



Market Announcements Office
Australian Securities Exchange
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Sydney NSW 2000

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TPG Telecom Limited – Sustainability Report for the year ended 31 December 2021

Please find attached for immediate release to the market TPG Telecom Limited's Sustainability Report for the year ended 31 December 2021.

Authorised for lodgement with ASX by:

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Sustainability Report 2021

Contents

Message from the CEO	3
About TPG Telecom	4
Our organisation at a glance	5
Our performance at a glance	6
Our approach to sustainability	7
Sustainability Strategy	8
Customer wellbeing	10
Inclusion and belonging	20
Environmental responsibility	28
Digital economy	35
Responsible business practices	45

About this report

This Sustainability Report covers the period 1 January 2021 to 31 December 2021 (the reporting period), with the inclusion of a number of developments since the reporting period, where these are considered significant.

This report covers the activities of TPG Telecom Limited (TPG Telecom), the entity that was created from the merger of Vodafone Hutchison Australia and TPG in July 2020.

The information in this report relates to TPG Telecom unless otherwise indicated.

Message from the CEO

I am pleased to share our Sustainability Report for 2021.

When developing our first company-wide Sustainability Strategy launched in 2021, we looked to our company purpose of building meaningful relationships and supporting vibrant, connected communities.

The development of our Sustainability Strategy was guided by our purpose, as well as by our strategic principles to integrate and simplify, win smart and maximise our potential.

Our Sustainability Strategy features four areas where we are well-placed to make a meaningful difference – customer wellbeing, environmental responsibility, inclusion and belonging, and the digital economy.

Within those areas, we developed a set of commitments where we can drive positive impact as a leading, full-service telecommunications provider.

Customer wellbeing

One of the biggest ways we can make a difference is by taking care of our customers when they use our products and services. This has been especially important as the ongoing COVID-19 pandemic continued to cause challenges for many of our customers.

We do this by supporting our customers' individual needs, including through improved customer service, fraud and scam reduction, financial hardship and other initiatives.

As a result of our efforts this year, we blocked over 200 million scam SMS and 34 million scam calls, reduced fraudulent ports by 74 per cent from the prior year, and continued to see significant declines in customer complaints across our brands.

Environmental responsibility

We take seriously our responsibility to minimise the impact from our business activities.

In March 2021, we committed to powering our Australian operations with 100 per cent renewable electricity by 2025.

We integrated our energy and greenhouse gas emissions measurement and reporting across our organisation, allowing us to report on the energy consumption and Scope 1 and Scope 2 greenhouse gas emissions of our entire company.

This year we also joined the Business Ambition for 1.5°C campaign. As part of this, we formally committed to setting a science-based greenhouse gas emissions reduction target in line with net zero. Currently we are

working through setting our shorter-term greenhouse gas emissions reduction target and a detailed roadmap on how we will achieve net zero by 2050.

Our felix mobile brand - Australia's first telco brand powered by 100 per cent renewable electricity – continued to grow in 2021. I'm pleased to report more than 188,000 trees have been planted on behalf of felix customers since it was launched as part of our partnership with One Tree Planted.

Inclusion and belonging

We continued our focus on building an inclusive business where all our people feel like they belong. This included the launch of our first Reconciliation Action Plan, which will act as our roadmap and the first step of our Reconciliation journey.

We also developed and launched our 2021-2023 Gender Action Plan, which acts as our roadmap to improving gender equality at TPG Telecom over the next three years.

To help support our people's health and wellbeing, we introduced paid leave blocks of three hours for COVID-19 vaccination and booster appointments.

Supporting the digital economy

In 2021, we delivered our best ever mobile network. Our 5G network now covers 85 per cent of the population in ten of Australia's biggest cities and population centres, making the benefits of 5G connectivity available to more customers.

We also expanded our 4G and 5G home internet products, providing more customers with a quality, great value alternative to the NBN.

The future

While there is more work to be done, we are proud of our achievements this year.

Our focus for 2022 will include further 5G growth, continuing to drive our inclusion and belonging programs, developing our greenhouse gas emissions reduction targets, and continuing to accelerate the uptake of IoT technologies.



Iñaki Berroeta

Chief Executive Officer and Managing Director, TPG Telecom

About TPG Telecom

TPG Telecom Limited, formerly named Vodafone Hutchison Australia Limited, was listed on the Australian Securities Exchange on 30 June 2020. On 13 July 2020, this newly listed company merged with TPG Corporation Limited, formerly named TPG Telecom, to bring together the resources of two of Australia's largest telecommunications companies, creating the leading challenger full-service telecommunications provider.

TPG Telecom is home to some of Australia's most-loved brands including Vodafone, TPG, iiNet, AAPT, Internode, Lebara and felix. We own and operate nationwide mobile and fixed networks that are connecting Australia for the better.

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 our customers. We are driving competition and choice for businesses and consumers across Australia.

Our brands



Our Purpose

As a full-service telecommunications company, our nationwide mobile and fixed networks are connecting Australia for the better. It's why our purpose is to build meaningful relationships and support vibrant, connected communities.

Our Values

Our four values guide how we think and behave, what we prioritise, and the experiences we create for our customers and communities every day.



Stand together

Together we are unstoppable.



Own it

We step up and own what we do.



Simple's better

We challenge ourselves to find a simpler, fresher way.



Boldly go

We challenge ourselves to find a simpler, fresher way.

Strategic Priorities

In pursuing the opportunities available to us as a full-service telecommunications company following the merger, we are guided by the principles of Integrate and Simplify, Win Smart and Maximise our Potential.

Our organisation at a glance



**Australia's second-
largest**
fixed voice and data network



**A leading mobile
network** comprising more than
5,600 sites covering over 23
million Australians



6,500km
international subsea cable system
connecting Australia to major hubs
in North America and Asia



5G mobile
network reaching two in three
Australians with over 1,000 5G
sites



A strategic portfolio
of spectrum assets



27,000km+
metropolitan and inter-capital fibre
networks in Australia



7.2 million+
Customer subscriptions



5,839
employees

Our sustainability focus



Customer wellbeing –
taking care of our customers as
they use our products and
services



Inclusion and belonging
–
creating an inclusive business
where all of our people,
customers and communities
belong



**Environmental
responsibility –**
respecting and protecting the
environment as we grow our
business



Digital economy –
helping to create a vibrant digital
future which benefits everybody

Our performance at a glance



\$1.73b
earnings before interest, tax, depreciation and amortisation



85% population coverage by our 5G network in ten of Australia's largest cities and regions



Committed to setting a science-based greenhouse gas emissions reduction target in line with **net zero**



Further reductions in Telecommunications Industry Ombudsman complaints across our brands since our merger



Committed to powering our Australian operations with **100% renewable electricity by 2025**



42% female representation across the workforce in Australia and the Philippines



188,000+ trees planted on behalf of felix customers as part of One Tree Planted partnership



Launched our **Reconciliation Action Plan** and **Gender Action Plan**



Introduced **paid leave** for COVID-19 vaccinations and boosters



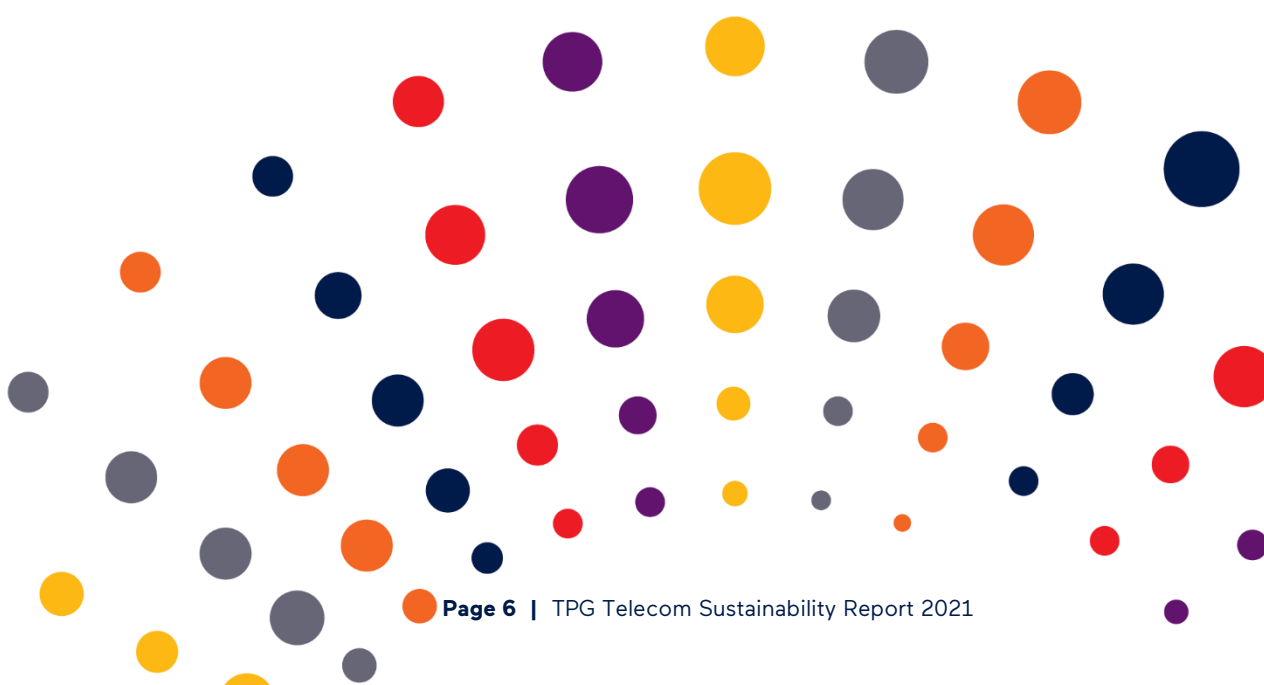
Blocked **200+ million scam SMS** and **34+ million scam calls**



Over **\$887,000** donated to Foundation partners and matched giving in 2021



Reduced fraudulent ports by over **74% in 2021** and over **94% since 2019**



Our approach to sustainability

As one of Australia's largest telecommunications providers with a number of leading mobile and internet brands, we are committed to acting responsibly and sustainably to help create better futures for our customers, our people and the broader community. We also consider this to be integral to the creation and protection of long-term value for our shareholders.

Stakeholder engagement and materiality

We place a strong emphasis on meaningful stakeholder engagement. Not only is it important to our business objectives, it helps us remain informed about our constantly evolving environment. It also keeps us in touch with the needs and expectations of those with an interest in, or influence on, our business and its performance.

Our key stakeholders go beyond traditional groups such as investors and customers and can be found across our entire value chain. From suppliers and regulators, to employees and industry working groups, and through to government and the communities in which we operate, each group has different priorities and issues that matter to them. It's important to not only understand what those priorities are, but also recognise where we can influence positive change.

We continually engage with our key stakeholders through our membership of peak bodies, participation in industry collaborations, with individual meetings and by conducting a wide range of research and surveys.

Based on this engagement, we have identified the sustainability topics that are most material to our business and our stakeholders, and which inform our sustainability approach and reporting. These topics are reflected throughout the content of this Sustainability Report.

Our most recent materiality assessment was performed in 2020 and we expect to perform a formal refresh at least every three years.

Customer experience

This includes how we meet the needs of our customers in terms of connectivity, choice and value, as well as how we've helped our customers stay connected during natural disasters and the challenges of COVID-19.

Information privacy and security

The arrangements we have in place to maintain the privacy and security of our customers' personal information including the changes we've made to

Inclusion and belonging

Our people experience which places a strong emphasis on creating an inclusive workplace culture where our employees are able to be themselves at work and supported to be their best.

Health, safety and wellbeing

The arrangements we have in place to keep our employees and contractors safe and well.

Responsible and ethical conduct

How we govern our business including the key frameworks and policies we have in place to support and drive responsible and ethical conduct.

Climate change

Our understanding and management of climate change risks, opportunities and impacts.

Waste management and product stewardship

How we are managing our waste and acting as a steward of our products across their lifecycle.

Community investment

Our contribution to the community, leveraging our technological capabilities and skills.

Sustainability Strategy

Our stakeholder engagement and associated material topics were crucial first steps in the development of our first Sustainability Strategy in 2021.

At TPG Telecom, our purpose is to build meaningful relationships and support vibrant, connected communities. This was also a fundamental aspect of our Sustainability Strategy development.

In pursuing the opportunities available to us as a full-service telecommunications company, we are guided by the principles of Integrate and Simplify, Win Smart and Maximise our Potential

Our Sustainability Strategy complements these principles, identifying four key areas where we are well-placed to make a meaningful difference.

By living our purpose as we deliver on our strategic principles to maximise the opportunities following the merger, our Sustainability Strategy is aligned to and supports our business ambitions.

Customer wellbeing — taking care of our customers as they use our products and services.

Inclusion and belonging — creating an inclusive business where all of our people, customers and communities belong.

Environmental responsibility — respecting and protecting the environment as we grow our business.

Digital economy — helping to create a vibrant digital future which benefits everybody.

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

Our strategy aligns to and supports the UN 2030 Sustainable Development Goals.



Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) are recognised around the world as a blueprint to achieve a better and more sustainable future for all. We considered the SDGs as part of our Sustainability Strategy development, in order to align our resources and attention to those areas of significant societal need. We are committed to continuing to improve our understanding of ways in which our business intersects with these goals, and how we can best contribute to their achievement.

We have mapped the SDGs to our areas of focus throughout this report as a guide to where we are prioritising our efforts.



Sustainability governance

Our highest level of responsibility for sustainability sits with the TPG Telecom Board, which has oversight of strategy, business performance and risk management, including in relation to sustainability. The TPG Telecom Audit and Risk Committee oversees disclosure by TPG Telecom relating to its economic, environmental and social sustainability risks and how it manages or intends to manage those risks. The TPG Telecom Governance, Remuneration and Nomination Committee oversees corporate governance.

Our Sustainability Council is comprised of senior leaders from across the TPG Telecom group, with strategic insight and influence across key business areas, including customer-facing business units, our network infrastructure, property and procurement, risk, finance and external affairs.

We also have internal working groups, which focus on driving particular issues or initiatives that underpin our broader Sustainability Strategy priorities. These are managed by our Head of Sustainability, with senior representation from the relevant teams involved.

Our Head of Sustainability and the Group Executive Legal and External Affairs report to both the Executive Team and the Board on sustainability matters at least on a twice-yearly basis, and more frequently when aspects of the Sustainability Strategy or agenda require specific discussion at that level.

The TPG Telecom Foundation (formerly Vodafone Foundation Australia)

The Foundation's Trustee Board is comprised of senior TPG Telecom employees and two independent directors. The Board is responsible for the governance and financial management of the Foundation and ensures that the Foundation delivers on its purpose and goals.



Customer wellbeing



Our commitments include:

ACTION

PROGRESS

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



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



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



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



Complete

In progress

Delayed

Customer wellbeing continued

Taking care of our customers as they use our products and services

We consider taking care of our customers as they use our products and services to be the right thing to do. We're focused on helping our customers stay safe online, protecting their privacy and security, and responding to their diverse needs. This is fundamental to maintaining the trust of customers and stakeholders over the long term.

Customer experience

At TPG Telecom, we put our customers first. We are focussed on delivering the best possible experience, based on the understanding that each customer has individual needs and circumstances.

Increased customer connectivity

Customers have always valued a telecommunications service which is fast, reliable, and cost effective. This has never been more true, with customer use of data rapidly increasing due to the growth of video applications, a workforce that has undergone a significant shift towards flexible working, and the number of 5G-enabled devices continuing to rise dramatically.

Through the network benefits we have realised from our merged company, we continue to be well-positioned to meet these customer expectations of increased speed and reliability.

At the same time, we have demonstrated a strong focus on innovation, as evidenced by our ongoing 5G rollout. We understand that we must stay at the forefront of technological and societal change. Through the development of innovative products, we can offer our customers a telecommunications service that remains aligned to their needs as they grow and change over time.

Simplifying and enhancing the customer experience

Recognising that our customers want to interact with us in different ways according to their needs, we continue to modernise our digital tools to give customers more choice, and to improve and simplify their experience. This includes refreshing our Vodafone website to improve the customer journey, with a particular focus on becoming more mobile-friendly. Improvements include enabling customers to compare plans more easily and a simplified check-out experience.

Across our websites, we have increased the use of self-help support videos which are aimed at helping our customers with common queries like device setup and basic troubleshooting. In future, we will continue to invest in self-help content to ensure customers have access to the information they need, when they need it.

We also launched TOBi, a new digital assistant within the MyVodafone app, which delivers efficient customer support through offering immediate, relevant assistance twenty-four hours a day, seven days a week.

Since its full launch in April 2021, 70 per cent of customer queries coming through Vodafone's digital channels are now fully resolved through TOBi, with just 30 per cent being directed to a customer care agent.

In 2022, we are partnering with Google Cloud and Genesys to enhance TOBi's artificial intelligence and significantly reduce the time it takes to resolve customer queries by either directly solving their issue or directing them to the correct resource or department with greater accuracy and speed.

While we ended the year with just over five million mobile subscriptions, this was down four per cent on the year prior, mostly due to COVID-19 related restrictions on international travel. However, in addition to our growth in fixed broadband, customer numbers have increased since November and we are optimistic about the year ahead as consumer uptake of 5G accelerates and COVID-19 impacts lessen.

Customer subscriptions

CUSTOMERS (000S)	2019	2020	2021
Postpay	3,416	3,253	3,148
Prepay (registered base)	2,518	1,973	1,857
Mobile virtual network operators	57	23	16
Total mobile	5,991	5,249	5,021
Fixed broadband	2,051	2,172	2,222

Customer wellbeing continued

Mobile data speed boost

This year, mobile customers in some of Australia's major cities received a significant boost to their data speeds following the 'restack' of our existing spectrum.

The project involved the defragmentation of TPG Telecom and Telstra spectrum holdings within the 2100MHz and 1800MHz bands to achieve contiguous holdings for each of the two operators in Adelaide, Brisbane, Perth, Canberra, Darwin and Hobart.

Spectrum is needed to send and receive radio signals between a mobile or fixed wireless device and the network. When the spectrum holdings used in a mobile network are more adjoined or connected and less fragmented, the network is able to provide higher data speeds to customers.

Upon completion of the project, customers in these cities experienced an immediate improvement, with observed 10-20 per cent improvement in mobile data speeds.

This is just one more example of how we continually look at ways to improve the customer experience across our mobile network.

Continuing to excel in customer value

In 2021, our brands have once again been recognised by Canstar Blue, one of Australia's best-known and respected comparison sites, in their Telco Awards.

Vodafone won the Outstanding Value - Phone on a Plan award for its commitment to offering separate handset payments and monthly mobile plans, giving customers the flexibility to change their plan without impacting their device payment.

Meanwhile TPG took out the Outstanding Value - NBN Plans award, celebrating the brand's flexible and customisable NBN plans which cater to a variety of customer budgets.



These awards are the result of our ongoing dedication to our customers.

Continuing to improve in customer satisfaction

We strive to put customers at the heart of everything we do. A key metric that we hold ourselves accountable to is the quarterly Complaints in Context (CIC) report produced by Communications Alliance Ltd. The report details the ratio of Telecommunications Industry Ombudsman (TIO) complaints per 10,000 services in operation.

While we continually work to improve, we are proud to see that the complaint rates across our major brands, Vodafone, TPG and iiNet, are all below the industry average for the sixth quarter in a row, per the latest report.

Since the merger in July 2020, TPG has improved its complaints rate by 73 per cent; iiNet by 66 per cent; and Vodafone by 31 per cent, due to it starting from a much lower rate.

With a ratio of 2.4 complaints per 10,000 services, Vodafone continues to maintain the lowest complaints ratio of all the major telcos in Australia.

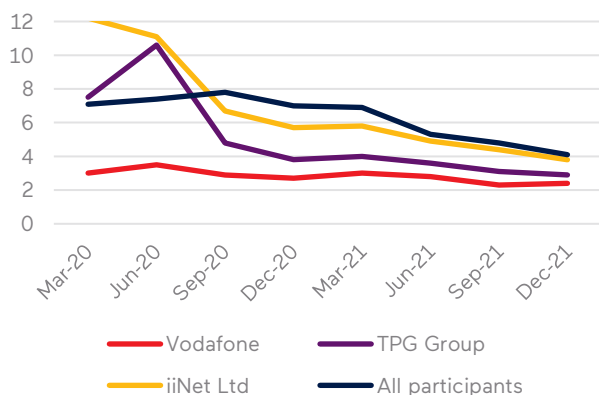
This is a result of our ongoing efforts to deliver a positive customer experience and to reduce the reasons for customer complaints.

"We value each and every customer interaction and continue to look at how we improve the customer experience. While we aim for zero complaints, we're exceptionally proud of these results and the collective efforts of all teams working together to make this possible."

– Virginia Papinyan, GM of Customer Care

Customer wellbeing continued

TIO quarterly complaints in context



Source: Communications Alliance Limited

Inclusive customer practices

Taking care of our customers involves more than simply offering superior choice and value with our products and services. We must also work to meet the diverse needs of all of our customers in how we interact with and support them throughout.

In our Sustainability Strategy, we committed to:

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

Vulnerable customers

We take our responsibility to support vulnerable customers seriously. This includes customers in financial hardship, customers experiencing domestic or family violence, or customers in need of special assistance for other reasons.

When the Australian Communications Media Authority (ACMA) released a consultation draft Statement of Expectations for the telecommunications industry on consumer vulnerability, we contributed to and supported the joint industry submission from the Communications Alliance and provided our own response with suggestions for improvement. A revised statement from the ACMA is expected to be published in 2022.

Additionally, the ACCC has recently released *Consumer Vulnerability: A business guide to the ACL*, which sets out their expectations on how to meet our responsibilities under the Australian Consumer Law (ACL).

As part of our commitment to continual improvement, we will update our own customer vulnerability policy and framework to ensure it meets or exceeds the ACCC and ACMA guidelines. We will also continue to identify further opportunities for enhancing our services and support for customers experiencing vulnerability.

People experiencing domestic and family violence (DFV)

Having access to safe communication for people experiencing domestic and family violence is a lifeline. As a telecommunications company, we play a significant role in helping support our customers experiencing DFV. In Australia, it is estimated¹ that:

- 1 in 6 women and 1 in 16 men have experienced physical or sexual violence by a current or previous partner; and
- 1 in 4 women and 1 in 6 men have experienced emotional abuse by a current or previous partner.

Sadly, technology can be a tool used to exert abuse and control. In situations where people are experiencing DFV, common examples of abuse and control include financial abuse by accruing debt on a telecommunication service, technology facilitated abuse by misusing telecommunications devices and/or services to abuse, and coercive control by removing or restricting access to a telecommunications service, limiting a person's ability to contact friends, family and support services.

At TPG Telecom, we have a range of policies and procedures in place to enable our employees to support customers experiencing DFV. This includes investigating unwelcome calls and messages, providing financial hardship support, and the safe transfer of a mobile number from another account holder into their own name. We also have dedicated pages on our brand websites to assist customers experiencing DFV.

Additionally, the TPG Telecom Foundation supports Ask Izzy, a platform powered by Infoxchange, which connects people in need with support services near them. Ask Izzy is free-rated on the Vodafone mobile network (see page 42 of this report for more information).

For our employees, ten days of additional paid leave is available for anyone experiencing DFV, providing time and space to take necessary steps towards safety and recovery.

Our work to address this issue extends beyond the impact on our employees and customers, with active involvement at an industry level. Through the Telco Together Foundation, we participated in the DFV

¹ Australian Government – Australian Institute of Health and Welfare

Customer wellbeing continued

Roundtable, which focused on bringing a consistent, integrated and collaborative approach to addressing DFV across the telecommunications industry.

For the past year, we have been working to identify areas of collective action and responsibility within the industry that will have the greatest impact on reducing instances of domestic violence while also supporting survivors.

Together we have developed a DFV Action Plan Framework, which will be launched in February 2022. This will support more than 600 telcos to apply a more informed and consistent framework to implement support measures for their collective 70,000+ employees and millions of customers².

Upon the release of the DFV Action Plan Framework, we are committed to ensuring our own approach continues to evolve and align to industry best-practice, including any necessary updates to our policies, procedures and training programs.

We will also be participating in the Communications Alliance Working Group that will be established to review guideline G660:2018: *Assisting Customers Experiencing Domestic and Family Violence*. The guideline provides a range of methods and tools telcos can use to support people impacted by domestic and family violence.

“Domestic and family violence is a destructive force which causes untold harm in our society, and we all have a responsibility to help victim-survivors. At TPG Telecom, we have processes in place to support customers experiencing or fleeing abuse, and ten days’ domestic violence leave available for our employees. Collectively we can make a bigger impact and we stand together with other telcos to develop unanimous, industry-wide standards.”
– Iñaki Berroeta, CEO and Managing Director

Accessibility of our services

We have a responsibility to ensure all customers can easily access and navigate our websites and mobile apps. This includes customers with disability, elderly customers, and customers with temporary injuries.

The Web Content Accessible Guidelines (WCAG) standard, developed by the World Wide Web Consortium and endorsed by the Human Rights Commission, provides direction to all types of businesses about how to build accessible online experiences and interactions. It will be putting in place a new minimum standard (WCAG 2.2) in 2022 and in preparation for this change, we engaged the Centre for Accessibility Australia to undertake an audit of our brand websites and online services.

The results of the audit have helped us to better understand how we can improve our websites and online services, supporting us in our goal of continual improvement in providing a better experience for our customers with a disability and those who use assistive technologies.

We also continue to provide financial and in-kind support for Accessible Telecoms, run by the Australian Communications Consumer Action Network. This organisation is a nationwide disability telecommunications service that provides independent, up-to-date information on everyday telecommunication products and assistive technology suitable for people with disabilities.

² Telco Together Foundation – Industry Impact Hub

Customer wellbeing continued

Supporting our customers and communities through emergencies and major incidents

As the past few years have shown us, we need to always be prepared to respond to emergencies that significantly impact our communities. From bushfires and floods to the COVID-19 pandemic, we understand our responsibility to have arrangements in place to respond quickly and effectively to support our customers when they need us most.

In order to ensure we can continue to provide our services during an emergency, we have in place a Business Continuity Management Framework which is aligned with international standards. This framework includes processes and requirements for business impact assessments, risk assessments, and business continuity strategies and plans which together cover both preventative measures as well as actions to be taken to respond to and recover from an incident.

We also have developed a set of Financial Hardship support options to help our customers navigate significant events, including loss of income or property, sudden illness or injury, change of family circumstances or as a result of natural disasters such as COVID-19, bushfire, flood, earthquake or drought. We know that these can affect our customers in both the short and long term and we work with our customers to ensure they get the support they need to stay connected.

Flooding assistance

When flooding impacted communities in NSW and South East Queensland in 2021, relief and assistance measures were put in place for our customers.

Impacted Vodafone customers could access immediate support including 10GB of bonus data for prepaid and postpaid customers, hardship support options and free-rated use of emergency and other important websites.

Hardship support options were also made available for impacted TPG, iiNet and Internode customers.

By putting these measures in place quickly, our aim was to help ease the burden on impacted customers, keeping them connected with family and friends during a difficult time.

COVID-19

COVID-19 continued to cause challenges for many of our customers throughout 2021.

From the start of the pandemic, the TPG Telecom group has worked to keep individuals, families and businesses connected and supported.

We also listened to our customers facing financial hardship and took action to ensure they could stay connected to the people, information and services they needed.

In addition to providing additional data and reduced costs, we offered unlimited standard national calls, free-rating of key government websites, and the pausing of late payment fees, service suspensions and external debt recovery during 2020 lockdowns.

Our Vodafone retail stores were the first to set up a non-contact 'click and collect' service, and this model continued to help serve our customers safely throughout 2021.

We're proud our rapid response measures enabled Australians to stay connected.

Our efforts were acknowledged with a CommsDay Special Recognition Reward.

Online safety

We are committed to protecting our customers and supporting them to use the internet as safely as possible using the controls we have available. There are a number of risks customers face while online, including scams and theft, and online abuse.

To ensure we continue to support our customers in managing these evolving risks, we have committed to:

- Increasing awareness among our customers of ways to avoid falling victim to scams and theft and continuing to improve ways of blocking.
- Collaborating with industry partners to develop a new standard for reducing scam SMS.
- Offering services and support to help and educate families and children to stay safer online as they use our products and services.

Additionally, we actively collaborate with authorities including the eSafety Commissioner, the ACMA and the Australian Federal Police, to block websites associated with illegal gambling, abhorrent violent material and other seriously harmful and criminal activity.

Customer wellbeing continued

Addressing scams and fraud

We are determined to play our part in protecting people from scams. We work actively with other industry participants through the Communications Alliance, as a member of the Scam Telecommunications Action Taskforce, as well as with the ACMA. This industry work has included the development and launch of the Reducing Scam Calls Code, which requires us and other telecommunications operators to detect, trace and block scam calls.

By mid-November, Australians had reported a record \$211 million in losses to scams for the year, an 89 per cent increase compared to the same period in 2020³.

To help combat this, each of our brands has a dedicated page on their site to educate customers on the existence of scams and hoaxes, ways to spot them, where to go to for help and a list of the most common scams customers are likely to encounter.

We have also successfully implemented a range of initiatives that have resulted in the blocking of over 34 million scam calls across 12 months since the launch of the Reducing Scam Calls Code. Our next priority is working with the Communications Alliance Scam Working Committee on amending the industry code to also include methods to combat SMS scams. This work is expected to be completed in the first half of 2022, putting in place new obligations around the management of SMS scams.

In the meantime, we implemented a new SMS firewall in late 2020 and in the last 12 months, this firewall blocked over 200 million scam SMS from being sent from our network.

We're also working hard to combat identity theft. Back in 2012, Vodafone was the first Australian telecommunications operator to send alerts to customers warning of an impending port of their number, and this is an issue we continue to focus on today.

Through the Communications Alliance, Vodafone led the industry in developing a new industry guideline process for pre-port verification whereby an SMS is sent to validate the port of a mobile number before the port can proceed. As a result of our actions, Vodafone has not had a single fraudulent port-in since we implemented the measures in 2019. We also saw a 74 per cent drop in the number of fraudulent port outs in 2021 from the prior year and a more than 94 per cent reduction since 2019.

We also introduced a new two-way SMS arrangement requiring the account holder to verify all new product orders, reducing fraudulent orders by 90 per cent in the first month of implementation.

Customer authentication across all TPG brands is a key focus as we continually improve and align our internal processes and systems to address this issue. This is in preparation for, and in conjunction with, proposed customer authentication regulations, expected to be enacted in 2022. As a result, we have already introduced multi-factor authentication across a number of systems and transactions that meets or exceeds the proposed regulations. This includes new standards for inbound customer authentication, outbound customer communication and requiring two factor authentication for key transactions.

Additionally, we are working to raise awareness with our customers that we would not ask for, and they should not disclose, personal identification information to an unknown party.

For customers who do fall victim to identity crime involving their mobile account, we have specialist teams that support them with aspects of reporting and recovery.

Norton product offerings

We are seeing an increased awareness of cyber security and strong demand for protective solutions. This is being driven by increases in Smart Home adoption and the shift to working from home.

Through our partnership with Norton, we have developed a suite of digital security and safety products with award winning security features that protect against cyberthreats such as scams, ransomware and ID theft. The new Norton 360 suite provides a class-leading suite of features, with key features such as Dark Web monitoring, VPN's, Password Managers, real time threat protection, parental controls, and safe cam.

³ Scamwatch.gov.au

Customer wellbeing continued

eSafety and the Online Safety Act (OSA)

In 2021, the Online Safety Act was enacted, enhancing the eSafety Commissioner's regulatory powers for dealing with the cyberbullying of children, image-based abuse, and illegal or restricted online content. It also introduced a new scheme for dealing with adult cyber abuse. As part of the requirements under the OSA, relevant industry sectors must draft codes to operationalise the OSA's requirements.

The eSafety commissioner released a position paper in November 2021 on the expectations for industry when drafting the codes. Additionally, the Basic Online Safety Expectations (BOSE) was released by the Department in January 2022. The BOSE will operate in conjunction with the industry codes currently being drafted.

The industry code will address the issues of access, exposure and distribution of certain materials by defined industry sectors. Through the Communications Alliance, we have been involved in the drafting of the ISP, relevant electronic services, equipment, and hosting sector groups. The individual sector drafts will be consolidated into a single Online Safety Code. The industry Code is required to be finalised and submitted for registration by the eSafety Commissioner by the end of June 2022.

Upon the release of these, we will work to ensure we meet or exceed industry expectation in order to help our customers stay safe online.

Keeping families and children safe online

Families are a special focus for us at TPG Telecom to help protect the safety of children online and combat cyber-bullying. Our group of brands support the work of the eSafety Commissioner and the AFP in this space.

Our websites have dedicated pages that offer helpful resources for families, including links to the eSafety Commissioner website which has developed resources focused on helping parents, educators and others to better understand the risks and support them with steps they can take to protect children online.

Throughout the year, we also periodically ran campaigns through our social media channels that focused on raising awareness of online safety and the available resources to support our customers. We partnered with Raising Children Australia to give our customers tips to help them decide when the time is right to give their child their first mobile phone. We also ran a promotion for Safer Internet Day focused on raising awareness of a new classroom webinar for primary schools, *Be an eSafe kid: Fake news, real harms, a new webinar for parents and carers, Cyberbullying and online drama*, as well as

two new resources for young children: *the Swoosh, Glide and Rule Number 5* picture book and the *My Family Rules* song by Lah-Lah. Vodafone also released its own guide on what families and their children need to know about their digital footprint and how best to manage it.

We recognise this is not a static issue and that the risks and issues faced by our customers are constantly evolving. That's why we are committed to continually improving our content and adjusting our approach to ensure we can help our customers navigate these challenges into the future.

Information security & privacy

The security and privacy of our customers and their data is of the highest priority at TPG Telecom. We recognise that it is a key risk not just to our customers but also to our business.

Our approach to cybersecurity

Our cybersecurity approach covers the confidentiality, integrity and availability of our systems and information.

Over time, we have seen heightened threats from international groups with sophisticated phishing scams and cyber-attacks targeting individuals and Australian companies. The COVID-19 pandemic has also given cyber criminals an opportunity to exploit the increase in the use of online services.

To combat this, we have a comprehensive cybersecurity program in place. This includes a set of policies, standards and guidelines, as well as established Security Management Frameworks to monitor, identify and remediate vulnerabilities that might exist in our infrastructure and systems.

We strive to maintain compliance with all relevant regulatory requirements, including those established through the Telecommunications Sector Security Reforms and the Payment Card Industry Data Security Standards. We also continue to maintain a range of formal partnerships that assist in the event of a cyber breach, including communications with law enforcement and government agencies. We are also a member of the Joint Cyber Security Centre, a platform for collaboration on national threat intelligence along with various government agencies and industry partners.

Robust security awareness programs and security training are conducted for our employees and partners, relevant to their roles and access levels.

To further reduce vulnerabilities, we continue to decommission legacy systems post-merger, conduct

Customer wellbeing continued

regular penetration testing activities and have an advanced threat protection platform which is used to proactively search for indicators of compromise.

Our Cyber Defence and Response Centre delivers monitoring, analysis and response services on a twenty-four hours a day, seven days a week, 365 days a year basis, to help us in identifying incidents in a timely manner. We also have established incident management processes which guide us in cybersecurity incident management.

Fortinet partnership

In 2021, we partnered with Fortinet, a cybersecurity solutions provider, to launch our 5G-ready, secure SD-WAN solution, which will help solve critical network security challenges faced by our many business customers.

The combined TPG Telecom and Fortinet secure SD-WAN (software-defined wide area network) product gives businesses the controls needed to protect their environment, people, customers, and data by delivering SD-WAN, security, Wi-Fi, self-service, and reporting. The result is greater flexibility, productivity, network reliability and performance.

Given the continual need of increased security, as well as the added security challenges presented by more people working from home, this solution is able to provide the flexibility and network security required by organisations to operate effectively.



Protecting our customers' data and privacy

To provide our products and services to customers, we need to collect some personal information from them. This means that we manage a significant volume of sensitive information and our customers, employees and third parties expect the highest levels of security to protect it. We always seek to handle personal data with integrity and in accordance with applicable laws.

Through our commitment to creating and maintaining a strong security culture, a comprehensive privacy program is in place which includes dedicated privacy specialists, privacy governance arrangements, policies, and physical and technical controls, as well as a detailed employee privacy training and awareness framework. This includes mandatory annual training to ensure our people understand our obligations and are equipped to respond to cyber and privacy events appropriately.

The concept of 'privacy by design' is embedded across the organisation, with protections built into products, systems and services. One of the most important principles is that we only collect personal information which is necessary and relevant to the work we are doing. We protect the content of communications and the personal information we hold, we manage information carefully, and we take steps to ensure its integrity. Additionally, any projects which involve handling of personal information pass through privacy assessments to review privacy risks associated with any proposed product or service.

At the same time, we are continually updating our processes and systems to address new and emerging risks. For example, operating through the COVID-19 pandemic saw an increase in employees working from home. To mitigate potential risks associated with this working model, we increased remote monitoring of employee access and activities, while also introducing procedure changes that strengthened our control environment. We also increased awareness and training events for employees focussing on security, privacy and fraud.

Additionally, we continue to develop solutions to encourage our customers to take up self-service options for interactions with us. For the Vodafone brand we released a stronger authentication platform in our digital channel with a password-less login using a one-time secure link access. By ensuring the customer has direct access to their service before they can access their account opportunities for fraudulent activity to occur through data mining are reduced.

For further detail regarding our approach to managing customers' data and privacy, our Privacy Policy is available on our website. It outlines how we collect, store, use and disclose personal information, and is aligned with our obligations under the Privacy Act 1988 (Cth) and the Telecommunications Act 1997 (Cth). Privacy and the confidentiality of information is also a core component of our Code of Conduct.



Inclusion and belonging



Our commitments include:



ACTION

PROGRESS

Developing and implementing a harmonised approach to gender pay equity across our workforce in Australia by the end of 2022.



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

- Achieving 45 per cent female representation in our leadership;
- Achieving 35 per cent female representation across our workforce; and
- Achieving 20 per cent female representation in STEM functions.



Increasing year-on-year percentage of people identifying as Aboriginal and Torres Strait Islander, LGBTQI+ or having a disability.



Implementing our Reflect Reconciliation Action Plan by September 2022.



Complete
 In progress
 Delayed

Inclusion and belonging continued

Creating an inclusive business where all of our people, customers and communities belong.

We know our diverse backgrounds, experiences and perspectives lead to better business outcomes.

We are focused on building an inclusive organisation where all of our people feel like they belong. In doing this, we can best understand and serve our diverse customer base, collaborate more successfully and innovate.

We strive to create an environment of equality where each of employee feels supported to be themselves and respected at work.

Gender equality

By celebrating, empowering and promoting women, our vision is for TPG Telecom to be an employer of choice. In the telecommunications industry, women comprise just 31 per cent of the overall workforce and 25.6 per cent of key management personnel, according to the Workplace Gender Equality Agency.

As a technology company, we have an incredible opportunity to improve gender equality in the sector more broadly and support current and future women in STEM.

This is why we have committed to:

- Developing and implementing a harmonised approach to gender pay equity across our workforce in Australia by the end of 2022.
- Increasing female representation across leadership, STEM functions and all employees in Australia by 2024, specifically:
 - Achieving 45 per cent female representation in our leadership;
 - Achieving 35 per cent female representation across our workforce; and
 - Achieving 20 per cent female representation in STEM functions.

In addition, the TPG Telecom Board has committed to move towards a minimum 30% gender target in its composition progressively as and when directorships become vacant. More information can be found in the 2021 Corporate Governance Statement.

We developed these targets based on our current, post-merger employee profile to show our strong commitment to increasing gender equality throughout our organisation. As our business changes over time, we will re-visit our targets to ensure they continue to be ambitious, achievable and relevant to our business.

Gender Action Plan

In 2021 we developed and launched our 2021-2023 Gender Action Plan, which acts as our roadmap to improving gender equality at TPG Telecom over the next three years. Our aim is to increase female representation, in particular within our leadership team.

We have focused our gender diversity targets on our 3,311 Australia-based employees because that is where we see the greatest area for improvement. Of our 2,528 Philippines-based employees, over 55 per cent of them are women and they hold almost 57 per cent of the leadership positions. While we are focusing our reporting on Australia-based employees, we will continue to drive gender equality initiatives across our entire organisation and will review our approach should any significant shifts in the workforce numbers occur in the future.

Australia-based employee gender diversity

CATEGORY	TOTAL	WOMEN	WOMEN (%)
Employees	3,311	1,068	32.3
Leadership positions	636	177	27.8
STEM functions	1,081	167	15.4

Note: Numbers are based on employee headcount

To achieve this, we are prioritising our focus across four key focus areas:

- **Visibility** - Profiling and giving voice to our female role models. Enhancing awareness of and commitment to gender equality at TPG Telecom.
- **Opportunity** - Ensuring inclusive and equitable practices during from recruitment through to career development and progression to support opportunity for our current female workforce.
- **Community** - Empowering girls and young women in the community to see a future in STEM through partnerships and community focussed investments.
- **Accountability** - Embedding equality into organisational expectations and continually monitoring our progress against our goals.

Inclusion and belonging continued

Following the merger, the harmonisation of TPG Telecom's approach to gender pay equity has been a key priority. By the end of 2021, we had finalised the development of our approach, which we will implement in 2022.

-2%

Pay equity gap⁴

Analysis of our Australian workforce (excluding our CEO), found that women are remunerated on average higher than men, for their role.

From 2022, there will be a streamlined and consistent way to identify, investigate and remedy any potential gender pay differences across the group. We recognise that gender pay equity requires sustained focus and we remain committed to ensuring employees are equally remunerated without regard to gender.

While we are very fortunate to have some incredible female leaders and a long history of educational partnerships supporting girls and women in STEM, we recognise that a significant opportunity remains to improve female representation within our senior leadership. Our Gender Action Plan serves as our roadmap, outlining how we will be supporting our women to progress their careers, and enabling them to reach their full potential.

– Iñaki Berroeta, Chief Executive Officer and Managing Director

STEM Decadal Plan Champions

We are proud to have been confirmed as a Women in STEM Decadal Plan Champion in June 2021. The Women in STEM Decadal Plan, developed by the Australian Academy of Science in collaboration with the Australian Academy of Technology and Engineering, offers a vision on building the strongest STEM workforce possible throughout Australia.

⁴ Each employee's full-time equivalent base salary is used to determine the position in range (PIR) against the midpoint of an external benchmark salary for their role. Our pay equity number is calculated by averaging the PIR for females and comparing it against the average PIR for males resulting in females being 2% higher.

As a Champion, we align our gender equality journey with the Women in STEM Decadal Plan reinforcing our actions and commitment to enabling girls and women to reach their full potential.

STEMpower

As part of our Gender Action Plan, we launched an employee network called STEMpower. Aligned to the Women in STEM Decadal Plan, the network drives initiatives to support women at TPG Telecom to build their profile and progress their careers, while also empowering girls and young women in the community to see a future in STEM.

LGBTQI+ inclusivity

Building meaningful relationships and supporting vibrant, connected communities is core to our company purpose. We want our LGBTQI+ (Lesbian, Gay, Bisexual, Transgender, Queer and Intersex) employees and customers to be proud of who they are and know that we're proud to stand alongside them.

To measure our progress, we have committed to:

- Increasing year-on-year percentage of people identifying as LGBTQI+.

For the first time, in our culture survey conducted in April 2021, we offered our employees the opportunity to disclose personal diversity demographics to build a better understanding of our people. From a 78 per cent response rate, 16 per cent identify as being of diverse sexual orientation, six percent identify as transgender and two per cent as being non-binary.

These results tell us that it has never been more important to reinforce our commitment to our LGBTQI+ employees and customers and to provide an environment where everyone feels supported and respected.

Connect Network

Driving our commitment is our Connect: LGBTQI+ Network, a group of over 350 passionate TPG Telecom employees who work together to champion equality and create a safe community for LGBTQI+ employees and customers. Collectively, the network works to foster an accepting and inclusive environment

Inclusion and belonging continued

This year, Connect launched a formal Strategy, which was focused on the following three areas:

- **Awareness** – raising awareness across the organisation of issues faced by LGBTQI+ people.
- **Support** – supporting and connecting potential and current LGBTQI+ employees to enable them to thrive.
- **Community** – partnering with the community for greater impact on LGBTQI+ inclusion.

This strategy has led to the implementation of a number of organisation-wide initiatives to support our trans and gender diverse employees, including the market-leading launch of Gender Affirmation leave, enabling pronouns in email signatures and a recruitment training session for our Talent Acquisition team to support trans and gender diverse candidates. Connect has also partnered with community organisations to drive a greater impact on LGBTQI+ inclusion for our people, customers and communities.

We have also committed to submit annually to the Australian Workplace Equality Index to benchmark our progress in LGBTQI+ inclusion against national best practice and identify opportunities to improve.

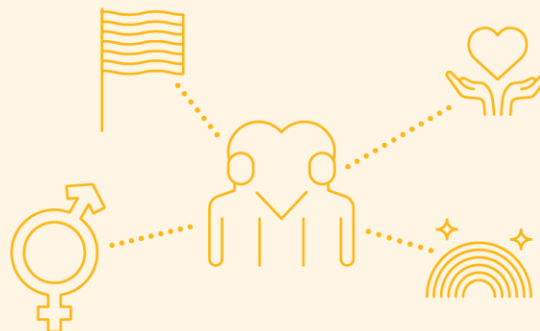
World AIDS Day

To raise awareness across TPG Telecom about what we and our wider community can do to stand as allies for people living with HIV, we partnered with Australia's oldest community-based HIV organisation, Bobby Goldsmith Foundation. During 2021, we hosted a panel discussion on HIV 101: the realities and challenges of living with HIV in Australia and the importance of World AIDS Day.

An inspiring group of HIV advocates, spokespeople and the Bobby Goldsmith Foundation CEO Nick Lawson sat down with us to openly share their experiences living with HIV, and discuss the stigma, discrimination and misinformation around HIV that still exists today.

We also provided financial support through donated funds to Bobby Goldsmith Foundation's 24 hour Matched Giving Appeal and a number of our employees volunteered their time to make calls to existing donors to drive further impact.

Wear it Purple Day



Wear it Purple Day is a day dedicated to fostering supportive, safe, empowering and inclusive environments for LGBTQI+ young people.

In the lead-up, we shared the history and importance of the Day with our employees, including stories from our employees who are parents and their LGBTQI+ children, and how our people can get involved and start a conversation with one another.

We also held a morning tea event and fundraiser with Minus18, a not-for-profit Australian charity that focuses on leading the change, building social inclusion, and advocating for an Australia where all LGBTQI+ young people are safe, empowered, and surrounded by people that support them.

The event raised \$6,455 in matched donations from our employees and their family and friends, which will go to supporting young people with resources to help understand their LGBTQI+ identity, providing LGBTQI+ resources to Australian classrooms and sponsoring LGBTQI+ youth to attend Minus18's Queer Formal.

Gender Affirmation leave

Gender affirmation refers to the period where a person commences living and identifying as a member of another gender, other than their gender or sex assigned at birth.

In 2021, we launched Gender Affirmation leave which provides four weeks of paid leave for employees who are on a journey to live and identify as a member of another gender, including non-binary, other than their gender assigned at birth.

This leave provides employees with time for legal or medical appointments or social changes needed to support their unique journey to be themselves.

Inclusion and belonging continued

To ensure a comfortable and safe transition back to the workplace, our employees and their leaders also have access to support through our Gender Affirmation Support Guidelines, as well as from our People Experience and Connect LGBTQI+ and Friends Network teams.

This leave is available to our people across all of our brands and locations and we are proud to be the first telco in Australia and the first employer in the Philippines to provide this benefit.

Founding member of InterRetail

TPG Telecom became a founding member of InterRetail in 2021. InterRetail is a cross-industry network of retail employers (including Woolworths Group, Coles Group and Ampol) who have come together to inspire and drive positive social change for a more inclusive retail environment for our teams, customers and communities.

We were proud to have Mia Von Klein (Inclusion and Belonging Consultant) speak as a panelist at Pride in Diversity's annual Pride in Practice conference, along with our InterRetail colleagues on the importance of creating an inclusive retail network for Australia.

We look forward to continuing our work and driving change and impact through InterRetail in 2022.

Inclusive Language guide

This year we launched our first ever Guide to Inclusive Language. The guide covers general principles of written and spoken communication and provides specific examples and guidelines for communicating with diverse groups. The guide includes specific examples and advice related to LGBTQI+, Gender, Cultural diversity, Aboriginal and Torres Strait Islander peoples, Disability and accessibility and Age.

As part of this, we also completed a review of our recruitment approach to ensure all language is inclusive and de-gendered and updated a number of our company policies to ensure explicit inclusion of LGBTQI+ employees.

We acknowledge that the words we choose are the building blocks in bringing our diverse teams together and that language is critical to inclusion. How we speak to, and about one another, influences how we treat one another. We expect that creating and maintaining an inclusive culture is everybody's responsibility.

Flexible working

While COVID-19 normalised flexibility over the past two years through working from home, we know flexibility is much more than that for our people.

Flexible working forms a fundamental part of our employee experience and company culture, and our Way We Work Framework sets out how we successfully implement this.

After a successful pilot program in 2021, we are formally rolling out a 'not 0, not 5' approach for our corporate and contact centre employees. This means that teams will be empowered to decide their own rhythms of days spent remote working or in office each week.

Within this evolving program, we have three areas of ongoing focus in order to ensure success going forward:

- Our environment and technology;
- Our ways of working; and
- The Employee Experience.

Supporting working parents and carers

We aim to ensure our employees are supported throughout their career as a working parent or carer, especially when returning to work after a period of parental leave.

In addition to our paid parental leave policy, we offer a 'four for five' benefit for full-time permanent employees, which assists in managing the transition back to work by providing greater flexibility without financial detriment.

Eligible employees can work four days per week and be paid for five days for the first six months after returning to work from primary carer parental leave. This benefit has been offered by Vodafone since 2015 and has now been extended across our workforce in Australia.

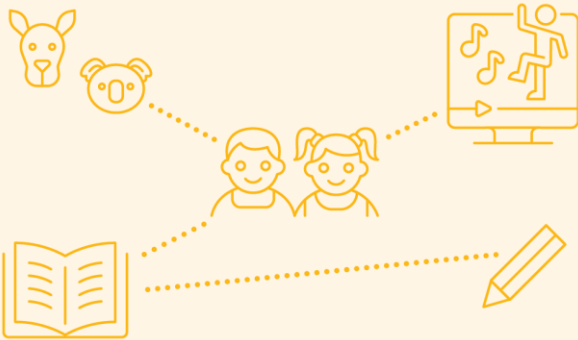
Since 2017, Vodafone has offered a Super Bump program which provides two extra payments of \$250 per year for female employees who have been with the company for more than 12 months. It's a practical step to help address the inequity of superannuation balances for women at retirement age. This benefit has also now been extended to all Australian-based employees.

Inclusion and belonging continued

Virtual Vacation Care

We recognise that COVID-19 exacerbated the challenges of being a working parent in 2021. In partnership with KidsCo Australia, we facilitated a virtual vacation care program for our families enabling our employees to embrace their roles as working parents during the pandemic. The program has been recognised by Family Friendly Workplaces, an initiative of Parents At Work and UNICEF, as improving work life wellbeing, inclusion and equity outcomes for families.

We were also thrilled to offer Learn with Taronga: virtual animal encounters with the support of Taronga Zoo. 100 of our employee's children across Australia and Manilla spent time getting up close with an array of animals and learning all about them from the brilliant Zoo educators.



People with disability

We recognise that people with disability are underrepresented in the Australian workforce. At TPG Telecom, we're committed to creating a more inclusive, accessible, and sustainable business for people with disability. To support this, we have committed to:

- Increasing year-on-year percentage of people who identify as having a disability.

In our culture survey conducted in April 2021, we offered our employees the opportunity to disclose personal accessibility demographics and from a 78 per cent response rate, our people told us that four per cent identify as having a disability.

4%

of employees identify as having a disability

In order to help us achieve our commitment of increasing the percentage of our employees who identify as having a disability, we have recently announced that we are becoming a Silver member of the Australian Network on Disability, an organisation that aims to make it easier for workplaces to welcome people with disability in all aspects of business. We are looking forward to continuing to build our approach to accessibility for employees and customers in the future.

Reconciliation

At TPG Telecom we are committed to helping create better futures for all Australians by partnering with Aboriginal and Torres Strait Islander individuals, communities and organisations.

Everyone has a role to play in promoting equity and opportunities for First Nations People, the Traditional Custodians of the lands on which we operate and deliver services to customers and the communities where they live.

Through our partnership with Aboriginal and Torres Strait Islander peoples and Reconciliation Australia, we want to make a meaningful difference for customers, employees and our wider community. As such, we are committed to:

- Implementing our Reflect Reconciliation Action Plan by September 2022.
- Increasing year-on-year percentage of people identifying as Aboriginal and Torres Strait Islander.

Our company purpose is building meaningful relationships and supporting vibrant, connected communities. That's why we recognise the importance of supporting better futures for all Australians through partnering with Aboriginal and Torres Strait Islander individuals, communities and organisations. We all have a role to play in creating equity and opportunities for First Nations peoples, the Traditional Custodians of the lands on which we, and our communities live, work and connect.

– Iñaki Berroeta, Chief Executive Officer and Managing Director

Inclusion and belonging continued

In our culture survey conducted in April 2021, we offered our employees the opportunity to disclose personal diversity demographics and from a 78 per cent response rate, our people told us that only one per cent identify as Aboriginal and Torres Strait Islander.

1% of employees identify as Aboriginal and Torres Strait Islander

As a result, we launched a number of initiatives in 2021 to support our commitment to increase the percentage of Aboriginal and Torres Strait Islander employees at TPG Telecom, including our Reconciliation Action Plan and the Ngarra Network.

Reconciliation Action Plan

The first step of this Reconciliation journey was the launch of our first Reconciliation Action Plan, our Reflect RAP, which will act as our roadmap.

Endorsed by Reconciliation Australia, it is helping establish a foundational level of understanding and respect for our nation's history and culture across our company.

A key priority of our Reflect RAP is engaging with Indigenous customer advocates and representatives to better understand customer needs and how we can most effectively meet them.

We will also continue to engage our people and our leaders to build understanding of how they can demonstrate respect and inclusive leadership, be responsible and inclusive of our First Nations customers, and support Aboriginal and Torres Strait Islander owned businesses through ongoing meaningful partnerships.

Aligned to our sustainability approach, our RAP also speaks to the unique contributions we can make to the community by way of our technological capabilities and skills. We seek to explore external programs to create employment pathways for First Nations peoples and students, in particular girls and young women, and support those in the community to see a future career in technology.

As part of our Reflect RAP, we have committed to the delivery of a number of actions, including:

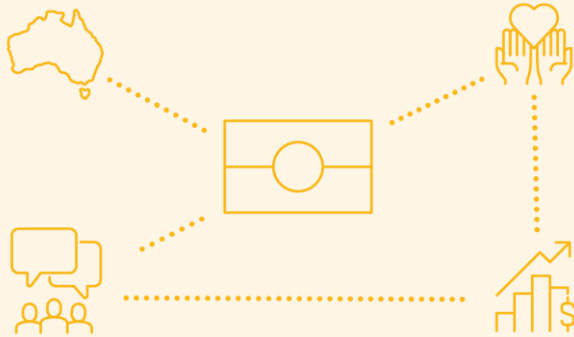
ACTION	PROGRESS
Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	
Build relationships through celebrating National Reconciliation Week (NRW).	
Promote reconciliation through our sphere of influence.	
Promote positive race relations through anti-discrimination strategies.	
Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	
Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols	
Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	
Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	
Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	
Develop a better understanding of how we can improve the way our products and services are delivered to meet the needs of our Aboriginal and Torres Strait Islander customers.	
Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	
Provide appropriate support for effective implementation of RAP commitments.	
Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	
Continue our reconciliation journey by developing our next RAP.	

 Complete
  In progress
  Delayed

In 2022, we commit to building accountability and transparency through continuing to report on our RAP achievements, challenges and learnings both internally and externally.

Inclusion and belonging continued

APEX partnership



At TPG Telecom, we recognise the value of partnering with a diverse range of suppliers, including Aboriginal and Torres Strait Islander-owned businesses, to support improved economic and social outcomes for all.

We're proud of our longstanding partnership with Apex Communication Technologies, a Supply Nation registered, family-owned and operated business based in South Australia.

Apex has worked on a number of major projects with us over the last fifteen years, including Australia's first city-wide Ten Gigabit project in Adelaide which delivered world-class digital infrastructure to businesses in Adelaide.

This includes over \$5 million of spend within the past three years alone.

Ngarra network

In 2021, we launched our Employee Resource Group for reconciliation, the Ngarra Network, with a cross-functional RAP Committee of 20 dedicated employees. This includes Trent Czinner, Group Executive Legal & External Affairs, as executive sponsor.

In addition to driving the development and supporting the execution of our RAP, our Ngarra network is a group for all First Nations peoples and their allies to come together with a shared purpose focussed on building greater inclusion for Australia's First Nations people. Importantly, this group educates and shares learnings and resources to build understanding of cultural awareness, as well as the history of Australia.

Ngarra comes from the Dharug/Sydney language, meaning 'to listen'. To build better futures for all Australians, it's imperative that we listen to First Nations voices and work together to build meaningful relationships and support vibrant, connected communities.

Our Ngarra network was involved in the renaming of our training rooms at our North Sydney office through consultation with Cultural Representative Brendan Kerin from the Metropolitan Local Aboriginal Land Council. Our aim was to both embody our new TPG Telecom values and preserve the local Dharug (Sydney) language as an important gesture of respect for the Traditional Custodians of the land on which our office sits.

Acknowledgement of country

In line with our Reconciliation Action Plan, one of our actions was to demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols, which include Acknowledgement of Country and Welcome to Country.

Subsequently we have distributed Acknowledgement of Country wording to be used at internal and external meetings and events. Additionally, we developed TPG Telecom's Acknowledgement of Country email signature template that employees can access from our intranet to add to their email signatures.



Environmental responsibility



Our commitments include:



ACTION

PROGRESS

Powering our Australian operations with 100 per cent renewable electricity by 2025.



Setting a Science-based Target for reducing our greenhouse gas emissions, aligned to net zero.



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



Continuing to expand felix as a carbon neutral brand and product targeting one million trees planted by the end of 2022.



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



Complete
 In progress
 Delayed

Environmental responsibility continued

Respecting and protecting the environment as we grow our business

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

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

Carbon footprint reduction

We recognise the threat of global climate change and we are working towards aligning our business with the internationally agreed climate goals of the Paris Agreement. We also understand the negative impact greenhouse gas emissions have on global temperatures, as well as how that contributes to the worst impacts of climate change.

That's why we have made the following commitments:

- Powering our Australian operations with 100 per cent renewable electricity by 2025.
- Setting a Science-based Target for reducing our greenhouse gas emissions, aligned to net zero.

Renewable energy commitment

As a major telecommunications company, we consume approximately 324,000 megawatt hours of electricity across our operations. Despite our focus on energy efficiency, we expect our energy consumption to rise over time, as our customers find new ways to use 5G technology.

This is why we committed in 2021 to powering our Australian operations with 100 per cent renewable electricity from 2025 onwards. We understand the need to shift to a low carbon economy and as a major energy user we are committed to doing our part. By moving to 100 per cent renewable electricity, we not only reduce our own greenhouse gas emissions footprint, but also hope to contribute to continued investment in the renewable energy capacity across Australia.

In 2022 we will finalise our renewable energy purchasing strategy and engage with renewable energy suppliers in

order to appoint a provider to help us meet our future renewable electricity requirements

Our renewable energy commitment forms a key part of our overarching greenhouse gas emissions reduction goal and will be instrumental in achieving our greenhouse gas emissions reduction target.

Energy and greenhouse gas emissions reporting

In 2021, we integrated our greenhouse gas emissions measurement and reporting across our entire organisation, allowing us to report on our energy consumption and Scope 1 and Scope 2 greenhouse gas emissions in line with our requirements under the *National Greenhouse and Energy Reporting Act (2007) (Cth)*. We are currently in the process of measuring our scope 3 greenhouse gas emissions as we work towards setting a science-based target for greenhouse gas emissions reduction.

TPG Telecom energy and greenhouse gas emissions⁵

CATEGORY	2021
Energy consumed (TJ)	1,167
Scope 1 emissions (ktCO ₂ -e)	4.8
Scope 2 emissions (ktCO ₂ -e)	237.5
Total Scope 1 and 2 emissions (ktCO ₂ -e)	242.3

Business Ambition for 1.5°C

The uptake of 5G technology is just the latest example of the continual growth of the digital economy. As more and more applications become available and demand for services increases, the associated energy and greenhouse gas emissions footprints will expand accordingly.

These increases will drive not just an increase in our own energy requirements, but also those of our suppliers and customers. In addition to our renewable energy commitment, we recognise the importance of reducing our greenhouse gas emissions footprint across our entire value chain.

As such, we joined the Business Ambition for 1.5°C campaign in 2021. This campaign was launched by a global coalition of UN agencies, businesses and industry leaders, in partnership with the UNFCCC Race to Zero. By signing, we have made a commitment to take action

⁵The energy and emissions sources are comprised of all of our operations (across Australia, Guam and the Philippines) that are considered to be within the operational control of TPG Telecom, as per the National Greenhouse and Energy Reporting Act 2007.

Environmental responsibility continued

to mitigate global temperature rise, thus hopefully avoiding the worst impacts of climate change.

As part of our pledge, we formally committed to setting a science-based greenhouse gas emissions reduction target in line with net zero. This target will encompass our Scope 1, Scope 2 and Scope 3 greenhouse gas emissions footprint.

Our science-based targets will be developed in accordance with the Science Based Target initiative (SBTi), which is a global partnership between the Carbon Disclosure Project, the United Nations Global Compact, the World Resources Institute, and the World Wide Fund for Nature. The SBTi works to develop rigorous, industry-based technical guidelines to ensure that greenhouse gas emissions reduction targets are credible, meaningful and in line with the latest climate science.

We are currently in the process of completing the mapping of our organisational greenhouse gas emissions footprint, which we expect to have completed in 2022. Upon completion, we will then develop science-based shorter-term greenhouse gas emissions reduction targets, as well as a 2050 net zero target. Once we have developed our greenhouse gas emissions reduction targets, we will then submit them to the SBTi for formal validation.

SBTi⁶ defines the state of net zero emissions for companies as reaching a state of no impact on the climate resulting from the organizations' greenhouse gas emissions. Reaching a status of science-based net zero emissions implies the following two conditions:

- Companies must attain a level of minimum greenhouse gas emissions in the value chain through a series of science-based targets consistent with the depth of abatement achieved in scenarios that limit warming to 1.5°C with no or limited overshoot.
- Companies must neutralize the impact of any source of residual greenhouse gas emissions that remains unfeasible to be eliminated by permanently removing an equivalent amount of atmospheric carbon dioxide.

This is just one step in our journey to align with the objectives of the Paris Agreement. Not only are we reducing greenhouse gas emissions in our own operations, but through our technologies, we are helping to reduce greenhouse gas emissions across our broader society.

TPG Telecom's rollout of 5G will enable technological advances, which have enormous potential to avoid greenhouse gas emissions through smarter cities, transport, energy, buildings, agriculture and other industries.

"Taking action on climate change is one of our company's highest priorities and we are pleased to have been recognised for our commitment to leadership in this area. At TPG Telecom, we have formally committed to setting a science-based emissions reduction target in line with net zero.

We are currently working through our detailed roadmap on how we will achieve this by 2050, including setting shorter term emission reduction commitments."

– Iñaki Berroeta, Chief Executive Officer and Managing Director

Energy efficiency

As part of our renewables commitment and greenhouse gas emissions reduction commitment, we have implemented a number of energy efficiency initiatives to support us in our goal of being as efficient as possible with our energy use.

Over the past six years, older Uninterrupted Power Supply systems have been replaced with more energy efficient equipment across our mobile network.

A range of design solutions have also been introduced to improve energy efficiency and reduce greenhouse gas emissions associated with our mobile base stations, including free cooling measures that improve airflow circulation and reduce the need for air conditioning.

Direct current power systems have also been implemented across all our data centres and air conditioning chillers have been replaced with computer room air conditioning units.

We have also embarked on a roll-out of smart meters across our network. By installing smart meters at our sites, we are able to receive continuous energy readings, which allows us to better monitor and manage our energy use. In understanding our energy consumption

⁶ <https://sciencebasedtargets.org/net-zero>

Environmental responsibility continued

profile, we are able to explore potential additional energy efficiency measures. To-date, we have completed our smart meter roll-out on approximately 65 per cent of our network and are continuing to upgrade additional sites each month.

Going forward, we will continue to look for ways to operate our networks more efficiently, including working with our equipment manufacturers to adjust equipment designs to be more energy efficient.

Climate risks & disclosures

While we are working to reduce the greenhouse gas emissions footprint of our organisation and broader value change, we recognise that climate change will continue to present significant risks, both globally and here in Australia. It is important that we better understand how these risks may impact on our business, which is why we have committed to:

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

TCFD recommendations

We recognise that climate change is a material risk to our society and may present significant risks to our organisation. With the release of our Sustainability Strategy in October, we have formally committed to adopting the Taskforce on Climate Related Financial Disclosures (TCFD) recommendations to develop and report on our climate risk strategy, risk management, governance and metrics.

To drive progress on this important initiative, we have organised an internal working group that involves key areas of the business, including Sustainability, Risk, Legal, as well as from our mobile and fixed networks.

The initiative will encompass the activities needed to fully respond to all of the TCFD recommendations, including annual external reporting on progress made. We intend to undertake the following:

- climate-change scenario analysis;
- governance structure development, including executive and Board responsibilities;
- climate risk integration into our overall approach to risk management;
- physical and transition risk and/or opportunity identification; and
- alignment to broader corporate strategy and environmental commitments.

GSMA Climate Action Taskforce

To help ensure we identify and address the risks of climate change in line with industry best practice, we joined the GSMA's Climate Action Taskforce in 2021. The GSMA is a global industry organisation representing the interests of over 1,200 mobile network operators worldwide and the Climate Action Taskforce is the primary channel for the GSMA to engage with its members on climate action issues.

The Taskforce has more than 40 operator groups as members from all regions of the world, and the GSMA and the Taskforce are working together to move the mobile industry towards Net Zero carbon emissions by 2050 at the latest.

As a member of the Taskforce, we work with the GSMA and other members to:

- Promote and encourage leadership on climate action to move the industry towards Net Zero carbon emissions by 2050;
- Agree on climate policy frameworks and advocacy engagement to gain support from governments and other stakeholders for a fair and equitable Net Zero transition;
- Share best practice on climate action so operators support each other to raise their ambition; and
- Create thought leadership and research on how mobile technologies support climate mitigation and adaptation.

Environmental products & services

We recently raised the bar with the launch of *felix* – Australia's first telco brand powered by 100 per cent renewable electricity. While *felix* is our tentpole brand for environmentally responsible products and services, we see it as just the beginning of a broader suite of providing customers with environmentally responsible products and services.

As discussed further in the next section of this report, the application of 5G in mobile network enabled technologies offers enormous potential to help avoid greenhouse gas emissions through smarter cities, transport, energy, buildings, agriculture and other industries.

In our Sustainability Strategy, we committed to:

- Continuing to expand *felix* as a carbon neutral brand and product targeting one million trees planted by the end of 2022.

Environmental responsibility continued

felix mobile

felix was launched in 2020 and not only was it Australia's first telco brand powered by 100 per cent renewable electricity, it is also certified as a carbon neutral service by the Australian Government's Climate Active initiative.

The felix mobile brand continued to grow in 2021 and has been recognised by a number of industry awards for its innovative approach and commitments to customer service and sustainability. It recently received the ProductReview.com.au Mobile Phone Service Providers Award and the Sustainability award at the 2021 ACOMM awards.

As part of its launch, felix committed to a goal of planting one million trees around the world in the places that need it the most. In partnership with One Tree Planted, one new tree is planted for every month each felix customer holds an active subscription.

Along the way we've also made donations, including 15,000 seedlings, for bush fire relief in Australia when we launched in late 2020 and 25,000 additional trees for World Environment Day in June of 2021.

We work with the passionate team at One Tree Planted to select the projects where the felix trees will be planted. Project selection considers the planting season and other benefits such as biodiversity and community benefits. One Tree Planted's local planting partners then plant the saplings in the rainy season and the trees are monitored and maintained. We receive a report on the impact generated and share it back with our felix customers.

Our projects include planting native trees for threatened species right here in Australia, planting trees for cleaner air in India and protecting forest ecosystems in the Andes. At the end of the project, customers are provided a wrap up that provides details on the successes achieved, including the number of trees, the species planted and any additional benefits that have come from working with the local communities along the way.

188,079

trees planted through One Tree Planted

(From felix launch through 31 December 2021)

felix eSIM launch

In early 2022, felix launched Australia's first, end-to-end digital experience for mobile activations with the introduction of its eSIM technology.

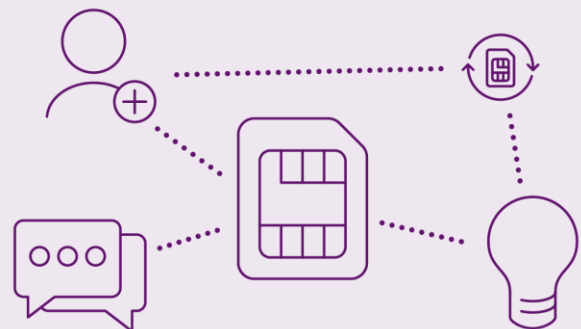
eSIM works in compatible handsets by using a built-in, programmable chip to connect customers instead of removable plastic SIM cards.

This technology allows customers to connect to felix in minutes, rather than waiting days for a physical SIM card to be mailed out. The service can be activated simply by ordering and downloading an eSIM directly onto a device and most switches are completed in less than 15 minutes.

It provides flexibility by allowing users to have two numbers on the same phone. One for personal use and one for work, simply by using an eSIM and physical SIM in the one device.

With no physical component, environmental benefits are achieved for both our customers and us. In fact, it's estimated that approximately 100 tonnes of CO₂-e per year would be saved from entering the atmosphere if all felix customers used an eSIM instead of a traditional plastic SIM card.

Using an eSIM means less plastic, less manufacturing, less packaging, no delivery and all around less waste.



Environmental responsibility continued

Continued innovation

The work undertaken to launch felix has helped us better understand the energy and greenhouse gas emissions footprint of the rest of our business, including what is possible from an environmental perspective.

Through our work to power felix by 100 per cent renewable electricity, we were able to assess the impacts and work required to expand to our entire business. This led directly to our commitment to power our entire Australian operations with renewable electricity from 2025 onwards. This would not have been possible without the hard work and success achieved by our felix team.

Similarly, the process of felix achieving carbon neutral certification from Climate Active allowed us to better understand what would be required to set organisation-wide greenhouse gas emissions reduction commitments. This work will be essential as we work towards setting our science-based emissions reduction targets in 2022.

Going forward, we will continue to learn from sustainability initiatives piloted by felix to understand what we can achieve across the entire TPG Telecom organisation.

Product stewardship

We aim to be responsible product stewards by reducing the environmental impact of our products over their life. As part of our work in this area, 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.

In our Sustainability Strategy, we committed to:

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

Waste reduction and packaging recoverability

TPG Telecom continues to be a member of the Australian Packaging Covenant Organisation, a not-for-profit organisation that works with businesses and government to co-regulate the environmental impact of packaging in Australian communities. The majority of our packaging waste relates to the use of materials for packaging SIMs, accessories, devices, and for logistics transportation. We continue to be committed to following the APCO guidelines and playing our part in meeting Australia's 2025 packaging targets.

We are in the process of looking for new and improved ways to reduce the environmental impact of packaging used for devices, accessories and SIMs. Past achievements have included, launching half-sized SIM punch outs and smaller cartons to better fit non-standard sized products like Apple Watches and tablets.

Corporate offices

We also seek to manage the environmental impacts of our corporate offices. We are a member of City Switch – a leading Australian sustainability program which supports office-based businesses to improve their energy and waste efficiency. We've implemented a range of initiatives across our office portfolio including full roll-out of recycling options for paper, card, plastics, metal and printer cartridges across our Vodafone corporate offices, and battery and express post recycling in our TPG Telecom head office.

Waste totals for Vodafone office locations

CATEGORIES	2018	2019	2020	2021
General waste (t)	19.92	21.31	10.47	5.87
Co-mingled (t)	5.41	9.06	3.16	0.90
Organic (t)	1.75	1.08	0.43	0.16
Paper (t)	4.04	3.17	2.06	4.71
Batteries (t)	0.06	0.08	0.04	0.01
Total (t)	31.18	34.70	16.16	11.65
Percentage recycled (%)	36.1	38.6	35.2	49.6

Networks

For our mobile network, we have established reuse and recycling processes with our build and maintenance vendors. They are required to deliver recyclable materials (including steel, copper, batteries, air conditioners, etc.) to our national recycling partners. Where we can, we sell old telecommunications equipment and hardware to a partner for reuse by telcos around the world. Where our equipment cannot be resold, we recycle it via an e-waste facility.

As previously noted, we have a comprehensive recycling program at our Vecta Labs, including all cardboard, packaging foams and wooden pallets.

A focus of 2022 will be to further expand our recycling program across our organisation and improve the tracking of our waste and recycling numbers beyond our corporate offices.

Environmental responsibility continued

Working to expand the collection of e-waste

E-waste is the term that encompasses electronic products that are thrown away due largely to being broken, superseded by newer versions or have otherwise reached the end of their useful life. We recognise that e-waste is a significant and growing waste stream that is tied closely to the telecommunications industry.

We take seriously our responsibility to reduce the amount of e-waste from our products and our customers devices.

To address this issue, we continue to work with MobileMuster, the government accredited product stewardship program of the telecommunications industry to find ways to increase the collection of e-waste in Australia. MobileMuster is managed by the Australian Mobile Telecommunications Association and is voluntarily funded by all of the major handset manufacturers and network carriers in Australia.

It manages a free mobile phone recycling program across Australia and we participate by providing MobileMuster collection points in each of our Vodafone retail stores. Once collected, the e-waste is recycled to the highest environmental standard. The program accepts all brands and types of mobile phones, plus their batteries, chargers and accessories. Our extensive collection network provides 3,500 public drop off points across the country along with a free post back option.

In 2021, we collected 9,816 kg of mobile phone components for recycling through our in-store collection program, representing a 40 per cent increase from 2020.

Mobile Muster e-waste collection amounts

VODAFONE TOTALS	2020	2021
Mobile handsets, batteries and accessories (kg)	7,000	9,816

Source: Mobile Muster

This year we also participated in a pilot program run by MobileMuster to encourage Australians to recycle a wider range of e-waste through our in-store collection points. The expanded scope of items included modems, routers, landline phones, smart home technology, wearables and gaming devices. MobileMuster is able to recover over 95 per cent of the materials in those devices through their recycling process.

Based on the results of the pilot, MobileMuster was successful in receiving approval to work towards expanding the scope of items eligible for collection. The potential areas of expansion of scope includes:

- Network convergence and connectivity:
 - Modems and routers
 - 5G modems and routers
 - Landline phones
 - Simple streaming devices
- Smart home technology:
 - Smart speakers
 - Smart digital display hubs
- Wearables and peripherals:
 - Smart watches
 - Smart pens and tracking tiles
 - VR headsets
 - eReaders

Receiving approval is only the first step and more work is required before the program can be expanded, which would include new brand owner members joining the program from each of the product categories. We are excited to work with MobileMuster to help them with the next steps throughout 2022 and beyond.



Digital economy



Our commitments include:



ACTION

PROGRESS

Enabling 5G network connectivity for our customers with the rollout of 5G networks: targeting 85 per cent population 5G network coverage in ten of Australia's largest cities and regions by the end of 2021



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



Helping to accelerate the uptake of NB-IoT and 5G-enabled technologies.



Donating up to \$1 million annually to enable projects which create opportunities to improve health, education and wellbeing of Australian communities in need.



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



Complete

 In progress
 Delayed

Digital economy continued

Helping to create a vibrant digital future which benefits everybody

The potential benefits to the Australian economy through digitalisation have been estimated to be as much as \$315 billion over the next decade⁷. A productive and innovative digital economy is important to support continued improvements in quality of life and living standards for everyone.

We recognise that we have a fundamental role to play in helping to create Australia's digital economy by building and maintaining networks so 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 foundation, leveraging not only financial resources, but also the skills and time of our people.

Next generation connectivity

We have put a strong focus on accelerating the uptake of NB-IoT and 5G-enabled technologies by building awareness of the benefits across existing industries and optimising use of IoT customer devices across our own business.

Commitments

- Enabling 5G network connectivity for our customers with the rollout of 5G networks.
- Working collaboratively with partners to support innovation in the infrastructure for, and application of 5G-enabled technologies.
- Helping to accelerate the uptake of NB-IoT and 5G-enabled technologies.

5G network

5G is the next generation of mobile technology. With super-fast data speeds and improved performance, it has the potential to make our lives smarter, safer, and more efficient, with exciting opportunities to support innovation and improve outcomes in sectors such as healthcare, education and agriculture.

85% population coverage by our 5G network in ten of Australia's largest cities and regions

In late 2021, we delivered on our target of achieving over 85 per cent 5G population coverage in ten of Australia's biggest cities and centres (Sydney, Melbourne, Brisbane, Adelaide, Perth, Canberra, Gold Coast, Sunshine Coast, Wollongong and NSW Central Coast), resulting in our 5G network now reaching two in three Australians where they work and live.

"Every piece of equipment we're putting into our network is 5G ready, and that's something that we're going to be able to continue to leverage for years to come. We're very proud of what we've built in such a short amount of time." – Yago Lopez, GM Wireless and Transmission Networks

This milestone was reached when we switched on our 5G standalone core, which supercharged our 700MHz spectrum to triple our 5G coverage overnight.

By the end of 2021, we had activated the one thousandth 5G site on our network. There are now over one million 5G capable mobile devices on our mobile network.

While we were excited to have achieved our 2021 goal, we will continue the rollout of our 5G network in 2022. We remain committed to enabling 5G network connectivity for our customers and expect to achieve significant additional growth in 2022.

⁷ Commonwealth Scientific and Industrial Research Organisation

Digital economy continued

5G world record



In November 2021 we set a world record for a long-range video and voice call on a 5G network.

Partnering with Nokia, the video and voice call successfully spanned 148km between two 5G handsets that connected to a single tower.

The new record coincides with the recent switch-on of our 5G standalone core network which tripled our 5G coverage to over 85% of the population in ten of Australia's largest cities and regions.

We consider this not just a world record, but a real-life demonstration of how we are building a smarter network to connect customers across greater distances than ever before.

Virtualisation of our core network

In 2021, we completed the virtualisation of our core network and began a new partnership to deploy our 5G Core for standalone 5G networks.

The virtualisation of TPG Telecom's core network sees it become the first operator in Australia to have its entire 4G and 5G customer base on a virtualised platform. Virtualisation of TPG Telecom's core network is the result of a multi-year partnership between TPG Telecom and Ericsson.

Building on the success of the virtualisation programme, TPG Telecom has extended its partnership with Ericsson to include the deployment of its 5G Core for standalone network. Ericsson's cloud native dual mode 5G Core will drive service and technology innovation for TPG Telecom's customers.

The completion of TPG Telecom's 5G standalone Core Network was essential in delivering on our target of covering 85 per cent of the population in ten of Australia's largest cities and regions with our 5G network by the end of the year, whilst enabling it to deliver

innovative services and emerging industry 5G applications with greater flexibility and scalability.

The virtualisation of our core network has enabled us to fast-track our 5G rollout without disrupting 4G services. By introducing our new 5G Core network, we can significantly expand our 5G coverage whilst introducing new and innovative 5G industry applications that are tailored to enterprises.

Improved network capacity and user experience

In July 2020 we embarked on a large-scale fibre deployment project to improve our mobile network experience. The project focused on connecting fibre to an additional 700 mobile base stations to deliver significantly more capacity.

This has not only resulted in a better experience for our customers, but also sets us up well to deliver on future increased data needs from our 5G rollout and customer uptake.

4G/5G Home Broadband Fixed Wireless

The upgrade of our 4G network and the rollout of 5G networks has presented us with the opportunity to give customers more broadband options by expanding our product portfolio to provide 'fixed wireless' broadband services for household use. Fixed wireless uses our mobile network to provide a home internet service for personal computers, video streaming via the television and other data services.

Our strategy is to provide 4G and 5G solutions that have the characteristics of a typical fixed broadband service (e.g unlimited data, good wi-fi modem) and also to provide a faster typical speed service than our comparably priced NBN broadband plans.

4G Home Broadband offers an alternative to the entry level NBN offers and provides customers with data speeds up to 20mbps. 5G Home Broadband offers two plans with speeds up to 100mbps and an unthrottled service that delivers the fastest speed the radio network can deliver to that particular address (depending on range of factors including the location of the modem and time of day).

Our customers have embraced our 4G and 5G Home broadband plans and have seen them as a good alternative to the NBN. In particular, they have appreciated the easy 'out of the box' set up with no need to wait for a technician to install the service.

Digital economy continued

Over 2022 and 2023 TPG Telecom plans to roll out a 'mmWave' 5G radio network to provide further data capacity for our network. This will allow more customers to use 5G Home broadband and to offer faster speed services.

In addition, in 2021 we acquired mmWave spectrum licences which will provide significantly increased capacity to deliver 5G fixed wireless services and super-fast 5G mobile services.

Adelaide free Wi-Fi network

In 2020, our partnership with the city of Adelaide on its Ten Gigabit Adelaide project reached its target of connecting 1,000 buildings to the network, on time and on budget.

Off the back of this, we welcomed the opportunity this year to refresh the City of Adelaide's free Wi-Fi network. The 'ADL Free powered by TPG Telecom' Wi-Fi network will be the largest, free, city-wide Wi-Fi network in Australia and will deliver greater speed, capability and reliability for the people of Adelaide and its visitors.

More than 250 wireless access points will power the new network, expanding Wi-Fi coverage across the city to some of Adelaide's most iconic sites, including the Adelaide Central Markets, the Art Gallery of South Australia, the SA State Library and the bustling bars and restaurants on Peel Street.

As part of the refresh, we will also replace the current mix of mesh-wireless, fibre and copper-based tech with a full fibre optic network that will deliver superior speed, coverage and reliability across the CBD.

In a recent speed test of the network, speeds of 80 megabits per second were achieved on one of our newly installed access points in Adelaide CBD. The full rollout is due to begin in early 2022 and is expected to be completed towards the end of the year.

5G Smart Modules

The '5G Smart Module' has been developed by TPG Telecom in partnership with steel fabricators Site Pro 1 and radio frequency experts Vecta Labs and has allowed us to fast-track the roll-out of our 5G network across the country.

In a global first at Vecta Labs, our teams pre-assemble antennas, radio equipment and cabling onto prefabricated steel frames and test them in the high-tech lab before they are delivered to our mobile sites and lifted in place.

This is halving down-times during the 5G upgrade of our towers, and as a result, we're able to significantly increase the speed of our 5G rollout, switching on more than 100 5G sites per month. In November we switched on nearly 160 5G sites – a number that no other carrier has achieved with a full upgrade like ours.

In addition to accelerating our 5G rollout, the Smart Modules enable a number of sustainability benefits. By completing the pre-assembly and testing in the factory, our deployment on site is quicker, leading to improved safety conditions, better customer experiences and reduced impact on the environment.

- Improved safety conditions with a 70% reduction in staff working at heights, and less time exposed to the natural elements, creating a safer work environment.
- Better customer experiences by completing the pre-assembly and testing in the factory, we're reducing the time and impact on customers that our upgrades would otherwise have.
- Reduced impact on the environment with better waste management during the factory assembly process. This will allow us to recycle 24 tonnes of cardboard, three tonnes of thermoplastics and three tonnes of styrofoam every year. And with reduced time on the work site, we'll have less time using heavy machinery helping us to reduce our fuel use and greenhouse gas emissions.

In recognition of their hard work and innovative design, the 5G Smart Module has been recognised by Good Design Australia, with the Good Design Award for 2021.

Digital economy continued

Enabling the internet of things

The internet of things (IoT) extends connectivity beyond smartphones and tablets, to objects and equipment such as industrial sensors, wearables, medical devices and vehicles. Embedded with technology, these devices can communicate and interact over the internet. They can also be remotely monitored and controlled.

We have put a strong focus on accelerating the uptake of Narrowband Internet of Things (NB-IoT) and 5G-enabled technologies by building awareness of the benefits across existing industries and optimising use of IoT customer devices across our own business.

Our NB-IoT network is designed to wirelessly connect devices that have low bandwidth requirements but deliver important uses for businesses. It is designed to work with a wide range of IoT device manufacturers to help in creating efficiencies for end users like energy use, water use, and operational productivity. Going forward, we intend to further explore the potential of our network in enabling natural resource efficiency, greenhouse gas emissions reductions and a transition to a smarter, more sustainable society. We hope to also expand our partnerships with customers to support them in achieving their sustainability goals as well.

Yarra Valley Water NB-IoT

We have partnered with Victoria's largest water corporation, Yarra Valley Water, to help manage up to one million IoT devices across Yarra Valley Water's 20,000km pipe network. This program will help achieve reductions in wasted water through smart home and pipe meters, which provide pinpointed leak detection and flow, pressure and water quality monitoring.

The program will not only help with saving water and lowering utility bills for households, it will improve customer experience by identifying leaks earlier and proactively notifying customers before they are charged by providing hourly usage information that can help to drive changes in water use behaviours.

It also reduces safety risk for crews by automating emergency and planned maintenance jobs which removes the need to deploy teams for site visits. It also improves response times, operational efficiency of the network, and data visibility.

Network resilience and regional connectivity

We are committed to providing more coverage, choice and opportunities to regional Australians and are proud to have invested more than \$20 million to build mobile base across Australia, under the Commonwealth Government's Mobile Black Spot Program.

As part of the Commonwealth Government's Strengthening Telecommunications Against Natural Disasters (STAND) program, we committed to improve the resilience of our network. In 2021, we completed the battery backup upgrade on all of our mobile black spot sites, increasing the battery standby time from three to 12 hours.

We are also now delivering on stage two of our program, which focuses on rapidly deploying temporary portable coverage and power solutions to sites impacted by natural disasters, including bushfires. Throughout 2022, we will continue to build and refurbish our portable mobile base stations and generators to rapidly and effectively respond to future natural disasters.

Beyond simply improving coverage, we are looking at other ways to provide smart technology options to Australians living in regional areas, to enhance both their personal and business experience. This ranges from our Mobile Private Network and Fast Fibre products for regional businesses, to pilot programs like our regional small cell infrastructure that is also enabling smart agriculture trials.

Digital economy continued

Regional connectivity – Fast Fibre

In 2021, an additional 26 regional towns and centres across Australia were able to access TPG Telecom’s Fast Fibre broadband product.

TPG Telecom’s Fast Fibre enables flexible connectivity for business and enterprise customers on our business-grade fibre network, backed up by support twenty-four hours a day, seven days a week.

The product is a high-performance, cost-effective solution for business and enterprise customers in these regional centres who depend on seamless connectivity to grow.

“This regional fibre footprint is in addition to our metropolitan footprint and demonstrates TPG Telecom’s continued investment in regional areas – expanding our fibre network and enabling improved connectivity and outcomes for regional businesses.” – Tom Sykes, Head of Product – Enterprise and Government

We continue to invest in our fibre network, particularly in regional areas, allowing us to deliver a high-quality customer experience and supported by our self-service digital capability which lets customers manage their service in real-time.

The 26 towns and centres that have been enabled include NSW: Dubbo, Maitland, Bathurst, Nowra, Tamworth, Wagga Wagga, Albury, Griffith, Goulburn, Port Macquarie; Victoria: Bendigo, Ballarat, Morwell, Shepparton, Horsham; QLD: Maroochydore, Cairns, Toowoomba, Mackay, Bundaberg, Rockhampton, Townsville; Tasmania: Hobart, Launceston; WA: Bunbury, Rockingham; NT: Darwin.

Smart agriculture

In 2021, we announced the trial of a smart-farming project that uses 5G technologies to deliver benefits and efficiencies to the agricultural sector.

Livestock counting requires millions of hours of manual labour and errors related to the counting cost Australia tens of millions of dollars every year. This technology has the potential to dramatically reduce both the manual labour and the associated financial costs from livestock counting errors each year.

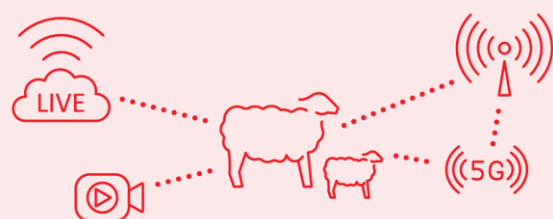
Through grant funding from the Australian Government’s 5G Innovation Initiative and by partnering with Nokia, UTS and AWS we conducted the 12-month trial at the Bendigo Regional Livestock Exchange in Victoria.

The project uses our 5G network to enable multiple high quality 4K video streams to count sheep at a livestock exchange, automating the process and removing human error. A supporting 5G edge network will process the counting on site and relay the data in real time back to farmers on a tablet or mobile device.

The 5G wireless and edge computing technologies involved in this project will be used to count sheep by providing extremely fast downlink and uplink rates and increased capacity, which is needed to support multiple high quality video feeds.

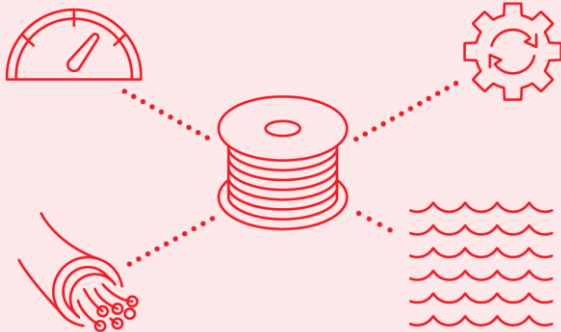
These video streams of sheep counts will be uploaded on site and relayed through our 5G network, which will process the counting on site and feed the data in real time back to farmers on a tablet or mobile device.

The 5G links will provide greater capacity and reliability for data processing which has the potential to save many hours of manual labour per year. Through this project, we hope to showcase how our 5G technology can help solve real problems for Australian industry and at the same time support smart-farming.



Digital economy continued

Submarine cable upgrade



We have partnered with Infinera on a major technology upgrade of our 7,000km submarine cable connecting Australia and Guam. The cable is a major gateway for North America and other Asia Pacific destinations.

Using Infinera's ICE6 800G solution, this project will boost data capacity by 50%, from eight to 12 terabits per second.

The ultra-long-haul cable system connects Australia and Guam, including connectivity to Papua New Guinea. It has two fibre pairs spanning approximately 7,000 kilometres, with 78 repeaters spaced approximately 92 kilometres apart.

Australians will benefit from our continued investment in this key internet backbone link, which is driven by the booming demand for cloud computing and video streaming.

Public Safety Mobile Broadband

In 2021, we were appointed as the lead Mobile Network Operator to deliver the multi-operator Public Safety Mobile Broadband network Proof of Concept trial in partnership with Nokia.

The trial program, signed by the New South Wales Government on behalf of all states, territories and the Commonwealth, will provide a mobile broadband platform for emergency service organisations aimed at improving access to information, providing real-time, automated situational awareness and enabling emerging technologies to be integrated into operational practices.

Historically, emergency service organisations have relied on dedicated land and mobile radio networks to provide communications. While robust, these technologies do not deliver the twenty-first century communications that are needed to ensure emergency services personnel can continue to keep Australians safe.

TPG Telecom has been working closely with the Commonwealth, states, territories, emergency service organisations and delivery partners to develop the superior multi-operator solution for the PSMB network.

"The trial will allow for the exhaustive testing of the multi-operator service delivery model to ensure it can provide the critical communications support needed for frontline staff during emergencies and natural disasters." - Iñaki Berroeta, CEO and Managing Director

The bushfires in 2020 and the floods in New South Wales and South East Queensland in 2021 demonstrate the importance of emergency services personnel having access to real-time information to enable them to make critical decisions in dangerous, fast-moving situations.

Digital skills

We want to help ensure all people in Australia have access to the benefits provided by the digital economy. To fully capitalise on the opportunities provided by the digital economy, they must be equipped with the skills and abilities to navigate the current and evolving technologies underpinning.

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.

Driving digital inclusion is more than just the availability of technology, it also needs to be accessible to everyone while ensuring people have the required skills to navigate it. By helping our customers and communities build those digital skills, we will not only help them, but also position us better to fully capitalise on the opportunities related to supporting them along the way.

To support all of our customers to get the most from digital technology, we have created an internal working group that is focused on identifying opportunities and considering programs that will enhance the digital skills of our customers. We will be placing a particular focus on the customer segments that have traditionally been underserved by the market, including new migrants and refugees, First Nations peoples, and small business customers.

Digital economy continued

These programs will also provide opportunities for our employees to get involved and utilise their technical skills through rewarding skilled volunteering projects.

Technology for good

In addition to driving improved connectivity across Australia and helping people build the skills to get the most from technology, we consider it essential to support the use of technology to enhance the health, wellbeing and education of those who need it most.

That's why we included the following commitments within our Sustainability Strategy:

- Donating up to \$1 million annually to enable projects which create opportunities to improve health, education and wellbeing of Australian communities in need.
- Increasing opportunities for our employees to use their role-specific skills on interventions that improve wellbeing and/or support the creation of vibrant connected communities.

Our work in this area has been driven by our corporate charitable foundation (formally Vodafone Foundation Australia), which works through both external partnerships and internal employee engagement.

During 2021 we reviewed our strategy, resulting in a new name and broader purpose. Our corporate charitable foundation is now known as TPG Telecom Foundation (the Foundation) with a purpose to create opportunities to improve the health, wellbeing and education of Australian communities in need.

The name change comes as the Foundation this year celebrates more than \$26 million donated since its inception in 2002, providing funding and support to charitable causes and organisations that have used mobile technology to help support Australians in need and to improve the health of our communities. And while its name has changed, the Foundation will continue to work closely with the 20+ Vodafone Foundations globally to deliver on its purpose.

The Foundation also exists to empower TPG Telecom employees to support charities they are personally passionate about, through volunteering, matching staff fundraising and workplace giving. It is part of TPG Telecom's commitment to our purpose, to build meaningful relationships and support vibrant, connected communities.

Throughout 2021, the Foundation partnered with the Garvan Institute of Medical Research and Infoxchange.

Garvan Institute of Medical Research

The Foundation has been a long-term partner of Garvan Institute of Medical Research, helping them to analyse complex data and accelerate important scientific research.

This is achieved through the multi-award winning DreamLab App, which was developed in 2014 by Vodafone Foundation Australia, and uses the processing power of idle smartphones.

In Australia, the computational power of DreamLab has been harnessed by the Garvan Institute for two projects to date.

Project Genetic Profile looked at the genetic similarities between brain, lung, melanoma and sarcoma cancers. With DreamLab's help, the research project was completed in half the time it would have taken Garvan's super computers.

The second project, Demystify, was completed in 2021 with over 26 million different micro-problems solved from over 500 million calculations run on people's phones while they were asleep. 133,916 people allowed cancer problems to be downloaded from the cloud and calculated on their devices before being sent back to the research team.

Garvan researchers will now use that data to understand how different patients respond to various drugs, help predict which patients will benefit and develop new strategies for treating cancer.

DreamLab has also had great success with a number of important, international research projects including a COVID-19 research project in partnership with the Imperial College London.

The DreamLab Corona-AI project was launched in April 2020 by the Vodafone Foundation and Imperial College London and used artificial intelligence and machine learning to analyse virus-host and molecular interactions to identify combinations of drugs and food molecules with anti-viral properties.

To date, the DreamLab Corona-AI project has completed more than 300 million calculations and tested 450 billion molecular combinations – the equivalent of 11,664 years of high-spec desktop computing time.

Digital economy continued

Looking forward, DreamLab is now pivoting to tackle the 21st century's greatest challenge: climate change. It is currently on an international hunt for organisations who are working on significant climate change initiatives that could benefit from Dreamlab's large-scale processing power, for example by helping to analyse the huge reams of data needed to accurately track the impacts of climate change.

The Foundation's 2021 funding round has seen it provide a grant to Garvan for a 12-month project called Genomics in the Cloud. This project is aimed at building a new database of genetic information that is more representative of Australia's cultural diversity so that researchers can better understand the genetic and cellular basis of disease.

It is expected that this project will result in direct benefits to rare disease patients and their families through new diagnoses, allowing them in many cases to access better family planning options, more effective medical treatment, and clinical trials for new therapies.

Infoxchange (Ask Izzy)

Since December 2019, we have partnered with not-for-profit social enterprise Infoxchange to harness the power of mobile technology to change the face of domestic and family violence in Australia with the 'Ask Izzy' website and app. Ask Izzy connects people in need to over 370,000 essential services in Australia like shelter, food, financial help and healthcare.

The use of the app continues to be free-rated on our mobile network and we have trained our people across our retail network and contact centre to share this valuable tool with our customers.

Ask Izzy has continued to play a valuable role in assisting vulnerable Australians during the COVID-19 pandemic. During the last financial year, Ask Izzy received 2.3 million searches for help. Searches increased across most categories, with food, housing and financial services remaining among the most frequently searched services on the platform. Ask Izzy search data provides a true insight into the challenges faced by many vulnerable people in Australia and is being used to bolster the case for additional government intervention into numerous social pillars now, and beyond the pandemic.

More recently, the Foundation also granted funding to Infoxchange in 2021 for two 12-month projects: Connected Communities and Ask Izzy Connect.

The Connected Communities project will see Infoxchange and TPG Telecom employees work with people in remote and disaster-prone areas to co-design community solutions that leverage social connectivity, community strengths and digital tools to improve disaster preparedness and community resilience.

The Ask Izzy Connect project will see Infoxchange and TPG Telecom employees collaborate to develop a body of training and supporting material which can be used by help providers in retail settings for example, understand the kinds of services that are available in Ask Izzy, and how best to explore options and find these services for people needing assistance.

Together with Infoxchange, we are aiming to facilitate earlier intervention for people at risk of, or experiencing violence, resulting in more timely and positive outcomes.

TPG Telecom Giving

This year, we launched our new TPG Telecom Giving initiative, a one-stop platform that provides our employees with new and exciting ways to engage in charitable activity and support the vibrant and connected communities around them.

The Foundation partnered with Catalyser, a social technology company, to launch a digital platform in October for employees to manage their volunteering, fundraising and micro donations. This is intended to increase opportunities for seamless employee engagement and better reporting, internally and externally to our stakeholders.

The digital platform has initially opened with two options – Support a Colleague and Employee Rewards for Good.

Employee Rewards for Good

Rewards for Good is an employee rewards program and a passive donation engine. Through the TPG Telecom Giving Platform, our people will be able to make automated micro-donations to one of TPG Telecom's three nominated charities as voted by our people – Lifeline Australia, Indigenous Literacy Foundation or RSPCA Australia.

Digital economy continued

Support a Colleague

With Support a Colleague, all the grassroots fundraising at TPG Telecom has been brought together in one place on the giving platform. The platform makes it easier for our people taking part in challenges and activities to fundraise for charity, and for those supporting via donation. The TPG Giving Platform will also allow our people to add their fundraising initiative to the platform and ask friends and colleagues to sponsor. Eligible fundraisers are also able to apply to have their donations matched by the Foundation.

We will work to incorporate additional options like Volunteering and Donation Appeals in 2022 and beyond. In the process of integrating these aspects into the platform, we will look to understand how it can enable additional employee engagement opportunities through our Foundation partners and their ongoing projects, as well as charities that may require ad hoc volunteering, further supporting our drive to build the digital skills of our customers and communities.

2021 Contributions

In 2021, the TPG Telecom Foundation was allocated \$1 million from TPG Telecom for donations to charities and charitable partnerships, as well as the associated management and program delivery costs for staff volunteering, events and promotion of programs. Due to the duration and nature of grant cycles or projects being undertaken, charitable grant amounts may vary year on year. However, any unspent funds from the year are accrued for use in the subsequent year.

In 2021, we distributed grants of \$849,250 to our Foundation partners and matched employee donations of \$37,798, while continuing to look for opportunities to use the skills of our employees to support not for profits.

The unspent 2021 funds have been accrued for use in the 2022 funding round which is expected to be finalised in the first half of 2022.

2021 TPG Telecom Foundation contributions

CATEGORY OF SPEND	AMOUNT (\$)
Cash donation - grants to Foundation partners	849,250
Cash donations - matched giving	37,798
Management costs	38,490
Total	925,538

Afghanistan crisis response



In 2021, the Foundation donated \$50,000 to Community Refugee Sponsorship Australia (CRSA), to assist Afghans arriving in Australia to settle in their new homes with significant community engagement. In addition, our External Affairs team donated a number of pro-bono hours to help the charity to develop a strategic communications plan.

“This has been the first time that I've been able to use the professional skills and experience I've built up over 25 years to support such a worthy cause. CRSA are not greatly known in the public eye, so it felt good to be utilising some of the tools I use to publicise organisational brands on their behalf. And knowing that even little things you do to help others can make positive difference in other people's lives.” – External Affairs Senior Manager

Responsible business practices

Underpinning our Sustainability Strategy is a set of responsible business practices that guide how we interact with our entire value chain.

Key aspects of these practices include:

- Ensuring a strong risk culture and internal governance framework;
- Enhancing our approach to managing modern slavery and human rights risk in our suppliers and our own operations;
- Considering the environmental impacts of our operations and those of our suppliers and customers;
- Supporting Australian small businesses by committing to making payments within 20 business days; and
- Maintaining a safe and healthy workplace for our employees and others.

Risk culture

At TPG Telecom, we recognise proactive risk management is essential for achieving our business objectives and improving outcomes for our customers, employees, and shareholders. We are committed to the ongoing development of a strategic and consistent approach to risk management underpinned by a risk aware culture.

The Board is responsible for overseeing the effectiveness of the risk management framework while the Executive Leadership Team and business units have responsibility for managing risks, including identification of risks and developing appropriate mitigation strategies. Our comprehensive risk management framework outlines our risk appetite, policies and procedures, reporting and performance and resilience activities. The enterprise risk function supports and drives consistent application of the risk management framework across the Group.

We have a strong corporate governance framework that complies with legal and regulatory requirements. Additionally, our policies, charters and codes are regularly reviewed to ensure our strong conduct, culture and governance framework meets the changing risk environment and increasing stakeholder expectations.

Human rights and modern slavery

With the commencement of the Modern Slavery Act, additional scrutiny has been focused on the corporate sector regarding how companies manage human rights within their organisations and throughout their supply chains.

At TPG Telecom, we are committed to conducting our business in an ethical, legal and socially responsible manner and we support human rights consistent with the Universal Declaration of Human Rights. We respect those rights in conducting our operations in all locations and stand fully behind local and international efforts to stop modern slavery and look for ways to promote these efforts.

Our Code of Conduct, sets out our support for human rights consistent with the Universal Declaration of Human Rights and we respect those rights in conducting our operations in all locations.

Our Supplier Code of Conduct contains requirements with respect to human rights and modern slavery, aligned to the Universal Declaration on Human Rights and the ten principles of the Global Compact.

We have a zero-tolerance policy against trafficking and activities related to trafficking. In 2020, working with our industry peers through the Telco Together Foundation, we signed an Australian Telecommunications Leadership Statement on Human Rights and Modern Slavery, committing to work cooperatively to eliminate modern slavery practices where they are identified and to share case studies of best practice.

That statement includes a set of Telecommunications Industry Modern Slavery Leadership Principles, drawing on best practice standards for business conduct set out in the UN Guiding Principles on Business Principles and Human Rights.

We also are members of the Telco Together Foundation's Modern Slavery Roundtable, an industry working group focused on driving change to reduce the instances of modern slavery throughout the telco supply chain network. In December, the Modern Slavery Roundtable unanimously agreed to move forward with an industry-based approach to manage aspects of modern slavery risk in our supply chain.

Through the Telco Together Foundation, we will be utilising a common industry platform to assess modern slavery risk in our suppliers, with an industry-based supplier self-assessment questionnaire, and provide additional investigation on any suppliers deemed higher risk. This will not only allow for a more consistent approach to engaging suppliers on this topic, but will likely result in better engagement from suppliers, as they are provided with a more efficient process and set of requirements.

More information can be found within our modern slavery statement, located on our website.

Responsible business practices continued

Supplier governance

As a large Australian business, we are fully supportive of the Payment Times Reporting Scheme and its aim to improve payment times for Australian small businesses.

We are committed to ensuring we pay our small business suppliers within a reasonable time and we are implementing 20 business day payment terms for suppliers with invoices up to \$2m annually.

Environmental impacts

As an owner and operator of telecommunications infrastructure, we recognise the impact that environmental events may have on our business. This includes damage to our infrastructure which our customers rely on, especially during times of emergency. To address this, our operations teams continue to invest significantly in building network resilience and redundancy against environmental risks and our subject matter experts ensure our mobile network base stations comply with international and national safety limits. Our network resilience is continually and closely monitored, and we have in place a robust operational incident management process and a Crisis and Emergency response plan for significant incidents.

Additionally, our fibre operations department has attained certification against ISO 14001:2015 International Standard for Environmental Management Systems.

Health, safety and wellbeing

The health, safety and wellbeing of our employees, contractors and broader stakeholders is of the highest importance.

Through our business operations, people may be exposed to safety risks across a wide range of working environments. To manage this risk, we maintain an effective Health and Safety Management system and continuously improve processes, including standardising systems and processes post-merger to deliver a consistent employee experience.

These risks are both direct and indirect in nature and include inappropriate behaviour towards front line staff by customers in our retail stores, as well as risks during construction and maintenance activities, particularly during the deployment of 5G. We adopt a risk-based approach to actively monitoring and managing our obligations and are aware that any failure to manage these risks could cause harm to our people, partners or members of the public.

In addition to tracking safety incidents across our operations, we monitor any injuries of our employees, no matter how minor, and ensure we put in place any required changes to address issues of concern.

We also have in place recurring mandatory safety training modules to ensure our employees both are aware of their risks and responsibilities and periodically refreshed on how we work safely at TPG Telecom.

We also work closely with our contractors, particularly with respect to higher risk works, to ensure that they have strong safety management systems in place and are reporting all safety-related incidents to us on a timely basis.

Performance of our incident reporting, safety training completion rates and contractor management reporting is reviewed as part of our internal safety committee meetings, as well as by our executives and board.

In 2021 we continued to see good safety performance, with a total injury frequency rate of 1.27, as well as zero fatalities across the TPG Telecom group.

Work Health Safety metrics

INDICATOR	2021
TRIFR	2.72
LTIFR	1.27
Fatalities	0

Since the merger, we have made significant progress on the integration of our health and safety management systems. This has included establishment of combined governance arrangements including an updated Workplace Health and Safety Policy, due diligence framework, safety committees, and workplace health and safety reporting.

In addition, our fibre operations department maintains its certification against the ISO 45001:2018 standard.

We take a continual improvement approach to managing work health safety at TPG Telecom and we will continue to drive improvements across our organisation in order to make our organisation as safe as it can be.

COVID-19 Response for our workforce

The safety and wellbeing of our employees during the COVID-19 pandemic has been a key focus. At all times we have kept our employees regularly informed of changes impacting them or the business. We have enabled over 700 Australian office-based employees to work from home in 2020 and 2021 and will continue to do so in 2022.

Responsible business practices continued

We have put in place COVIDSafe plans for our office, retail, contact centre and network locations, including additional protocols upon entry, increased cleaning regimes, capacity limits, provision of personal protective equipment such as masks, sanitiser and alcohol wipes, and signage for social distancing and hygiene. We have also provided our employees with access to a wide range of learning material and seminars to help support their mental health and wellbeing.

To align our business with the National COVID-19 Roadmap and in consultation with our people, we have developed a policy that will continue to protect our workers most at risk. This means mandating vaccinations for a variety of roles such as field, customer or retail-based workers effective from 1 December 2021. We have also made it a requirement to be vaccinated to return to office including visitors.

To further support the welfare of our people, we continue to offer COVID-19 vaccination leave to all employees across the TPG Telecom group. This allows our employees access to 3hr blocks of leave to receive COVID-19 vaccines and boosters.

It's part of our ongoing commitment to support the health and wellbeing of our employees, customers and the wider community.

Ensuring the health of local communities

Mobile phone networks and other wireless communications sources emit low-level radiofrequency (RF) electromagnetic energy (EME). Some members of the public have raised concerns about the effects of EME and have escalated these concerns with the roll-out of 5G.

At TPG Telecom we operate strictly within the limits set by the Australian Radiation Protection and Nuclear Safety Agency (ARPANSA) safety standard. These limits have been set well below levels at which harm to people may occur.

At exposure levels below these limits, as assessed by ARPANSA, the World Health Organization and the International Commission on Non-Ionizing Radiation Protection, there is no established scientific evidence to support the potential for adverse health effects.

We are committed to the health and safety of the communities in which we operate and support independent research on mobiles and health. We contribute to the Australian Government's EME research program, established in 1999, through a carrier licence levy.

With the onset of the COVID-19 pandemic, some members of the public were concerned about whether there could be a link between RF EME and vulnerability to COVID-19. These concerns are not supported by any credible scientific evidence. Unfortunately, misinformation on this issue was shared widely, including on social media. We have published information on our website to help the public understand this issue and address concerns based on scientific evidence.

Wellbeing

At TPG Telecom we have an ongoing commitment to support the health and wellbeing of our people and in 2021 we launched our Wellbeing Strategy, which underpins our approach to supporting our employees. It focuses on the following six pillars:

- Physical
- Emotional & Mental
- Purpose & Growth
- Digital Balance
- Connections & Community
- Finance

Within each pillar is a range of initiatives in place to support and encourage our employees to manage their wellbeing in a manner that best suits them as individuals. To further support our employees throughout the COVID-19 pandemic, we ran an awareness campaign to promote our Employee Assistance Program (EAP) and remind our employees of the importance of self-care during this difficult time.

In addition to our EAP, we wanted our employees to have other options available to them to support their mental health. To that end we launched Unmind, and our Leader Mental Health Training.

Responsible business practices continued

Unmind

We've teamed up with Unmind to give our Australian employees access to a great new app that provides free and confidential access to tools and learning programs to support mental wellbeing.

The workplace mental health platform works as a gym for the mind and has a wide range of tools to support all areas of life including yoga, calmness, financial advice, stress and sleep issues.

Best of all, Unmind can be used on any device and is part of our suite of wellbeing initiatives to support our people working remotely and dealing with the challenges of home schooling.

While we have seen positive response regarding Unmind, we will continue to work to increase usership and sign up rates in 2022.

Leader Mental Health Training

To let leaders know about the new product offerings (Benestar and Unmind) as well as to inform them of the six pillars of wellbeing and the support available to them, we rolled out corporate leader training in 2021. This had a focus on mental health and how to create and maintain a supportive environment, particularly focusing on situations where people are struggling with their mental health. We had a strong participation rate, with 71 per cent of corporate leaders and 85 per cent of front-line leaders attending.

Monthly Wellbeing initiatives

As part of our Wellbeing Strategy, we ran monthly initiatives focussed on a different wellbeing pillar/activity. Driven through our internal social media channel, Workplace, this encouraged the team to focus on wellbeing, and be continually reminded of the wellbeing services that we offer to our employees. Examples of initiatives in 2021 included:

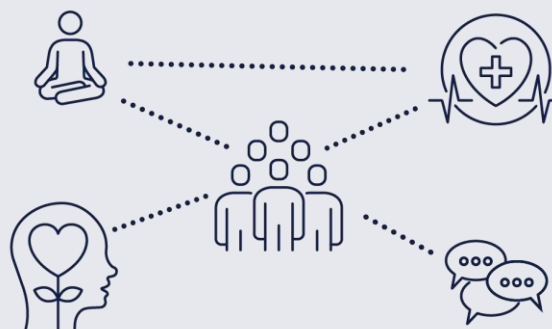
- April – Safe & Well week
- May – Mindful May
- June – Financial wellbeing
- July – roll out of wellbeing strategy and unmind push
- August – LGBTQ Mental Health Focus (Wear It Purple)
- September – RUOk Day, Mental Health & Unmind
- October – World Mental Health Day
- November - Movember
- December – Blood Drive with Red Cross

Safe & Well Week

In April 2021, we ran a number of health and wellbeing initiatives as part of our Safe & Well Week.

We've had online high intensity interval training and yoga sessions for all our employees, plus webinars on building resilience, managing burnout, fatigue and self-care to coincide with World Day for Safety and Health at Work.

This is part of our ongoing mission to look after the health and wellbeing of all our people, which includes our Employee Assistance Program, an annual Technology Safety forum and our incident reporting tool.



Respect in the workplace

TPG Telecom Ltd is committed to providing a safe, flexible and respectful environment for employees and customers free from all forms of discrimination, bullying and sexual harassment.

All of us have the right to share in a sense of common dignity, courtesy and respect, as outlined in our Respect in the Workplace policy, meaning that harassment, bullying and victimisation have no place at TPG Telecom.

To support our approach, we introduced a mandatory Respect@Work learning module to support all employees and leaders to understand how to respond to inappropriate behaviour,

Further demonstrating our commitment, Chief Executive Officer and Managing Director Iñaki Berroeta signed the Diversity Council Australia's #IStandForRespect pledge of zero tolerance of sexual harassment in the workplace.

Responsible business practices continued

Employee engagement and cultural alignment

Attracting and maintaining a diverse and engaged workforce with the right skills, capabilities and experience is critical for our success. We are committed to maintaining a diverse, inclusive, and flexible workplace to achieve our desired culture.

Training, learning and development

We understand that our employees want to work for a company that offers them the ability to grow and learn throughout their career. TPG Telecom is committed to supporting our employees to develop their skills and provide professional development opportunities through a number of different approaches. Internal offerings include our library of online training, access to LinkedIn Learning and facilitated development programs, while external opportunities include company support to attend external courses and industry forums. To ensure our learning and development options continue to be fit for purpose, we track the engagement of our people in our learning management system and Spirit Surveys.

We are reporting on our employee training hours for the first time in 2021. Note that we have focused on our Australian operations this year, with the expectation of expanding to our entire organisation in 2022.

2021 employee training hours – Australian operations

EMPLOYEE TYPE	AVERAGE HOURS PER YEAR
Office (Corporate)	5.5
Contact Centre (Hobart)	7.6
Vodafone Retail	54.9

Note: Figures are the average number of hours by headcount

Engagement and values alignment

The Spirit of TPG Telecom represents our culture - how we work together and how we deliver to our customers and communities. It is defined by our four values: Stand together, Own it, Simple's better and Boldy go.

Our Spirit Survey is conducted six-monthly and measures the extent to which our employees believe that our values are being modelled throughout TPG Telecom. This is referred to as our Values Alignment Index and it enables us to understand our strengths while helping to define future areas of focus for improvement.

We were pleased to see a three percentage point uplift in our October 2021 Values Alignment Index, reflecting our commitment to living our values throughout our organisation.

We also use the Spirit Survey to measure employee engagement. The Engagement score measures employee connection to TPG Telecom, their intent to stay and how motivated they are to contribute discretionary effort. Our Engagement score increased by four percentage points to 76%, from April to October 2021.

Spirit Survey results

SURVEY ASPECT	APRIL 2021	OCTOBER 2021
Engagement score	72%	76%
Values Alignment Index	68%	71%

While we are encouraged by the increases in our Values Alignment Index and Engagement score, we acknowledge there is more to be done. We have set clear internal targets for further progress and our Values Alignment Index forms part of the short term incentive measure of the Executive and senior leadership remuneration.

We remain resolute in our commitment to our aspired culture, knowing it will enable us to achieve our longer-term goal of being a human centred organisation that values meaningful connection with our people, customers and community.

**Learn more about sustainability
at TPG Telecom at
tpgtelecom.com.au/sustainability**

**View related company policies in the
corporate governance section of our
website at
tpgtelecom.com.au/investor-relations**



