

Period Received	Type of Supplier	Nature of Complaint / Investigation	Outcome
April- Jun 2024	GNFR Supplier (services)	Allegations of workers being paid through a third-party bank account to receive cash in hand.	Closed. An independent investigation found the allegation to be unsubstantiated.
April- Jun 2024	Fresh Produce (direct)	Allegations of poor working conditions and unliveable accommodation.	Open. Investigation in progress.
April- Jun 2024	Bakery Supplier (indirect)	Allegations of underpayment and bullying of workers.	Closed. An internal investigation was conducted and found the allegation to be unsubstantiated.
Jan - Mar 2024	Dairy Supplier (indirect)	Allegations of poor treatment of workers.	Closed. An internal investigation was conducted and found the allegation to be unsubstantiated.
Jan - Mar 2024	Fresh Produce (direct/indirect)	Allegations of intimidation of workers and unfair disciplinaries by supervisor.	Open. Investigation in progress.
Jan - Mar 2024	Fresh Produce (direct)	Allegations of sexual harassment.	Open. Investigation in progress.
Jan - Mar 2024	Meat Supplier (direct)	Allegation of underpayment non-conformances not being remediated for directly hired workers, only for labour hire workers.	Closed. A follow-up audit was conducted that reviewed the corrective actions for both directly hired and labour hired workers. All workers were repaid.
Oct - Dec 2023	Fresh Produce (indirect)	Allegations of overcrowded accommodation, excessive working hours, verbal abuse, and toxic work culture.	Pending. The site is currently out of season without workers. The investigation will be reopened when the site is back in operation.
Oct - Dec 2023	Fresh Produce (direct)	Allegations of unfit accommodation, violence, unfair pay, and unethical management behaviour.	Closed. An internal investigation was conducted, with findings partially substantiated in respect of living conditions and management behaviour. All issues were resolved through cooperative engagement with the supplier. Given the seriousness of the allegations and that some findings were substantiated, Coles undertakes additional monitoring of this site
Oct - Dec 2023	Meat Supplier (direct)	Allegations of poor management and racist comments to workers.	Closed. An internal investigation with a site visit was conducted and found the allegation to be unsubstantiated.
Oct - Dec 2023	Produce Supplier (direct)	Allegations of unfit accommodation, violence, underpayments and unethical management behaviour.	Closed. Investigation completed, with findings partially substantiated in respect of underpayment and living conditions. Coles worked with the supplier to ensure repayments to workers were made. A report to relevant authorities was also made regarding this matter. Given the seriousness of the allegations and that some findings were substantiated, Coles undertakes additional monitoring of this site.
Oct - Dec 2023	Bakery and Grocery Supplier (direct)	Allegations of workplace bullying, unsafe work practices, verbal abuses, and toxic culture.	Closed. An internal investigation was conducted and found the allegation to be unsubstantiated.

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Jul - Sept 2023	Labour Hire Provider used by Coles (direct)	Allegation of a worker losing work due to the labour hire provider's interpretation of Coles' internal policy.	Closed. An internal investigation was conducted and found the allegation to be unsubstantiated.
Jul - Sept 2023	Frozen Food Supplier (direct)	Allegations of underpaying illegal workers with no working rights and workers receiving cash-in-hand payments.	Closed. An external audit was conducted and found the allegation to be unsubstantiated.
Jul - Sept 2023	Labour Hire Provider used by Coles(direct)	Allegations of underpayment of workers against a labour hire provider.	Closed. Investigation completed, with findings partially substantiated. Repayments have been made to 11 workers affected.
Jul - Sept 2023	Labour Hire Provider used by Produce Suppliers (indirect)	Allegations of modern slavery, tax evasion and fraud were raised against a labour hire provider.	Closed. An internal investigation was conducted and found the allegation to be unsubstantiated.
April- Jun 2023	Produce supplier (direct)	Allegations of threatening and intimidating workers, systematically underpaying workers and failing to pay night shift premium over the period of two years.	Closed. Investigation completed which concluded in all issues being resolved through cooperative engagement with the supplier.
April- Jun 2023	Labour Company used by Produce Supplier (indirect)	Allegations of withholding visas, no payslips, deductions, unapproved accommodation, bullying, and threats were raised by the union.	Closed. Investigation was resolved to the satisfaction of the union.
April- Jun 2023	Produce supplier (direct)	Allegations of non-transparency, high working hours, no payslips provided, overcrowded accommodation and intimidation of workers.	Open. Investigation in progress.
April- Jun 2023	Produce supplier (direct)	Allegations of harassment and bullying.	Open. Investigation in progress. Supplier not currently in season.
April- Jun 2023	Multiple produce suppliers (indirect)	Allegations that labour hire provider used by the site is involved in phoenixing activities.	Open. Investigation in progress.
April- Jun 2023	Grocery supplier (indirect)	Allegations of discrimination by supervisors, based on race, gender and sexual orientation.	Closed. An independent investigation found the allegation to be unsubstantiated.
Jan - Mar 2023	Produce suppliers x 4 (indirect/direct)	Allegations of underpayments, unlicensed labour provision and unlawful worker contracts.	Closed. Investigation completed, with finding partially substantiated. Issues resolved through negotiation between the suppliers and union.

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Oct - Dec 2022	Produce supplier (direct)	Allegation of sub-standard accommodation provided to seasonal workers including overcrowding, no storage and inaccessibility to amenities.	Closed. Allegations of substandard accommodation were partially substantiated, and corrective actions were implemented by the suppliers.
Oct - Dec 2022	Labour Hire providers used by Coles (direct)	Allegation of inaccurate payment to workers.	Closed. Allegation of inaccurate payment to workers was substantiated in Coles view but disputed by the supplier. Further issues were identified regarding lack of payslips and super/tax compliance. Services of labour hire provider were terminated, and workers offered direct employment with Coles.
Jul - Sept 2022	Bakery supplier (direct)	Allegations of underpayment, cash in hand payments and not making superannuation payments.	Closed. An unannounced audit was conducted, allegations were substantiated, and the supplier made repayments totalling over \$20,000 to workers that were affected.
Jul - Sept 2022	Meat Supplier (direct)	Allegations of bullying, harassment, involuntary overtime	Closed. An independent investigation found the allegation to be unsubstantiated.
Jul - Sept 2022	Meat Supplier (direct)	Allegations of harassment and threats of losing their job by the management team after workers raised grievances in the group interview component of the ethical audit.	Closed. An independent investigation found the allegation to be unsubstantiated.
Jul - Sept 2022	Meat Supplier (direct)	Alleged underpayment of workers.	Closed. An audit was conducted and found the allegation to be unsubstantiated.
Apr - Jun 2022	Bakery supplier (direct)	Alleged out-of-date product usage and underpayment of workers.	Closed. Investigation completed with an unannounced visit conducted by the Coles Ethical Sourcing and Quality Assurance teams. A full site tour, traceability review and a sample of team member payments was undertaken, and no relevant issues were found.
Jan - Mar 2022	Produce supplier (direct)	Allegation of insufficient working hours / no work for visa workers.	Closed. Investigation completed including a review of payslips which found that the supplier was compliant with relevant government agency regulations. The complainant has not responded to any contacts following their initial complaint.
Jan - Mar 2022	Produce supplier (direct)	Allegation that labour hire provider used by the site is engaging undocumented workers.	Closed. Investigation completed with coordinated unannounced audits conducted. The unannounced audits were unable to substantiate the complaint.
Apr - Jun 2022	Produce supplier (direct)	Alleged underpayment of workers and cash in hand payments.	Closed. Investigation completed with an unannounced audit conducted at the site. Following the audit, a worker reached out alleging underpayment and cash in hand payments. The allegations corresponded to findings confirmed during the audit. The worker has not responded to Coles' contact however as the findings were confirmed during the audit, their remediation will now fall in line with the standard process for closing nonconformances.

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Apr - Jun 2022	Produce supplier (direct)	Allegations of unsuitable accommodations and potential discrimination.	Closed. Investigation completed with an on-site visit conducted in May 2022 noting that the site was in a flood affected region delaying the visit. Allegations were unable to be substantiated.
Jan - Mar 2022	Produce supplier (direct)	Allegation that labour hire provider by the site is involved in deceptive recruiting, underpayment, inadequate payslip information, poor treatment of workers and unsuitable accommodation (no air conditioning, overcrowded etc).	Closed. Investigation completed with an on-site visit conducted in March 2022. Review of the accommodation concerns were conducted with no issues identified and the allegations of deceptive recruitment, underpayment, and poor treatment of workers unable to be substantiated.
Oct - Dec 2021	Produce supplier (indirect)	Alleged falsification of documents in preparation for audit, cash in hand payments, undocumented workers.	Closed. Audit conducted. No findings related to the allegations were identified. All other findings from the audit have been remediated.
Oct - Dec 2021	Produce supplier x 3 (indirect)	Alleged use of illegal workers and contractors across three farms under the same management.	Site 1 - Closed. Audit conducted. No findings related to the allegations were identified. Site 2 - Closed. Unannounced audit conducted. No findings related to the allegations were identified. All other findings from the audit have been remediated. Site 3 - Closed. Audit conducted. Site had inadequate processes to monitor labour hire provider compliance. This and all other findings from the audit have been remediated.
Oct - Dec 2021	Unspecified Produce suppliers (indirect)	Alleged engagement of illegal labour and underpayment of workers at multiple unspecified Berry sites.	Closed. Due to seasonality and border restrictions, investigation was limited to one site. Partially substantiated. Unannounced audit conducted on site. Site and labour hire provider had inadequate working rights and payroll/ personal record keeping enabling compliance to be assessed. Several issues unrelated to the complaint were also identified during the audit including inadequate accommodation standards, inadequate safety procedures and firefighting equipment, and inadequate processes to monitor labour hire provider compliance. Supply from site stopped due to seasonality / audit result. Coles and our direct supplier are monitoring corrective actions from the site prior to determining whether to take supply when the new season commences. This will be subject to a follow up audit confirming rectification of all findings.
Oct - Dec 2021	Produce supplier (direct)	Alleged non-compliance regarding the election of Health and Safety representatives.	Closed. Investigation identified that the allegations had been investigated by the relevant regulatory authority and that the election process was assessed as valid

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Oct - Dec 2021	Convenience supplier (direct)	Alleged underpayment of workers and cash in hand payments.	Closed. An unannounced audit was conducted 22 March 2022. The complaint was substantiated during the audit. The supplier is committed to provide remediation before auditor recommended completion dates and has presented a corrective action plan with suitable timelines. This entry is being closed as remediation will now fall in line with the BAU processes.
Jul - Sept 2021	Deli supplier (direct)	Alleged excessive and involuntary overtime, incorrect payment of wages and concerns with overall working conditions.	Closed. Partially substantiated. Audit identified that some workers did not feel free to decline overtime and that part time contracts did not specify working hours - meaning hours to be paid at overtime rate could not be calculated. Other issues identified during the audit included inadequate safety procedures and some instances of excessive working hours. All findings from the audit have been addressed, with a follow up audit to be scheduled to verify closure of two findings
Oct - Dec 2021	Produce supplier x 3 (2 direct, 1 indirect)	Anonymous complaint. Alleged use of undocumented workers and underpayment of workers by labour hire providers at three sites. Allegation that workers are not receiving payslips and that the site is not paying contractors correctly.	Site 1 - Closed. Audit conducted. No findings related to the allegations were identified. All other findings from the audit have been remediated. Site 2 - Closed. Audit conducted. No findings related to the allegations were identified. All other findings from the audit have been addressed are pending auditor review for adequacy. Site 3 - Closed. Audit Conducted. It was identified the site had deficiencies in records of worker classification and inadequate processes to monitor labour hire provider compliance, but no instances of undocumented workers or underpayment were identified. These and all other findings from the audit have been remediated