

Questions on Notice

1. What was the annual cost to the employer of lifting penalty rates, casual loading and overtime rates to the minimum Award percentage rates in the first year of operation of the most recently made enterprise agreement?

1a. If unknown, what was the projected annual cost to the employer of lifting penalty rates, casual loading and overtime rates to the minimum Award percentage rates in the first year of operation of the most recently made enterprise agreement?

Coles does not have any quantifiable cost for the first year of the *Coles Retail Enterprise Agreement 2024*, that was made on 24 March 2024 and is yet to commence legal operation.

2. How much does the employer save in direct wages by paying junior rates?

Under the *General Retail Industry Award 2020 (GRIA)*, which underpins Coles' existing Supermarket enterprise agreement, specific pay rates are provided for certain roles in different age groups, including 15 to 20 year-olds.

These age-related rates in awards are a longstanding component of the retail sector and the broader award system across Australia - paying these rates is not a 'saving' but a labour cost to meet Coles' lawful requirements.

Additionally, Coles exceeds award requirements for junior rates under its Retail EA, including through paying adult rates as soon as a team member turns 20 years old.

As one of Australia's largest employers, we are proud to provide many Australians with their first job and offer various roles that are suitable for individuals who are at or recently finished school. Coles is a workplace that can help high-school aged students or school leavers gain invaluable experience and practical skills in customer service, communication, teamwork and operations as they enter the workforce.

3. How much does the employer save in direct wages by paying supported wage rates?

Paying supported wage rates is part of meeting Coles' lawful requirements and is not considered a saving. Team members on supported wages make up less than 0.3% of Coles' retail workforce.

Specific pay rates under the supported wage system for eligible team members are stipulated under the GRIA, which underpins the existing Coles Supermarkets Enterprise Agreement.

Coles takes its responsibilities to support team members who qualify for work under the supported wage system seriously and we remain committed to continuing to provide opportunities to those members of our community who are seeking employment under the scheme.

4. How much does the employer save in superannuation by not paying those under 18 who do not work 30 hours a week any superannuation?

Coles complies with its legal obligations and pays employer superannuation contributions in accordance with Australian superannuation laws.

5. How many instances of abuse, threats, intimidation, assaults or other workplace violence were perpetrated against employees of the employer in supermarkets each year for the last 10 years?

From June 2013 to March 2024, there have been approximately 8,000 reported cases of customer violence or aggression towards Coles team members. Coles does not condone this behaviour and has a range of measures and interventions in place to support and protect team members in our Supermarkets.

6. What steps does the employer take to ensure the safety of workers when the temperature in their work environment is over 30 degrees Celsius?

Coles takes the safety of team members seriously and has procedures in place to protect team members who work during periods of adverse weather.

Coles has detailed risk assessments relating to working in extreme temperatures and has a range of controls to manage working in extreme heat conditions that are appropriate to the climate, type of tasks being undertaken, and exposure periods.

7. What steps does the employer take to ensure the safety of workers when the temperature in their work environment is over 35 degrees Celsius?

Coles takes the safety of team members seriously and has procedures in place to protect team members who work during periods of adverse weather.

Coles has detailed risk assessments relating to working in extreme temperatures and has a range of controls to manage working in extreme heat conditions that are appropriate to the climate, type of tasks being undertaken, and exposure periods.

8. What steps does the employer take to ensure the safety of workers when the temperature in their work environment is over 40 degrees Celsius?

Coles takes the safety of team members seriously and has procedures in place to protect team members who work during periods of adverse weather.

Coles has detailed risk assessments relating to working in extreme temperatures and has a range of controls to manage working in extreme heat conditions that are appropriate to the climate, type of tasks being undertaken, and exposure periods.

9. What policy does the employer apply to ensure the safety of workers working in cold, warm or hot work environments?

Coles takes the safety of team members seriously and has procedures in place to protect team members who work during periods of adverse weather. Coles regularly undertakes assessments of the relevant risks faced by team members that can arise from adverse weather or the need to work in refrigerated or hot areas.

Coles' primary focus is to limit the amount of time any team member is exposed to extreme heat or cold, and to provide team members with the relevant Personal Protective Equipment to maintain their safety during these periods.

10. What is the number and proportion of employees under 18 years of age?

Approximately thirteen percent of Coles' 103,000 team member workforce in our Supermarkets business are under 18 years of age (as of 25 February 2024).

11. What is the number and proportion of employees aged between 18 and 21?

Approximately twenty three percent of Coles' 103,000 team member workforce in our Supermarkets business are between 18 and 21 years of age (as of 25 February 2024).

12. What is the number and proportion of employees aged between 22 and 29?

Approximately twenty percent of Coles' 103,000 team member workforce in our Supermarkets business are between 22 and 29 years of age (as of 25 February 2024).

13. What is the number and proportion of employees aged between 30 and 39?

Approximately sixteen percent of Coles' 103,000 team member workforce in our Supermarkets business are between 30 and 39 years of age (as of 25 February 2024).

14. What is the number and proportion of employees aged between 40 and 49?

Approximately twelve percent of Coles' 103,000 team member workforce in our Supermarkets business are between 40 and 49 years of age (as of 25 February 2024).

15. What is the number and proportion of employees aged between 50 and 59?

Approximately ten percent of Coles' 103,000 team member workforce in our Supermarkets business are between 50 and 59 years of age (as of 25 February 2024).

16. What is the number and proportion of employees aged between 60 and 69?

Approximately six percent of Coles' 103,000 team member workforce in our Supermarkets business are between 60 and 69 years of age (as of 25 February 2024).

17. What is the number and proportion of employees aged 70 or over?

Less than one percent of Coles' 103,000 team member workforce in our Supermarkets business are aged 70 years of age or older (as of 25 February 2024).

18. What is the proportion of employees who work less than 1 year with the employer?

Given the seasonality of retail trade, particularly in periods such as Christmas, Coles offers a range of opportunities to new team members to join the business for peak periods. Coles also supports team members who have limited working rights visas, including those that only permit employment for a period of 6 months with an employer. Despite these common temporary arrangements, on average less than 25% of Coles' Supermarket workforce do not reach 12 months service with the business.

Notably, nineteen percent of Coles' 103,000 team member Supermarket workforce have been with Coles for over a decade.

19. What is the number of employees for each of casual, part-time and full-time employees?

Thirty-five percent of Coles' 103,000 team member workforce are casual employees and sixty-five percent are permanent employees (consisting of fifty percent part-time and fifteen percent full-time).

20. What is the churn rate of employees for each of casual, part-time and full-time employees?

Coles sees a higher turnover in its casual workforce, which is transient in nature (and common across the Retail industry), when compared to its permanent workforce. The turnover rate across the year to date (as of 25 February 2024) is approximately forty percent for casual employees, nineteen percent for part-time employees, and seven percent for full-time employees.

21. What is the churn rate of employees who identify as women, men or neither men or women?

The rate of turnover across each of these categories is largely consistent, with the lowest rate of turnover in the population of team members who identify as women.

The turnover rate across the year to date as of 25 February 2024 is approximately twenty three percent for women, twenty seven percent for men, and thirty three percent for gender diverse or non-identified team members.

22. What is the churn rate of employees who identify as Aboriginal or Torres Strait Islander?

As one of Australia's largest private sector employers of Indigenous Australians, Coles is proud of the opportunities and partnerships it has with the Aboriginal and Torres Strait Islander communities and has invested considerable time in providing a workplace which is sensitive to the unique needs of those communities.

The turnover rate of Coles employees who identify as Aboriginal or Torres Strait Islander across this year to date as of 25 February 2024 is approximately thirty-nine percent.

23. What is the number of employees who have a disability?

Coles employs just under 2,000 team members who have voluntarily identified themselves as having a disability.

24. What proportion of employees shopped at the employer in the last week?

Approximately 500,000 transactions are processed each week on average using a Coles issued team member discount card.

25. What proportion of employees shopped at the employer in the last fortnight?

Approximately 1,000,000 transactions are processed each fortnight on average using a Coles issued team member discount card.

26. What is the number of employees and proportion of employees who work in supermarkets that are employed to work in functions other than an online department?

Coles operates and manages a Supermarket workforce of approximately 103,000 team members with the vast majority of our team members working across multiple departments, including at times online, where relevant.

27. What is the number of employees and proportion of employees who work in supermarkets that are employed to work in an online department?

Coles operates and manages a Supermarket workforce of approximately 103,000 team members with the vast majority of our team members working across multiple departments including at times online, where relevant.

28. Is there a documented agreement or understanding between the employer and SDA? Please provide a copy.

Coles has documented enterprise agreements with the SDA that are accessible online via the Fair Work Commission's website.

29. Has the employer provided any names of employees, who were not known by the employer to be members of the SDA, to the SDA in the last 6 years? a) If so, did the employer have the express consent of each and every employee to provide their name to the SDA?

Coles does not permit the sharing of team member details with the union unless appropriately authorised.

30. Did the employer have any form of agreement with SDA to provide any names of employees, who were not known by the employer to be members of the SDA, to the SDA in the last 6 years?

Coles is unaware of any agreement that currently exists. The importance of protecting team members privacy is also routinely reinforced with Coles' workforce.

31. Does the employer have the capacity to permit an employee to manage their own payroll deductions from their pay using a pay or similar electronic interface?

Coles does not have a functionality to permit a team member to undertake that task on their own.

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Coles does not have a functionality to permit a team member to undertake that task on their own.

33. Does the employer train its managers and payroll officers in freedom of association? If so, please outline the scope, nature and depth of the training.

Coles promotes freedom of association with its workforce, and regularly communicates processes associated with management of union interactions in the workplace. This includes, but is not limited to, requirements for managing store visits as well as safety related matters.

34. What proportion of employees live in households which earn less than \$2000 per week?

Coles does not hold this information.

35. What proportion of employees live in households which earn less than \$1500 per week?

Coles does not hold this information.

36. What proportion of employees live in households which earn less than \$1000 per week?

Coles does not hold this information.

37. What proportion of employees live in households which earn less than \$500 per week?

Coles does not hold this information.

38. What proportion of employees live in households which earn less than \$250 per week?

Coles does not hold this information.

39. What proportion of employees earned, in their employment with the employer, less than \$1000 per week on average over the last 3 months?

Coles employs team members aged from 15 years to over 70 years of age, employed in casual and permanent roles. Coles supports a wide array of flexible working preferences which means team members can work from zero hours per week up to full time hours, with additional overtime hours. Team members are invited to tell Coles the number of hours and shifts they wish to work each week or roster cycle, and managers work with team members to fulfill these hours where operationally possible.

All team members are paid in accordance with legal requirements, with Coles' Supermarket Enterprise Agreement paying team members above Award wages.

For team members who were employed consistently by Coles over the three month period to 25 February 2024, more than 20% earned on average more than \$1,000 per week.

40. What proportion of employees earned, in their employment with the employer, less than \$700 per week on average over the last 3 months?

Coles employs team members aged from 15 years to over 70 years of age, employed in casual and permanent roles. Coles supports a wide array of flexible working preferences which means team members can work from zero hours per week up to full time hours, with additional overtime hours. Team members are invited to tell Coles the number of hours and shifts they wish to work each week or roster cycle, and managers work with team members to fulfill these hours where operationally possible.

All team members are paid in accordance with legal requirements, with Coles' Supermarket Enterprise Agreement paying team members above Award wages.

For team members who were employed consistently by Coles over the three-month period to 25 February 2024, sixty percent earned on average less than \$700 per week. For those that earned less than \$700 per week, a range of factors influence this, including team members who seek part time and casual employment with Coles.

41. What proportion of employees earned, in their employment with the employer, less than \$500 per week on average over the last 3 months?

Coles employs team members aged from 15 years to over 70 years of age, employed in casual and permanent roles. Coles supports a wide array of flexible working preferences which means team members can work from zero hours per week up to full time hours, with additional overtime hours. Team members are invited to tell Coles the number of hours and shifts they wish to work each week or roster cycle, and managers work with team members to fulfill these hours where operationally possible.

All team members are paid in accordance with legal requirements, with Coles' Supermarket Enterprise Agreement paying team members above Award wages.

For team members who were employed consistently by Coles over the three month period to 25 February 2024, forty percent earned on average less than \$500 per week. For those that earned less than \$500 per week, a range of factors influence this, including team members who seek part time and casual employment with Coles.

42. What proportion of employees earned, in their employment with the employer, less than \$400 per week on average over the last 3 months?

Coles employs team members aged from 15 years to over 70 years of age, employed in casual and permanent roles. Coles supports a wide array of flexible working preferences which means team members can work from zero hours per week up to full time hours, with additional overtime hours. Team members are invited to tell Coles the number of hours and shifts they wish to work each week or roster cycle, and managers work with team members to fulfill these hours where operationally possible.

All team members are paid in accordance with legal requirements, with Coles' Supermarket Enterprise Agreement paying team members above Award wages.

For team members who were employed consistently by Coles over the three month period to 25 February 2024, thirty three percent earned on average less than \$400 per week. For those that earned less than \$400 per week, a range of factors influence this, including team members who seek part time and casual employment with Coles.

43. What proportion of employees earned, in their employment with the employer, less than \$300 per week on average over the last 3 months?

Coles employs team members aged from 15 years to over 70 years of age, employed in casual and permanent roles. Coles supports a wide array of flexible working preferences which means team members can work from zero hours per week up to full time hours, with additional overtime hours. Team members are invited to tell Coles the number of hours and shifts they wish to work each week or roster cycle, and managers work with team members to fulfill these hours where operationally possible.

All team members are paid in accordance with legal requirements, with Coles' Supermarket Enterprise Agreement paying team members above Award wages.

For team members who were employed consistently by Coles over the three month period to 25 February 2024, twenty three percent earned on average less than \$300 per week. For those that

earned less than \$300 per week, a range of factors influence this, including team members who seek part time and casual employment with Coles.

44. What proportion of employees earned, in their employment with the employer, less than \$200 per week on average over the last 3 months?

Coles employs team members aged from 15 years to over 70 years of age, employed in casual and permanent roles. Coles supports a wide array of flexible working preferences which means team members can work from zero hours per week up to full time hours, with additional overtime hours. Team members are invited to tell Coles the number of hours and shifts they wish to work each week or roster cycle, and managers work with team members to fulfill these hours where operationally possible.

All team members are paid in accordance with legal requirements, with Coles' Supermarket Enterprise Agreement paying team members above Award wages.

For team members who were employed consistently by Coles over the three month period to 25 February 2024, thirteen percent earned on average less than \$200 per week. For those that earned less than \$200 per week, a range of factors influence this, including team members who seek casual employment with Coles.

45. What proportion of employees earned, in their employment with the employer, less than \$100 per week on average over the last 3 months?

Coles employs team members aged from 15 years to over 70 years of age, employed in casual and permanent roles. Coles supports a wide array of flexible working preferences which means team members can work from zero hours per week up to full time hours, with additional overtime hours. Team members are invited to tell Coles the number of hours and shifts they wish to work each week or roster cycle, and managers work with team members to fulfill these hours where operationally possible.

All team members are paid in accordance with legal requirements, with Coles' Supermarket Enterprise Agreement paying team members above Award wages.

For team members who were employed consistently by Coles over the three month period to 25 February 2024, four percent earned on average less than \$200 per week. For those that earned less than \$200 per week, a range of factors influence this, including team members who seek casual employment with Coles.

46. What proportion of employees earned, in their employment with the employer, less than \$70 per week on average over the last 3 months?

Coles employs team members aged from 15 years to over 70 years of age, employed in casual and permanent roles. Coles supports a wide array of flexible working preferences which means team members can work from zero hours per week up to full time hours, with additional overtime hours. Team members are invited to tell Coles the number of hours and shifts they wish to work each week or roster cycle, and managers work with team members to fulfill these hours where operationally possible.

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For team members who were employed consistently by Coles over the three-month period to 25 February 2024, two percent earned on average less than \$70 per week. For those that earned less than \$70 per week, a range of factors influence this, including team members who seek casual employment with Coles.