

Supporting vibrant, connected communities

Sustainability Strategy 2021–2024





Our purpose is to build meaningful relationships and support vibrant, connected communities.

As a telecommunications provider, we play an essential role in society. People rely on our services to do their shopping and banking, to pay their bills, to learn, to work, and to connect with their friends and families. Businesses and governments rely on our services as an integral part of their operations and service.

We consider it a privilege to play this role within our community and we understand the responsibility that comes with this. That's why we have developed a strategy to ensure that we are acting as a responsible and sustainable business, and making a meaningful difference for our customers, people and community, now and into the future.

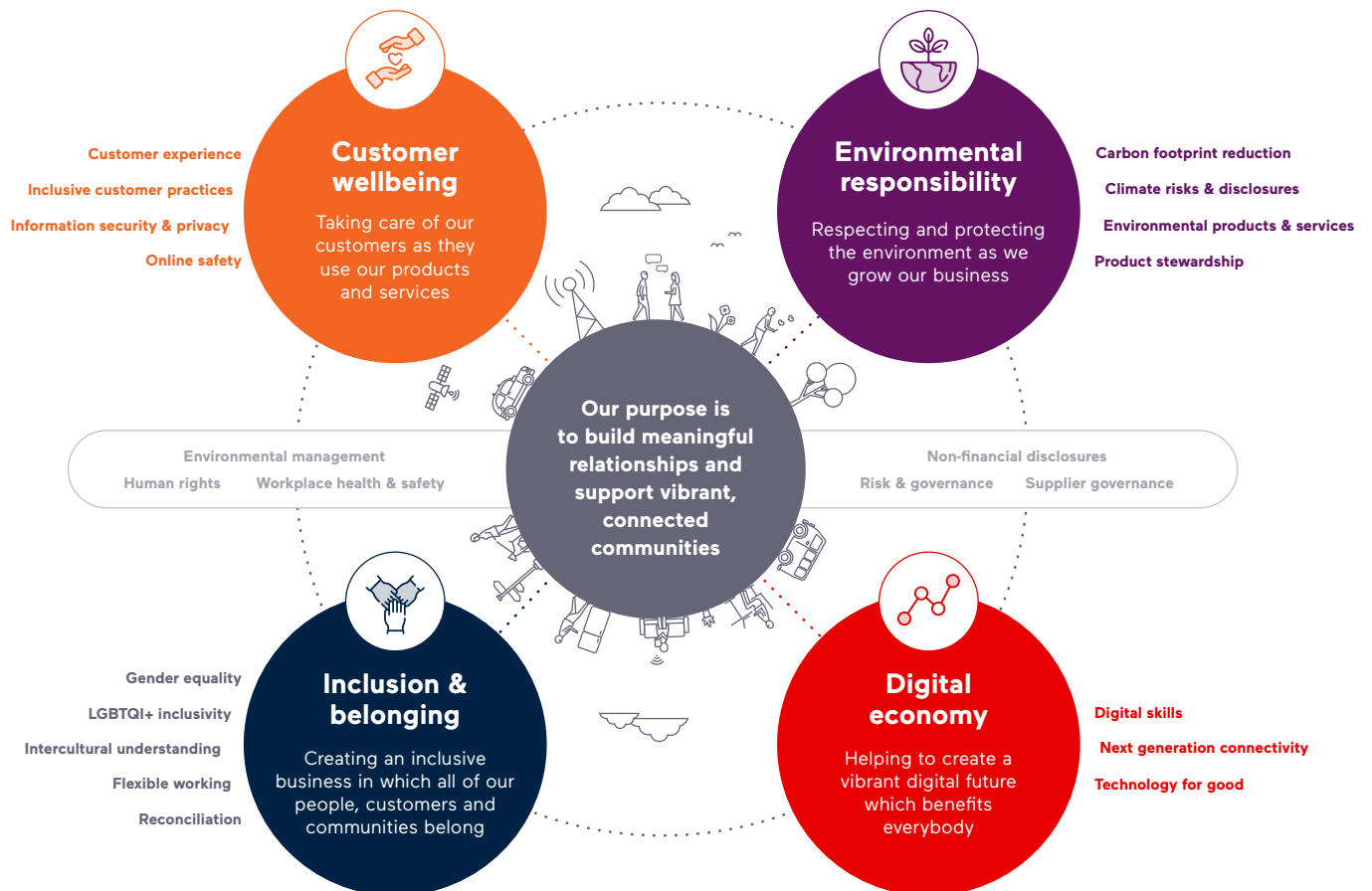
Our sustainability strategy identifies four key areas where we believe we are well-placed to make a meaningful difference for our stakeholders, aligned to our purpose.

These are underpinned by a set of fundamental, responsible business practices. Together, these represent our framework for creating a responsible and sustainable business.

We have set out a number of initiatives and commitments that we are making as a part of this sustainability strategy, and will continue to evolve our detailed implementation plan over time to ensure that it remains relevant and meaningful.

Our sustainability strategy is aligned with and supports the UN 2030 Sustainable Development Goals.

Sustainability Strategy





Customer wellbeing

We understand that every customer has individual needs and circumstances which necessitate a flexible approach in the way that we serve and support them.

We're also concerned about the risks that customers face as they use telecommunications. These include falling victim to scams and theft or online abuse, as well as broader issues of mental wellbeing associated with using digital services.

We aim to do business in a way that puts our customers first – taking care of our customers as they use our products and services. That's why we're focused on responding to the diverse needs of all of our customers, as well as helping our customers to stay safe online and protecting their privacy and security.

We believe this is the right thing to do, and recognise that this is fundamental to maintain the trust of our stakeholders over the longer term.



Our commitments include:

Develop a customer vulnerability policy or framework and identify opportunities for enhancing our services and support for customers experiencing vulnerability.

Increase awareness among our customers of ways to avoid falling victim to scams and theft and continue to improve ways of blocking.

Collaborate with industry partners to develop a new standard for reducing scam SMS.

Offer services and support to help and educate families and children to stay safer online as they use our products and services.



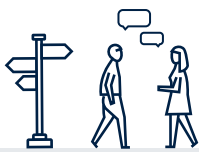


Inclusion and belonging

We believe in embracing different backgrounds, experiences and ideas. We know that diverse perspectives lead to better business outcomes. Only by listening to unique perspectives, can we best understand and serve our diverse customer base, collaborate successfully and innovate in a world of increasingly fast paced change.

We aim to create an environment of equality where each of us feels supported and respected to be ourselves at work, and are continuing to extend and enhance our long-standing focus on creating an inclusive workplace, where all of our people belong.

Our vision for equality extends to our customers and communities, where we believe we can make a difference. This includes driving initiatives to help influence girls and young women to consider a career in Science, Technology, Engineering and Maths STEM, and using our role as a leading telecommunications provider to address the inequality and equity faced by First Nations peoples.



Our commitments include:



Develop and implement a harmonised approach to gender pay equity across our workforce in Australia by 2022.

Increase female representation across leadership, STEM functions and all employees in Australia by 2024, specifically:

Achieve 45% female representation in our leadership by 2024

Achieve 35% female representation across our workforce by 2024

Achieve 20% female representation in STEM functions by 2024

Increase year-on-year percentage of people identifying as of a diverse population (Aboriginal and Torres Strait Islander, LGBTQI+, or having a disability).

Implement our Reflect Reconciliation Action Plan.



Environmental responsibility

We are committed to managing the environmental impact of our business activities, as the digital economy grows. As a major telecommunications services provider, our approach to environmental management focuses on our two most material environmental impacts – climate change and waste.

We recognise the threat of global climate change and are working towards aligning our business with the aims of the Paris Agreement. This includes reducing our emissions to help mitigate climate change, using our technologies to help reduce emissions within our wider society, understanding and building resilience to climate impacts, and being transparent in our disclosure of climate impacts, risks and opportunities.

We also aim to be responsible product stewards – reducing the environmental impact of our products over their life. That’s why we are focused on working with our suppliers to reduce packaging and increase resource recoverability, and working with industry partners on solutions for management of e-waste.

We know this is important to our employees, our customers and our investors, and is an important part of being a sustainable business.



Our commitments include:

Power our Australian operations with 100% renewable electricity by 2025.

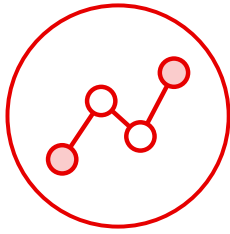
Set a Science-based Target for reducing our greenhouse gas emissions.

Assess climate risks and opportunities in line with the Taskforce on Climate-related Financial Disclosures (TCFD) and integrate into our annual reporting.

Continue to expand felix as a carbon neutral brand and product.

Work with our suppliers to reduce packaging and increase packaging resource recoverability across our products and networks.





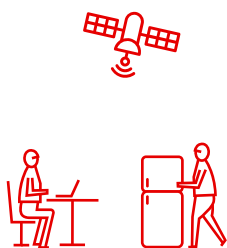
Digital economy

The potential benefits to the Australian economy through digitalisation have been estimated to be as much as \$315 billion over the next decade. A productive and innovative digital economy is important to support continued improvements in quality of life and living standards for everyone.

We have a fundamental role to play in helping to create Australia’s digital economy – building and maintaining the networks, and investing in innovation so that business and consumers can get the most from next generation connectivity.

Digital technologies can be a powerful driver of social good – enabling intractable social issues to be tackled in new ways and with greater scale. We aim to promote these benefits through our corporate charitable foundation, leveraging not only financial resources, but also the skills and time of our people.

At the same time, we want to help make sure that all people in Australia have access to those benefits. COVID-19 has accelerated the take-up of digital, particularly within business and public services. This makes it even more crucial to tackle digital exclusion and ensure that none of our customers are left behind.



Our commitments include:



Enable 5G network connectivity for our customers with the rollout of 5G networks.

Work collaboratively with partners to support innovation in the infrastructure for, and application of 5G-enabled technologies.

Help to accelerate the uptake of NB-IOT and 5G-enabled technologies.

Donate up to \$1m annually, enabling projects which create opportunities to improve the health, education and wellbeing of Australian communities in need.

Increase opportunities for our employees to use their role-specific skills on interventions that improve wellbeing and / or support the creation of vibrant connected communities.

