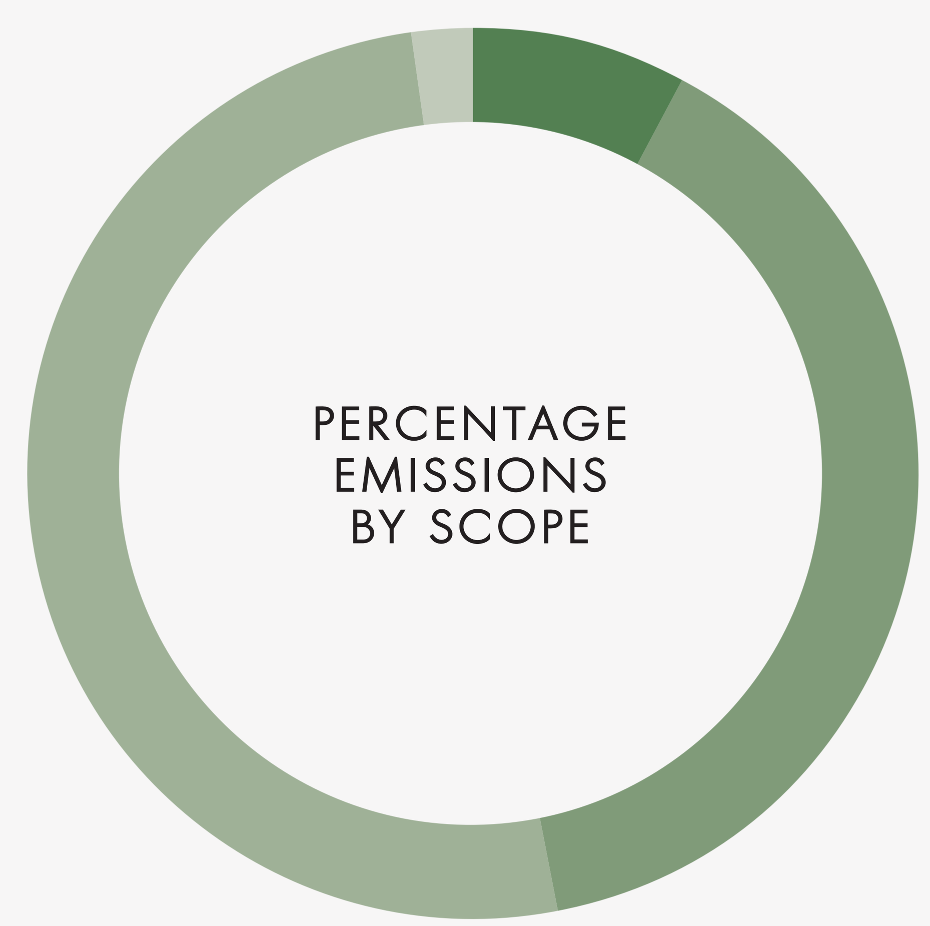


- Scope 1: **7%**
- Scope 2: **36%**
- Scope 3: **56%**
- Outside of Scopes: **1%**

OVERALL WHL EMISSIONS BREAKDOWN BY SCOPE 2023

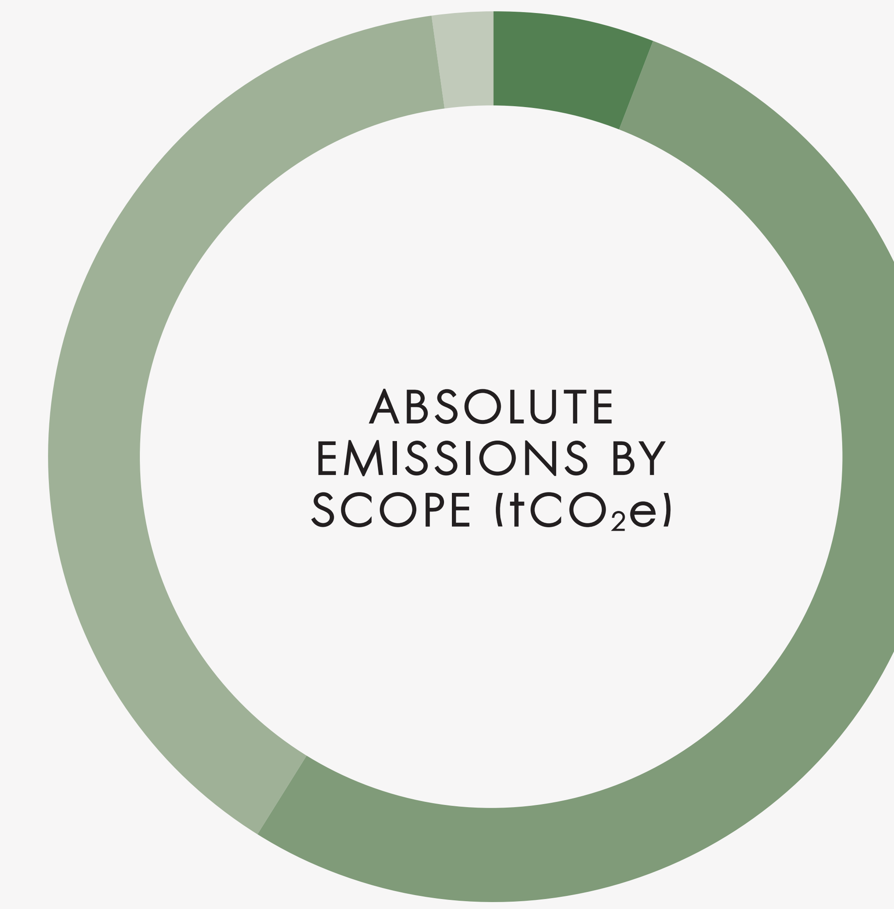


- Scope 1: **73 311**
- Scope 2: **357 119**
- Scope 3: **458 166**
- Outside of Scopes: **17 239**

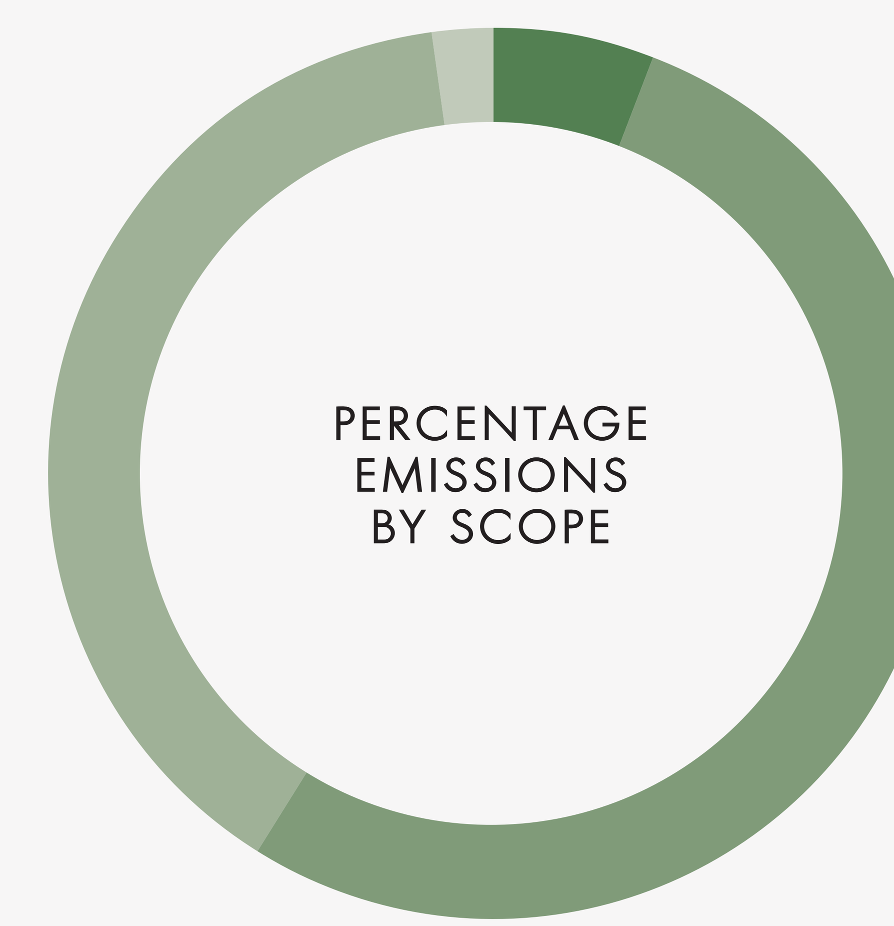


- Scope 1: **8%**
- Scope 2: **39%**
- Scope 3: **51%**
- Outside of Scopes: **2%**

OVERALL WHL EMISSIONS BREAKDOWN BY SCOPE 2022



- Scope 1: **56 515**
- Scope 2: **393 701**
- Scope 3: **433 336**
- Outside of Scopes: **20 495**



- Scope 1: **6%**
- Scope 2: **44%**
- Scope 3: **48%**
- Outside of Scopes: **2%**

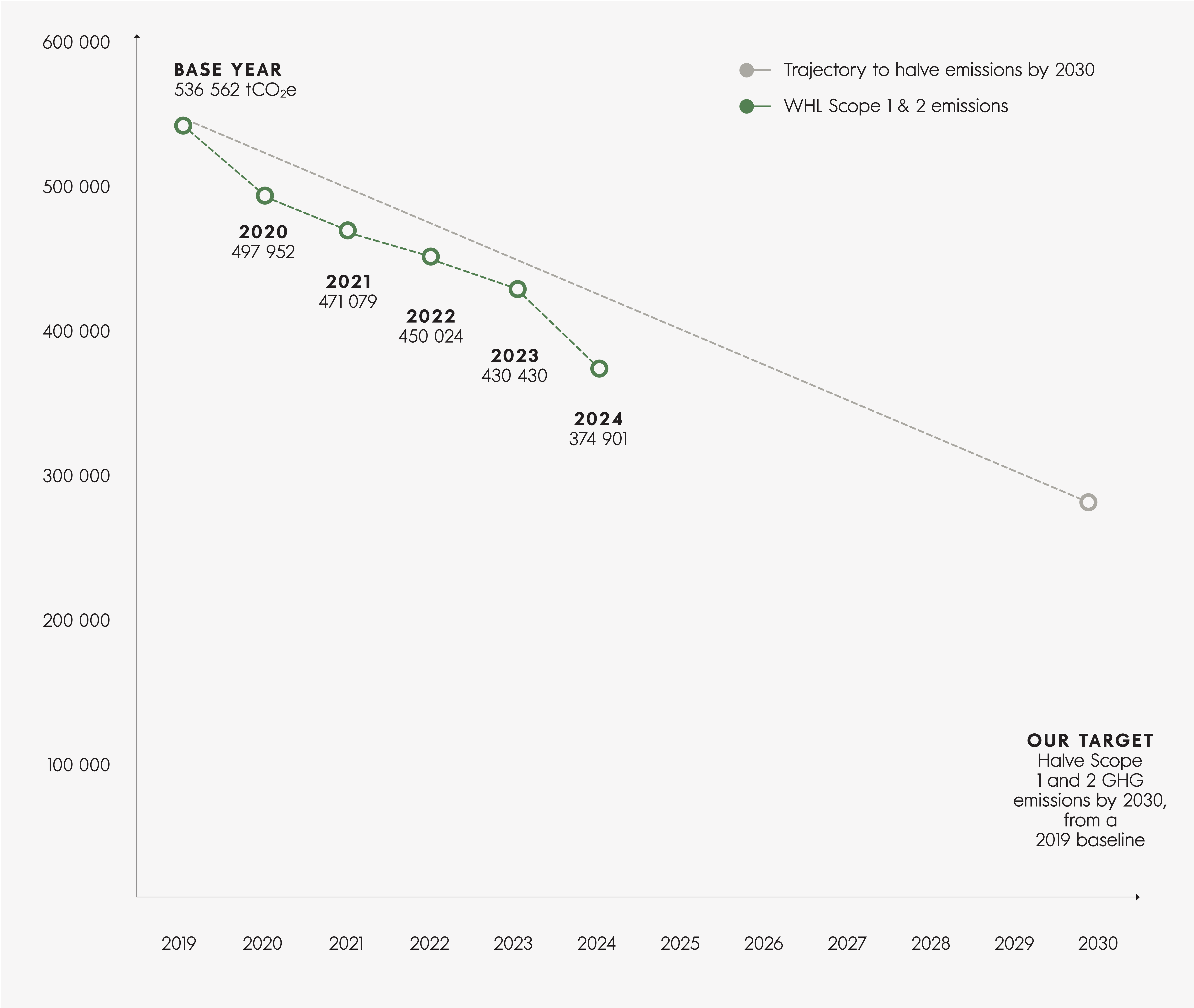
WHL INTENSITY FIGURES YEAR-ON-YEAR

The figures below show WHL progress per unit measure for Scope 1 and 2 emissions only. This measure is a measure of efficiency; the average emissions should decrease per unit measure over time as we become more efficient.

INTENSITY FIGURES	YEAR-ON-YEAR CHANGE	2024	2023	2022
EMISSIONS PER FULL-TIME EQUIVALENT EMPLOYEE (tCO_2e/FTE)	-6.9%	10	10.73	11.319
EMISSIONS PER SQUARE METRE OF GENERAL LETTING AREA (GLA), INCLUDING NON-TRADING AREA (tCO_2e/m^2)	13%*	0.25	0.22	0.212
EMISSIONS PER SQUARE METRE OF TRADING AREA (TA) (tCO_2e/m^2)	20.9%*	0.47	0.39	0.37
EMISSIONS PER MILLION TURNOVER (tCO_2e/TURNOVER) IN RAND	-2.5%	4.9	5.02	5.62

* These intensity figures increased due to the effect of the divestment of David Jones. The latter contributed 8% of emissions but accounted for 23% of GLA and 34% of TA

TRACKING WHL SCOPE 1 AND 2 CARBON EMISSIONS AGAINST THE SBTI TRAJECTORY

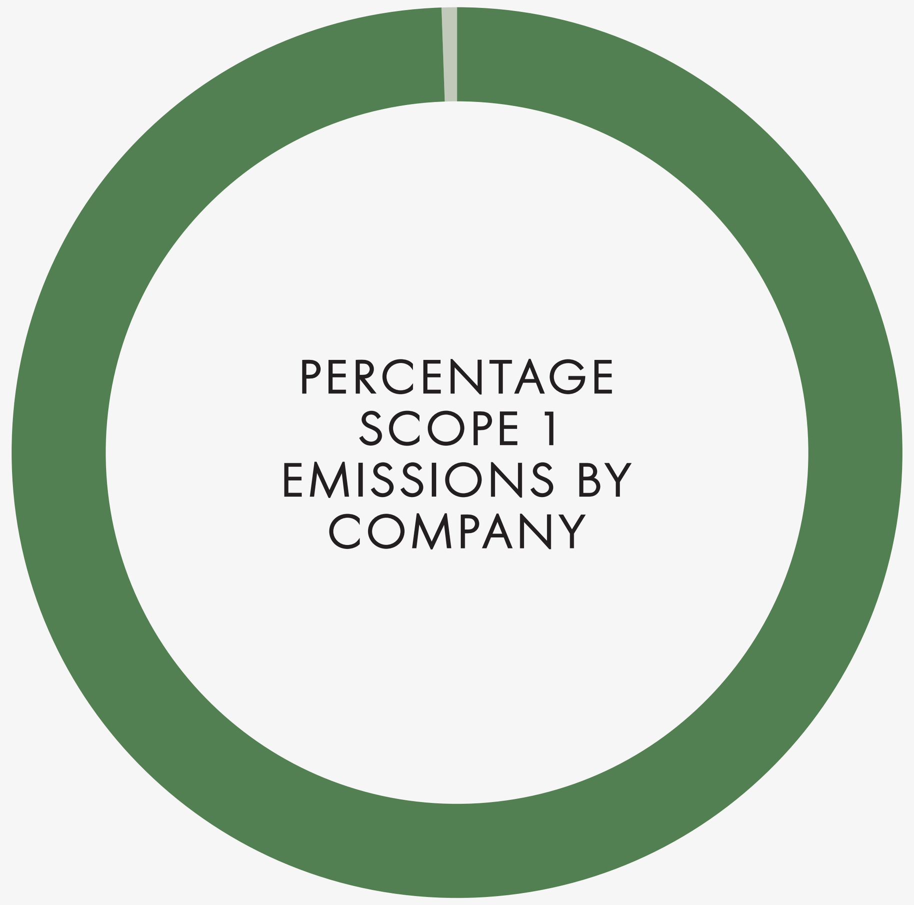


Based on our SBTi forecasted trajectory, our 2024 Scope 1 and 2 emissions should have been increased by 18% below the base year 2019. However, our Scope 1 and 2 emissions were 30% below the base year 2019. Therefore, we are 9% ahead of the SBTi projection as at 2024. The divestment of David Jones also influences this reduction.

We anticipate that the rate of reduction in our annual Scope 1 and 2 carbon emissions will vary year-on-year based on various factors, such as loadshedding in South Africa and the energy market regime in areas where we operate.

WHL SCOPE 1 EMISSIONS 2024

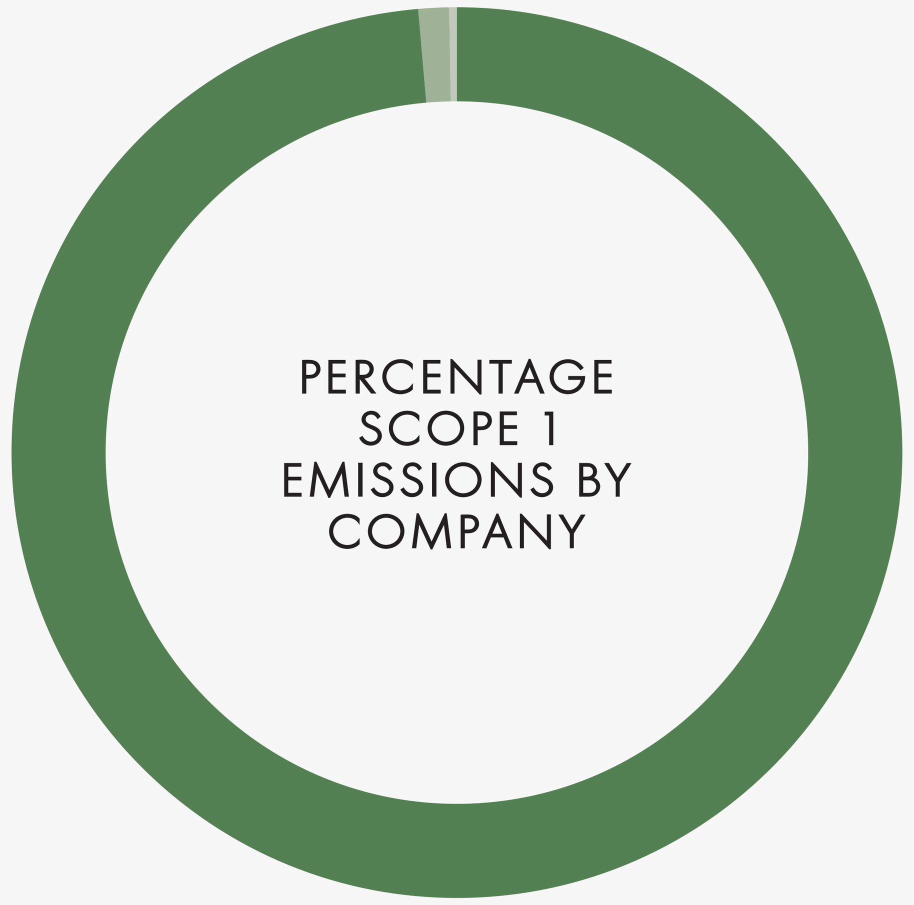
- Woolworths South Africa: **52 062**
- Country Road Group: **165**



- Woolworths South Africa: **99.7%**
- Country Road Group: **0.3%**

WHL SCOPE 1 EMISSIONS 2023

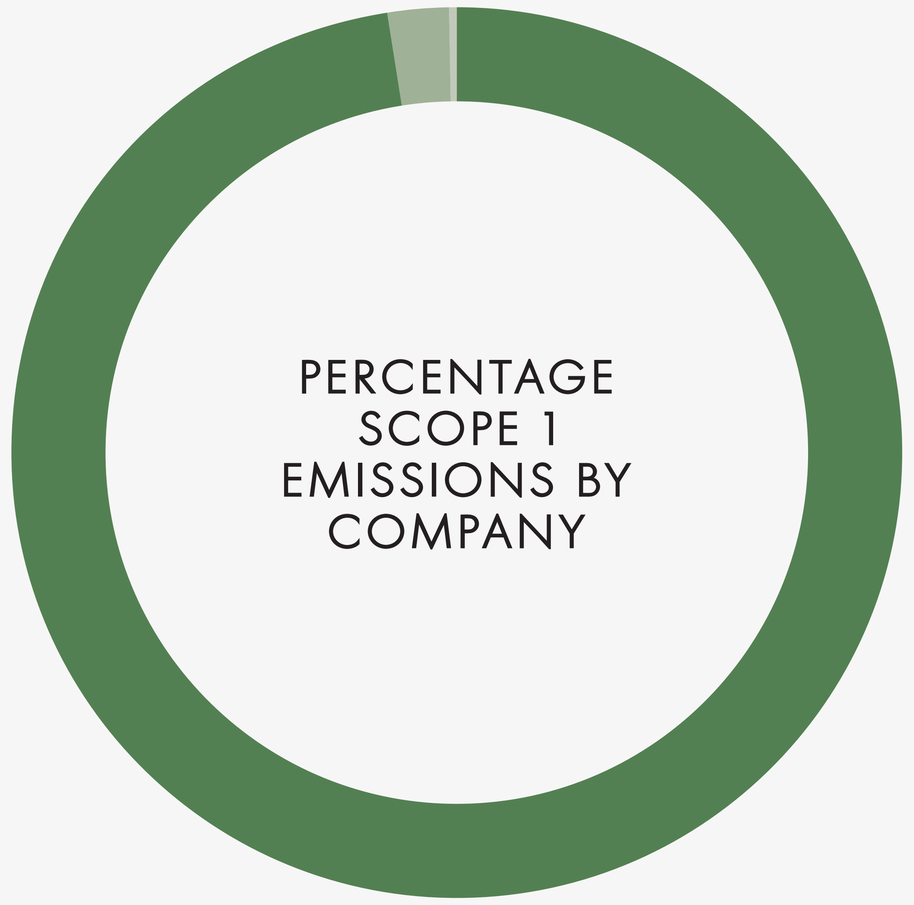
- Woolworths South Africa: **72 332**
- David Jones: **802**
- Country Road Group: **177**



- Woolworths South Africa: **98.7%**
- David Jones: **1.1%**
- Country Road Group: **0.2%**

WHL SCOPE 1 EMISSIONS 2022

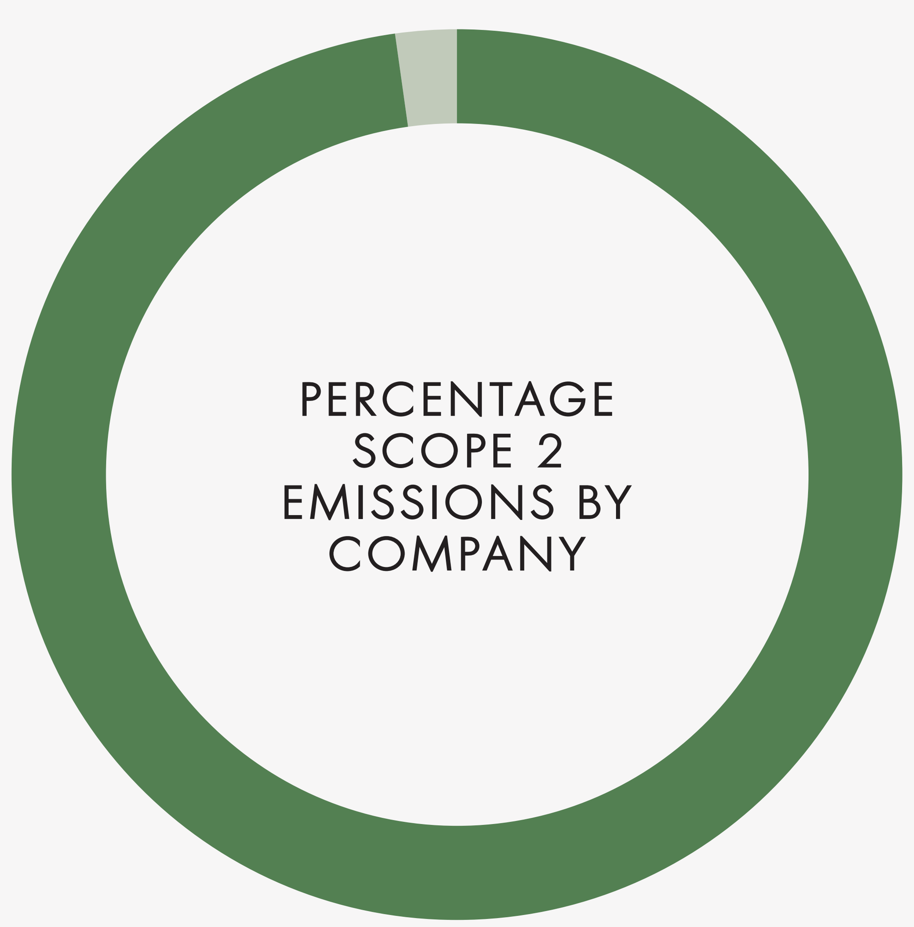
- Woolworths South Africa: **55 102**
- David Jones: **1 335**
- Country Road Group: **78**



- Woolworths South Africa: **97.5%**
- David Jones: **2.4%**
- Country Road Group: **0.1%**

WHL SCOPE 2 EMISSIONS 2024

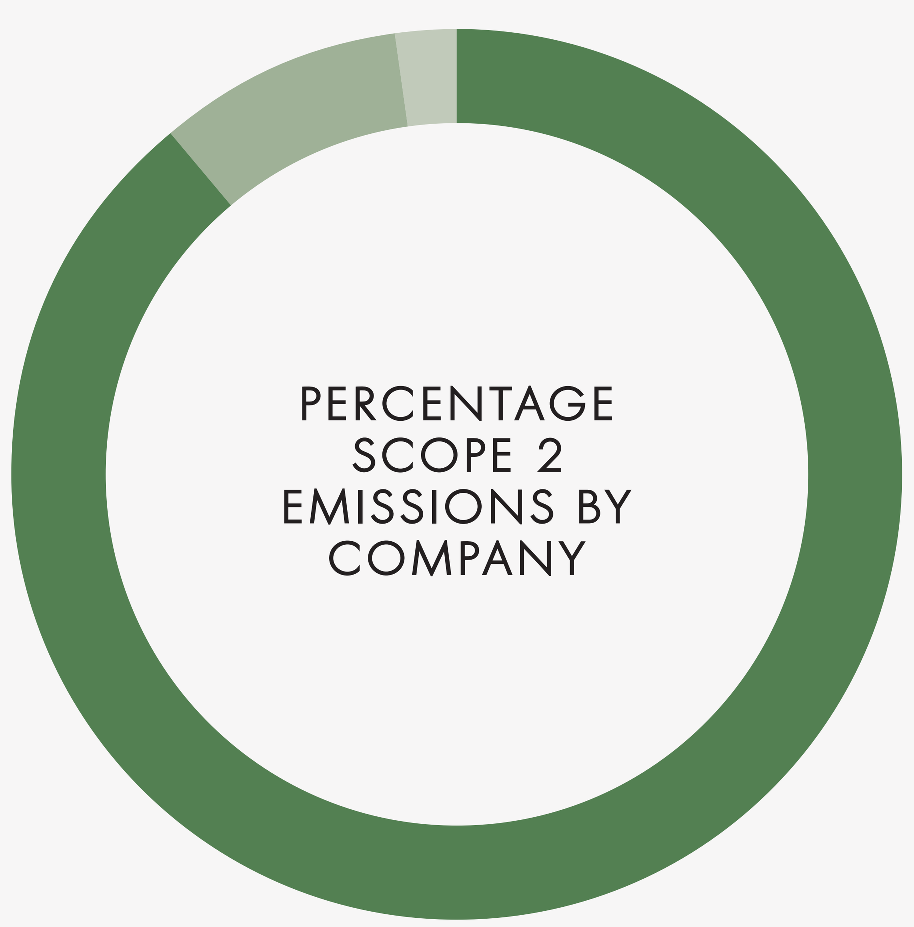
- Woolworths South Africa: **311 447**
- Country Road Group: **6 227**



- Woolworths South Africa: **98%**
- Country Road Group: **2%**

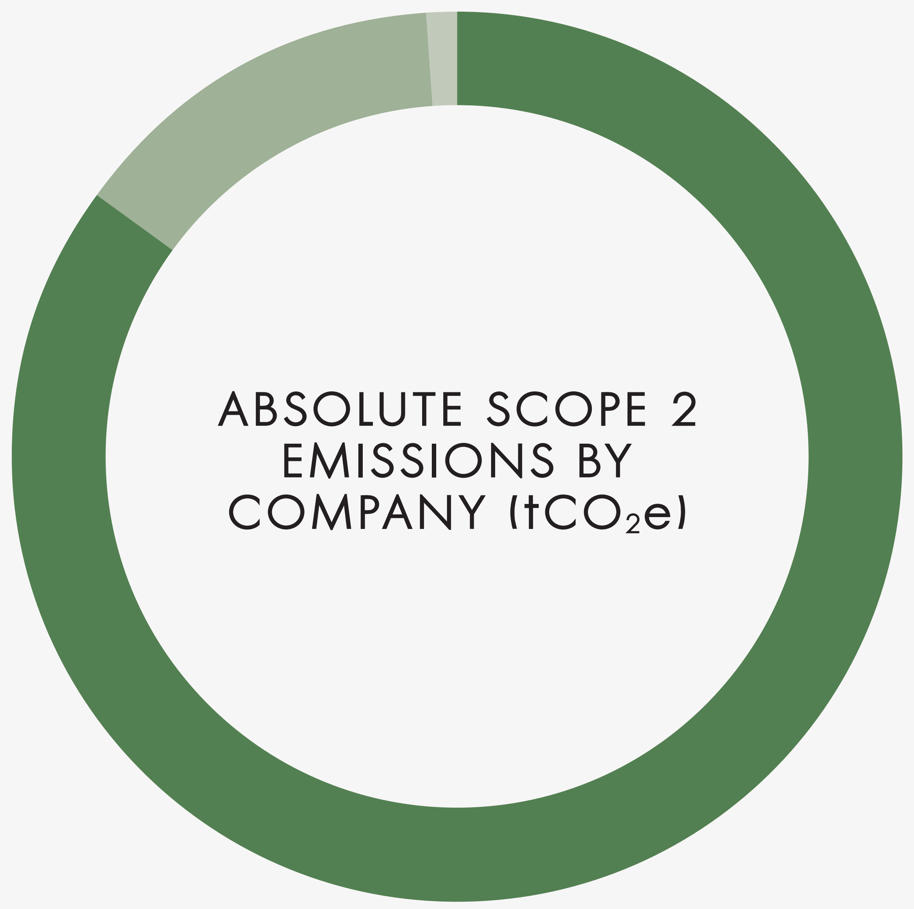
WHL SCOPE 2 EMISSIONS 2023

- Woolworths South Africa: **316 853**
- David Jones: **33 653**
- Country Road Group: **6 613**

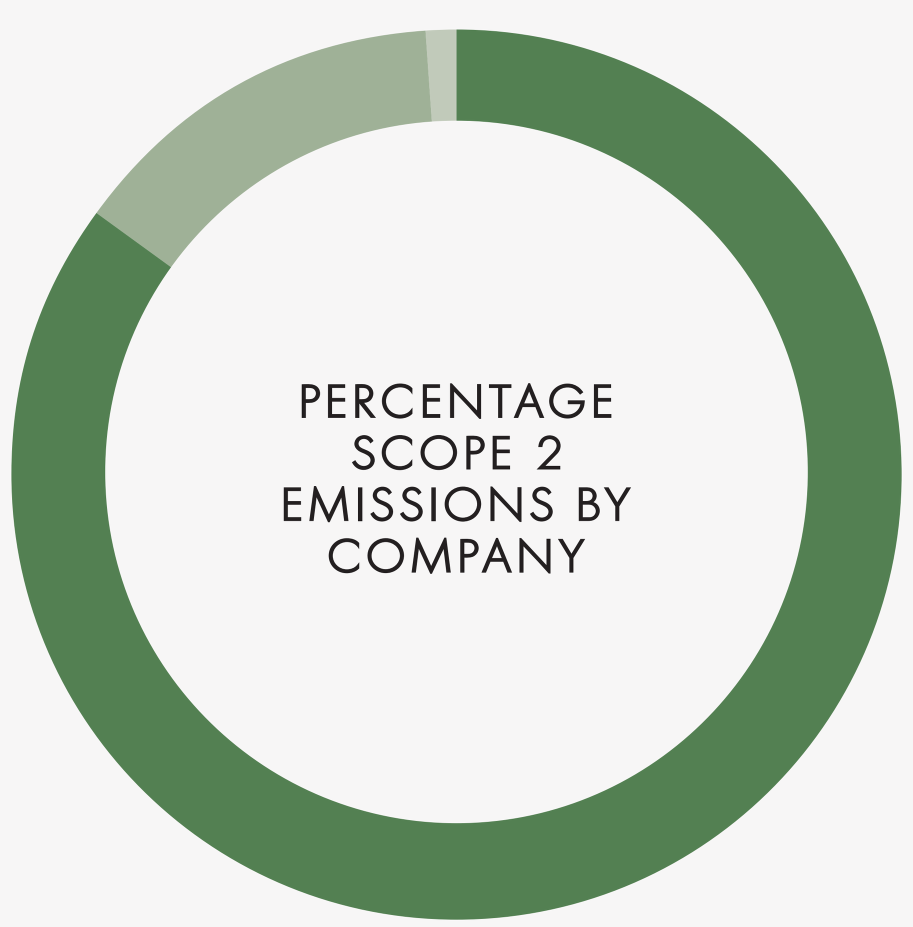


- Woolworths South Africa: **89%**
- David Jones: **9%**
- Country Road Group: **2%**

WHL SCOPE 2 EMISSIONS 2022

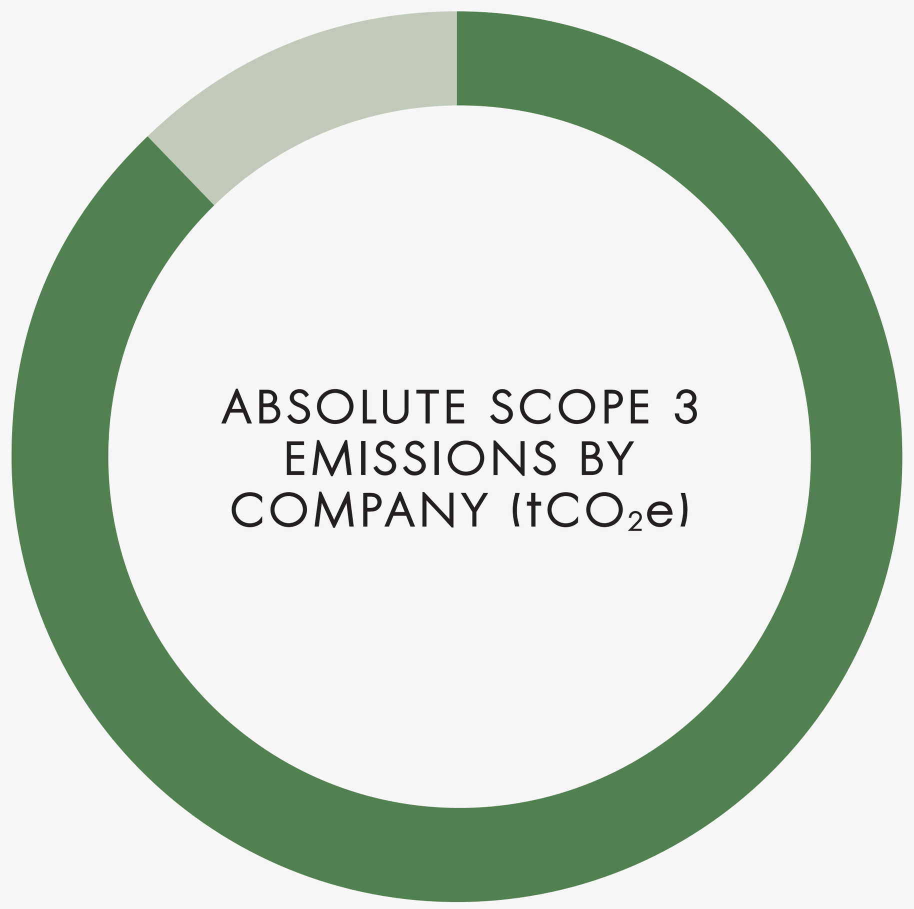


- Woolworths South Africa: **337 073**
- David Jones: **48 717**
- Country Road Group: **7 911**

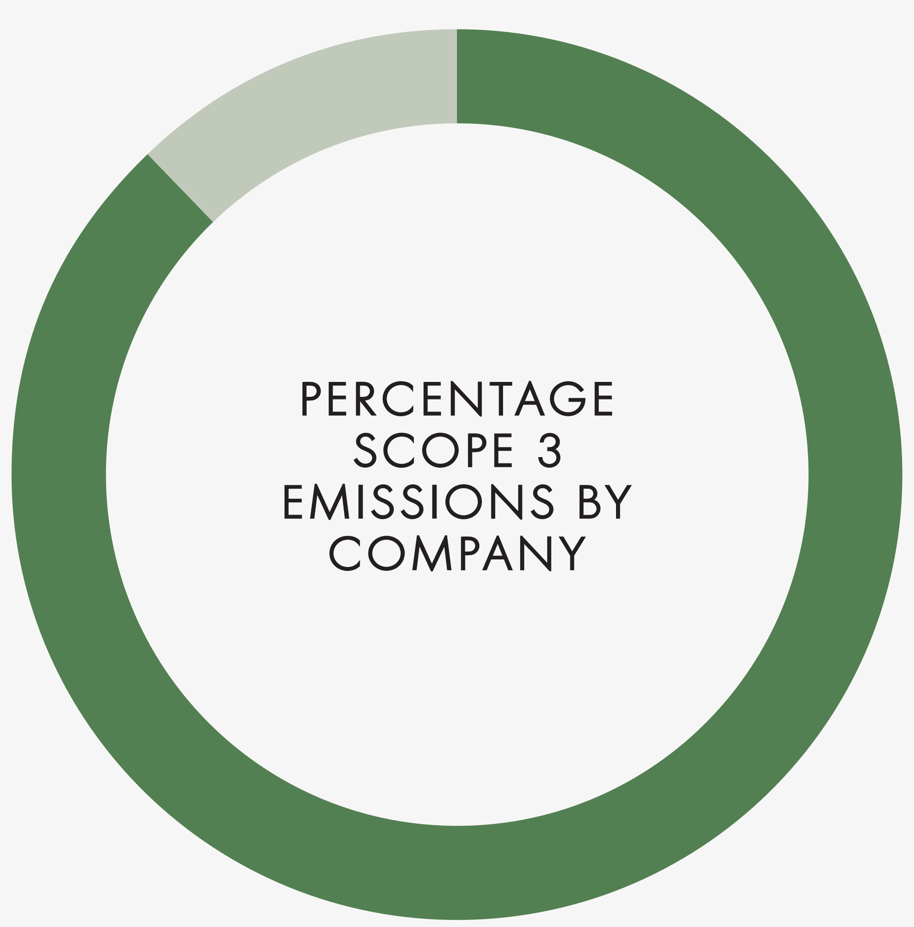


- Woolworths South Africa: **86%**
- David Jones: **12%**
- Country Road Group: **2%**

WHL SCOPE 3 EMISSIONS 2024



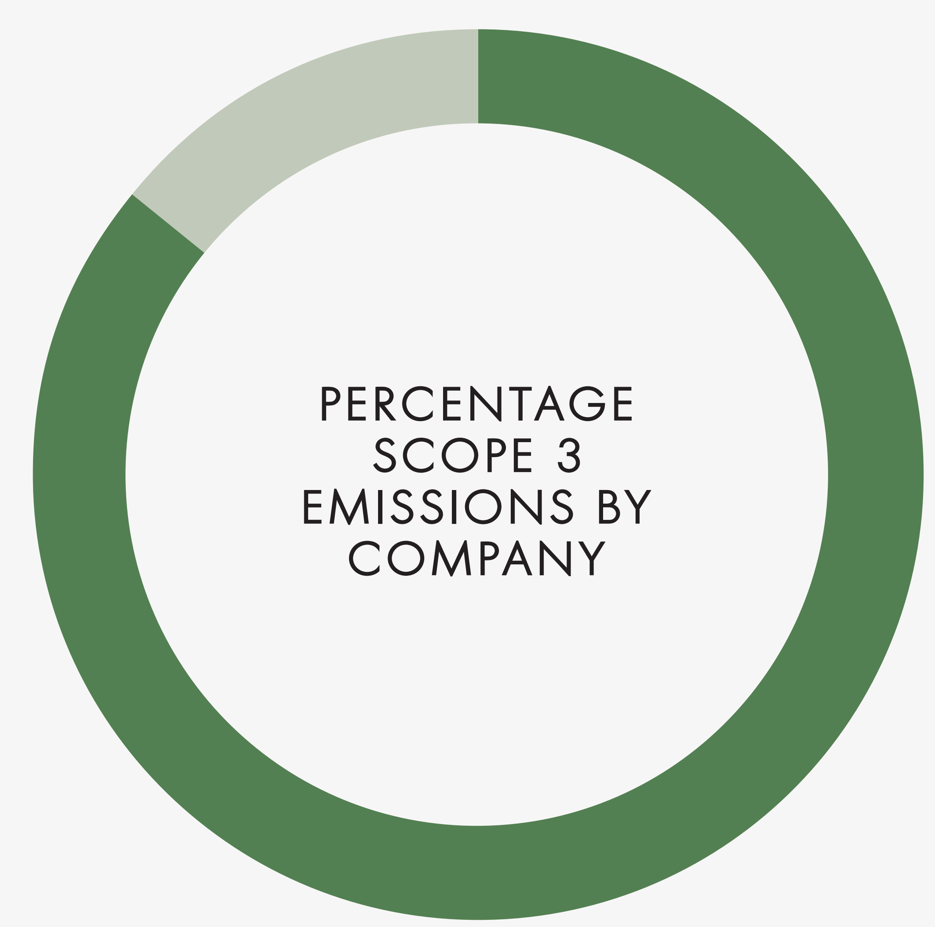
- Woolworths South Africa: **430 598**
- Country Road Group: **59 786**



- Woolworths South Africa: **88%**
- Country Road Group: **12%**

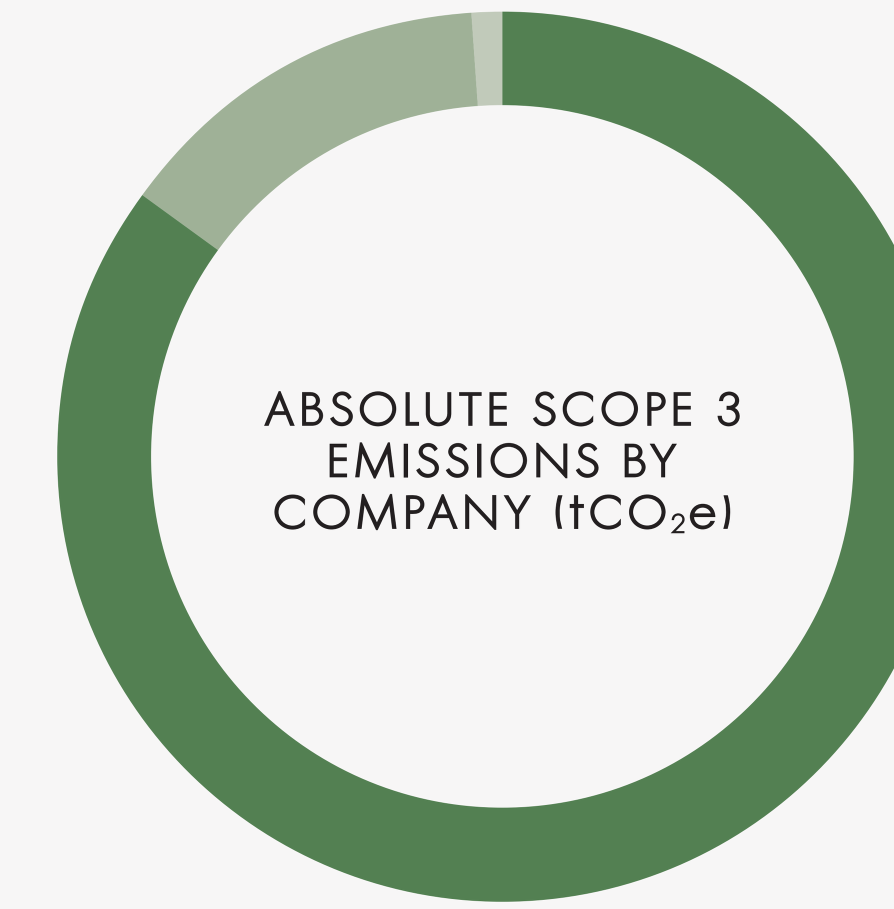
WHL SCOPE 3 EMISSIONS 2023

- Woolworths South Africa: **394 223**
- David Jones: **0**
- Country Road Group: **63 943**

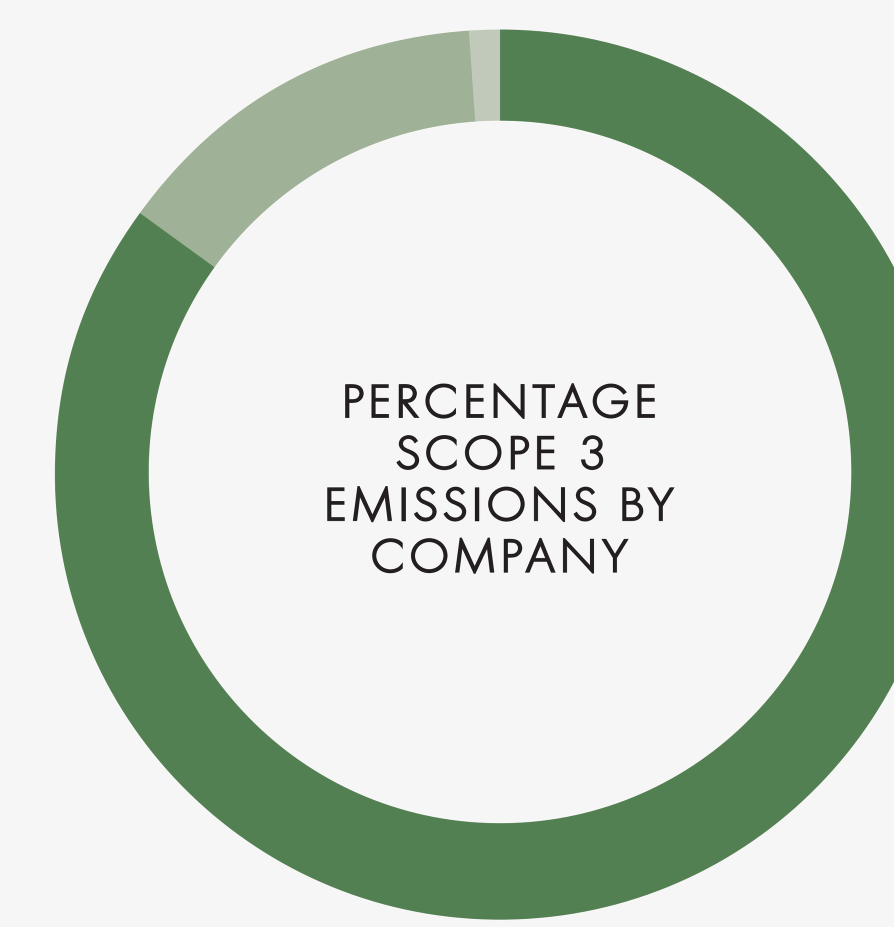


- Woolworths South Africa: **86%**
- David Jones: **0%**
- Country Road Group: **14%**

WHL SCOPE 3 EMISSIONS 2022



- Woolworths South Africa: **285 641**
- David Jones: **63 054**
- Country Road Group: **84 641**



- Woolworths South Africa: **66%**
- David Jones: **15%**
- Country Road Group: **19%**

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WOOLWORTHSHOLDINGS.CO.ZA

For company-specific information, visit

woolworths.co.za

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