

PROSPERITY

Founded on trusted relationships



We are a trusted business partner to thousands of suppliers. We will continue to foster these positive relationships, give back to the communities we serve, and continue to build trust with our customers by providing quality products and doing the right thing by people and the planet.



WORKING WITH OUR BUSINESS PARTNERS

COMMITMENT

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We will achieve a top quartile ranking in how we engage fairly and equitably with our suppliers as measured by independent supplier surveys.

We believe our relationships with our suppliers are a huge part of our success. Building strong long-term partnerships through fair and equitable dealings will foster trust and innovation. These positive relationships will in turn provide our customers with the best possible products in the most sustainable way.

WOOLWORTHS GROUP

UNDERSTANDING OUR SUPPLIERS

In order to better understand our suppliers, we continue to work closely with the Advantage Group, an independent body that measures business relationship perceptions and benchmarks these against industry peers. In 2017 we made good progress on our 2020 commitment to achieve a top quartile ranking in how we engage fairly and equitably with our suppliers, with some encouraging improvements across the business: supermarkets moved from the 4th quartile to the 2nd quartile (up eight places), BWS moved from the 4th quartile to the 2nd quartile (up six places) and Langton's moved into the first quartile (up 15 places). A key contributor was the introduction of Voice of Supplier (VOS) across the Group: a pulse survey independently managed by the Advantage Group. VOS provides regular feedback which has allowed us to understand our suppliers and address concerns in a more timely manner.



REWARDING OUTSTANDING SUSTAINABILITY PRACTICES

Woolworths Supermarkets continues to provide business updates to its supplier base twice yearly, and recognises best in class performance at our Supplier of the Year awards. In 2016 awards were handed out in 23 categories, including, for the first time, Sustainable Supplier of the Year and Organic Supplier of the Year.

Our Sustainable Supplier of the Year Award encourages our suppliers to further develop their business models to be environmentally conscious. By nurturing these changes for good, we aim to increase best practice sustainability across a wide range of industries and filter these practices through our supply chains. Our 2016 winner was Natures Organics for Food Waste and Packaging. The Company demonstrated admirable results in its recycling program, including using over 1.7 tonnes of recycled plastic to manufacture 42.4 million bottles during FY16.



COUNTRY OF ORIGIN LABELLING

We firmly agree that customers should have as much information as possible about where their food comes from. We were the first supermarket to label our own brand products when the Federal Government introduced the Country of Origin Labelling reforms in 2016. We are proudly going beyond the minimum legal requirements, and are labelling all of our own brand products including compliant labelling online.



BUYER & SUPPLIER PRINCIPLES

Our Endeavour Drinks' Good Buyer and Supplier Principles set standards for our buyers to follow when dealing with suppliers. The purpose is that all parties act with fairness and transparency. This is in support of our landmark 2014 agreement with the Winemakers' Federation of Australia. Using tools such as our supplier portal, we work to make sure all suppliers, both big and small, have a chance to range their products in our stores.



VOICE OF SUPPLIER

BIG W has committed to holding a supplier conference every six months. This will inform key suppliers with business plans, performance updates, and address any key issues from the VOS survey.



SUPPLIER CHARTER

In March 2017, Countdown launched its Supplier Charter, outlining principles for conducting supplier relationships and including a dispute resolution process. The Charter frames the expectations we have for our own team and our suppliers regarding how we do business together.

WORKING WITH OUR BUSINESS PARTNERS

As a modern-day retailer, we are constantly faced with complex issues when sourcing goods through our extensive supply chain. Our goal is: "We will focus on a best practice compliance system according to the Global Social Compliance Program."

Improving working conditions

Woolworths is committed to respecting human rights for our own team members and the workers in our supply chain in alignment with the principles and guidance contained in the United Nations Guiding Principles on Business and Human Rights. We are evolving our approach to management of human rights in our supply chain and we expect that this will be a multi-year journey. We are committed to transparent reporting of our progress each year in our Corporate Responsibility Report.

We have commenced a Group-wide holistic review of our ethical sourcing practices to help us reach our 2020 goal, and have become members of SEDEX, a global non-profit organisation for sharing responsible sourcing data on supply chains. As part of our review project, we will assess potential human rights risks through the full scope of our value chain: inside our organisation, tier 1 suppliers down to raw material suppliers, and also including distribution and warehousing. We will use the outcomes of this assessment to determine our areas of focus, in accordance with the UN Guiding Principles, which encourage the prioritisation of salient issues and risks.

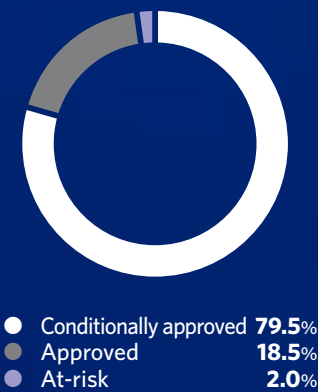
We expect all suppliers to comply with our ethical sourcing policy, which has a compliance audit program for factories making our own brand products. We engage experienced third-party certification bodies to conduct the audits and to rate factories as approved, conditionally approved or at risk. Factories at risk or that need critical corrective actions cannot start production for Woolworths until these issues are resolved.

COMMITMENT

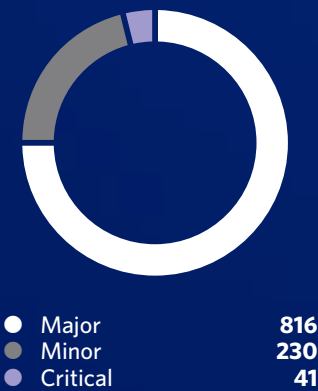
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We will focus on a best practice compliance system according to the Global Social Compliance Program. We will collaborate with peak organisations to improve workers' lives.

ETHICAL AUDIT STATUS¹
(PER SITE)



CORRECTIVE ACTION PLAN SEVERITY¹
(PER NON-CONFORMANCE)



¹ More details on our Ethical Sourcing Policy can be found at: https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/responsible-sourcing/Labour_Practices_in_our_global_supply_chain/

WOOLWORTHS GROUP

REMEDY

As a signatory of the 2015 Australian Business Pledge against Forced Labour, we have acknowledged a responsibility to identify and address any confirmed instances of forced labour in our supply chain. Effective remedy requires multi-stakeholder engagement and we are working together with other Pledge signatories to examine best practice approaches to remedy.



OVERSEAS WORKERS

All of our fresh produce suppliers have now undergone verification checks against our Policy for Employing or Engaging Overseas Workers. Whilst these checks revealed a high rate of compliance, we are striving to continuously improve our management of this important issue and we are currently reviewing our policy, with engagement and input from our suppliers.

BUILDING CAPACITY AT SPENCER FASHIONS



Our BIG W Asia supply chain team has continued to focus on safety improvements to make sure that both new and existing suppliers comply and adhere to our ethical sourcing policy. This includes our work with the Bangladesh Accord, where we have achieved an overall company ranking of 99/206. The current remediation progress rating is sitting at 81%, well above the overall average progress rating for all members of 77%.

Spencer Fashions is a small manufacturer of men's denim in Bangladesh. It has supplied BIG W for many years. BIG W is the lead brand responsible for this factory under the Bangladesh Accord agreement, so we wished to enable the growth of this company. During our close relationship with this key supplier, we have recently worked together to improve the factory and its working conditions. This included improving the factory layout, which has helped improve the work flow and reduce wasted material handling. Improvements are continuing and we are very happy to have helped build capacity in this partner manufacturer.



ENABLING SUPPLIER EXCELLENCE

During the year, we launched our new Supplier Excellence Program to improve the quality and product safety standards across our extensive global sourcing network. The launch included a series of roadshows in Australia and Asia, including Shenzhen, Bangkok and Shanghai. The program has streamlined our quality processes, applying clear standards and a risk-based approach. This includes supplier excellence standards, industry standards and codes of practice, as well as a specific code of practice for employing or engaging overseas workers for our domestic supply chain in Australia and New Zealand.



MAKING AN IMPACT

With over 3,500 locations, Woolworths Group is part of the fabric of society and we are proud to be an important contributor to communities across Australia and New Zealand.

Our goal is to contribute the equivalent of at least 1% of our pre-tax profits on a three-year rolling average every year to the communities in which we operate. Throughout this year, all of our brands have made an impact – by assisting those affected by natural disasters, helping sick kids, or bringing a little bit of good to our customers and communities through our involvement in local events, both big and small.

NT: CHRISTMAS IN DARWIN

Woolworths supported the Christmas in Darwin Association to stage the Darwin Carols by Candlelight, spreading Christmas cheer to Territorians.

DIRECT COMMUNITY INVESTMENTS

CASH DONATIONS



\$6.3M

IN KIND



\$17.3M

TEAM MEMBER TIME



\$9.0M

DIRECT COMMUNITY INVESTMENT TOTTALING

\$32.6M

LEVERAGED FUNDRAISING



\$19.1M

OUR COMMUNITY CONTRIBUTION¹ AS % OF EBIT² ON A ROLLING AVERAGE BASIS

1.1%

WA: TELETHON

Woolworths stores in Western Australia supported the Telethon Institute for Child Health Research and Perth's Princess Margaret Hospital Foundation by fundraising year-round to help sick kids.

WA: BIG W'S BIG HEART

Our BIG W BIG Heart Appeal has been running for 15 years. The Appeal supports the Sydney Children's Hospital in Randwick (NSW), The Royal Children's Hospital Foundation (Qld), The Bone Health Foundation Inc (SA), The Royal Children's Hospital (Vic) and the Princess Margaret Hospital Foundation (WA).

SA: RAISING FUNDS FOR VARIETY

Together with Variety, we presented Adelaide North Special School with a new Sunshine Coach to help children who use wheelchairs to get out in the community.

VIC: GOOD FRIDAY APPEAL

Woolworths stores in local communities across Victoria have raised over \$20 million over our 30 year partnership with the Good Friday Appeal, which aims to help make a difference to the lives of sick children at the Royal Children's Hospital.



Note: map is not to scale.

- 1 Excludes leveraged funds.
- 2 Before significant items.

COMMITMENT

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We will invest the equivalent of 1 per cent of a three-year rolling average of total Group Earnings Before Interest and Tax (EBIT) in community partnerships and programs.

QLD: HELPING SICK KIDS

Woolworths has been supporting the Children's Hospital Foundation to save lives, lessen the hurt and help sick kids to heal. Our partnership has spanned 30 years and raised \$50 million.

QLD: FLYING DOCTORS

Woolworths stores across Queensland and Northern NSW threw their support behind the Royal Flying Doctors Service (Qld Section). FY17 was our most successful year in this partnership, raising more than \$660,000.

NSW: WHITE RIBBON

In FY17 EDG, through BWS and Dan Murphy's, raised a total of \$480K to support White Ribbon's work towards stopping violence against women.

NZ: KAIKOURA EARTHQUAKE

The Kaikoura earthquake on 14 November 2016 had a local and national impact. Immediately following the earthquake, eight Countdown stores were closed, along with the Palmerston North Distribution Centre. We supported those impacted through our support of the Red Cross Kaikoura Earthquake appeal. We kicked started our customer appeal for the Red Cross with a \$25,000 donation, and Countdown customers donated \$19,633.47.

NSW: FARM TO FORK

Woolworths is a major sponsor of the Sydney Royal Easter Show. Together with the Royal Agricultural Society of NSW, Woolworths supported a new interactive exhibit in 2017 to take children on a paddock to plate adventure to learn more about where their food comes from.

ACT: KIDS IN NEED

Woolworths has worked with Variety, the Children's Charity for several years to assist children and their families in need all over NSW and the ACT.

NZ: EDGECUMBE FLOODS

In response to the major flooding in Edgecumbe in April 2017, Countdown supported the NZ Red Cross Bay of Plenty Floods Appeal 2017.

NZ: CHRISTMAS

For the majority of Kiwis, Christmas is a time of festivity, warmth, joy and celebration, however this is not the case for everyone. Thousands of struggling families and individuals in need find the Christmas season incredibly stressful. Countdown supports The Salvation Army with the Christmas Food Rescue Appeal. Each Countdown store donates \$500 worth of groceries (\$91,500 in total) and shoppers are encouraged to donate additional groceries and/or money to the cause.

TAS: GIVE ME 5 FOR KIDS

Woolworths store teams and customers fundraised for Give Me 5 For Kids to support sick children and their families in times of need.

TAS: KIDS DAY OUT

Woolworths sponsored the "Kid I Am" event in Launceston, a great kid-focused family day out.

VIC: VERY SPECIAL KIDS

The ALH Group has been a major partner of the annual Very Special Kids fundraising event since 2012 and has raised more than \$2.4 million through its network of 88 Victorian venues.



We will publicly report social impact to quantify the positive changes we are creating with a focus on health, economic development and emergency relief.

GIVING BACK TO THE COMMUNITIES IN WHICH WE OPERATE



TOGETHER WE S.T.A.N.D.

Woolworths has supported The Salvation Army since 1954. Over the past five years we have averaged more than \$2 million a year in contributions, with a further \$3 million a year donated by our customers. Our ongoing formal partnership is called S.T.A.N.D. (Support Through Australian Natural Disasters) and provides natural disaster response, recovery and resilience works in the community. Operating at two levels, we collect year-round contributions, and provide a higher level of engagement if disaster strikes. We are continuing our commitment through staff engagement and initiatives such as volunteering at times of disaster and offering senior staff to act as strategic advisors to The Salvos' operations.

Cyclone Debbie



The Queensland State Government asked The Salvation Army to play a key role in the Cyclone Debbie emergency response effort. The Salvation Army launched an appeal to provide disaster recovery assistance to households affected. At the peak of response efforts, they were providing immediate assistance from six hubs in Queensland and five centres in NSW. S.T.A.N.D.-donated funds were used to provide direct assistance in the form of cash grants, vouchers, counselling services and goods to help those affected.



The Salvation Army continued to work with individuals, businesses, families and communities on the ground through local centres, community recovery hubs, and by partnering with government and non-government agencies. With the support of Woolworths, The Salvation Army recovery volunteers and local teams supported communities with immediate relief and assistance in the form of psychosocial support, as well as material assistance in the form of EFTPOS cards, various store gift cards and EFT payment grants. In total, the Salvos received \$196,421 in registered donations. S.T.A.N.D. water raised \$11,470, and \$446,500 worth of Woolworths gift vouchers were handed out to people in need.



LT. COL. NEIL VENABLES

NATIONAL COMMUNICATIONS SECRETARY

"The S.T.A.N.D. initiative has been a way to bring together two brands that have a strong presence in local communities all over Australia. In 2017, we really saw the benefits of this strong partnership with ex-Tropical Cyclone Debbie devastating communities in Queensland and Northern New South Wales. With the support of Woolworths, we were able to provide immediate on-the-ground support in the form of gift cards, meals to disaster affected people and emergency crews, and the manning of recovery centres."

MAJOR BRYCE DAVIES

COMMUNITIES OF HOPE COORDINATOR,
SALVATION ARMY VOLUNTEER IN PROSERPINE FOR EX-TROPICAL CYCLONE DEBBIE

"A mother with four young children had spent the night trying to stop debris and howling winds from coming in through her smashed windows. When she came to the recovery centre and we handed her \$250 worth of Woolworths vouchers, she just burst into tears. It's so nice to be able to give something."

Woolworths Group CEO Brad Banducci, Salvation Army Chief Secretary in Charge Colonel Mark Campbell and S.T.A.N.D. ambassador Adam Goodes launch S.T.A.N.D., 8 November 2016.

GIVING BACK TO THE COMMUNITIES IN WHICH WE OPERATE

We will publicly report social impact to quantify the positive changes we are creating with a focus on health, economic development and emergency relief.

As the fresh food people, we are passionate about using our resources and skills to partner with the communities that we are part of to improve the health and wellbeing of our customers.

Foodbank



"Foodbank is Australia's largest food relief organisation, providing 63 million meals a year. By our side for 15 years, Woolworths is the single biggest retailer donor of food and groceries, donating more than 15 million kilograms to date. With food waste in Australia being at dire straits, Woolworths has also been partnering with us to seek solutions to reduce this problem. From fighting hunger, to fundraising and sustainability – we couldn't do what we do without the wonderful support of Woolworths."

Brianna Casey, CEO Foodbank Australia

"Our partnership with Woolworths has opened up a range of ways to source the food and groceries needed in order to change the lives of vulnerable Australians. With the help of Woolies, Foodbank is able to capture fresh and staple food items, which ensures Foodbank's warehouses all over Australia are always packed to the brim with delicious products. Woolworths has made a big impact, and for that, we can't thank them enough."

Phil Riley, Warehouse Manager Foodbank NSW & ACT



Woolworths Food Group Head of Sustainability
Adrian Cullen and Brianna Casey, CEO
Foodbank Australia.



Jamie's Ministry of Food Australia



"With a vision to lead the transformation of Australia's food habits, it is through the support of Woolworths that we have been able to teach over 37,000 participants nationally how to cook from scratch using fresh ingredients. We have increased our participants' skills, knowledge and confidence to cook and have provided information during the course on budgeting, seasonality and the health benefits of cooking" says Felicia Mariani, CEO The Good Foundation and Jamie's Ministry of Food.

Woolworths has been integral to the success of this program by providing fresh ingredients nationally since 2014.

"This year alone, Woolworths has enabled participants to learn how simple it is to cook with eggs by donating 29,452 eggs. We've cooked over 6,423 omelettes and taught people aged between 12-96 years how to cook up over 3,205 roast chickens with all the vegetable trimmings." said Felicia.

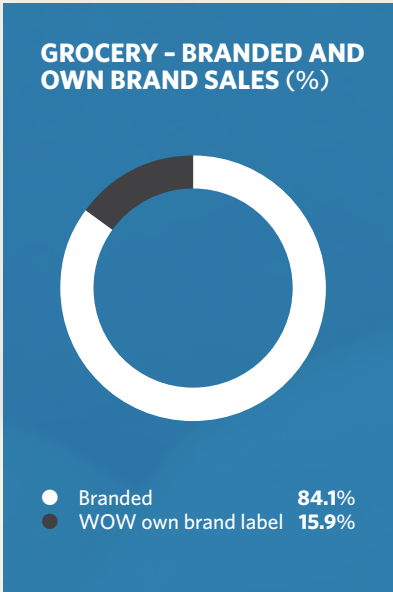
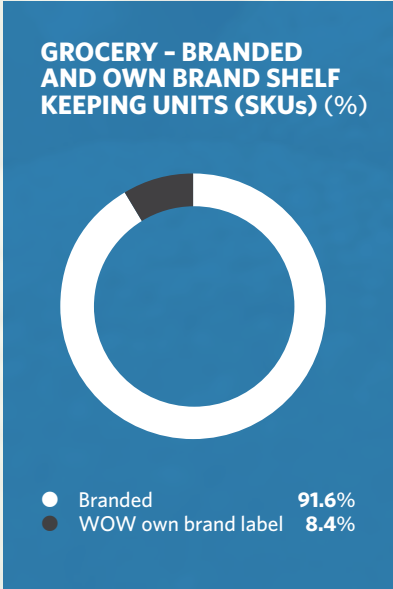
Learning to cook used to be a skill passed on from generation to generation. The success of this program is how it is changing the way people feed themselves and their families. With programs running during 2017 in Queensland, New South Wales, Victoria, South Australia and Western Australia, we have connected with communities across the country.



We will achieve leading customer satisfaction scores.

CREATING SHARED VALUE WITH OUR CUSTOMERS

Voice of Customer (VOC) scores are a key indicator for our team to measure our performance. In FY17, customers have reacted positively to our initiatives in Australian Food with our store-controllable VOC score improving significantly to finish the year at record levels of 81% and we achieved record Net Promoter Scores (NPS) and VOC scores in both Dan Murphy's and BWS. Our Countdown team also achieved new highs in its customer satisfaction scores throughout the year.



Catering for locals

Over the past year, we have been working to not only expand our range of locally-sourced products, but to also make sure our stores have ranges that are locally relevant for their customers. A good example of this is what we have achieved in our Glen Huntly store.

Customers of Woolworths Glen Huntly asked for a range more relevant to their local community - a larger Kosher range. Over the past year we have been working with new and existing Kosher suppliers to cater for our Jewish customers. With one of the largest Jewish populations in Melbourne, Glen Huntly is a test store, and will lead the way for us to move into more stores with a similar demographic. With the introduction of approximately 129 new Kosher products over the past year, feedback has been overwhelmingly positive.

Sourcing locally

We listen to our customers, so in 2014 when 52% told us that buying local food is extremely important to them, we launched our Local Sourcing Program. Our team of state-based local sourcing managers search for products that are grown or produced locally in their home state. Since launching the program, we have validated nearly 3,000 products and added over 500 to our range from 66 new suppliers. This is in addition to approximately 97% of our fresh fruit and vegetables being Australian grown.



WIMMERS QUEENSLAND

Wimmers Soft Drinks are an iconic Queensland soft drink brand that has been enjoyed by thirsty Queenslanders since 1910. In 2016, Wimmers were one of the first local suppliers in Queensland to be ranged under the Local Sourcing Program, supplying 12 stores around their Sunshine Coast factory. Today, Wimmers Soft Drinks are stocked in almost 150 stores across Queensland. The products have prime position, along with brand-specific signage to highlight the brand and the local relevance.



DALY'S POTATO CO MARION BAY, TASMANIA

Sue and Gerard Daly have been supplying us with loose potatoes for over 30 years. In an effort to become a more sustainable business and eliminate food waste, Daly's Potato Co started producing potato salads and roast potatoes. The beautiful potato salads were introduced into our Tasmanian Woolworths stores in 2016 and the roast potatoes launched in August 2017.

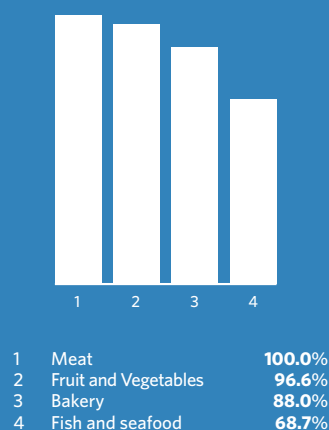


ORGANIC AND RAW McLAREN VALE, SOUTH AUSTRALIA

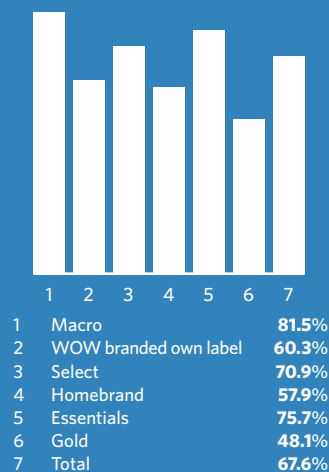
MOJO Kombucha, made by Organic and Raw, originally commenced business with us in 2015 in 11 stores in Adelaide. Their traditional style kombucha was spot-on trend and very topical with customers, so we've continued to add more lines to the range. Last financial year saw sales of over 600,000 units, with distribution of selected lines now in hundreds of stores across all states.



AUSTRALIAN SOURCED FRESH PRODUCTS ¹ (%)



OWN BRAND GROCERY - AUSTRALIAN SOURCED ¹ (%)



¹ In Australian supermarkets.



MAKING IT EASIER TO CHOOSE HEALTHIER OPTIONS

COMMITMENT **20**

We will inspire our customers to consume all of our products in a healthy, sustainable way.

We are committed to making healthy choices easier for our customers. In 2015, Woolworths and Countdown were the first national retailers to give away free fruit to any child shopping with an adult. In the last 12 months, we have given away \$10 million worth of free fruit, which is equivalent to 20 million pieces!

Healthier own brand

We are committed to improving the nutritional profile of our own brand foods. In FY17 we achieved:

FOOD AND HEALTH DIALOGUE

In 2009, we adopted the Food and Health Dialogue targets, a joint government and food industry initiative focused on reducing the sodium content of foods from nine commonly consumed categories. This year we met all targets when we completed a 20% salt reduction across seven hams and 30% salt reduction in Woolworths cheese slices.

BEST READY MADE MEAL

Judged by Accredited Practising Dietitians, Delicious Nutritious Beef and Tomato Casserole won the Healthy Food Guide's Healthy Eating Award for the best ready meal category.

NUTRITION RENOVATIONS

120+ own brand foods with



195 tonnes less salt



100 tonnes less saturated fat



200 tonnes less sugar



8 billion less kilojoules

RETAINING THE GOODNESS

There are no artificial colours or flavours or MSG in any own brand foods.

There are 1,000 tonnes more whole grains in 16 own brand foods.

INCREASING FRUIT AND VEGETABLES

Thanks to lower market costs, we've seen lower shelf prices for fresh produce, which has resulted in increased purchases. Berries are up 27%, Solano tomatoes grew by 70% and broccolini by 28% from last year. Customers are also buying more convenient options too, with single and double serve salad bowl and tub sales growing by over 25%.

HEALTHIER NEW ZEALAND

When the NZ government launched the Obesity Action Plan in 2016, the NZ team pledged to commit to health and nutrition targets. This includes nutrition renovations, at least one confectionery free checkout in 95% of stores, nutrition information on the website and health stars on front of pack. We will continue to provide free fruit for kids and healthy food inspiration through Feed Four for \$15.

HEALTH STAR RATING

Over 80% of our own brand range has the voluntary health star rating on front of pack. That's more than 2,000 products. Our customer research found shoppers like the simplicity of the health star ratings to make 'at a glance' choices. These ratings appeal to time poor shoppers and those less confident in their food health knowledge. Families see the benefit of making it easy to point out healthier choices to children.

EDUCATING TEAMS

We are showing our teams how to become healthy lifestyle advocates. Our internal health and nutrition events and communications help to give our team members the skills and knowledge they need to successfully shop and eat healthier.

NUTRITION EXPERTS

We have a team of accredited nutritionists to guide healthier product development, food labelling and communications. Transparent labelling, the removal of additives and an improved nutritional profile of our products help our customers to make better-informed choices when shopping.

THE HEALTHY FOOD PARTNERSHIP

Woolworths is an invited member of Healthy Food Partnership, a joint initiative between government, industry, retailers and public health advocates to improve the dietary habits of all Australians by making healthy food choices easier.



COMMITMENT

20

We will inspire our customers to consume all of our products in a healthy, sustainable way.

RESPONSIBLE SERVICE OF ALCOHOL

As a retailer of alcoholic beverages, we are conscious of our obligations to address the issues of responsible drinking and the responsible service, ranging, sale and marketing of alcohol.

Keeping Darwin safe

When the Safer City Program launched in Darwin, BWS was invited to attend by the city’s Lord Mayor, Katrina Fong Lim. The launch event brought together various leading members of the community to look at the supply of alcohol in Darwin, and to work in close collaboration with the liquor industry to monitor and regulate it. As a result, the program initiated the Darwin Inner City Packaged Liquor Accord.

Serving alcohol responsibly

We are very strict when enforcing the rules regarding alcohol. To keep young people safe, we have a policy to make sure all patrons of our hotels and liquor outlets are checked for ID if they appear under 25. We are also very diligent if there’s a chance alcohol could be purchased for a minor or if people are already intoxicated. All staff receive regular RSA training updates from programs we have developed ourselves, many of which have gone on to be adopted industry-wide.

DRINKING RESPONSIBLY

Endeavour Drinks is a funding supporter of DrinkWise – an independent, not-for-profit organisation whose primary focus is to help bring about a healthier and safer drinking culture in Australia. DrinkWise develops and implements a range of national information and education campaigns, as well as providing practical resources to help inform and support the community about alcohol use.

RESPONSIBLE RANGING

We pride ourselves on the quality and extent of our range but there are some drinks we don’t stock because we’ve found they appeal to people who shouldn’t be drinking and/or encourage people to drink too much. We never stock a drink item if its advertising and packaging makes a direct, unambiguous appeal to young people, or encourages excessive consumption.

RESPONSIBLE MARKETING

As the first retail signatory to the Alcohol Beverage Advertising Code (ABAC), our advertising campaigns never step outside community standards, will never target young people, and will not encourage people who shouldn’t be drinking to do so. All our exclusive and own brand liquor brands follow and comply with the ABAC. Our efforts are supported and outlined in our Charter for Ranging Alcohol.



RESPONSIBLE GAMBLING

To be a responsible provider of electronic gambling services, we focus on setting limits, staff education and training, and partnerships. Our Hotel and Gaming Charter clearly demonstrates our commitment to responsible gambling.

RESPONSIBLE GAMBLING AMBASSADOR

For seven years, we have worked with David Schwarz, a well-known former professional AFL footballer and reformed problem gambler. David is our Responsible Gambling Ambassador.

VOLUNTARY PRE-COMMITMENT

This system is a cornerstone for our responsible gambling strategy. It allows gamblers to nominate a limit before they start using our machines.

SELF-EXCLUSION PROGRAM

Our Self-Exclusion Program helps people who have decided to limit their access to gaming machines to implement that decision.

RESPONSIBLE GAMBLING TRAINING

We have implemented a mandatory online responsible gambling training module for all relevant employees, teaching them how to approach and interact with customers showing signs of problem gambling.

