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## TPG Telecom launches first Sustainability Strategy Outlines 20 commitments to responsible business practices

**6 October 2021** – TPG Telecom today launched its first Sustainability Strategy which sets out a number of initiatives to create a responsible and sustainable business.

The strategy features four pillars – customer wellbeing, environmental responsibility, inclusion and belonging, and the digital economy – and identifies 20 corporate responsibility and sustainability commitments.

These commitments include:

### Customer wellbeing

- 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.

### Inclusion and belonging

- 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

### Environmental responsibility

- Power our Australian operations with 100% renewable electricity by 2025.
- Set a Science-based Target for reducing our greenhouse gas emissions, aligned with net zero.
- Work with our suppliers to reduce packaging and increase packaging resource recoverability across our products and networks.

### Digital economy

- 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.



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TPG Telecom Chief Executive Officer Iñaki Berroeta said the strategy has been developed to deliver on the company purpose of building meaningful relationships and supporting vibrant, connected communities.

“The launch of our first company-wide sustainability strategy forms part of our broader ambition as a major Australian company to be a more responsible and sustainable business,” Mr Berroeta said.

“As a telco, we play an essential role in society and we understand the responsibility that comes with this.

“By setting out these commitments, we are making ourselves accountable to our customers, shareholders, employees and the communities we serve.

“Every TPG Telecom employee will be getting on board with these commitments to play their part in creating a better future.”

Learn more about the TPG Telecom Sustainability Strategy  
<https://www.tpgtelecom.com.au/sustainability>

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**About TPG Telecom:** TPG Telecom is an Australian telecommunications company which is home to some of Australia’s most-loved telecommunications brands including Vodafone, TPG, iiNet, AAPT, Internode, Lebara and felix. As the second largest telecommunications company listed on the ASX, TPG Telecom has a strong challenger spirit and a commitment to delivering the best services and products to its customers. [www.tpgtelecom.com.au](http://www.tpgtelecom.com.au)

**Media contact:**

Claudia Phillips  
+61 413 089 280  
[claudia.phillips@vodafone.com.au](mailto:claudia.phillips@vodafone.com.au)