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# Access and Inclusion Plan 2021-2023

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**coles**group

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Image on cover is Kirsten from Coles Pimpama.  
Kirsten is a team member living with a disability, autism and has worked at Coles for two years.



# Winning Together: A Message from our CEO and Accessibility Sponsor

We are delighted to introduce Coles Group's second Accessibility Action Plan, now called our Access and Inclusion Plan, recognising our ongoing commitment to accessibility for our customers, team members, suppliers and the community.

We are incredibly proud of our achievements under our first Accessibility Action Plan (2018-2020), which focused on three key areas: community and engagement, great place to work and products and services.

Under this Plan, we activated an executive-sponsored Accessibility Steering Committee with representatives from across the business. The Committee is made up of passionate leaders and allies for accessibility. They provided the guidance and championed delivery of some of the key highlights under that plan.

We are pleased to share with you some of our achievements under the previous plan, which was audited by Australian Network on Disability in May 2020.

## Introducing our 2021-2023 Access and Inclusion Plan

Our new Access and Inclusion Plan sets new aspirations and commitments that will continue the journey we have been on for the last three years. The development of the plan has been led by our Accessibility Steering Committee, with input from our team members and the community.

Over the next **3 years (July 2020 until June 2023)** we will be targeting our focus on three areas:

1. Our Team Members
2. Our Customers
3. Our Community and Suppliers

We are pleased to share the plan with you.



**Steven Cain**  
Managing Director and  
Chief Executive Officer,  
Coles Group

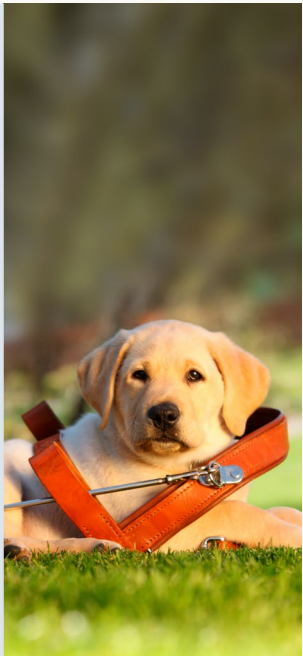


**Lisa Ronson**  
Chief Marketing Officer,  
Accessibility Sponsor  
Coles Group

# Our Achievements to Date

## Community and Engagement

- We continued our longest-running community partnership with Guide Dogs Australia. In September 2020 we reached a fundraising milestone with more than \$10 million raised from coin collection dogs at the front of Coles stores since 1982. Coles' support helps Guide Dogs to assist Australians with low vision or blindness to live independently and reach their personal potential, with more than \$50,000 required to breed, raise and train a Guide Dog.
- Through the sale of specially-marked reusable bags since 2018, Coles has raised enough funds for Guide Dogs Australia to breed, raise and train 24 Guide Dogs; and to provide \$231,000 for Autism Spectrum Australia (Aspect schools).
- Quiet Hour, our low-sensory shopping experience, continues to be received positively by the community and has been extended to 420 stores. We are working to rollout to all eligible stores nationally by December 2023.
- Coles sponsored A11y camp, an annual conference on digital accessibility and inclusion, in 2018, 2019 and 2020.



## Our Team Members

- In 2018 we began asking about disability in our mysay engagement survey and in May 2020, 5,357 team members told us that they have a disability. Tracking this helps us to develop strategies to improve the engagement and experience of all team members.
- We have a team of Inclusion Recruitment coordinators embedded in the Talent Acquisition team - we actively seek applications from candidates with a disability and have relationships with employment providers who provide support to people with disabilities throughout the employment experience.
- We have increased our focus on promoting success stories of our people living with disability - and you will see some of those stories throughout this Plan.
- We participate every two years in the Australian Network on Disability's Access and Inclusion Index and since 2017 have improved our ranking compared to other organisations from 10th to 8th.



## Our Customers

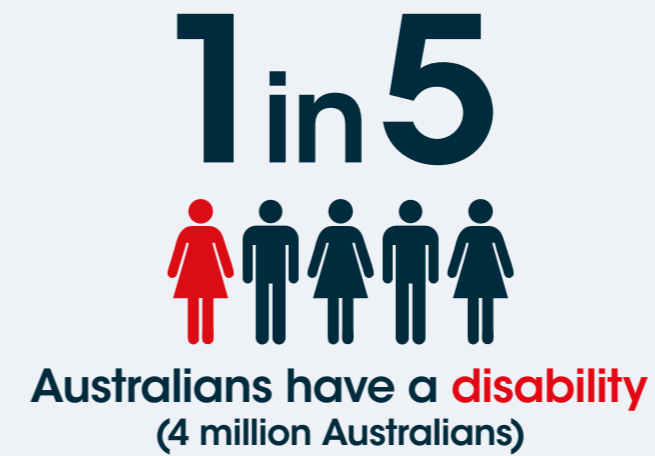
- Our Coles Online shopping website won website of the Year award at the Australian Access Awards in 2019.
- We launched Disability Confidence Training in 2019 in partnership with Get Skilled Access to improve our customer experience for customers with a disability. Since launching the training in September 2019, more than 40,000 team members have completed the training, including 94% of service team members.
- During the first months of the COVID-19 pandemic we worked hard to support the disability community through the provision of Community Hour and Coles Online Priority Service (allowing vulnerable community members priority access to online shopping and delivery).



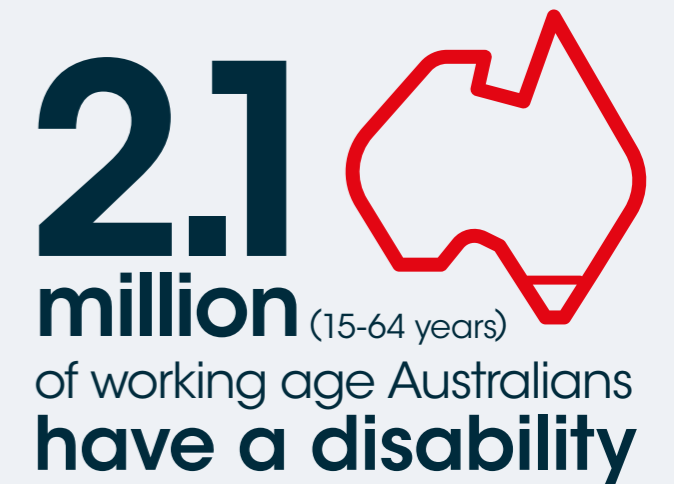
## Disability in Australia

“Disability includes physical, intellectual, psychiatric, sensory, neurological, learning disability, physical disfigurement and immunological - the presence in the body of disease causing organisms.

Examples of disability include hearing speech or visual impairments (not corrected by wearing glasses or contact lenses); mental illness such as schizophrenia, depression and bipolar disorder; speech impairment such as stuttering; intellectual disability such as Down syndrome; others include arthritis, asthma, cancers, diabetes, dyslexia, epilepsy or facial disfigurement. Disability can also include illness or injury and is any impact you have experienced for up to 6 months or longer.”



Source: abs.gov.au, Disability, Ageing and Carers 2018



Source: abs.gov.au, Disability, Ageing and Carers 2018



Source: abs.gov.au, Disability, Ageing and Carers 2018

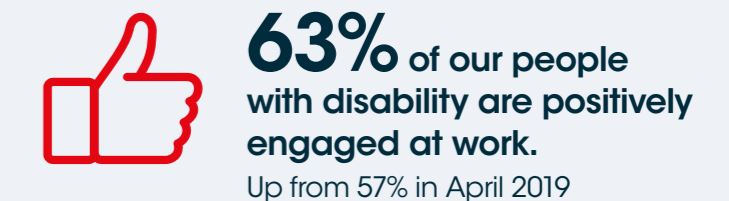


Representing 10.8% of all Australians  
(down from 11.6% in 2015)

Source: abs.gov.au, Disability, Ageing and Carers 2018



An increase from  
4,763 in April 2019



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## Our Businesses

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Coles is a leading Australian retailer of fresh food, groceries, general merchandise and liquor. We employ more than 120,000 team members and we welcome more than six million customers through our extensive store network and eCommerce platforms every week.

Coles operates some of Australia's most well recognised brands, including Coles Supermarkets, Coles Local, Coles Express, Liquorland, First Choice Liquor Market and Vintage Cellars.

### Our vision, purpose and strategy

For Coles to appropriately serve our customers, team members, suppliers and shareholders, we need a shared vision, purpose, strategy and culture that values consistent behaviours.

Our vision is to 'become the most trusted retailer in Australia and grow long-term shareholder value'.

Becoming the most trusted retailer in Australia means we are reliable and responsible, and delivering on our purpose. We have millions of shareholders and that's why it's important that we focus on long-term shareholder value.

Our purpose is to 'sustainably feed all Australians to help them lead healthier, happier lives'.

This is why we exist. We have an important role to play to sustainably feed all Australians. From food waste to a sustainable food chain, we want to be sure we're here for another century, creating jobs, supporting our suppliers and making a positive difference in our local communities.

Our strategy is all about changing at pace, efficiency and innovating for the future and outlines how we will deliver for our customers and teams.

**Our vision** is to become the most trusted retailer in Australia and grow long-term shareholder value.



# A team that is Better together

We're all different. And at Coles, we know that's a good thing. Just as we have for over a century, we're making Coles somewhere everyone feels like they belong. So that we can all live healthier and happier lives.

## Belonging

Foster an open and welcoming culture where everyone feels valued

## Pride

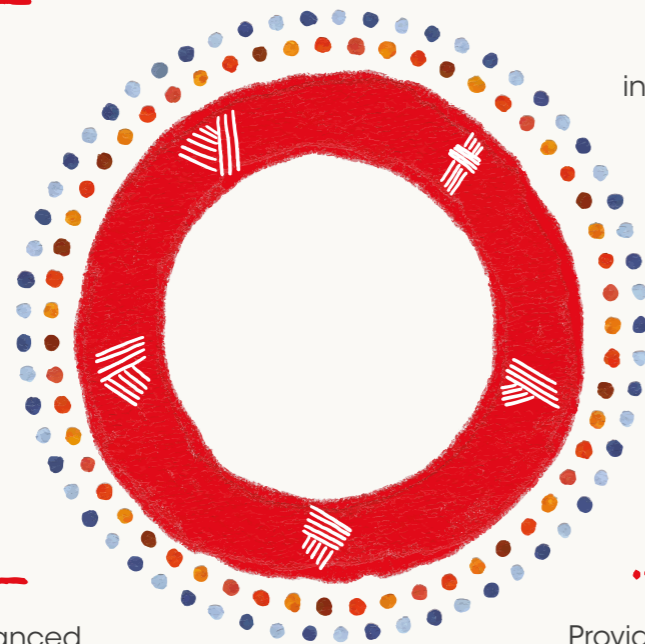
Champion LGBTQI+ inclusion in the workplace and beyond

## Gender equity

Achieve a gender balanced workforce to benefit all of us

## Indigenous engagement

Provide more opportunities for Aboriginal and Torres Strait Islander peoples, suppliers, customers and communities to engage with our business



## Accessibility

Recognise and enable people with all kinds of abilities

A team that is Better Together, the Coles approach to diversity and inclusion, forms part of our Win Together strategic pillar, and is underpinned by our values of Customer obsession, Passion and pace, Responsibility, and Health and happiness.



**Customer obsession**  
We constantly seek to better understand our diverse customers



**Passion and pace**  
Enthusiasm, energy and responding at pace is us at our best



**Responsibility**  
We always strive to do the right thing, reduce waste and take accountability for our actions



**Health and happiness**  
We believe caring about our team members helps them do a great job in caring for our customers, suppliers and the community

## Better Together: Our vision for accessibility and inclusion at Coles

As part of a team that is better together, we've committed to several diversity and inclusion initiatives to be achieved by 2023. The program includes five key pillars – Belonging, Gender equity, Pride, Indigenous engagement, and Accessibility. Each pillar has ambitious goals that are supported at the executive and board levels and worked towards by all team members.

Our key goals under the Accessibility pillar are outlined below.:

## All together for Accessibility

### Recognise and enable people with all kinds of abilities

1. Achieve 90% completion of Disability Confidence Training by customer-facing team members so we can support every customer.
2. Continue to improve the accessibility of our in-store and online experience, including Quiet Hour being available in over 420 supermarkets nationally.
3. Take part in the Australian Network on Disability's Access and Inclusion Index to make sure we're always working to improve our inclusion score.

In addition to these goals, our new Access and Inclusion Plan will deliver on a number of positive outcomes for all our stakeholders, including team members, customers, suppliers and the community – driving change through a whole-of-business approach that will maximise and accelerate Coles' positive impacts on people with disability in Australia

To drive this change, our three focus areas for this plan are:

1. Our Team Members



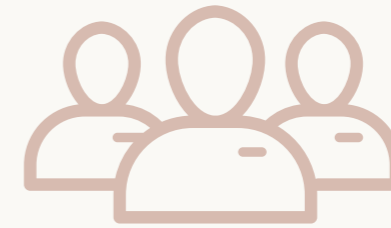
2. Our Customers



3. Our Community and Suppliers



Outlined over the following pages are our aspirations under each focus area, and some of the activities we plan to undertake to achieve that aspiration.



**Our Team Members**

**Objective:** Making Coles a great place to work for team members with a disability.

Our aspiration	Planned activities	Accountable	Our measure of success
<p>1.</p> <p>We aim to be recognised as an Employer of Choice for people with disability (PwD)</p>	<ul style="list-style-type: none"> <li>Establish a Team Member Network for accessibility at Coles</li> <li>Actively promote access and inclusion success stories in our internal and external communications</li> <li>Track engagement and the work experience for team members with disability through our mysay engagement survey</li> <li>Continue to support internship programs to create pathways for people with disability</li> <li>Work with our disability employment partners to improve our talent acquisition processes for people with disability</li> </ul>	<p>People &amp; Culture</p>	<p>Improved result and ranking in the AND Access and Inclusion Index</p> <p>Increase the number of PwD in our workforce</p>
<p>2.</p> <p>Create a disability confident culture at Coles, by providing all team members and leaders with the knowledge and skills they require to contribute to an inclusive environment for our team</p>	<ul style="list-style-type: none"> <li>Build disability confidence in key roles through training and learning experiences, for example Talent acquisition and line managers</li> <li>Work towards achieving status as a Disability Confident Recruiter organisation</li> </ul>	<p>People &amp; Culture</p>	<p>&gt;90% of our team are trained in disability confidence</p>
<p>3.</p> <p>Define workplace adjustment guidelines to ensure team members who require support in the workplace have a process to access it</p>	<ul style="list-style-type: none"> <li>Define a workplace adjustment guideline to make it easy for Line Managers to support team members to access the support they need</li> </ul>	<p>Safety</p>	<p>Workplace adjustment guidelines developed</p> <p>Line manager and team member feedback</p>

## Coles Access and Inclusion Plan: Team Member Profile

**Team Member:** Beth

**Brand:** First Choice Liquor Market, QLD

### A great place to work for Beth and her Guide Dog Pookie

Before joining Coles, Beth McFarlane had faced challenges finding employment. She was thrilled to be offered a role at First Choice Liquor Market in Lutwyche QLD, with the assistance of her Disability Employment Service (DES) provider. She has now been a valued team member with Coles Liquor for more than 10 years.

Over the years we've made workplace adjustments to assist Beth with her vision impairment, in the form of an adjustable height monitor and enlarged font.

In 2017 further adjustments were also made for Beth's Guide Dog, Pookie who comes to work with her, and even has her own area under the counter. When converting the store to a new format, the team were able to make adjustments to make things more comfortable for Pookie. "My team not only accepted my Guide Dog and made adjustments for her, they helped to make her part of my workspace. She now has her own bed, water and food bowls and she really enjoys coming to work." Beth said.

"Pookie has had the biggest impact on her travel time getting to and from work. I was using a cane before which was much slower. Pookie is so quick and gets me around obstacles easier. I feel calmer being able to have Pookie at work and just knowing she's there makes me more relaxed."

In her role, as a First Choice team member, Beth enjoys greeting and serving customers and completing Click&Collect orders in store. Once very shy, working at First Choice has also increased Beth's confidence, "Working at Coles Group has helped me to break out of my shell and be more confident. It's also taught me how to communicate openly with people and to be proud of my disability."

"I enjoy what I do. I feel like I'm an important part of the team and I'm proud of my vision impairment. I also enjoy breaking down the stereotype that people with disabilities can't work, because we can."





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## Coles Access and Inclusion Plan: Team Member Profile

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**Team Member:** Hugh

**Brand:** Vintage Cellars, NSW

### Supporting, valuing and celebrating people with disability

Meet Hugh Rodgers, a Vintage Cellars team member of more than 10 years. Hugh, who has Fragile X Syndrome, joined the Seaforth team after completing work experience when he first left school. Fragile X Syndrome is an inherited genetic condition that causes intellectual disability, and behavioural and learning challenges. Hugh was employed under the Supported Wage System (SWS), a federal government scheme that allows employers to pay productivity-based wages to people with disability, that matches an independently assessed productivity rate.

Many Australians with disability participate in the open workforce at full rates of pay. However, some people are unable to find or keep a job at full wage rates due to the effect of their disability on their productivity. This is where the SWS comes in and is a great enabler for people with disability to get and keep meaningful work.

Employed as a Sales Assistant, Hugh is responsible for unloading and replenishing stock throughout the store. Hugh enjoys the work and likes the routine. "I love my job."

To perform at his best Hugh requires a supportive team and manager that understands his needs and his disability. "My manager Michael has been really patient in understanding me, showing me what I have to do and making sure I do it well." Hugh said.

Ten years later and Hugh is still a valued and celebrated part of the team and is appreciative of the support he has been given. "I am very fortunate to work at Coles- they are great to work for"

Providing employment opportunities for people with disability not only impacts the individual who lives with disability in a positive way, but also their family. Hugh's parents Doug and Jane appreciated the recognition Hugh received for reaching his 10 year service milestone recently. "We were very impressed, given the size of Coles Group, that the team went to so much trouble to recognize his efforts. It was great for his self-esteem. We see him as very lucky, as many people with a disability find it difficult to get meaningful work."





Images: A range of in-store still photography from Coles' Disability Confidence Training film shoot.



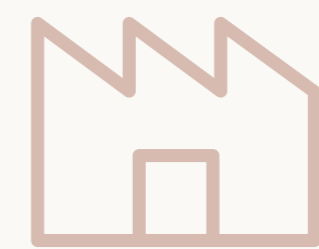
## Our Customers

**Objective:** Create a welcoming, safe and inclusive environment for customers with a disability. Making Coles a truly great place to shop.

Our aspiration	Planned activities	Accountable	Our measure of success
<p><b>1.</b></p> <p>We strive to provide the best possible customer service experience to our customers with disability and actively seek feedback from community members with disability to resolve issues and generate new ideas</p>	<ul style="list-style-type: none"> <li>Continue the successful rollout of Quiet Hour into additional stores</li> <li>Continue training our customer-facing team members in Disability Confidence through our partnership with Get Skilled Access</li> <li>Formalise how our Accessibility Steering Committee receives customer feedback</li> </ul>	<p><b>Marketing</b></p>	<p><b>Customer feedback</b></p>
<p><b>2.</b></p> <p>Coles is committed to continuously improving the Coles online website, Coles mobile app, and the Coles website, towards compliance with the Website Content Accessibility Guidelines (WCAG) 2.1 (level AA)</p>	<ul style="list-style-type: none"> <li>Continue to engage with the disability community in the development of new digital assets</li> <li>Regularly audit our key customer-facing assets for WCAG compliance</li> </ul>	<p><b>Marketing</b></p>	<p><b>Up to date policy exists and adherence monitored</b></p>
<p><b>3.</b></p> <p>Digital marketing campaigns published on Coles' digital platforms are subject to Coles' accessibility standards and the third party creative agencies we partner with are subject to the same standards</p>	<ul style="list-style-type: none"> <li>Continue to build accessibility considerations into the marketing development process</li> </ul>	<p><b>Marketing</b></p>	<p><b>Accessibility sign-off built into our campaign development process</b></p>
<p><b>4.</b></p> <p>Continue to comply with Disability Discrimination Act and National Construction Code regulations for all new stores, and for existing stores (for the areas being remodelled by renewal works)</p>	<ul style="list-style-type: none"> <li>Compliance audits for new and renewal stores</li> <li>Ensure framework exists for all team members to have a Personal Emergency Evacuation Plan</li> </ul>	<p><b>Property</b></p>	<p><b>Monitored compliance</b></p>



This image shows Dylan Alcott, OAM, in a still shot from Coles Group's Disability Confidence Training, developed in partnership with Get Skilled Access in 2019.



## Our Community and Suppliers

**Objective:** Contribute to a more inclusive, healthy and happy Australia for our team members, customers and the communities in which we operate

Our aspiration	Planned activities	Accountable	Our measure of success
<p>1.</p> <p>Continue to have a positive impact on the broader disability community through partnerships, team member engagement and fundraising</p>	<ul style="list-style-type: none"> <li>Review our existing relationships to ensure we have strong strategic alignment</li> <li>Include disability as a consideration criteria in assessing new partnerships</li> <li>Aspire to positively impact the disability community through influencing our suppliers and seeking to partner with suppliers who hold the same values</li> </ul>	<p>Corporate Affairs</p>	<p>Demonstrated engagement with and recognition of support for disability community organisations</p>
<p>2.</p> <p>Strive to ensure all internal training and events are accessible</p>	<ul style="list-style-type: none"> <li>Provide event and communications guidelines on accessibility for in-person and virtual events – and make this information available to all team members</li> <li>Continue to improve accessibility of key events at Coles through closed captioning and other means</li> </ul>	<p>Operations, Events</p>	<p>Formal guidelines and resources available to all relevant team members to make training and events accessible, and demonstrated accessible events in Store Support Centres</p>
<p>3.</p> <p>Aspire to positively impact the disability community through influencing our suppliers and seeking to partner with suppliers who hold the same values</p>	<ul style="list-style-type: none"> <li>Consult and partner with other organisations to gain and share information</li> <li>Ensure we have Accessibility as part of the GNFR (Goods Not For Resale) RFP procurement process and seek to favour suppliers based on positive responses</li> <li>Baseline our current supply base to understand more broadly what is being done in our supply chain to support Accessibility</li> <li>Showcase positive stories and good outcomes in this space</li> </ul>	<p>Procurement</p>	<p>We have formed an understanding of our existing spend with disability employment organisations and developed a plan to increase the spend over the life of the plan</p>

## Coles Access and Inclusion Plan: Team Member Profile

**Team Member:** Laura

**Role:** Digital Experience & Accessibility Analyst, Coles Group

### Recognising and valuing talent in people with invisible disabilities

When Laura was looking for employment, it was important for her to find a company that welcomed candidates with disability. This was one of the reasons she applied for a job with Coles Group.

Laura has Bipolar Disorder Type 1 and understands the challenges people with disability can face day to day, particularly those with disabilities that are not visible. "My illness can get really severe, really quickly. I previously resigned from another company because of it and I actually didn't know whether I would be able to work again," Laura said.

Through the recruitment process, Coles recognised her talent and Laura now works as a Digital Experience and Accessibility Analyst in the Design & Digital Experience Marketing team. In her role Laura understands the importance of accessibility. She helps to ensure there are no barriers to access Coles' digital assets and that they are accessible for everyone, including people with disabilities.

When Laura was only a couple of weeks into her new role, she became very ill, experiencing an episode of catatonic depression, and had to take time off work. When it comes to mental health there can still be some stigma, especially for mental illnesses like bipolar disorder or schizophrenia. "When I got very sick previously, I resigned, but thanks to the empathetic response and support from my manager and team, I was able to return to a role I love." Laura said.

Laura's manager was extremely supportive and made it clear that Laura was able to take the time she needed off work to recover. She also supported her with a return to work plan, which involved a gradual increase in hours and regular phone check ins. Laila, Laura's line manager reminded her, "You're absolutely the right person for this role, and we'll be here to help you with whatever you need to get better."

Since joining Coles, Laura now knows she has a team that understands her disability and supports her needs. From her own experience, Laura has advice for job seekers with disability who want to work for Coles, "Don't be afraid to communicate if you need any reasonable adjustments. Everyone has talents they can bring, and sometimes a simple adjustment is all that's required. There are also people with disabilities who won't require any adjustments at all."



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## Coles Access and Inclusion Plan: Team Member Profile

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**Team Member:** Kirsten

**Brand:** Coles supermarkets, QLD

### Creating employment opportunities for people living with autism to shine

At Coles, we're committed to attracting and employing people living with disability in an accessible and inclusive way and offering everyone a great place to build a career.

Kirsten, who lives with autism, gained her very first job with Coles, starting out as a personal shopper in 2018.

Store Manager Jackie recalls fondly the moment she offered Kirsten the role, "I remembered when I offered her the role, she shed tears of joy and told me she would be the best worker I will ever have. This was a moment in my career I'll never forget".

Early on, Kirsten showed interest in the baking side of the business and the team placed her in the Bakery Department, one day a week, to gain further experience. With a natural talent and passion for baking, Kirsten was offered a role in the Coles Bakery Apprenticeship Program.

Kirsten now enjoys working as part of the Bakery team, as an apprentice and looks forward to becoming a Trade-Qualified Baker. Kirsten says, "It's always nice to come into work and feel like I'm working towards something, while also enjoying myself at the same time."

Kirsten's advice for job seekers with disability, who are thinking about applying for a job at Coles is, "Just go for it. You've got nothing to lose by applying for a job with Coles. When it comes to interviews, just be honest when talking about yourself. You don't need to talk yourself up to something you're not, but also don't talk yourself down either."

Jackie says, "I'm a firm believer in hiring for personality and attitude. We can teach a role to anyone with the right attitude." At Coles, we believe it's all about ability. Like other job seekers, many people with disability have valuable skills, qualifications and experience. The key is matching the right person to the right role.



## Hear from some of our team members on why they are excited about our Accessibility and Inclusion Plan

I support a Surf Life Saving Nippers program for individuals with disability, and have seen first-hand that no matter the disability, anyone can achieve their goals in life.

I believe it is important that Coles provides a safe and inclusive workplace for all and as a large company we have an obligation to ensure our stores are accessible for the entire community, so all customers can shop with ease.

In my career with Coles I have employed people with disability and carers of people with disability into my team. I am passionate about offering opportunities to all, no matter their story. A team member's mother expressed to me how great she thought it was that her daughter had an opportunity to work for a large company like Coles and how our company embraces and support people with disability.

**Jo Rogers - Operations Specialist (Bakery), Coles Group**

It is hugely important to my family that people with disability can navigate Coles stores independently and have access to help when needed. One of my family members' is wheelchair-bound so I know how important it is that their shopping experience is a positive and accessible one.

**Helen MacQueen - Head of Strategy and Delivery (Technology)**

It's exciting to be part of developing our new Access and Inclusion Plan knowing the impact we can have on our team members, our customers and the community. I'm proud to work for an organisation who has led on publishing a Plan as well as on a range of strategies to improve the customer experience and I'm excited to see what the next 3 years will bring!

**Katie Wyatt, Manager Diversity and Inclusion**

Improving accessibility at Coles shows we care about all of our customers, and ensures that we make life easier for people with disability, every way we can. Providing value is not just about the products we stock and how much they are, it's about the experience in store and how safe, easy, and comfortable our customers feel in our stores.

My two sons were diagnosed with congenital sensorineural hearing loss at birth, and this opened my eyes to how a simple everyday activity can be a challenge for someone with a disability. I want to make sure my sons have a voice in explaining their disability and ensure we see it as an opportunity to improve, rather than something to be ashamed of.

We achieve our best results when we have our customer in mind, and this should include all customers. Being diverse and inclusive in the workforce means we have a much better chance of catering for our diverse customer base. We have a real chance to be best in market for customer experience and hiring practices, and our efforts in this space can only be positive and make us better!

**Hannah Styles - Head of Commercial Excellence, Supply Chain**

I have two children with Autism Spectrum Disorder whom one day I would love to support in finding employment. I think it is important for our business to educate teams and increase disability confidence, so we don't miss out on hiring great candidates with disability. I have worked at Coles for 21 years however before that I was a school teacher and worked with children with mild learning disabilities. We need to do more for carers of people with disability. It's a tough job and they need our help and understanding.

**David Thompson, Regional Manager, Coles Supermarkets**

I believe accessible recruitment is better recruitment and it's my goal to widen our candidate pool with diversity. Not only because it's the right thing to do but because in a competitive job market, the identification of talented people as potential employees is a real competitive advantage. Creating an inclusive and accessible recruitment process is key in helping Coles become an employer of choice for people living with disability.

**Cimon Smith - Talent Acquisition Inclusive Hiring Manager & Inclusion Ally, Coles Group**

It means so much to me to see Coles treat everyone equally and make a commitment to improve accessibility. I am passionate about accessibility because my nephew has autism and I have seen how difficult it was for him to find employment. It is important to me that he feels a part of the community, meets new people, learns new skills and is treated like everyone else.

**Lee Brown, Expense Manager & Pride Steer Co. Member, Coles Group**

## Governance framework for the Plan

Coles has a strong commitment to our Better Together Charter at a Board and leadership level. We have an Accessibility Steering Committee (SteerCo), sponsored by a member of the Executive Leadership Team (ELT) and a General Manager (GM). The SteerCo is made up of members from across the business who meet at least quarterly to facilitate and monitor progress against this Plan and the detailed execution plans which underpin it.

The SteerCo will provide annual progress reports to the ELT and Board, and ongoing progress will be published externally through the Coles Sustainability Report so all stakeholders can read about our progress against the Plan.

We have sought team member input into this plan and will continue to gather feedback through our annual engagement survey and a Team Member Network ColesAbility (our employee network of team members who have disability, are carers, or allies to the disability community). We are also committed to providing annual reviews and updates to all team members on our progress against the Plan.

We value our ongoing relationships with key organisations in the sector, including Australian Network on Disability (with whom we hold Gold membership status) and Get Skilled Access. Coles has sought their feedback on this Plan and will work with both organisations on delivering initiatives within the Plan.

### Forward-looking statements

This report contains forward-looking statements in relation to Coles Group Limited ('the Company') and its controlled entities (collectively, 'Coles', 'Coles Group' or 'the Group'), including statements regarding the Group's intent, belief, goals, objectives, initiatives, commitments or current expectations with respect to the Group's business and operations, market conditions, results of operations and financial conditions, and risk management practices. Forward-looking statements can generally be identified by the use of words such as 'forecast', 'estimate', 'plan', 'will', 'anticipate', 'may', 'believe', 'should', 'expect', 'intend', 'outlook', 'guidance' and other similar expressions. Any forward-looking statements are based on the Group's good faith assumptions as to the financial, market, risk, regulatory and other relevant environments that will exist and affect the Group's business and operations in the future. The Group does not give any assurance that the assumptions will prove to be correct. The forward-looking statements involve known and unknown risks, uncertainties and assumptions and other important factors, many of which are beyond the reasonable control of the Group, that could cause the actual results, performances or achievements of the Group to be materially different from the relevant statements. There are also limitations with respect to scenario analysis, and it is difficult to predict which, if

any, of the scenarios might eventuate. Scenario analysis is not an indication of probable outcomes and relies on assumptions that may or may not prove to be correct or eventuate. Readers are cautioned not to place undue reliance on forward-looking statements, which speak only as at the date of issue. Except as required by applicable laws or regulations, the Group does not undertake any obligation to publicly update or revise any of the forward-looking statements or to advise of any change in assumptions on which any such statement is based. Past performance cannot be relied on as a guide to future performance.

### Other Information

Photographs have been taken when COVID-19 restrictions were not in place

### Reliance on third-party information

The views expressed in this Sustainability Report contain information that has been derived from publicly available sources that have not been independently verified. No representation or warranty is made as to the accuracy, completeness or reliability of the information.

## Working with our partners to win together



**Guide Dogs.**



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## Contact us

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**Instagram** <https://www.instagram.com/colessupermarkets/?hl=en>

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Good things *start here*

**Coles Careers** <https://careers.colesgroup.com.au/>

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For an accessible format of this plan, please contact [bettertogether@coles.com.au](mailto:bettertogether@coles.com.au)



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