

Myer FY2016 Global Reporting Initiative (G4) Index Table

Indicator	Indicator Title	Annual Report Page Reference	Comments
STRATEGY AND ANALYSIS			
G4-1	Statement from the most senior decision-maker of the organization	2	
G4-2	Description of key impacts, risks, and opportunities.	20; 31	
ORGANIZATIONAL PROFILE			
G4-3	Name of the organization.	1	
G4-4	Primary brands, products, and services.	6	myer.com.au; myer.com.au/p/about-myer/the-company/about-us/content-myer-today/
G4-5	Location of the organization's headquarters.	117	
G4-6	Number of countries where the organization operates.	6; 21	
G4-7	Nature of ownership and legal form.		Public company, listed on the Australian Securities Exchange
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	6	Our merchandise offer includes: womenswear; menswear; Miss Shop (youth); childrenswear; intimate apparel; cosmetics; footwear, handbags and accessories; homewares; and entertainment. We have more than 60 department stores in seven states of Australia, with the majority in cities on the eastern seaboard. Outside of our department stores we also have more than 20 Sass and Bide standalone boutiques in Australia and New Zealand. Our products are also available online.
G4-9	Scale of the organization	6	
G4-10	Employee profile	20	For more detail see also p.4 of the Myer Corporate Governance Statement at myer.com.au/investor.
G4-11	Percentage of total employees covered by collective bargaining agreements.		85.9%
G4-12	Description of the organization's supply chain.	21	
G4-13	Significant changes during the reporting period	7	
G4-14	Is the precautionary approach or principle addressed by the organization?	20-23; 31	Myer takes a precautionary approach to sustainability issues. We aim to maximise our positive contribution and be proactive in avoiding and reducing negative impacts.
G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	21	
G4-16	Memberships of associations (such as industry associations) and national or international advocacy organizations		Myer is a member of the following key industry associations and advocacy organisations: - Intercontinental Group of Department Stores (IGDS) - Australian Retailers Association (ARA) - Retail Council - National Online Retailers Association (NORA) - The London Benchmarking Group - Signatory to the Australian Packaging Covenant
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES			
G4-17	All entities included in the organization's consolidated financial statements or equivalent documents.	99	
G4-18	The process for defining the report content.	Inside front cover	
G4-19; G4-20; G4-21	Material Aspects identified in the process for defining report content.	20	
G4-22	Restatements of information provided in previous reports.		Nil
G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries.	nil	
STAKEHOLDER ENGAGEMENT			
G4-24-G4-27	Stakeholder groups engaged by the organization. Basis for identification and selection of stakeholders. Approach to stakeholder engagement. Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns.	Inside front cover	Myer engages with civil society, customers, employees, local communities, shareholders and suppliers. Channels include social media, media engagement and briefings, investor briefings, one-on-one meetings, our Customer Service Centre, and customer feedback programs. The basis for identification of which groups to engage with is both reactive, and proactive where we know that better understanding and communication will address needs and issues. This year engagement was not specifically undertaken for this report however the results of engagement that occurred both during the year and in prior years were used to inform the report content. One concern raised was the lack of information on appliance energy ratings online, which was addressed by including this alongside other online product information in our digital platforms.
REPORT PROFILE			
G4-28	Reporting period	Inside front cover	26 July 2015 - 30 July 2016, except for energy use, greenhouse gas emissions and waste data (1 July 2015 - 30 June 2016).
G4-29	a. Date of most recent previous report (if any).		FY2015
G4-30	a. Reporting cycle (such as annual, biennial).		Annual
G4-31	Contact point for questions regarding the report or its contents.	117	
G4-32	GRI G4 'In accordance' option the organization has chosen.		In accordance - core
G4-33	Policy and current practice with regard to seeking external assurance for the report.	114	Financial statements independently audited by PwC. Community contribution data verified by the London Benchmarking Group. The Company Review section of the Annual Report internally verified by the Myer internal audit team.
GOVERNANCE			

G4-34	Governance structure of the organization.		Corporate Governance Statement at myer.com.au/investor .
G4-35	Process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	20	Myer's sustainability strategy and performance monitoring is coordinated by the National Sustainability Manager, who reports through the General Manager HR and Sustainability to the Executive General Manager HR Risk and Safety. The Board, the CEO and the management team are updated and consulted for direction on sustainability strategy and performance throughout the year.
G4-36	Executive-level position responsibilities reporting process for economic, environmental and social topics.	20	Corporate Governance Statement at myer.com.au/investor . The Myer Board of Directors reviews and approves business and sustainability strategies and targets, and receives periodic strategy implementation updates.
G4-37	Process for consultation between stakeholders and the highest governance body on economic, environmental and social topics.		Myer has ongoing engagement with our stakeholders through a variety of channels, including social media, media engagement and briefings, investor briefings, one-on-one meetings, our Customer Service Centre, and customer feedback programs via SMS and feedback forms in stores. As required, issues raised by stakeholders are escalated to the Board.
G4-38	Composition of the highest governance body and its committees.	24-26	
G4-39	Is the Chair of the highest governance body also an executive officer?	20	No
G4-40	Nomination and selection processes for the highest governance body and its committees.		Corporate Governance Statement at myer.com.au/investor
G4-41	Processes for the highest governance body to ensure conflicts of interest are avoided and managed.		Corporate Governance Statement at myer.com.au/investor
G4-42	Highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	2; 6	Corporate Governance Statement at myer.com.au/investor . The Myer Board of Directors reviews and approves business and sustainability strategies and targets, and receives periodic strategy implementation updates.
G4-43	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.		The Myer Board of Directors reviews and approves business and sustainability strategies and targets, and receives periodic strategy implementation updates from the business.
G4-44	Processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics.		Corporate Governance Statement at myer.com.au/investor
G4-45	Highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities.		Corporate Governance Statement at myer.com.au/investor
G4-46	Highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.		Corporate Governance Statement at myer.com.au/investor
G4-47	Frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	26	Corporate Governance Statement at myer.com.au/investor
G4-48	Highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered.		Reviewed by the Myer Board of Directors
G4-49	Process for communicating critical concerns to the highest governance body.	117	Contact information: http://investor.myer.com.au/Investor-Centre/?page=Contact-Us
G4-50	Nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.		Nil
G4-51	Remuneration policies for the highest governance body and senior executives.	36	Human Resources and Remuneration Committee Charter: http://investor.myer.com.au/Corporate-Governance/?page=Board-Committees
G4-52	Process for determining remuneration.	36	Human Resources and Remuneration Committee Charter: http://investor.myer.com.au/Corporate-Governance/?page=Board-Committees
G4-53	How stakeholders' views are sought and taken into account regarding remuneration.	36	
G4-54	Ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual).		Ratio not reported.
G4-55	Ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees.		Ratio not reported.
ETHICS AND INTEGRITY			
G4-56	Organization's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics.	21; 23	http://investor.myer.com.au/Corporate-Governance/?page=Governance-Policies---Practices
G4-57	Internal and external mechanisms for seeking advice on ethical and lawful behaviour, and matters related to organizational integrity, such as helplines or advice lines.		Myer has a Whistleblower Policy for seeking advice on ethical and lawful behaviour, and matters related to organizational integrity, such as helplines or advice lines. Myer whistleblower for suppliers: http://myersupplier.myer.com.au/documents/Whistleblower%20Policy%20(supplier).pdf There is also a Myer whistleblower available for all team members including contractors and brand partners.

G4-58	Internal and external mechanisms for reporting concerns about unethical or unlawful behaviour, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.		Myer has a Whistleblower Policy for seeking advice on ethical and lawful behaviour, and matters related to organizational integrity, such as helplines or advice lines. Myer whistleblower for suppliers: http://myersupplier.myer.com.au/documents/Whistleblower%20Policy%20(supplier).pdf There is also a Myer whistleblower available for all team members including contractors and brand partners.
SPECIFIC STANDARD DISCLOSURES			
CATEGORY: ECONOMIC			
ASPECT: ECONOMIC PERFORMANCE			
G4-DMA	Generic Disclosures on Management Approach	6; 20	
G4-EC1	Direct economic value generated and distributed	4	
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	21	
G4-EC3	Coverage of the organization's defined benefit plan obligations		Superannuation contributions of 9.5% were made for all Myer employees in Australia, according to legislative requirements.
G4-EC4	Financial assistance received from government		The Australian Government Research and Development (R&D) Tax Incentive is the only assistance received by government. At the time of reporting, the FY2016 exact claim was not known, however the current working estimate for Myer's FY2016 R&D Tax Incentive claim is \$4,969,785, which would provide a benefit of \$496,978 to Myer. In addition, Myer received \$49,500 from the Australian Packaging Covenant for a Retail Recycling Optimisation project.
ASPECT: MARKET PRESENCE			
G4-DMA	Generic Disclosures on Management Approach	6	
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation		The base entry level wage in Myer is \$745.00 per week. Myer's rates are not gender specific. This rate is 0.84% above the Australian national minimum wage of \$738.80.
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation		In FY2016, there were 15 senior managers hired, three of which (20%) were recruited from outside of Australia.
ASPECT: INDIRECT ECONOMIC IMPACTS			
G4-DMA	Generic Disclosures on Management Approach	4; 6	
G4-EC7	Development and impact of infrastructure investments and services supported		This issue is not applicable to Myer's operations in the period.
G4-EC8	Significant indirect economic impacts, including the extent of impacts	4; 6	
ASPECT: PROCUREMENT PRACTICES			
G4-DMA	Generic Disclosures on Management Approach	21	
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	21	Proportion not reported.
CATEGORY: ENVIRONMENTAL			
ASPECT: MATERIALS			
G4-DMA	Generic Disclosures on Management Approach	20	Myer focuses on the recycling of merchandise packaging materials, security tags and clothing hangers. Sourcing and management of merchandise focuses on ethical sourcing practices, health and safety and compliance. The weight of materials used in Myer merchandise is not measured or monitored.
G4-EN1	Materials used by weight or volume		Weight of materials used for Myer merchandise is not measured or monitored. Myer waste and recycling data FY2016 can be found at http://www.myer.com.au/p/about-myer/sustainability/
G4-EN2	Percentage of materials used that are recycled input materials		Recycled content for Myer merchandise is not recorded. Myer waste and recycling data FY2016 can be found at http://www.myer.com.au/p/about-myer/sustainability/
ASPECT: ENERGY			
G4-DMA	Generic Disclosures on Management Approach	21	
G4-EN3	Energy consumption within the organization	21	
G4-EN4	Energy consumption outside of the organization		Not Reported
G4-EN5	Energy intensity	23	
G4-EN6	Reduction of energy consumption	21	
G4-EN7	Reductions in energy requirements of products and services		Not Reported. The Myer Energy Management Strategy focuses on the material issue of energy efficiency of our stores and other sites.
ASPECT: WATER			
G4-DMA	Generic Disclosures on Management Approach		Water is not considered a material issue for Myer, based on our business impacts and stakeholder feedback, so is not reported.
G4-EN8	Total water withdrawal by source		Not reported as Myer only utilises town water in our stores, distribution centres and offices, for use in bathrooms and kitchens.
G4-EN9	Water sources significantly affected by withdrawal of water		Nil
G4-EN10	Percentage and total volume of water recycled and reused		Nil
ASPECT: BIODIVERSITY			
G4-DMA	Generic Disclosures on Management Approach		Biodiversity is not considered a material issue for Myer, based on our business impacts and stakeholder feedback, and Myer has no direct impacts on biodiversity or land.
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas		Nil
G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas		Nil
G4-EN13	Habitats protected or restored		Nil

G4-EN14	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk		Nil
ASPECT: EMISSIONS			
G4-DMA	Generic Disclosures on Management Approach	21	
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	21	1,423 tCO ₂ e
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	21	157,428 tCO ₂ e
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)		Not reported
G4-EN18	Greenhouse gas (GHG) emissions intensity	21; 23	
G4-EN19	Reduction of greenhouse gas (GHG) emissions	21	
G4-EN20	Emissions of ozone-depleting substances (ODS)		Nil, as per Myer's National Greenhouse and Energy Reporting Scheme data.
G4-EN21	NOX, SOX, and other significant air emissions		Nil
ASPECT: EFFLUENTS AND WASTE			
G4-DMA	Generic Disclosures on Management Approach	21	
G4-EN22	Total water discharge by quality and destination		Water is not considered a material issue for Myer, based on our business impacts and stakeholder feedback, so is not reported. All water discharge is via town sewage systems.
G4-EN23	Total weight of waste by type and disposal method		Myer waste and recycling data FY2016 can be found at http://www.myer.com.au/p/about-myer/sustainability/
G4-EN24	Total number and volume of significant spills		Nil
G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally		Several instances in the period where small quantities of asbestos containing (or suspected to contain) materials have been removed and disposed by suitably qualified and licensed contractors as part of Myer maintenance obligations. Weight unknown.
G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff		Nil
ASPECT: PRODUCTS AND SERVICES			
G4-DMA	Generic Disclosures on Management Approach	21	
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	21	
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category	21	% not recorded.
ASPECT: COMPLIANCE			
G4-DMA	Generic Disclosures on Management Approach	21	
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations		Nil
ASPECT: TRANSPORT			
G4-DMA	Generic Disclosures on Management Approach		Myer uses third party providers for merchandise transport and logistics.
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce.		The transport of Myer merchandise through to stores is managed by a third party transport provider, and reported by the service provider under the National Greenhouse and Energy Reporting Scheme, thus is not reported by Myer. Myer does not transport members of the workforce to and from work. Scope 3 emissions, such as from air travel for work purposes, is not currently reported.
ASPECT: OVERALL			
G4-DMA	Generic Disclosures on Management Approach	20	
G4-EN31	Total environmental protection expenditures and investments by type		\$645,000 capital expenditure on energy efficiency initiatives. \$85,000 for recycling optimisation project.
ASPECT: SUPPLIER ENVIRONMENTAL ASSESSMENT			
G4-DMA	Generic Disclosures on Management Approach	21	Incorporated into Ethical Sourcing Policy. See http://investor.myer.com.au/FormBuilder/_Resource/_module/dGngnzELxUikQxL5gb1cgA/file/Ethical-Sourcing-Policy.pdf
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	21; 23	100% of new suppliers required to endorse the Myer Ethical Sourcing Policy.
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken		Nil identified
ASPECT: ENVIRONMENTAL GRIEVANCE MECHANISMS			
G4-DMA	Generic Disclosures on Management Approach		Myer offers stakeholder feedback channels such as our customer call centre, feedback forms in stores and the sustainability@myer email address.
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms		Nil
CATEGORY: SOCIAL			
SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK			
ASPECT: EMPLOYMENT			
G4-DMA	Generic Disclosures on Management Approach	20	
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region		Not reported.
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation		Employees engaged on a permanent basis, that work a minimum set number of hours per week, receive the following benefits not offered to casual employees: - 6 weeks paid parental leave. - An additional discount card for a member of the Team Member's household. - One day of Volunteer Leave per year.

G4-LA3	Return to work and retention rates after parental leave, by gender		In FY2016, of the 165 Team Members that returned from Parental Leave, 30 (or 18.2%) returned on a gradual return to work agreement. 12 Team Members terminated their service while on parental leave and 47 Team Members extended their leave.
ASPECT: LABOR/MANAGEMENT RELATIONS			
G4-DMA	Generic Disclosures on Management Approach	20	
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements		Under the company's collective agreement change provisions, once a definite decision has been made to introduce major operational changes; and those that are likely to have significant effects on employees; Myer shall notify the employees who may be affected. Discussions are to be held with the affected employees and Union as early as practicable after a definite decision to make the changes, including the likely effects of the changes and measures to avert/mitigate adverse effects; along with consideration of matters raised by the employees/union regarding the changes.
ASPECT: OCCUPATIONAL HEALTH AND SAFETY			
G4-DMA	Generic Disclosures on Management Approach	20	
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	20	97% of Myer employees are covered by health and safety committees with active employee participation.
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	20	
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation		Nil
G4-LA8	Health and safety topics covered in formal agreements with trade unions		100% of agreements contain health and safety topics such as PPE, participation of workers in safety inspections, training and education etc.
ASPECT: TRAINING AND EDUCATION			
G4-DMA	Generic Disclosures on Management Approach	20	
G4-LA9	Average hours of training per year per employee by gender, and by employee category	20	Training data recording systems are being assessed in the business, as much informal and 'on the job' training hours are not currently recorded.
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	20	
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category		All employees receive regular performance and career development reviews through the Performance Evaluation Process at Myer.
ASPECT: DIVERSITY AND EQUAL OPPORTUNITY			
G4-DMA	Generic Disclosures on Management Approach	20	
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	20	For more detail see also Corporate Governance Statement at myer.com.au/investor .
ASPECT: EQUAL REMUNERATION FOR WOMEN AND MEN			
G4-DMA	Generic Disclosures on Management Approach	20	Refer to WGEA Report 2016 http://investor.myer.com.au/Reports/?page=Sustainability
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation		Refer to WGEA Report 2016 http://investor.myer.com.au/Reports/?page=Sustainability
ASPECT: SUPPLIER ASSESSMENT FOR LABOR PRACTICES			
G4-DMA	Generic Disclosures on Management Approach	21	http://investor.myer.com.au/FormBuilder/_Resource/_module/dGngnzELxUikQxL5gb1cgA/file/Ethical-Sourcing-Policy.pdf
G4-LA14	Percentage of new suppliers that were screened using labour practices criteria	21	
G4-LA15	Significant actual and potential negative impacts for labour practices in the supply chain and actions taken	21	
ASPECT: LABOR PRACTICES GRIEVANCE MECHANISMS			
G4-DMA	Generic Disclosures on Management Approach		Myer whistleblower for suppliers: http://myersupplier.myer.com.au/documents/Whistleblower%20Policy%20(supplier).pdf There is also a Myer whistleblower available for all team members including contractors and brand partners.
G4-LA16	Number of grievances about labour practices filed, addressed, and resolved through formal grievance mechanisms		No grievances filed.
SUB-CATEGORY: HUMAN RIGHTS			
ASPECT: INVESTMENT			
G4-DMA	Generic Disclosures on Management Approach	21	
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	21	Merchandise supplier contracts - 100%
G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	21; 23	Code of Conduct training - 87.0% of all salaried team members and any newly hired (or re-hired) wages team members
ASPECT: NON-DISCRIMINATION			
G4-DMA	Generic Disclosures on Management Approach	20	Refer to Diversity Policy: http://investor.myer.com.au/Corporate-Governance/?page=Corporate-Governance-Statement---Policies

G4-HR3	Total number of incidents of discrimination and corrective actions taken		Five incidents were recorded during the year. All matters were investigated and corrective action (such as additional training, formal warnings and other disciplinary action) put in place where warranted.
ASPECT: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING			
G4-DMA	Generic Disclosures on Management Approach	21	Refer to Ethical Sourcing Policy: http://investor.myer.com.au/Corporate-Governance/?page=Corporate-Governance-Statement---Policies
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	21	Specific categories of Ethical Sourcing issues identified are not reported.
ASPECT: CHILD LABOR			
G4-DMA	Generic Disclosures on Management Approach	21	Refer to Ethical Sourcing Policy: http://investor.myer.com.au/Corporate-Governance/?page=Corporate-Governance-Statement---Policies
G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour	21	Specific categories of Ethical Sourcing issues identified are not reported.
ASPECT: FORCED OR COMPULSORY LABOR			
G4-DMA	Generic Disclosures on Management Approach	21	Refer to Ethical Sourcing Policy: http://investor.myer.com.au/Corporate-Governance/?page=Corporate-Governance-Statement---Policies
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour	21	Specific categories of Ethical Sourcing issues identified are not reported.
ASPECT: SECURITY PRACTICES			
G4-DMA	Generic Disclosures on Management Approach		Incorporated into Ethical Sourcing Policy (Suppliers). See http://investor.myer.com.au/FormBuilder/_Resource/_module/dGngnzELxUikQxL5gb1cgA/file/Ethical-Sourcing-Policy.pdf
G4-HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations		Myer Profit Protection staff are inducted, and annually refreshed, in offender apprehension training, which covers the protection of suspected offenders' human rights. 100% of new suppliers agreed to Ethical Sourcing Policy, which also covers human rights issues.
ASPECT: INDIGENOUS RIGHTS			
G4-DMA	Generic Disclosures on Management Approach		Indigenous diversity in employment is covered by the Myer Diversity Policy. http://investor.myer.com.au/Corporate-Governance/?page=Corporate-Governance-Statement---Policies
G4-HR8	Total number of incidents of violations involving rights of indigenous peoples and actions taken		Nil
ASPECT: ASSESSMENT			
G4-DMA	Generic Disclosures on Management Approach	21	
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments		Nil for Myer operations.
ASPECT: SUPPLIER HUMAN RIGHTS ASSESSMENT			
G4-DMA	Generic Disclosures on Management Approach	21	
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	21; 23	100% of new suppliers required to endorse the Myer Ethical Sourcing Policy.
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	21	No zero-tolerance issues in the period.
ASPECT: HUMAN RIGHTS GRIEVANCE MECHANISMS			
G4-DMA	Generic Disclosures on Management Approach		Myer whistleblower for suppliers: http://myersupplier.myer.com.au/documents/Whistleblower%20Policy%20(supplier).pdf There is also a Myer whistleblower available for all team members including contractors and brand partners.
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms		One grievance filed and investigated from Myer supply chain, and two relating to customer interactions in stores. One has been resolved and two are continuing.
SUB-CATEGORY: SOCIETY			
ASPECT: LOCAL COMMUNITIES			
G4-DMA	Generic Disclosures on Management Approach	22-23	
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	20	100% - All Myer stores and the Myer store support office have a Myer Stores Community Fund committee and take part in fundraising.
G4-SO2	Operations with significant actual and potential negative impacts on local communities		Myer believes that our stores have no significant negative impacts on their local communities; however, store closures may be considered to have a potentially negative local community impact.
ASPECT: ANTI-CORRUPTION			
G4-DMA	Generic Disclosures on Management Approach	21; 23	Code of Conduct training - 87.0% of all salaried team members and any newly hired (or re-hired) wages team members. 100% of new suppliers agreed to Ethical Sourcing Policy.
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	21; 23	No specific assessment undertaken for Myer operations.
G4-SO4	Communication and training on anti-corruption policies and procedures	21; 23	Code of Conduct training - 87.0% of all salaried team members and any newly hired (or re-hired) wages team members. 100% of new suppliers agreed to Ethical Sourcing Policy.

G4-SO5	Confirmed incidents of corruption and actions taken		There were no confirmed incidents of corruption that resulted in employees being dismissed or disciplined, or contracts being terminated or not renewed.
ASPECT: PUBLIC POLICY			
G4-DMA	Generic Disclosures on Management Approach		No political contributions are made by Myer.
G4-SO6	Total value of political contributions by country and recipient/beneficiary		Nil
ASPECT: ANTI-COMPETITIVE BEHAVIOR			
G4-DMA	Generic Disclosures on Management Approach		Myer Ethical Sourcing Policy: http://investor.myer.com.au/FormBuilder/_Resource/_module/dGngnzELxUikQxL5gb1cgA/file/Ethical-Sourcing-Policy.pdf Myer Whistleblower Policy: http://myersupplier.myer.com.au/documents/Whistleblower%20Policy.pdf
G4-SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes		Nil
ASPECT: COMPLIANCE			
G4-DMA	Generic Disclosures on Management Approach	21	Myer has a dedicated Quality Assurance and Compliance team to monitor product compliance, safety, quality and labelling.
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations		None in this category
ASPECT: SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY			
G4-DMA	Generic Disclosures on Management Approach	21	Refer to Ethical Sourcing Policy: http://investor.myer.com.au/FormBuilder/_Resource/_module/dGngnzELxUikQxL5gb1cgA/file/Ethical-Sourcing-Policy.pdf
G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society	21; 23	100% of new suppliers required to endorse the Myer Ethical Sourcing Policy.
G4-SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken	21	No zero tolerance issues in the period.
ASPECT: GRIEVANCE MECHANISMS FOR IMPACTS ON SOCIETY			
G4-DMA	Generic Disclosures on Management Approach		Customers and members of the community can lodge complaints with the Myer Customer Service Centre, or via feedback forms in stores. Myer whistleblower for suppliers: http://myersupplier.myer.com.au/documents/Whistleblower%20Policy%20(supplier).pdf There is also a Myer whistleblower available for all team members including contractors and brand partners.
G4-SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms		Nil
SUB-CATEGORY: PRODUCT RESPONSIBILITY			
ASPECT: CUSTOMER HEALTH AND SAFETY			
G4-DMA	Generic Disclosures on Management Approach	21	Myer has a dedicated Quality Assurance and Compliance team to monitor product compliance, safety, quality and labelling. A training program for buyers, covering 22 different product categories, is run every quarter.
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	21	All merchandise categories are included in Myer's Quality Assurance and Compliance process, however particular compliance check focus is paid to toys, electrical items, children's wear, Christmas trim and food.
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes.	21	- There have been 34 Merchandise Compliance Incidents this year – 10 Recalls and 24 Withdrawals. Of the 10 Recalls, three of them were MEBs (Babyworld overall set, Ferrari Helmet, Jack & Milly Dress). Of the 24 Withdrawals, 14 related to an MEB. - There have been 6 visits to store, for random product inspection (photos and commentary going back to Buyerships for action). - Proactive/ preventative pre-range reviews in 2016: General Christmas (Trim/Trees/Toys/Electrical (1200 SKUs), Avenir toys, Seedling toys, Quirky/Giftorium, Christmas Food, Myer branded homewares, Electrical toys (using Myer's RCM registration). - The Garment-based QA Team continues to assess 100% of MEB apparel styles for mens/womens/childrenswear, via fitting onto mannequins and fitting onto live models (adult apparel only) plus liaising with Buyers, suppliers and MSAL. Turnaround time for comments on these reviews met the KPI of 3 business days. - Bi-annual testing of mens/womens/childrenswear and home textile products for carcinogenic azo dyes – 100% compliance in Dec 2015 and June 2016.
ASPECT: PRODUCT AND SERVICE LABELING			
G4-DMA	Generic Disclosures on Management Approach	21	
G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements.		Myer has a dedicated Quality Assurance and Compliance team to monitor product compliance, safety, quality and labelling. Myer has a very broad range of products, and requirements vary with the product type. Compliance requirements and manuals are created for product categories.
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes		There have been 34 Merchandise Compliance Incidents this year – 10 Recalls and 24 Withdrawals. Of the 10 Recalls, 3 of them were MEBs (Babyworld overall set, Ferrari Helmet, Jack&Milly Dress). Of the 24 Withdrawals, 14 related to an MEB.
G4-PR5	Results of surveys measuring customer satisfaction	13; 23	Net Promoter Score

ASPECT: MARKETING COMMUNICATIONS			
G4-DMA	Generic Disclosures on Management Approach	21	
G4-PR6	Sale of banned or disputed products		None in the period
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes		There were no incidents of non-compliance relating to marketing communications resulting in fines, penalties or warnings during the FY2016 reporting period.
ASPECT: CUSTOMER PRIVACY			
G4-DMA	Generic Disclosures on Management Approach		www.myer.com.au/p/customer-service/Privacy/
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data		Myer has had one formal contact from a regulator in FY16 during the FY2016 reporting period. The matter has been closed.
ASPECT: COMPLIANCE			
G4-DMA	Generic Disclosures on Management Approach	21	Myer has a dedicated Quality Assurance and Compliance team to monitor product compliance, safety, quality and labelling.
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services		Nil