

GRI Standards Index - Woolworths Group Limited 2019					
Disclosure Number	Disclosure Title	Reference/Direct answer	Part not reported	Reason for omission	Explanation
General Disclosures					
102-1	Name of the organization	Woolworths Group Limited			
102-2	Activities, brands, products, and services	2019 Woolworths Group Annual report			
102-3	Location of headquarters	2019 Woolworths Group Annual report, Company Directory			
102-4	Location of operations	Contents: scope of report			
102-5	Ownership and legal form	2019 Woolworths Group Annual report			
102-6	Markets served	2019 Woolworths Group Annual report			
102-7	Scale of the organization	2019 Woolworths Group Annual report			
102-8	Information on employees and other workers	Workplace metrics: 76-84 The significant portion of Woolworths Group's activities are performed by workers who are employees.			
102-9	Supply chain	Working with our business partners: 48-49 Responsible sourcing: 50-61			
102-10	Significant changes to the organization and its supply chain	2019 Woolworths Group Annual report. The Fuel business was sold on 1 April 2019.			
102-11	Precautionary Principle or approach	Responding to climate change: 36-45	Precautionary Principle	N/A	Woolworths Group does not make a specific statement on precautionary principles, but commitments to addressing climate change and deforestation are applicable.
102-12	External initiatives	People:10-25 Planet: 26-45 Prosperity: 46-73 Corporate governance: 85 United Nations Global Compact:90			
102-13	Membership of associations	Industry Associations: 88			
102-14	Statement from senior decision-maker	Chief Executive Officer's message: 2			

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102-16	Values, principles, standards, and norms of behavior	Our Group Purpose: 3 2019 Woolworths Group Annual report			
102-18	Governance structure	2019 Annual report Corporate governance: 90 Woolworths Group website: www.woolworthsgroup.com.au			
102-40	List of stakeholder groups	Corporate governance: 85 Materiality: 86-87 The stakeholder groups we have engaged with are customers, team members, <u>government, investors, peers and suppliers.</u>			
102-41	Collective bargaining agreements	Sustainability metrics: 77			
102-42	Identifying and selecting stakeholders	Materiality: 86-87			
102-43	Approach to stakeholder engagement	Corporate governance: 85 Materiality: 86-87 The stakeholder groups we have engaged with are customers, team members, <u>government, investors, peers and suppliers.</u>			
102-44	Key topics and concerns raised	Corporate governance: 85 Materiality: 86-87			
102-45	Entities included in the consolidated financial statements	2019 Woolworths Group Annual report			
102-46	Defining report content and topic Boundaries	Corporate governance: 85 2020 Strategy: crs.woolworthsgroup.com.au			
102-47	List of material topics	Materiality: 86-87			
102-48	Restatements of information	Any restatements of previous years' data are identified within footnotes. The effect of any such restatements are not considered to be material.			
102-49	Changes in reporting	There has been no significant changes			
102-50	Reporting period	1 July 2018 - 30 June 2019			
102-51	Date of most recent report	June 2018			
102-52	Reporting cycle	Annual			
102-53	Contact point for questions regarding the report	Company directory: 97			
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: 'Core option'			
102-55	GRI content index	Global reporting initiative: 91-93			
102-56	External assurance	External assurance statement: 94-96			

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Management Approach					
103-1	Explanation of the material topic and its Boundary	Materiality: 86-87 People: 10-25 Planet: 26-45 Prosperity: 46-73			
103-2	The management approach and its components	Our Group Purpose: 3 Materiality: 86-87 Corporate governance: 85 2020 Strategy The charter and key objectives established by the Sustainability committee can be located on the website: www.woolworthsgroup.com.au The Sustainability committee report into the Board of Directors and has overall responsibility for the management and reporting against the material issues, targets and commitments. A materiality assessment underpinned by internal and external stakeholder engagement identified the top 11 material issues described on page 86-87			
103-3	Evaluation of the management approach	2019 Woolworths Group Annual report Corporate governance: 85 People: 10-25 Planet: 26-45 Prosperity: 46-73 Additional information regarding the evaluation of material issues is detailed throughout the body of the report for example via case studies as supported by underlying policies and group commitments The relevant policies and procedures across identified material issues are located at www.woolworthsgroup.com.au			
Economic Performance					
201-1	Direct economic value generated and distributed	2019 Woolworths Group Limited Annual Report			
Anti-corruption					
205-3	Confirmed incidents of corruption and actions taken	There are no public legal cases regarding corruption brought against Woolworths Group Limited or its employees during the reporting year.	Number and nature of confirmed incidents of corruption and follow up action.	Confidentiality constraints	Details of employee corruption incidents are not reported for privacy reasons.

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Anti-competitive Behavior					
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Nil.			
Energy					
302-1	Energy consumption within the organization	Planet: 26-45 Sustainability metrics: 74-75 Woolworths Group report energy consumption within the organisation converted to tCO2e in compliance with the NGER Measurement Determination and conversion factors sourced from NZ and NGA emission factors. The scope of this indicator includes all energy consumed except for third party logistics.	Part a, b, c, d	N/A	We do not report on other energy consumption indicators based on the nature of Woolworths principal activities and operations.
302-2	Energy consumption outside of the organization	Planet: 26-45 Sustainability metrics: 74-75 Woolworths Group report energy consumption within the organisation converted to tCO2e aligned with NGER Measurement Determination and conversion factors sourced from NZ and NGA emission factors. The scope of the indicator includes energy consumed from third party logistics only and consequently do not report on other energy consumption indicators based on the nature of Woolworths Group principal activities and operations	Part a	N/A	Not all Scope 3 categories have been disclosed. This is due to a combination of some categories being not applicable to the business and for some categories, the unavailability of collecting accurate scope 3 data.
302-3	Energy intensity	Planet: 26-45 Sustainability metrics: 74-75 Energy intensity comprises all energy from stationary sources (electricity, natural gas, LPG and diesel) from our Australian and New Zealand operations. The ratio includes energy consumption within the organisation only divided by floor area for Australian and New Zealand assets.			
302-4	Reduction of energy consumption	Planet: 26-45 Sustainability metrics: 74-75 Reduction in energy consumption is reported based on specific initiatives as opposed to a single value across the organisation which is not practicable to calculate on the basis there are multiple initiatives dispersed across the various business. Initiatives relating to LED lighting retrofit and solar panel installations are included in the Planet section. These relate to electricity reductions only and comply with NGER measurement guidelines			

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Emissions					
305-1	Direct (Scope 1) GHG emissions	Planet: 26-45 Sustainability metrics: 74-75 Gross direct scope 1 emissions are reported in the Sustainability metrics section. In calculating Scope 1 emissions, CO2, CH4, HFC and N2O gases were included in the calculations. The calculation methodology and associated emission factors and global warming potentials are aligned with NGER Guidelines. Refrigerant emissions were calculated using NGER emission factors and GWPs have been applied to supplier specific refrigerant blends. An operational control approach was adopted for calculating Scope 1 emissions.	Part c, d	N/A	Biogenic CO2 emissions and base year have been deemed not applicable to the business due to nature of Woolworths Group principal activities and operations and the reporting of absolute scope 1 emissions.
305-2	Energy indirect (Scope 2) GHG emissions	Planet: 26-45 Sustainability metrics: 74-75 Gross indirect scope 2 emissions are reported in the Sustainability Metrics section. In calculating Scope 2 emissions, CO2, CH4 and N2O gases were included in the calculations. The calculation methodology and associated emission factors are aligned with NGER Guidelines. An operational control approach was adopted for calculating Scope 2 emissions.	Part b, d	N/A	Gross market based energy scope 2 emissions and base year have been deemed not applicable to based on the nature of Woolworths Group principal activities and operations and the reporting of absolute scope 2 emissions
305-3	Other indirect (Scope 3) GHG emissions	Planet: 26-45 Sustainability metrics: 74-75 Gross indirect scope 3 emissions are reported in Sustainability metrics section. The categories included in the calculation are logistics fuel, waste to landfill and scope 3 components of electricity, natural gas and fuels consumed. In calculating Scope 3 emissions, CO2, CH4 and N2O gases were included in the calculations. The calculation methodology and associated emission factors are aligned with NGA Factors. An operational control approach was adopted for calculating Scope 3 emissions.	Part a,c,d,e	N/A	Not all Scope 3 categories have been included, due to the unavailability of collecting accurate scope 3 data. Biogenic CO2 emissions and base year are deemed not applicable to the business based on the nature of Woolworths Group principal activities and operations
305-4	GHG emissions intensity	Planet: 26-45 Sustainability metrics: 74-75 Woolworths Group report GHG emission intensity in the planet section using floor area for Australian and New Zealand assets only. The intensity ratio includes scope 1 and 2 emissions only. In calculating the metric, CO2, CH4, HFC and N2O gases were included			
305-5	Reduction of GHG emissions	Planet: 26-45 Sustainability metrics: 74-75 Reduction in greenhouse gas emissions are reported in the Planet section. Reductions are based on scope 1, 2 and 3 emissions. In calculating the metric, CO2, CH4, HFC and N2O gases were included. The calculation methodology complies with NGER requirements	Part 2.9.4	N/A	Reductions in emissions are not reported separately for each scope since aggregated reductions are better aligned with the organisation's strategic commitments

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Effluents and Waste					
306-2	Waste by type and disposal method	Moving to a circular economy: 28-31 Sustainability metrics: 75	Part a i, iii, iv, v, vi, viii	N/A	Woolworths Group reports non-hazardous weight broken down into sub categories as reported in Sustainability metrics section. Sub categories for reuse, incineration, deep well injection and on-site storage are not applicable to the business. Non-hazardous waste is disposed directly by Woolworths Group. Hazardous waste is not generated by Woolworths Group.
Environmental Compliance					
307-1	Non-compliance with environmental laws and regulations	Woolworths defended proceedings brought by the ACCC in relation to "biodegradable and compostable" labels on its "Select eco" disposable picnicware products. On 5 July 2019, the Federal Court found in Woolworths' favour, that Woolworths' environmental claims on the products were not false or misleading.			
Employment					
401-1	New employee hires and employee turnover	Workplace metrics: 78-79			
401-3	Parental leave	Workplace metrics: 79	Part d, e	N/A	Woolworths Group does not report total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work, by gender, or return to work and retention rates of employees that took parental leave, by gender on the basis the information is not applicable, as management does not use this as part of our internal reporting or benchmarking process.

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Labor/Management Relations					
402-1	Minimum notice periods regarding operational changes	Most of our enterprise agreements make provision for us to notify and consult with employees and the relevant unions about the introduction of major change.			
Occupational Health and Safety					
403-1	Occupational health and safety management system	<p>Workplace metrics: 80</p> <p>The safety and health management systems covers retail operations, supply chain, warehousing, distribution, manufacturing and includes all our workplaces. The management systems covers all activities undertaken and outlines requirements and performance monitoring of contractors activities.</p> <p>Businesses are enabled to establish their own safety, health and wellbeing governance arrangements, provided that those arrangements equal or exceed the performance requirements set out in the Woolworths Governance Framework.</p> <p>The governance arrangements of the businesses are subject to assurance activities. Woolworths employs both internal and external resources for the development and implementation of the safety and health management systems. The General Manager Group Safety, Health and Wellbeing has overall responsibility for monitoring the effective implementation of the safety and health management systems. Each business has a dedicated safety and health team responsible for the development, implementation and maintenance of the safety and health management systems. Where required, external consultants are used to support internal resources, however overall responsibility and accountability rests with team members employed by Woolworths.</p> <p>The Board is committed to laying a strong foundation for overseeing the effective management of safety, health and wellbeing throughout Woolworths. Management is accountable for maintaining a strong safety, health and wellbeing culture as well as the effective management of safety, health and wellbeing throughout Woolworths.</p>			

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403-2	Hazard identification, risk assessment, and incident investigation	<p>The Woolworths Group Safety & Health Standards set the requirements for incident investigation and routine and non-routine hazard identification and risk assessment. Processes to complete these tasks are included in the business specific Safety and Health Management Systems.</p> <p>There are routine risk management processes including hazard identification programs, risk assessments, workplace inspections and incident reporting which seek input and involvement from team members and contractors. Team members are also trained to identify, assess, control (where possible) and report hazards they observe. Hazards are assessed using the Woolworths Group enterprise risk matrix for safety to determine the risk (rating) they pose based on the severity of harm they have the potential to cause and the likelihood that harm will occur. Risks are escalated to different levels of the organisation based on their rating. Data from routine and non-routine risk management processes are captured in our Safety Incident Management System.</p> <p>Woolworths Group Safety & Health complete an annual risk review of our operations to identify hazards, assess risks and identify where existing controls can be strengthened or new controls can be implemented by applying the hierarchy of controls. Hazard and incident data, risk assessments, safety investigations, changes in our operations, legislation, codes of practice, standards and industry knowledge are considered as part of the review. Outputs of the review include a prioritised list of our safety and health risks and control improvement plans that are built to eliminate hazards and mitigate risks.</p>			

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403-2 continued	Hazard identification, risk assessment, and incident investigation (continued)	<p>Woolworths Group ensures the quality of hazard identification, risk assessment and incident investigation processes including the competency of persons completing them by:</p> <ul style="list-style-type: none"> - Completing an analysis of the safety and health competencies that each role requires to complete hazard identification, risk assessment and incident investigation processes, and providing a combination of internal and external training and competency assessment to achieve these. - Reviewing serious incidents and investigations through our governance processes and feedback is provided to businesses to implement plans to improve investigations and apply learnings from them - Utilising independent assurance teams to assess the effectiveness of our processes and provide details on how they can be improved <p>Each business conducts a Safety and Health Management Systems review program with independent assurance teams to ensure the continuing suitability and effectiveness of their system. The review program is undertaken with senior management and officer involvement, and takes into account: health and safety management system audit results , objectives, targets and performance indicators, changing circumstances , opportunities for continuous improvements.</p> <p>Action plans to address improvement opportunities are monitored at a Group level and the status of improvement actions are reported to the Board Sustainability Committee</p>			

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403-2 continued	Hazard identification, risk assessment, and incident investigation (continued)	<p><u>Processes to report hazards and hazardous situations.</u></p> <p>Team members have many ways in which they can report work-related hazards and hazardous situations. They include:</p> <ul style="list-style-type: none"> - directly to their line manager or their Health and Safety Representative / Safety team member - using the 'Pulse' hazard reporting program - through programmed hazard inspection activities - using the health and safety issue resolution process - using the safety@woolworths email - anonymously through the Speak Up program <p>Woolworths encourages team members, contractors and customers to report hazards and to stop work when they feel their safety is at risk. The Woolworths Code of Conduct includes personal commitments to safety : "I will always address hazards once I become aware of them"</p> <p>Each business has a process which allows team members to stop work if they think a task or process is unsafe. There is also an issue resolution process, safety and health representation and arrangements to assist where needed. This protects team members from reprisals. Regulators and team member representatives can be invited into the issue resolution process at any stage.</p> <p>The Group Safety, Health and Wellbeing Function is independent from the Business and monitors complaints and issues to ensure there is no reprisal of team members who raise concerns.</p>			

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403-2 continued	Hazard identification, risk assessment, and incident investigation (continued)	<p><u>Investigating work-related incidents</u></p> <p>The Safety and Health Management Systems includes procedures to investigate the contributing factors of work-related incidents (incorporating appropriate methodologies) and implement and track the completion of corrective action following injuries, illnesses, incidents and other system failures impacting on health and safety.</p> <p>Risk control measures in accordance with the hierarchy of controls and legal requirements are reviewed during the investigation process. Investigations are undertaken by competent team members in accordance with our procedure:</p> <ul style="list-style-type: none"> - identify the factor(s) that led to the injury, illness, incident or other system failure - review the identified hazards, assessed risks and effectiveness of the control measures - recommend appropriate control measures and corrective actions. <p>Corrective actions are: determined in consultation with affected team members, implemented in a timely manner, assessed for their effectiveness.</p> <p>Incident, injury and illness data including investigation findings, hazards and risk assessments are captured in a safety incident management system. This data is reviewed regularly to identify any emerging trends and implement required <u>improvement actions in the safety and health management system.</u></p>			
403-3	Occupational health services	<p>We review our operational processes in consultation with team members and occupational health services including ergonomists, physiologists and physiotherapists to assist with hazard identification, risk assessment and actions to strengthen controls to eliminate hazards and minimise risks. The way these services are utilised varies by business.</p> <p>Where applicable team members are provided with time off their normal work tasks to consult with occupational health services to help identify hazards and implement controls to eliminate hazards and minimise risks. Woolworths ensures the quality of the services by using independent occupational health service providers with recognised qualifications and accreditations.</p>			

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403-4	Worker participation, consultation, and communication on occupational health and safety	<p>Team members, safety committees and team members representatives (Unions) are consulted on and participate in safety and health matters including the development, and evaluation of the Safety and Health Management Systems. The requirements for communication and consultation in relation to safety and health matters are set out in the Group Safety & Health Standards.</p> <p>Communication and consultation occurs through a number of forums , for example health and safety committees, team talks, internal communications, union communications, workplace inspections, audits, safety alerts, surveys and feedback forms.</p> <p>Each business has consultative arrangements prescribed in their Safety and Health Management Systems. There are procedures agreed to by team members and management outlining their involvement and consultation in health and safety matters and issues.</p> <p>Some businesses have Health and Safety Representative (HSR) arrangements, and some have other consultative arrangements such as safety committees.</p> <p>The HSR or safety committees participate in: assessment and control of risks, health and safety training, workplace inspections and hazard identification, committee meetings, accident/incident investigations, development, implementation and review of procedures.</p> <p>The consultation arrangements, including meeting frequency differs in each business. They range from monthly, bi-monthly to quarterly.</p> <p>All team members, including HSR's and safety committee members have the authority to stop work if they think a task or process is unsafe. HSR's have the additional authority to issue provisional improvement notices to the business</p>			

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403-5	Worker training on occupational health and safety	<p>Each business completes an analysis of the safety and health training or skills that each role requires to safely fulfil the responsibilities assigned to them and then builds a documented training plan which outlines the legislative, formal, on the job and refresher training requirements. The plan is implemented so that team members are trained (as appropriate) to perform their work safely.</p> <p>Training is delivered using a variety of methods including classroom and on-the-job learning, simulators and online learning depending on the needs of the participant and the type of content being delivered. Training covers hazard awareness, risk management, incident investigation, task and job related skills and safe operating procedures for equipment. Team members are provided time during their paid work day to complete required training. Required training is provided to team members free of charge.</p> <p>Training may be delivered by registered training organisations or in-house depending on the content, and is provided in a language suitable for team members. Competency assessment requirements are defined based on the risks involved and any relevant legislative or industry requirements. Training effectiveness is reviewed on a regular basis and considers any relevant incident history.</p>			
403-6	Promotion of worker health	<p>Woolworths offers a range of services to team members to access non-occupational medical and healthcare services such as physiotherapy and chiropractic services, access to onsite gym and wellness centres and psychological support and counselling services through the Team Assist program, discounted health and insurance memberships.</p> <p>The Woolworths Wellbeing Portal is internal online site that is available to all team members and provides support covering physical, mental, career and spiritual wellbeing. Other support services are provided including smoking cessation, addiction counselling, financial wellbeing programs, reduced price gym memberships and other health programs.</p>			

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403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	<p>We require all suppliers that we have a direct relationship with to comply with our Responsible Sourcing Program, communicate the policy to their own suppliers and extend it through their supply chain. We are committed to working with our suppliers to implement improvement plans and help them achieve compliance with the policy.</p> <p>To support the policy we have responsible sourcing standards that our suppliers use for guidance to meet the policy requirements. The standards specifically call out requirements to prevent and mitigate significant negative occupational health and safety impacts to team members.</p>			
403-8	Workers covered by an occupational health and safety management system	Workplace metrics : 80			
403-9	Work-related injuries	<p>Caring for the safety and wellbeing of our teams and customers: 20-21</p> <p>Workplace metrics : 80-82</p>	Part aii, bii, biii, biv, bv, ci, cii, ciii	Information unavailable	We currently do not collect this information as it is not used by the business. Going forward we will collect and disclose this information
403-10	Work-related ill health	<p>Workplace Metrics: 83</p> <p>Caring for the safety and wellbeing of our teams and customers:</p> <p>Work related hazards have been determed through the most recent hazard assessment. The key hazards wich have contributed to cases of ill health include overexertion / repetitive strain, mental health, exposure to sound and chemicals.</p>	Part bii, biii	Information unavailable	Ill health data was not available for contractors or agency labour hire workers. Going forward we will collect and disclose this information.
Training and Education					
404-2	Programs for upgrading employee skills and transition assistance programs	Embracing our diversity: 14			
Diversity and Equal Opportunity					
405-1	Diversity of governance bodies and employees	Workplace metrics: 76-79			
405-2	Ratio of basic salary and remuneration of women to men	Workplace metrics: 76			

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Non-discrimination					
406-1	Incidents of discrimination and corrective actions taken	Workplace metrics: 76	Part b 1 - 3	Confidentiality constraints	Woolworths Group does not report the status of incidents and remediation plans on the basis of confidentiality constraints
Freedom of Association and Collective Bargaining					
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Responsible Sourcing: 50-61 Workplace metrics: 77 Labour practices in our global supply chain: https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/partners/Labour_Practices_in_our_global_supply_chain/			
Child Labor					
408-1	Operations and suppliers at significant risk for incidents of child labor	Responsible Sourcing: 50-61 Labour practices in our global supply chain: https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/partners/Labour_Practices_in_our_global_supply_chain/			
Forced or Compulsory Labor					
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Responsible Sourcing: 50-61 Labour practices in our global supply chain: https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/partners/Labour_Practices_in_our_global_supply_chain/			
Human Rights Assessment					
412-1	Operations that have been subject to human rights reviews or impact assessments	Responsible Sourcing: 50-61 Workplace metrics: 84 Labour practices in our global supply chain: https://www.woolworthsgroup.com.au/page/community-and-responsibility/group-responsibility/partners/Labour_Practices_in_our_global_supply_chain/			
Public Policy					
415-1	Political contributions	Corporate Governance: 85			
Customer Health and Safety					
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	During FY19, there have been: 6 non compliance incidents resulting in a fine/penalty			

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Marketing and Labeling					
417-1	Requirements for product and service information and labeling	All own brand products that are new or undergoing review are assessed under the New Product Development guidelines that outline required product and service information and labeling. Details of what information is required can be found at https://partnerhub.woolworthsgroup.com.au/s/			
Customer Privacy					
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Corporate Governance: 85 During FY19, there have not been any instances of relevant litigation.			