

IN THE FAIR WORK COMMISSION

Matter: AM2022/35 - Application by Woolworths Group Limited

Applicant: Woolworths Group Limited

SUPPLEMENTARY STATEMENT OF CHRISTOPHER JAMES HALL

I, Christopher James Hall of Level 5 /407 Elizabeth Street Surry Hills NSW 2010 say:

1. I am an employee of Woolworths Group Limited (“**Woolworths**”).
2. I am the eCom Operation Model Lead and Hatted Chapter Lead for the Future Network Operations Chapter for Woolworths.
3. I have provided a statement in these proceedings dated 20 December 2022. This is a supplementary statement to my previous statement.

CFCs – Team Shops

4. In paragraph 12 of my previous statement, I stated:

Each CFC does not contain manned checkouts or service areas, except for a small "team shop" in each where team members can make personal purchases.

5. One of the purposes of this supplementary statement is to provide additional information about the operation of each team shop in each of the CFCs.
6. Each of the CFCs has a small area known as a “Team Shop”. The area contains a small number of shelves, and a few fridges and freezers. The area also contains one or two self-service checkouts.
7. Each Team Shop contains food and drink for sale. Typical food items include bread rolls, packets of chips, noodle meals, health food snacks and fruit . Typical drink items include fruit juices, cold soft drinks and energy drinks.
8. Initially, the food and drink in each Team Shop was available for sale to team members working at the CFC. Since December 2022, the food and drink in each Team Shop is available for sale to team members working at the CFC and (in designated times) to families and friends of team members working at the CFC. (I address the designated times later in this supplementary statement.)
9. When a team member wishes to make a personal purchase in a Team Shop, the team member selects an item on a shelf or in a fridge in the Team Shop, carries it to the self-service checkout in the Team Shop, scans the barcode on the item at the checkout and then pays for the item (by cash, credit card, debit card or electronic device (such as a mobile phone).

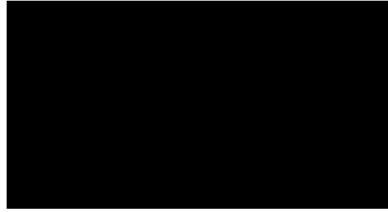
10. Initially, the purpose of the Team Shop was to assist Woolworths with the management of waste reduction by allowing team members to purchase short-dated items (that is, items close to their “use by” or “best before” date) or clearance items which could not be sold online. Currently, the purpose of the Team Shop has expanded to also allow team members to purchase items to eat or drink during meal breaks or at the end of a shift.
11. Each Team Shop is open to team members 24 hours a day, seven days per week.
12. Since December 2022, team members at a CFC, as well as families and friends of team members at the CFC, are allowed to enter the CFC at designated times each week (say, on a Wednesday afternoon from 2.00pm to 7.00pm and Saturday afternoons from 2.00pm to 7.00pm) to perform personal shopping for themselves. During the designated times, the team members, as well as the families and friends, obtain a shopping basket adjacent to the Team Shop, walk the aisles in the CFC, select items from the shelves, racks or fridges in the aisles, place the items in the basket and, at the end of their shop, take the basket to the self-service checkout, scan each item at the checkout and pay for the items. In the designated times, the team members, as well as the families and friends, are not confined to selecting or purchasing items in the Team Shop area.
13. Prior to December 2022, Woolworths allowed team members at the CFC, as well as families and friends of team members at the CFC, to enter the CFC on one-off occasions (typically a period of a few hours during a holiday period) to perform personal shopping for themselves.
14. Annexed to this statement and marked "CH-A" is a copy of the “Our Team Shop – CFC Operating Standards” prepared by Woolworths and distributed to team members at each CFC in late December 2022.

Number of Team Members

15. One of the purposes of this supplementary statement is to provide information on the number of team members working in the CFCs and the eStores.
16. Currently, there are 4,269 team members working across six CFCs (Mascot CFC, Lidcombe CFC, Brookvale CFC, Notting Hill CFC, Footscray CFC and Rochedale CFC) who perform work in the classifications set out in the *General Retail Industry Award 2020*.
17. Currently, there are 390 team members working across two eStores (Carrum Downs eStore and Maroochydore eStore) who perform work in the classifications set out in the *General Retail Industry Award 2020*.

18. These headcount figures are accurate as at February 2023. They have been obtained from Woolworths' Human Resource Management System by filtering by cost centre. These figures include all employees (including casuals) current in the Human Resource Management System.

Signed:



Christopher James Hall

Dated:

22.02.2023

WGLL Guide - Our Team Shop



CFC - Operating Standards

Contents

Team Shop - Ambient

Team Shop - Chiller

Team Shop - Freezer

Suggested Lines

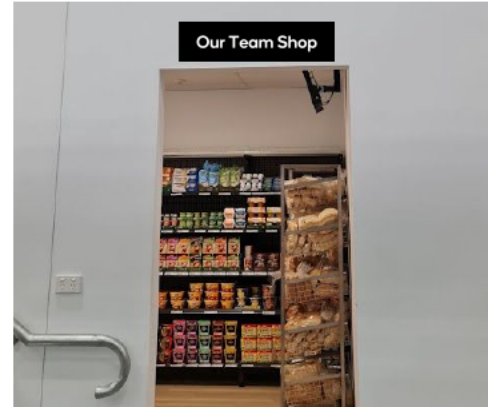
Ticketing

Signage

Equipment

Markdowns in Team Shop

Food Safety - Cleanliness



Do Differently

WE are better when we think differently then
come together - Have a great idea?
Please reach out to your leader



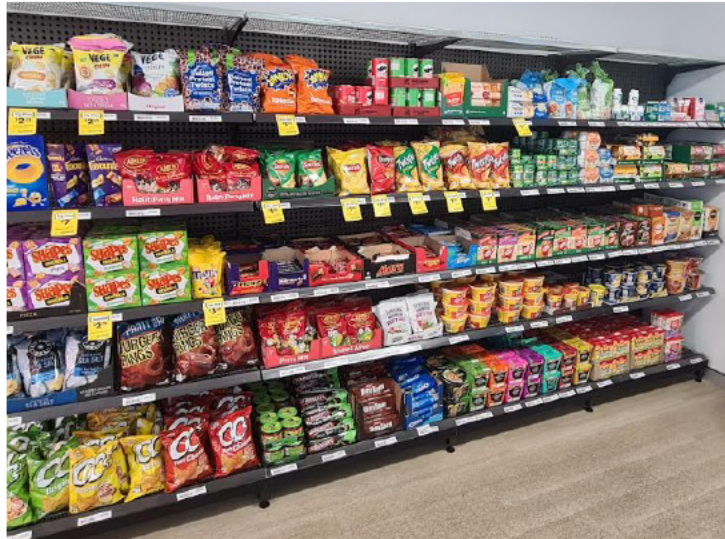
What Good Looks Like

CFC - Operating Standards

Team Shop - Ambient

- A minimum of 2 bays to be setup with lunch options for our team breaks
- A mix of ready meals, snacks and healthy/dietary requirement foods available
- MPL's and capacity adjusted to maintain stock weight
- Include fruit & veg snacking nuts

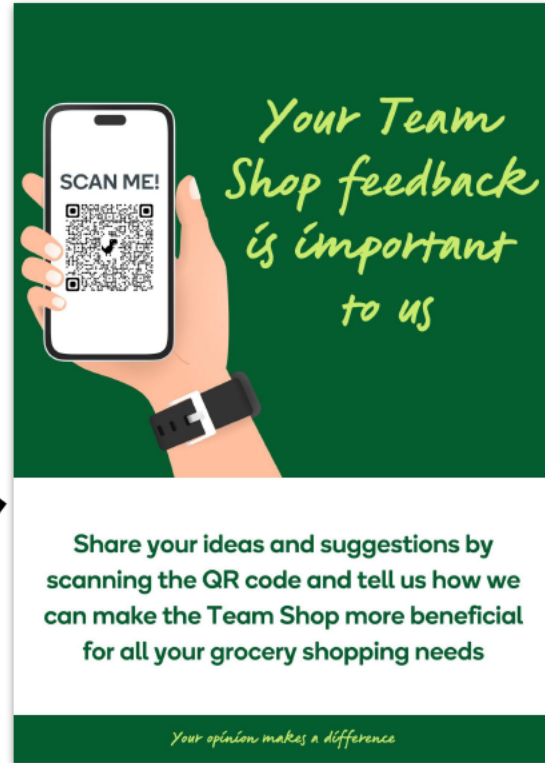
Fresh bakery range from each baking session for our team snaking and cheese & bacon rolls always a winner!



Team Shop - Feedback

- Ask your team what else they would like in the team shop? This is about making it convenient for team breaks & take home items.
- Feedback can be provided anonymously or they can opt in for us to contact them for further discussion via the google form.

*Our Team's feedback is important,
hang [this poster](#) inside your team
shop & tea room*



CFC - Operating Standards

Team Shop - Chiller

- A minimum of 1 bay to be setup with lunch options for our team breaks
- A mix of ready meals, snacks and healthy/dietary requirement foods available, ensure at least 1 bay of food and 1 bay for cold drink planogram
- MPL's and capacity adjusted to maintain stock weight
- 600ml drinks planogram bay to be located in team shop & sequenced to the location



Ensure rotation and mark lines located in team shop with a red dot in standard location to allow replenishment & inventory accuracy

Handy Tip!



What Good Looks Like

CFC - Operating Standards

Team Shop - Freezer



- A minimum of 1 bay to be setup with lunch options for our team breaks
- A mix of ready meals, snacks and healthy/dietary requirement foods available
- MPL's and capacity adjusted to maintain stock weight

Frozen ready meals and microwave friendly options are popular with our teams

**Handy
Tip!**



What Good Looks Like

CFC - Operating Standards

Suggested Lines – Ambient, Chiller & Freezer

Note these are as a minimum & can be adjusted to your team feedback and requests

Article	Item	QTY	Article	Item	QTY	Article	Item	QTY
48883	Fantastic 85g Chick	2 om's	226624	Primo Snacks To Go	2 om's	802663	Microwave Chips	4 om's
48736	Fantastic 70g Orient	2 om's	63927	Primo Snacks To Go	2 om's	802660	Microwave Chips	4 om's
841640	Ichiban 150g	2 om's	63584	Primo Snacks To Go	2 om's	248464	Chicken Roll	4 om's
212792	Big Cheese 105g	2 om's	621149	Obela To Go	2 om's	162368	Microwave Burger	4 om's
87017	WW Tuna & Crackers	2 om's	780071	Obela To Go	2 om's	20122	Microwave Burger	4 om's
672828	WW Tuna & Crackers	2 om's	104400	Primo Duos	2 om's	695489	WW Chicken Satay	4 om's
801522	Sirena Rice Bowl	2 om's	104409	Primo Duos	2 om's	694853	WW Lasagne	4 om's
802544	Sirena Rice Bowl	2 om's	711676	Daily Juice	2 om's	694859	WW Butter Chicken	4 om's
36580	Cup a Soup	2 om's	701518	Nudie Orange	2 om's	691802	Wellness Bowl	2 om's
142839	Cup a Soup	2 om's	687630	Chobani Flip	2 om's	657086	Wellness Bowl	2 om's

[Full List of Team Shop SKU's](#)



CFC - Operating Standards

Ticketing

Clearance

New pelmet signage is currently being ordered for CFC's. Will be delivered & installed soon!



Standard Tickets

- All stock has tickets printed with clear price displayed for our teams to make purchase decisions

Special Prices

- Wednesday morning all special tickets applied to products on special to highlight the Weekly value for our team

Reduced lines

- Highlight percentage markdown on reduced items



What Good Looks Like

CFC - Operating Standards

Signage



For a tidy look keep signage consistent, use the same formats & fonts



Current Signage (Phase 1)

- Entry Our Team Shop
- Team Reward Signage
- [Equipment](#)

New Signage (Phase 2)

Pack up and in place in each CFC January 2023



What Good Looks Like

CFC - Operating Standards

Equipment

Bags

Ticket & Sequence all customer reusable bags for team purchase. This include paper, Chiller & reusable plastic bags



Handy Tip!

Have Baskets / Trolleys available for team to provide opportunity for team to shop easily & increase sales



What Good Looks Like

CFC - Operating Standards

Markdowns in Team Shop

- Ensure markdowns are completed as per [CFC Out of Code Guidelines](#)
- CFC site Manager to review and take additional markdown on stock to clear as required.
Note: stock not to exceed 4 weeks in team shop
- Ensure stock moved to team shop is maintained in Pl.
*Stock is **not** to be adjusted to zero*

Welcoming our
FAMILY & FRIENDS

Wednesday + Saturday 2pm -7pm



Do Differently -

Team shop open to family and friends twice per week Wednesday and Saturday between 2pm -7pm. Assisting to clear markdowns



