



Training

Welcome to BIG W

New Starter Guide

● What to expect on your BEST FIRST DAY

In your Getting Started email, you would have been instructed to:

- Complete the first section of your **Online Induction** in SuccessFactors
 - Our Values, Purpose, Ways of Working
 - Working at BIG W
 - Working in a BIG W Store
- Update your personal details in SuccessFactors including:
 - Bank account details so that you can receive your pay
 - Tax File Number (TFN) to ensure you are taxed at the correct rate
- Activate your Google+ login - so that you can access your Rosters.

Welcome

On your first day we will:

- Introduce you to the team
- Show you around
- Tell you all about our Purpose and our customers
- Help you find your rosters.

Store Tour

Your tour will help you learn about:

- The store and building layout
- The different departments
- Where to find the team members entrance/exit
- Emergency evacuation information and important safety information
- Location of lunchroom, toilets and lockers.

Key Information Briefing

Walk through key information to help you in your role in the store:

- Your Role
- How you are rostered & break times
- What to do when you are sick or there's an emergency information available/tools.

● New Starter Guide

Getting to know our business.

About BIG W

BIG W is one of Australia's most loved brands and has been part of our families for over 40 years. At BIG W, we want to make a real difference for families by putting our customers and team first. Our team members in our 183 stores nationally offer real value, real solutions and bring real care to the communities where we operate. We sell exclusive BIG W brands and a great range of on-trend local and international products that are simply great quality at low prices

Our Team

BIG W's best and most valued asset is its team of ~18,000 passionate people located in Australia, Hong Kong and Bangladesh. Our core values of caring deeply, listening and learning and always doing the right thing are how we put team and customer first every day.

Our Customers

Our customers can choose everything for their kids, home, themselves, for leisure and for their everyday life.



● Our BIG W Dress and Appearance Standards

We are a proud, passionate team at BIG W and we want to make sure our dress standards and appearance reflect this. You are a BIG W brand ambassador both at work and when you are travelling to and from the store. To help maintain a professional appearance please follow these guidelines:

- Jewellery kept to a minimum and items which may place the wearer at risk of injury must not be worn, e.g. eyebrow rings or large earrings that may become caught in shelving
- Hair to be clean and tidy and facial hair well maintained
- Tattoos that contain explicit / offensive content or images must be covered
- Shoes and clothing must be clean and in good order

Our dress and appearance standards apply to all Team Members who work in BIG W stores, irrespective of gender identity, length of service or position. If you have religious, medical or cultural issues relating to our dress and appearance standards, please speak with your Store Manager.

Some additional options for Transit Room team members:

- High Vis polo shirt
- Black enclosed business style shoes or steel cap boots

● Dress standards FRAMEWORK at BIG W

What Dress standards is & What Dress standards isn't?



- ✓ Any colour or pattern top
- ✓ Any colour or pattern bottoms including shorts
- ✓ Any enclosed shoes including sneakers/ trainers (Relevant PPE for stock room must be worn)
- ✓ BIG W provided name badge (must be worn)
- ✓ Maintain professional personal appearance & grooming
- ✓ Whilst you can no longer order a BIG W top you can still wear it provided it meets the above criteria



- ✗ Tops & bottoms including shorts, torn or ripped due to damage
- ✗ Any offensive words or symbols
- ✗ Large logos on tops or bottoms (unless sold in Big W)
- ✗ Non enclosed shoes or thongs
- ✗ Dirty, faded or damaged clothing

● PlusCard activation for store team members.

BIG W Team members can access their team benefits discount card (known as PlusCard) from the **point they receive their first pay.**

Your PlusCard will provide you with access to a number of discounts and benefits across the Woolworths Group, including **20%** off all Mens & Womens Outerwear Apparel & Footwear sold in our Big W stores.



How do I access my PlusCard?

Step 1.

Once you have received your first pay, our Discount System is triggered to order you a PlusCard. Manual cards can take up to 6 weeks to arrive to your home address, however, a digital card can be activated within 24 hours.

To activate your digital PlusCard, please contact our People Advisory team (**1800 008 584 option 5 or pspayroll@woolworths.com.au**) who will be able to provide you with the number that your PlusCard will have on it.

PLEASE NOTE: Emails to People Advisory usually have a 3 business day turnaround time.

Step 2.

Once you have your PlusCard number from People Advisory, you will be able to activate your digital via the following [link](#).

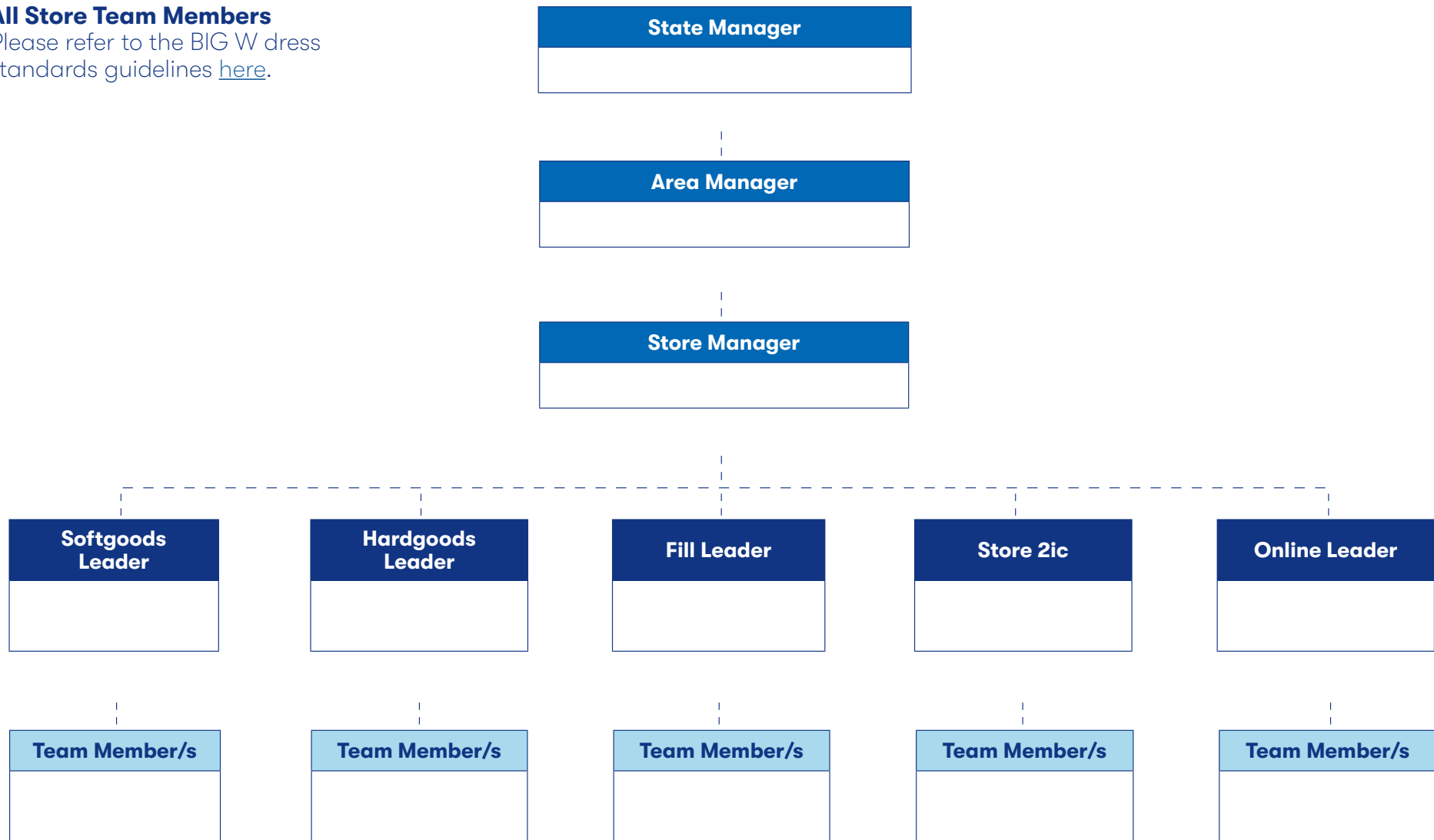
Step 3.

Add your digital card to your Apple Wallet or Google Pay app. Click on the following [link](#) to learn how.

BIG W Store Team Structure

All Store Team Members

Please refer to the BIG W dress standards guidelines [here](#).



● About My Roster

What do I do when I arrive for / finish a shift?

When you arrive you need to sign-into the Kronos Clock and then report to your manager for the shift. Your manager will assign your jobs for the shift including attendance at team meetings.

When you finish your shift please inform your manager and sign-out of Kronos.

What do I do if I can't attend for work or am unavailable and will miss a shift?

If you are sick and can't make a shift please call the store and speak to your manager at least 2 hours before the start of the shift. It will be processed in Kronos.

If you are a permanent team member you can submit a leave request in SuccessFactors - personal leave for sick / carer's leave OR annual leave for planned leave.

If you are a casual team member and are going to take planned leave (not personal /sick leave), you need to inform your manager in advance and fill in the unavailability form.

What do I do if I want to swap a shift?

If you are unable to work a shift and want to swap to an alternate day please speak to your manager as soon as possible. Your manager will review and confirm if an alternate shift is available.

● SuccessFactors

SuccessFactors

SuccessFactors is the tool used to store your personal information, payslips, manage leave requests and complete online learning.

Pay

Wednesday is pay day. Team members are paid weekly and salaried managers fortnightly.

Leave

If you're a permanent employee you can apply for leave in SuccessFactors - personal leave for sick or carer's leave OR annual leave for planned leave. If you're a casual team member and have unplanned leave (not known in advance like personal /sick leave / carer's leave) it will be managed directly in Kronos. If you're a casual employee taking planned leave you need to complete an unavailability form.

WHAT do I use SuccessFactors for?

- Maintain your personal information
- Update your bank details
- Apply for leave (annual, personal)
- View your e-payslips
- Online Learning including Induction
- View and apply for new roles in the organisation
- Search for people in the organisation

Want to know more? Go to the **WOW People Portal**

● People Systems, Support and Tools

Our people systems are there to support you.

Google+

Google+ is Woolworths' social collaboration platform to connect, engage and share with other people around the nation and across all business units.

To activate your **Google+** account, go to the WoW People Portal and follow the prompts on the home page

<https://wowpeople.woolworths.com.au/content/Login/activate.html/>

<https://plus.google.com/communities/100959172112990422610>

WOW People Portal

The **WOW People Portal** brings all information about our people processes into one place, and is accessible by all Woolworths Team Members through any internet connection on any device.

<https://wowpeople.woolworths.com.au>

Store Comms Portal

Access information on anything store related, including procedures information, and links to other systems and tools.

Stores receive updates daily on this portal.

PlusCard – Discount Card

The WOW Plus Card is automatically provided to every team member, which gives you 5% off your purchases at most Woolworths businesses and 10% off at BIG W.

It gives you access to our Woolworths Rewards loyalty program, with benefits such as fuel discounts and extra member discounts and offers.

If eligible, you can also obtain a second Discount Card for your spouse or a dependant living with you.

PlusClub

PlusClub membership is free for all team members and offers a one-stop shop for awesome savings and experiences on a range of attractions, lifestyle experiences, entertainment, movies, travel, accommodation and gifts.

● Links For Information and Support Available To You

BIG W Portal

Primary communication channel from Support Office to stores - it includes access to the Store Calendar, online catalogue, BIG W policies. <http://bigwportal.woolworths.com.au/-/home>

BIG W Google Community

Sharing site for all BIG W news, photos and anyone can share.

WOW People Portal

Contains a number of resources to walk you through pay and the basics including 'how to' guides to navigate Success Factors.

BIG W Employee Services Team

All employee support including policies, recruitment, performance management, enterprise agreement queries - can be contacted by phone or email.

Call 1800 008 584, select option 5, option 0 or employeeservices@bigw.com.

Woolworths People Advisory

To be used for payroll queries

Call 1800 008 584, select option 5.

IT Support

Call 1800 008 584, selecting option 4.

Employee Assistance Program

Call the Employee Assist Program - 1300 360 364

www.eapdirect.com - register your details with the organisation name, token & password = woolworths.

Team Benefits

As a Woolworths team member you are eligible for a range of **benefits. Plus Card** - you will receive your Plus Card 8 weeks after commencing. It gives you a range of discounts on purchases over \$5 at participating Woolworths stores (including 10% at BIG W).

<https://teambenefits.woolworths.com.au>

● Our Purpose

*Our people.
It's our team
that make the
difference.*

*We're active.
Together we create,
help, solve for our
customers' needs.*

**We make a
real difference
for families.**

*Real Value.
Real Solutions.
Real Care for our
teams, customers
and communities.*

BIGW



● Values and ways of working.

Our Core Values

I care deeply



I listen & learn



I always do the right thing



Ways of working

We put our customers 1st



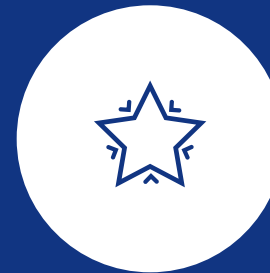
We're always improving



We work end to end as one team



We encourage freedom within a framework



We keep things simple



● Our Family Tree

real value

We believe in giving families prices they can rely on, good quality basics, big named brands and rewards that add up.

real solutions

We believe in creating simple and practical solutions that make life a little easier and more enjoyable.

real care

We believe we should treat everyone like 'family' - our team, our customers and community - a warm personal experience every day.



● Our Strategy House



Living our purpose

Making a **real** difference for families



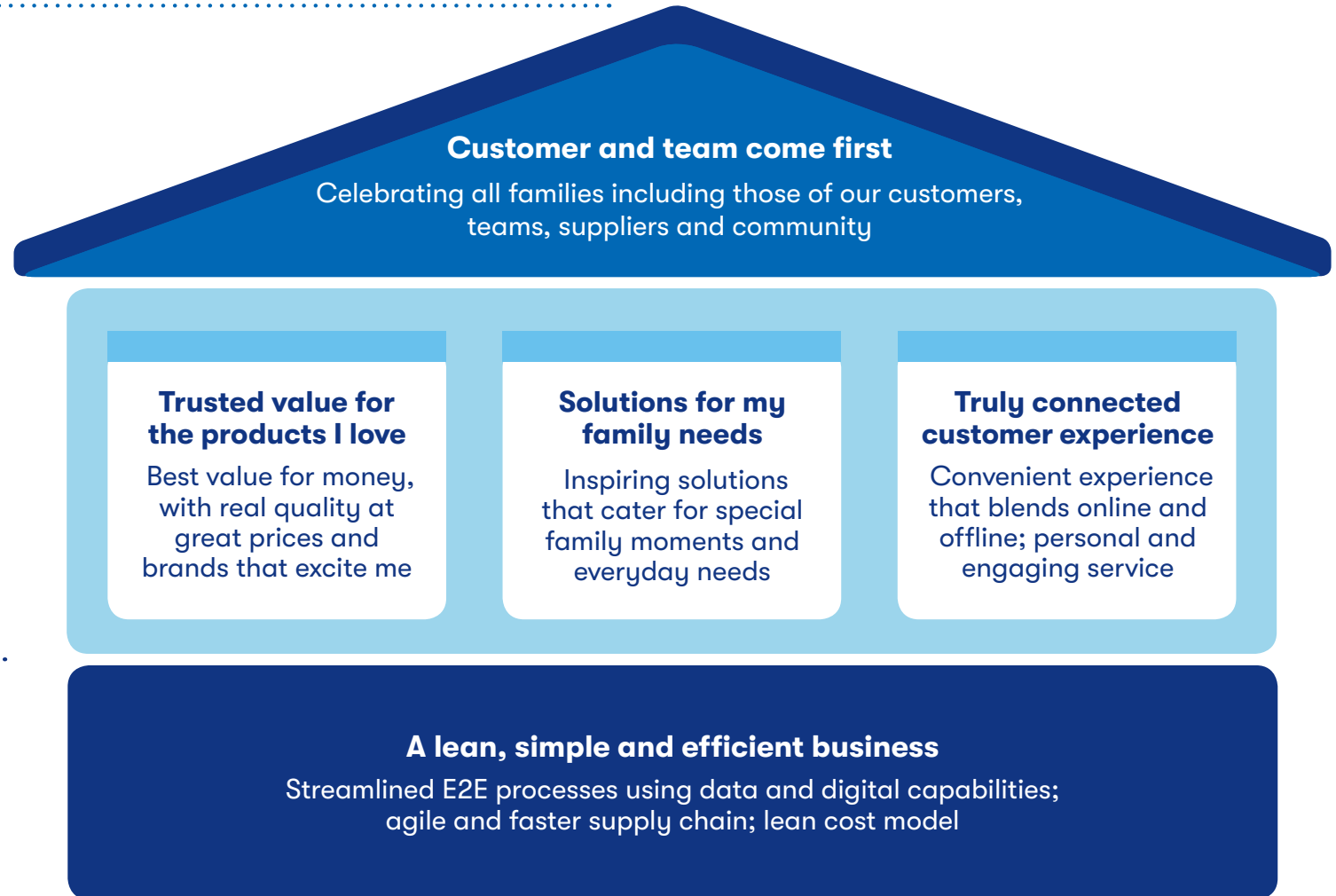
Distinctive and sustainable business

A distinctive customer offer that builds a successful business



A simpler business

An agile business made efficient through simple data enabled processes



● Top 5

1

Simplify our business

What we'll do

- Simpler operating model
- Integrated planning processes
- Accurate master data
- Improved reporting and KPIs on inventory and availability

Success

- Better availability
- Healthier inventory

2

Evolve towards smart pricing

What we'll do

- Competitive pricing maintained
- Smart pricing at category level
- Effective promotions

Success

- Improved price perception
- GP increase

3

Accelerate apparel

What we'll do

- Refreshed range
- Optimised stockflow
- Competitive ethical E2E sourcing
- Improved execution incl. apparel CFF

Success

- More full price sales
- Reduced markdowns, clearance and write-off

4

Build convenient & connected customer offer

What we'll do

- CFR 2.0 and store of the future
- Simplified in-store operations (CLR)
- Leading digital offering

Success

- Improved experience VOC
- Reduced option count

5

Deliver our purpose

What we'll do

- Demonstrate Real Value / Solutions / Care proof points
- Real care community program
- Training and tools to do the job

Success

- Improved team, customer and supplier NPS

● Customer Service Behaviours

01. See the customer



Stop what you
are doing

02. Give them your full attention



Face the
customer



Make eye
contact



Smile



Say 'Hello'

03. Offer assistance

**'Can I help you
find something today?'**



● Customer and Team Come First

Voice of Team

Voice of Team (VOT) is our **team engagement survey** that is sent out twice yearly to all BIGW team members. The survey provides us with data and verbatim feedback on our teams experience of working for BIG W.

We measure **Sustainable Engagement**, giving us a deeper measure beyond the traditional engagement surveys.

Our teams also run **Listening Sessions** throughout the year, keeping the conversations alive, exploring how the teams are feeling and identifying opportunities to boost engagement within the team.

Overall Sustainable Engagement

Engaged

Rational, emotional and behavioural attachment to the company.

Enabled

A work environment that supports productivity and performance.

Energised

Individual physical, interpersonal and emotional well being at work.

Voice of Customer

Voice of Customer (VOC) is a **customer feedback survey**.

The survey provides us with data and verbatim feedback on our customers experience at BIG W.

The survey is sent by email to Woolworths Rewards customers and asks them to rate us on a number of metrics. Our teams can access the VOC Portal and read customer feedback everyday in order to identify opportunities to improve customer satisfaction.

Overall Customer Satisfaction

Store Controllable

7 customer store experience metrics (e.g. team attitude, stock availability, checkout).

Price and Product

8 metrics that capture the customers perception of our prices and products.

Department Satisfaction

Rating of satisfaction on each department that the customer visits (e.g. Toys, Mens).