

# Coles - Looking after your health and safety!

Our goal is to give the people of Australia a shop they trust, delivering quality, service and value. To deliver this, we need a safe, healthy team.

## Our policy

At Coles, we're committed to providing a safe and healthy environment for our team, customers, suppliers, contractors and visitors. To support our safety policy, we have a comprehensive safety management system called 'SafetyCARE'. This system helps to promote and provide a safe and healthy work environment as well as early and effective injury management assistance to team members injured as a result of work.

The SafetyCARE system is designed so that everyone knows their role in ensuring we manage the risks and hazards that come with operating stores, distribution centres and offices.

## Working together to stay safe

At Coles, we encourage team members to take an active role in ensuring a safe workplace. We are committed to consulting with team members to make the right decisions on issues that directly affect their health and safety.

We will ensure our team, customers, suppliers, contractors and visitors receive relevant training, information and advice on safety matters that affect them.

We want to continually improve our safety and injury management performance by setting clear objectives and targets, and communicating our results. Where necessary, we will seek internal and external advice to resolve health and safety issues.

## Injury Management

Coles commits to providing a fair and equitable injury and claims management process. For team members injured at work, we will work with them to ensure suitable duties are provided according to medical advice, and develop return to work plans in consultation with the injured team member. Coles can assist team members to select treating practitioners and rehabilitation providers, however team members have the right to select their own.

## Confidentiality

Personal information relating to health and safety issues will be treated confidentially in accordance with our legislative obligations.

## Governance

We are governed by legislation and self-insurance requirements, but we focus on health and safety because it's the right thing to do.

## Feedback

We regularly review our SafetyCARE system and look for opportunities to improve. If you have any queries, suggestions or concerns, please speak to your line manager or contact our health and safety team – they are here to help!

To find out more, visit 'Health and Safety' on Connect or speak to your line manager. With your help, we can ensure a safe and healthy environment for everyone!



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PROUD TO BE **coles**