Market Announcements Office
Australian Securities Exchange
Level 4, 20 Bridge Street
Sydney NSW 2000

Sydney, 27 February 2023

TPG Telecom Limited – Sustainability Report and Climate Change Report for the year ended 31 December 2022

Please find attached for immediate release to the market TPG Telecom Limited's Sustainability Report and Climate Change Report for the full year ended 31 December 2022.

Authorised for lodgement with ASX by:

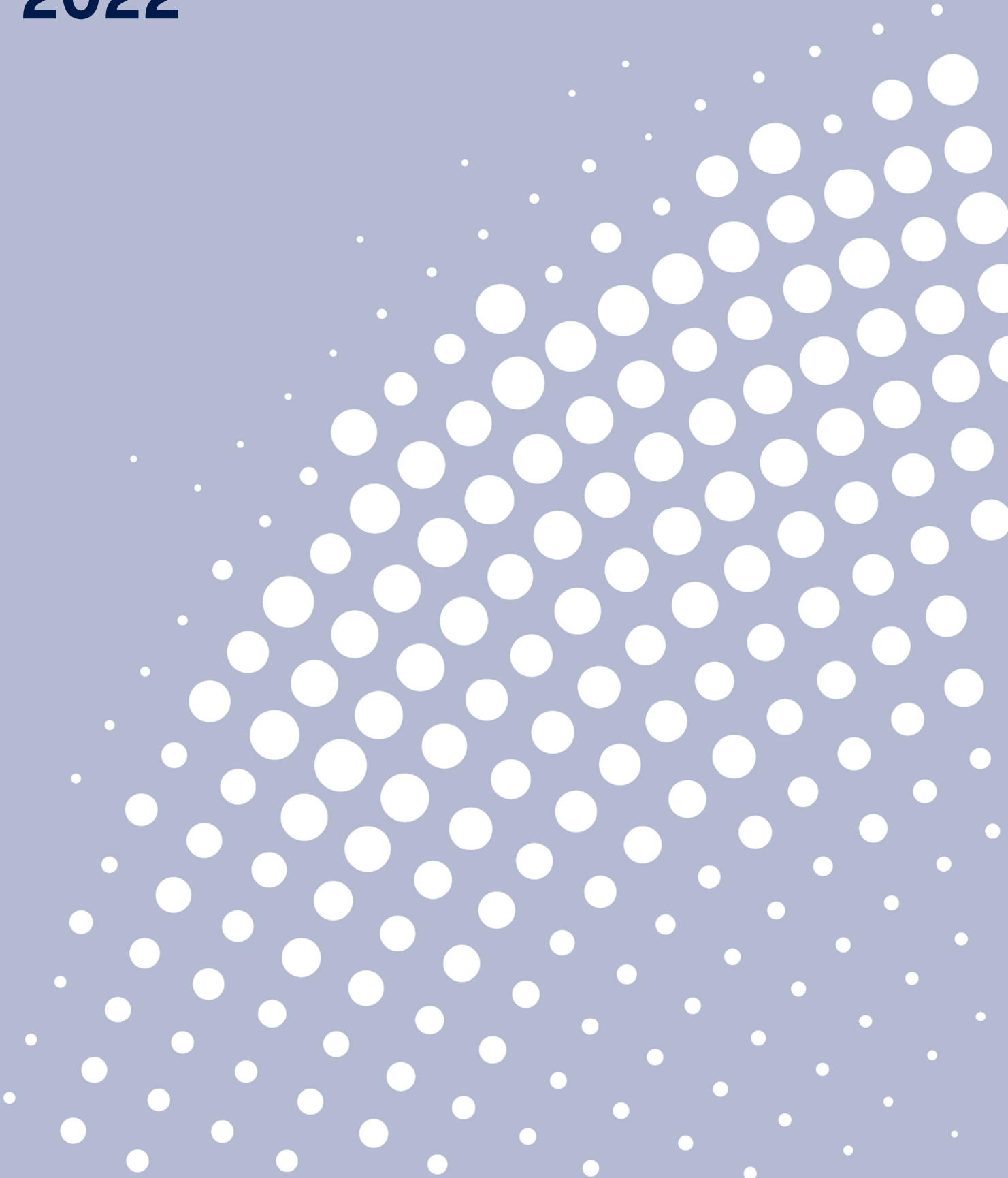Trent Czinner
Company Secretary
TPG Telecom Limited

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Sustainability Report 2022

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About this report

This Sustainability Report covers the period 1 January 2022 to 31 December 2022 (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 and its controlled entities (**TPG Telecom**). The information in this report relates to TPG Telecom unless otherwise indicated.

PricewaterhouseCoopers (**PwC**) provides limited assurance over selected sustainability data metrics within this report for the reporting period. The limited assurance report and associated sustainability metric definitions (criteria) are available on pages 66-73 of this report.

Where prior year data has been restated to reflect updated information, this has been indicated in footnotes attached to the relevant data tables.

This report should be read in conjunction with our Annual Report, Climate Change Report and Corporate Governance Statement, available on our website.

We welcome enquiries and feedback on this report through our contact channels available here.

Acknowledgement of Country

We acknowledge the Traditional Custodians of Country throughout Australia and the lands on which we, and our communities live, work and connect. We pay our respects to their Elders, past, present, and emerging.

Message from the CEO

I am pleased to share our 2022 Sustainability Report and provide an update on the progress we have made against the key commitments within our Sustainability Strategy.

Environmental responsibility

This year we set near and long-term science-based targets for the reduction of our greenhouse gas emissions across our entire value chain, including Scope 1, 2 and 3 emissions. This commitment will require further engagement with our suppliers and customers, as collaboration will be critical to achieving our targets.

Our existing commitment to powering our Australian operations with 100 per cent renewable electricity by 2025 plays an integral role to achieving our greenhouse gas emissions reduction target.

In 2022, we also delivered our inaugural Climate Change Report, developed in line with the Taskforce on Climate-related Disclosures (**TCFD**) framework, providing detail on potential climate change risks and how we intend to manage them.

Customer wellbeing

Our approach to cyber security puts the customer at the heart of our protective measures, as we work to continuously improve our services to be reliable and safe to use. We understand the importance of ongoing investment in technology and people, as well as an all-of-business commitment to protecting our customers, operations and processes.

We are strengthening our security capabilities and processes to keep up with evolving security threats and to protect customer data from unauthorised use, access, modification or disclosure.

This year we blocked over 460 million scam calls and SMS as we continue our efforts to keep our customers safe from fraudulent acts when using our network.

We also continue to meet the diverse needs of our customers as we interact with them, providing our employees with a range of measures to support customers experiencing vulnerability, including domestic and family violence, financial hardship, and those in need of special assistance for other reasons.

As an industry leader, we continue to be active members of the Telco Together Foundation's Domestic and Family Violence (**DFV**) and technology facilitated abuse committees. We also took the Telco Industry DFV Pledge in April 2022 and are working to align with the refreshed Telco Industry DFV Action Framework.

Inclusion and belonging

Our vision is for TPG Telecom to be an employer of choice for women. To further support our targets focused on increasing female representation in leadership and STEM functions, this year we signed up to the 40:40 Vision, which aims to drive diversity in executive leadership in ASX300 companies. The objective of the 40:40 Vision is to achieve at least 40 per cent women, 40 per cent men, and 20 per cent any gender in executive leadership positions by 2030.

Through the delivery of our Reflect Reconciliation Action Plan (**RAP**), we took our first step as an organisation to signify our commitment to reconciliation. Our RAP has been instrumental in providing a foundational level of understanding and respect for our nation's history and culture across our workforce and enabled our employees to develop greater cultural awareness and adoption of cultural practices. The next step in our journey will be the Innovate RAP we will be developing throughout 2023.

In 2022, we launched The Year of Connection, our campaign bringing to life our relentless commitment to LGBTQI+ inclusion. It focused on emphasising the key elements of our Connect (LGBTQI+ & Friends employee network) strategy: Awareness, Support and Community.

Digital economy

Throughout 2022, we continued towards our goal of creating a vibrant digital future and grew our 5G mobile network to 2,055 sites, which now reaches 95 per cent of the population in 12 of Australia's largest cities and regions.

The TPG Telecom Foundation donated more than $1.8 million to commence new, multi-year national projects with seven charitable partners, and we piloted programs to increase skilled volunteering opportunities for our employees to work with charities to improve the health, wellbeing and skills of our communities.

The future

We are proud of our achievements this year and excited to continue to build on our progress going forward.

In 2023 we will continue to strengthen our cyber security measures and our collaboration with industry to enhance online safety. We will also align, innovate and coordinate with our suppliers on greenhouse gas emissions reductions and continue to drive our inclusion and belonging programs for our people and the communities in which we live.

I would like to thank our dedicated people at TPG Telecom who continue to strive to achieve our strategic goals, while also making our organisation a great place to work. I would also like to thank our customers and shareholders for their continued support and interest in our company.

Iñaki Berroeta

Chief Executive Officer and Managing Director, TPG Telecom

Our business

Our company

As the second largest telecommunications company listed on the ASX, we have 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 purpose

As a full-service telecommunication company, our networks are connecting Australia for the better. Our purpose is to build meaningful relationships and support vibrant, connected communities. We aim to do business in a way which responds to the needs and expectations of all our stakeholders – including our customers, employees, shareholders, regulators, suppliers and our wider society.

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 are hungry, curious and brave.

Our brands

We are home to some of Australia's most-loved brands including Vodafone, TPG, iiNet, AAPT, Internode, Lebara and felix.

Our services and network operations

We provide services directly to end users such as retail, enterprise, and government. We also provide wholesale services to other service providers, network providers, content providers and several mobile virtual network operators.

We use wholesale network services of third parties such as the National Broadband Network (**NBN**) and we share and lease certain mobile tower infrastructure with other operators.

We have intercarrier relationships with domestic and international network partners to drive inter-operability of mobile services globally, including over 500 relationships with international roaming partners.

We also have a retail network across Australia comprising around 100 company-owned stores, as well as over 250 stores run by approximately 100 dealer partners.

Our mobile network covers over 23 million Australians with a leading network comprising more than 5,700 sites. Our 5G network covers 95 per cent of the population in 12 of Australia's biggest cities and centres (Sydney, Melbourne, Brisbane, Adelaide, Perth, Canberra, Darwin, Hobart, Gold Coast, Sunshine Coast, Wollongong and NSW Central Coast), meaning our 5G network reaches two in three Australians with over 2,000 5G sites. We have approximately 27,000 km of metropolitan and inter-capital fibre network in Australia and a 7,000 km international subsea cable system connecting Australia to major hubs in North America and Asia.

Our customers

Our Mobile business returned to subscriber growth as the pressures created by the COVID pandemic eased, and as we continued to be recognised for the great value and service we deliver. This was evidenced by numerous awards our brands won for service and value as we delivered our biggest year of growth since merger, adding more than 300,000 net mobile subscribers.

Our fixed broadband business also continues to offer a great range of products and services across our portfolio of access technologies, including the NBN, fixed wireless over our own mobile network, and fixed line services via our Vision Network wholesale broadband business. The number of customers taking up a great value alternative to the NBN via our fixed wireless services has more than doubled in 2022, to 171,000.

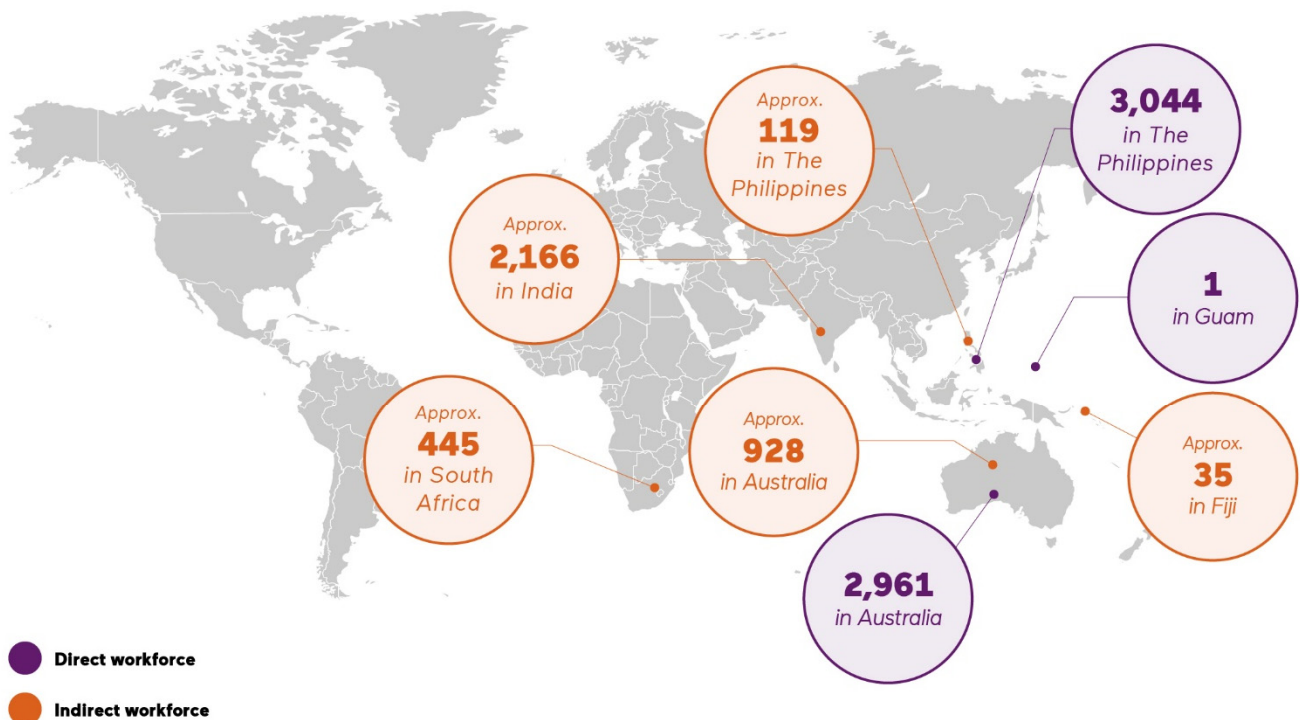| CUSTOMERS (000S)	2021[1]	2022
Postpaid	3,148	3,228
Prepaid (registered base)	1,817	2,039
Mobile virtual network operators	16	14
Total mobile	**4,981**	**5,281**
ADSL and other	71	35
Fixed wireless	80	171
Vision Network	135	135
NBN	1,936	1,877
Total fixed broadband	**2,222**	**2,218**
Total subscriptions	**7,203**	**7,499**

[1] Figures re-stated from 2021 Sustainability Report as a result of 70,000 inactive customers with long-dated expiries being removed from Lebara's base.

Our workforce

In 2022, TPG Telecom had 6,006 employees across Australia, Guam, and the Philippines. Our direct workforce includes employees based in corporate offices, contact centres, retail stores and field-based employees working in network and fibre operations throughout Australia. In addition, we have an indirect workforce based in Australia, India, Fiji, Philippines, and South Africa that includes customer service agents, network operations and technology support agents.

EMPLOYEES[1]	2022				
	Female	Male	Non-binary	Intersex & other	Total
Full time	2,394	3,001	2	2	**5,399**
Part time	245	233	2	0	**480**
Casual	20	33	0	0	**53**
Fixed term contractor	31	43	0	0	**74**
Total	**2,690**	**3,309**	**4**	**2**	**6,006**

[1] Based on headcount as of 31 December.

Approx. **119** in The Philippines

3,044 in The Philippines

Approx. **2,166** in India

1 in Guam

Approx. **445** in South Africa

Approx. **928** in Australia

Approx. **35** in Fiji

2,961 in Australia

● Direct workforce
● Indirect workforce

Our suppliers

We procure wide-ranging goods and services to operate our fixed and mobile infrastructure and service our customers.

We have a large supplier base which ranges from strategic partnerships with multinational firms to relationships with small and medium enterprises. The services we procure are mainly based in Australia, India and South Africa while goods that we purchase are manufactured by our direct suppliers based in Australia and overseas.

While the vast majority of our procurement spend is with vendors based in Australia, we acknowledge our direct suppliers often have offshore manufacturing operations and their own tiers of domestic and international suppliers. This results in a deep, complex supply chain that comprises many tiers.

The majority of our procurement spend is allocated to the following categories of goods and services:

- devices and modems, including mobile phones, tablets, routers, and modems which are sourced from large multinational companies and on-sold to our customers;
- network technology, equipment and construction, including goods and services procured to build and operate the fixed and mobile network infrastructure; and
- professional services, largely including spend on advisory support for strategic operating and technology integration programs.

For further details refer to the Human Rights and Modern Slavery and Supplier Governance sections, as well as our Human Rights Policy and Modern Slavery Statement, available on our website.

Our sustainability approach

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.

Our 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 combat identity theft.

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.

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

Our sustainability strategy

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

Based on that knowledge, we then identified four key areas where we are well placed to make a meaningful difference. These are underpinned by a set of fundamental, responsible business practices.

We then set out a number of initiatives and commitments that underpin those areas, including implementation plans that allow us to track our progress. We will continue to evolve our initiatives and commitments over time so that it remains relevant, meaningful and ambitions.

Together, this represents our framework for creating a responsible and sustainable business. Our strategy aligns to and supports the UN 2030 Sustainable Development Goals.

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.

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.

Our sustainability governance

Board

Our highest level of responsibility for sustainability sits with the TPG Telecom Board, which is accountable for overseeing and monitoring environmental, social and governance (**ESG**) risks and opportunities, as well as the implementation of the Sustainability Strategy. This is detailed within the TPG Telecom Board Charter.

The TPG Telecom Audit & Risk Committee (**ARC**) oversees disclosure by TPG Telecom relating to its ESG risks and how it manages or intends to manage those risks. As noted within the TPG Telecom ARC Charter, the roles and responsibilities of the ARC as they relate to sustainability include:

- Reviewing significant developments in, and TPG Telecom's reporting strategy pertaining to, ESG reporting and disclosures; and
- Monitoring the effectiveness of TPG Telecom's ESG risk management, including compliance with relevant laws and regulations and review of public disclosures by TPG Telecom relating to its ESG risk management practices.

The TPG Telecom Governance, Remuneration & Nomination Committee (**GRNC**) was created by the TPG Telecom Board to assist with the oversight of corporate governance practices, the nomination of Directors, and consideration of policies surrounding remuneration paid. The roles and responsibilities of the Committee pertain to board performance and evaluation, remuneration and corporate governance more generally.

Management

TPG Telecom's Executive Leadership Team (**ELT**) meets regularly to monitor business performance, as well as to develop and execute strategy. This includes aspects of the Sustainability Strategy.

The primary forum focused on the TPG Telecom Sustainability Strategy is the Sustainability Council, which meets on a quarterly basis. The Council consists of senior leaders from various business areas or functions across the organisation including sustainability, risk, finance, property and procurement, network infrastructure, customer (including consumer and enterprise & government), legal, regulatory and others. The Council is accountable for overseeing and monitoring the execution and delivery of the TPG Telecom Sustainability Strategy.

Additional working groups exist to 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.

Reporting

The Head of Sustainability and the Group Executive Legal & External Affairs report regularly to the ELT, the ARC and the Board on sustainability matters, when aspects of the Sustainability Strategy or agenda require specific discussion at that level.

Our highlights and collaboration

PILLAR	2022 HIGHLIGHTS	ONGOING COLLABORATION
ENVIRONMENTAL RESPONSIBILITY	• Set near-term targets for the reduction of Scope 1 & 2 emissions by 95% and Scope 3 emissions 30% by 2030 • Set long-term targets for the reduction of Scope 1, 2 & 3 emissions by 90% and to reach net-zero by 2050 • Inaugural Climate Change Report developed under the Taskforce on Climate-related Financial Disclosures framework • 17,329 kg of e-waste collected with MobileMuster • 656,599 trees planted through One Tree Planted program since launch	• Climate Leaders Coalition • GSMA Climate Action Taskforce • Australian Packaging Covenant Organisation • MobileMuster • City Switch
CUSTOMER WELLBEING	• 460+ million blocked scam calls and SMS • 98% reduction in fraudulent port-outs since 2019 • Finalised our Supporting Consumers Experiencing Vulnerability and Disadvantage policy • Gaining certification against ISO/IEC 27001	• Australian Mobile Telecommunications Association • Australian Communications and Media Authority • Communications Alliance • Telco Together Foundation • Joint Cyber Security Centre
INCLUSION AND BELONGING	• -1% pay equity gap, with our females on average being remunerated higher than males for similar roles • Signed up to the 40:40 Vision initiative • Launched our STEM Accelerate Program for internal female STEM talent • Completed our first Reconciliation Action Plan • Launched Year of Connection program supporting LGBTQI+ inclusion	• Australian Network on Disability • Reconciliation Australia • Two Point Co • SEE Partners • Pride in Diversity • Go Girl, Go for IT • Minus18
DIGITAL ECONOMY	• Reached 95% population coverage with our 5G network in 12 of Australia's largest cities and regions • Over $1.9 million donated to TPG Telecom Foundation partners and matched giving • Deployed 1,040 5G sites in 2022, resulting in a total of 2,055 5G sites across our network • Piloted skilled volunteering opportunities for our employees to work with charities	• Connecting Victoria Program • Connectivity Innovation Network • Mobile Black Spot Program • Supported ACON, Guide Dogs, Starlight Children's Foundation, Cerebral Palsy Alliance, Headspace, Missing School and InfoXchange
RESPONSIBLE BUSINESS PRACTICES	• Improved Engagement score and Values Alignment Index, year-on-year • Launched Flex to Thrive program, our flexibility proposition for employees • Implementing a sustainable finance framework for upcoming debt refinancing	• Telco Together Foundation • Flexcareers

Environmental responsibility

Our Focus Areas

Environmental responsibility

Highlights

Set emissions reduction targets for our Scope 1, 2 & 3 GHG emissions	**Developed a Climate Change Report aligned to TCFD framework**	**17,329** kg of e-waste collected with MobileMuster	**656,599** trees planted through One Tree Planted program

Our commitments include:

ACTION	PROGRESS
Powering our Australian operations with 100 per cent renewable electricity by 2025.	◑
Setting science-based targets 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 and risk management framework.	●
Continuing to expand felix as a carbon neutral brand and product targeting one million trees planted.	◑
Working with our suppliers to reduce packaging and increase packaging resource recoverability across our products and networks.	◑

● Complete   ◑ In Progress   ○ Delayed

Our collaboration:

CLC Climate Leaders Coalition	**GSMA Climate Action Taskforce**	**APCO** Australian Packaging Covenant Organisation	**MobileMuster**

Environmental responsibility continued

Respecting and protecting the environment as we grow our business

We are committed to managing the environmental impact of not just our own business activities, but the impacts from across our entire value chain. As a major telecommunications services provider, our approach to environmental responsibility focuses on our two most material environmental impacts – climate change and waste.

We know that minimising our impact on the environment is important to our employees, customers and investors, as well as all of the communities in which we operate.

Carbon footprint reduction

The uptake of 5G technology is an example of the continual growth of the digital economy. As more 5G applications become available and demand for services increases, the associated energy use and greenhouse gas emissions (**GHG**) footprint will increase, unless significant mitigation measures put in place.

This will drive an increase in our own energy requirements, and the requirements 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.

In 2021 we joined the Business Ambition for 1.5°C campaign. 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 made a commitment to take action to mitigate global temperature rise, and hopefully avoid the worst impacts of climate change.

That's why TPG Telecom has made the following commitments:

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

Energy and greenhouse gas emissions reporting

In order to set emissions reduction targets, the first step is to understand the size of our emissions footprint and our most material sources of emissions.

In 2021, we mapped out the GHG emissions footprint of our operations (Scope 1 & 2 emissions) for the first time. In 2022, we engaged third-party consultants to assist us to map out our Scope 3 emissions footprint for the 2021 reporting period.

The result of this work was a complete picture of our emissions footprint, not just for our own operations, but across our entire value chain.

TPG Telecom energy consumed (TJ) and GHG emissions (ktCO2-e)

CATEGORY	2021[1]	2022[2]
Energy consumed	1,237	1,291
Scope 1 emissions	4.8	2.8
Scope 2 emissions (market-based[3])	224.4	224.8
Scope 1 & 2 emissions (market-based)	229.2	227.6
Scope 3 emissions	1,327.9	N/A

The mapping of our full 2021 emissions footprint highlighted the materiality of Scope 3 emissions and its importance in setting and achieving meaningful emissions reduction targets.

TPG Telecom 2021 GHG emissions footprint, by scope

0.3% 14.4% 85.3%

■ Scope 1 ■ Scope 2 ■ Scope 3

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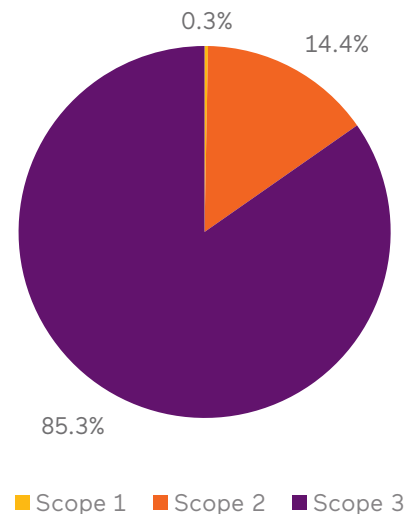
[1] Figures re-stated from 2021 Sustainability Report as a result of a detailed internal review that resulted in a more complete and accurate reporting approach.

[2] 2022 Scope 3 emissions have not been reported, as the complete data set was not available at the time of publication.

[3] To support our science-based emissions reduction targets, we report our Scope 2 emissions using the market-based method as our primary method. Our location-based Scope 1 & 2 emissions are 259.6 for 2021 and 268.5 for 2022.

Environmental responsibility continued

TPG Telecom Scope 3 emissions baseline

Scope 3 emissions are indirect emissions that we do not directly control but that we may have the ability to influence. They include relevant emissions from our suppliers in manufacturing and delivering products and services to us, as well as from our customers in using our products and services. This year we defined, measured and analysed our Scope 3 emissions for the first time, using the 2021 calendar year as our baseline. This included all categories defined in the GHG Protocol[4].

TPG Telecom Scope 3 GHG emissions breakdown, 2021[5] baseline (ktCO2-e)

CATEGORY	EMISSIONS	PERCENTAGE
1&2: Purchased goods and services and capital goods	1,059.7	79.8%
11: Use of sold products	209.2	15.8%
3: Fuel- and energy related activities	25.1	1.9%
4: Upstream transportation and distribution	11.2	0.8%
8: Upstream leased assets	9.1	0.7%
9: Downstream transportation and distribution	6.0	0.5%
5: Waste generated in operations	4.7	0.4%
7: Employee commuting	1.4	0.1%
12: End-of-life treatment of sold products	1.1	0.1%
6: Business travel	0.4	0.0%
Total Scope 3 emissions[6]	1,327.9	100.0%

We identified that the sources most material to our business (representing approximately 96% of Scope 3 emissions) are:

- Our suppliers' emissions, produced from the manufacturing and delivering of goods and services we procure from them. In particular, those used in the building and maintaining of our mobile and fixed networks and from purchased devices sold to our customers; and
- Our customers' emissions, produced from the use of our products and services by our customers.

The calculation of Scope 3 emissions is a complex process, utilising a number of different data sources, emissions factors and calculation methodologies. As this is the first year that we have calculated our Scope 3 footprint, the values given in the table are not exact and are not intended to be read as precise figures. They provide an indication of where the most significant emissions in our value chain arise, in order to help us to target our actions to where we can make the biggest difference.

We acknowledge that due to their complexity, robust Scope 3 emissions calculations require a high level of collaboration across our value chain, particularly with regards to the measuring, calculating, analysing and sharing of data.

We will continue to improve our calculation methodology, emissions factors, and data inputs as both our suppliers' and our own data matures over time. This will enable a more detailed understanding of the Scope 3 footprint and help us to focus our emissions reduction actions.

We will also recalculate our emissions baseline in future periods, if deemed appropriate as a result of these improvements, and in accordance with globally recognised methodologies like the GHG Protocol and the Science Based Targets Initiative.

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[4] GHG Protocol – Corporate Value Chain (Scope 3) Accounting and Reporting Standard.
[5] Calculated for the 12-month period ending 31 December 2021.

[6] These GHG Protocol categories are not relevant to TPG Telecom: 10: Processing of sold products, 13: Downstream leased assets, 14: Franchises and 15: Investments.

Environmental responsibility continued

Climate Leaders Coalition

In 2022, we became members of the Australian Climate Leaders Coalition (**CLC**). The CLC is a group of cross-sectoral Australian CEOs supporting the Paris Agreement commitments and setting public decarbonisation targets.

Its purpose is to provide a common voice on why big business is seeing decarbonisation as a way to drive long term economic sustainability – and how they can have an impact and realise competitive advantage through early action in an apolitical and non-confrontational manner. The CLC is action orientated and provides an open, confidential and authentic forum for CEOs to share the challenges of their decarbonisation journeys.

Members commit to measuring the greenhouse gas emissions associated with their environmental footprint and, if not already done, within 12 months of joining, will set public emissions targets. They work with their suppliers and customers to encourage them to reduce their greenhouse gas emissions. Additionally, they consider that a responsible and equitable transition to a low emissions economy is an opportunity to improve Australia's prosperity.

In November 2022, we signed the 'Scope 3 Roadmap – Practical Steps to Address Scope 3 Emissions – Written by CEOs for CEOs' report published by the CLC. The report focuses on the importance of Scope 3 emissions to stakeholders and its impact to the business as a whole value chain issues and challenge and it provides eight steps to address Scope 3 emissions.

Following the publication of the report, we participated in a launch workshop which saw our CEO and other CLC members CEOs, sharing learnings of the Scope 3 Roadmap. The workshop focused on data sharing solutions, new models of partnership, capability building and finance and commercial innovation as critical areas to help tackle Scope 3 emissions in the value chain.

Footnotes 7,8

GHG emissions reduction targets

Developing a complete picture of our value chain emissions footprint (Scope 1, 2 and 3), including an understanding of where our most material sources of emissions come from was the first step to meet our commitment of setting science-based emissions reduction targets.

To do so, we committed to aligning our approach to the requirements of the Science Based Targets initiative (**SBTi**[9]), which is a partnership between CDP, the United Nations Global Compact, World Resources Institute and the World Wide Fund for Nature. It was created to drive ambitious climate action in the private sector by enabling organizations to set science-based emissions reduction targets by defining and promoting best practice in emissions reductions and net-zero targets in line with climate science.

Upon completion of our emissions footprint, we analysed each of the various sources in detail to identify potential emission reduction interventions related to our most material sources. These intervention opportunities were then modelled by taking into consideration our baseline, our projected business growth, and the SBTi criteria. The result of the modelling was the development of our near- and long-term emissions reduction targets, underpinned by a set of emission reduction pathways to guide how we will achieve them.

These interventions are the enablers to achieving the below emission reduction targets we have set in-line with the SBTi requirements. TPG Telecom commits to:

Our near-term targets

95%
Reduction in absolute Scope 1 & 2 GHG emisions by 2030 from 2021 base year

30%
Reduction in absolute Scope 3 GHG emisions by 2030 from 2021 base year
(from purchased goods and services, use of sold products, fuel and energy related activities, and upstream leased assets)

Our long-term targets

90%
Reduction in absolute Scope 1, 2 & 3 GHG emisions by 2050 from 2021 base year

net-zero
GHG emissions across the value chain by 2050 from a 2021 base year

The above targets have been submitted to the SBTi.

This target-setting process allowed us to identify and prioritise those areas where emissions are highest and where we have an opportunity to best influence third-party emissions reduction strategies. Key aspects of our emission reduction interventions include:

[7] Climate Leaders Coalition
[8] Climate Leaders Coalition - Scope 3 Roadmap

[9] Science Based Targets Initiative

Environmental responsibility continued

- Scope 1 & 2 emissions: powering our operations with 100 per cent renewable electricity, which is aligned with our existing renewables target; and
- Scope 3 emissions: achieving reductions through engaging with key suppliers to encourage the setting of emission reduction targets and working with them to achieve them.

The emission reduction pathways that we have developed to meet our science-based targets contain inherent assumptions, including the expected Australian electricity grid decarbonisation rate, suppliers' performance in meeting existing emissions reduction targets among others. Therefore, we will closely monitor and understand the impact of emissions reductions from underperforming activities, particularly of those where our influence level may be low. This will allow us to manage our overall emission reduction pathways by balancing against activities where we may have a higher level of influence. Strong engagement and collaboration with our key suppliers will play a critical role in this approach.

We will continue to seek additional opportunities for reductions with the business and our suppliers and we will review our targets regularly in accordance with the SBTi criteria as a minimum.

"We are proud to have set and aligned our emissions reduction and net zero targets to the Science Based Targets initiative. As the largest proportion of emissions are from our suppliers, our focus will be to work with them to achieve these reductions."
– Iñaki Berroeta, Chief Executive Officer and Managing Director

Renewable energy commitment

As a major telecommunications company, we consume approximately 347 gigawatt hours of electricity across our operations. Despite our focus on energy efficiency, we expect our energy consumption to rise over time, as data use increases across our networks.

This is why we committed in 2021 to powering our Australian operations with 100 per cent renewable electricity from 2025 onwards.

This commitment has only become more important to our organisation, as it now forms a key part of our near-term emissions reduction targets and achieving our net-zero target by 2050.

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.

TPG Telecom electricity sources (GWh)

CATEGORY	2021	2022
Total electricity consumed[10]	325	347
Electricity consumed - Australia	323	346
Renewable electricity[11]		
Renewable Energy Target (RET)	57	61
Jurisdictional RET	17	17
Total renewable electricity	74	78
Renewable electricity - Australia	23%	23%

In 2022 we finalised our renewable energy purchasing strategy and are working to engage with renewable energy suppliers to help us meet our future renewable electricity requirements.

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[10] In addition to our Australian operations, we consume a small amount of energy in our Guam and Manila operations, accounting for approximately 0.4% of our total annual consumption.

[11] Relates to non-voluntary renewable electricity, reported as per Climate Active Electricity Accounting, April 2021.

Environmental responsibility continued

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.

Going forward, we will continue to look for ways to operate our networks more efficiently, including working with our equipment manufacturers on improved equipment designs and capabilities.

GSMA Climate Action Taskforce

In 2021, we joined the GSMA's Climate Action Taskforce. 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.

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.

As a continued member, we will work to keep our approach to decarbonisation and climate risk management aligned with global industry best practice.

Climate risks & disclosures

While we are working to reduce the greenhouse gas emissions footprint of our organisation and broader value chain, 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 and risk management framework.

Managing climate risk

We recognise that climate change is a material risk to our society and may present significant risks to our organisation. To support our climate risk commitment, we undertook a significant climate risk project in 2022. This included:

- current state climate risk maturity assessment and peer benchmarking;
- detailed physical and transition risk identification and assessment;
- qualitative scenario analysis of three key physical and transition risks across short, medium and long term timeframes; and
- development of a multi-year climate risk roadmap.

For additional detail, including the results of our risk assessment and scenario analysis, refer to our Climate Change Report, found here.

Climate risk management is a continuous and evolving action that will be monitored and reviewed as necessary to build climate resilience into our business operations and strategy. We commit to reporting on our progress on an annual basis.

Environmental responsibility continued

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.

e-waste collection and resource recoverability

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. As such, 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, carbon neutral product stewardship program of the telecommunications industry to find ways to increase the collection and recycling 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, including TPG Telecom.

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.

Our customers are also able to print out a MobileMuster label from our Vodafone and felix websites and mail their devices to MobileMuster, free of charge.

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. The extensive MobileMuster collection network provides more than 3,000 public drop off points across the country along with a free post back option.

Expanded scope of e-waste devices for collection

In 2021, we 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. During the trial, more than five tonnes of product was collected and recycled. 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 areas of expansion of scope include:

- Network convergence and connectivity
- Smart home technology
- Wearables and peripherals

This will be particularly important as technology evolves and the roll out of 5G technology continues to bring new connected products to the market.

The scope expansion officially launched on 1 July 2022 and we have worked with MobileMuster throughout the year to encourage our vendors to join the program, if their products were eligible for inclusion in the expanded scope.

In 2022, 6,971 kg of mobile phone components were collected from our stores through the MobileMuster program, as well as an additional 10,359 kg of e-waste from the expanded product categories, representing a 33 per cent increase from 2021.

MobileMuster e-waste collection from TPG Telecom (kg)

CATEGORY	2020	2021	2022
Existing scope (*Mobile handsets, batteries and accessories*)	7,000	9,816	6,971
Expanded scope (*Modems, Landline Phones, Tablets, Smart Home Tech, Digital Set Box, Wearables, Gaming*)	n/a	3,239	10,359
Total	**7,000**	**13,055**	**17,329**

Source: MobileMuster

Given the significance of e-waste in Australia and around the world, we are committed to increasing and improving sustainable outcomes for the management of telecommunications products once they have reached their end of life.

Environmental responsibility continued

Waste reduction and packaging recoverability

TPG Telecom continues to be a member of the Australian Packaging Covenant Organisation (**APCO**), 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 continually look for new and improved ways to reduce the environmental impact of packaging used for devices, accessories and SIMs.

An example is the development and roll out of eSIM technology across a number of our other brands. With no physical component, environmental benefits are achieved for both our customers and us. Using an eSIM means less plastic waste from manufacturing and packaging, as well as energy and emissions reductions from reduced transport and manufacturing requirements.

Corporate offices

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

In addition, we were able to report waste totals across all of our corporate offices for the first time in 2022. This achievement will enable us to better track, manage and drive reductions in waste amounts across our organisation.

Waste totals for corporate office locations[12]

CATEGORIES	2019	2020	2021	2022
General waste (t)	21.31	10.47	5.87	10.63
Co-mingled (t)	9.06	3.16	0.90	0.97
Organic (t)	1.08	0.43	0.16	0.04
Paper (t)	3.17	2.06	4.71	2.00
Batteries (t)	0.08	0.04	0.01	0.28
Total (t)	34.70	16.16	11.65	13.92
Percentage recycled (%)	38.6	35.2	49.6	21.6

Biodegradable balloons – Retail stores

With every major promotional period in our retail stores, we spruce up our stores with promo balloons to grab the attention of customers passing by.

In 2022, for the first time, we have introduced brand-new biodegradable balloons to our retail stores across Australia.

Unlike plastic balloons, these are made of latex and break down naturally from UV light and microbes.

They come from rubber trees grown in rainforest-alliance-certified plantations, and are extracted using the same process as maple syrup – the tree trunk is gently drilled or tapped to allow the sap (i.e. the latex or maple syrup) to flow out into a hanging bucket, all without disrupting the life of the tree.

Initiatives like these are driven by our commitment to managing the environmental impact of our business activities, respecting and protecting the environment as we grow our business.

Networks

For our mobile network, we have established re-use 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 going forward 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.

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[12] Data prior to 2022 included only Vodafone corporate office locations.

Environmental responsibility continued

Environmental products & services

In addition to managing the environmental impact of our business and supply chain, we want to be able to support our customers to do the same.

In our Sustainability Strategy, we committed to:

- Continuing to expand felix as a carbon neutral brand and product targeting one million trees planted.

felix mobile - continued innovation

felix was launched in 2020 as Australia's first telco brand powered by 100 per cent renewable electricity. Not only does this remain true, it also continues to be certified as a carbon neutral service by the Australian Government's Climate Active initiative. Achieving these commitments helped us to better understand what was required to expand to our entire organisation.

For example, the work that went into powering felix by 100 per cent renewable electricity led directly to our commitment to power our entire Australian operations with renewable electricity from 2025 onwards.

In 2022, felix continued to help drive innovation throughout TPG Telecom. The process felix went through to achieve its carbon neutral certification was a vital contribution towards the mapping of TPG Telecom's Scope 3 greenhouse gas emissions footprint and setting of our emissions reduction targets.

Additionally, the felix rollout of eSIM in early 2022 assisted with the eSIM implementation for a number of our other brands.

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.

One tree planted

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.

Project selection considers critical aspects to maximise the benefits, including timing, location and species, as well as potential co-benefits such as biodiversity and impacts to the local community.

656,599

trees planted through One Tree Planted since launch[13]

In September, less than two years from launch, felix achieved the milestone of 500,000 trees donated around the world. With over 650,000 trees planted by year end, we expect felix to achieve its one million trees planted goal during 2023.

"felix operates with a strong sense of purpose and social responsibility. It is a wonderful feeling when as a business you do something that is so deeply drawn from your values – and see those values resonate with your customers." – Kieren Cooney, Group Executive, Consumer

Awards

In 2022, felix continued to be recognised for its

innovative approach and commitments to customer service and sustainability. Awards received this year include:

- The Australian Financial Review, in association with BCG (Boston Consulting Group), announced felix as one of Australia's Sustainability Leaders in the Media and Telecommunications category for 2022.
- Canstar Blue Telco Award for Green Excellence.
- The ProductReview.com.au Mobile Phone Service Provider Award for the second year in a row, with a rating of 4.6/5 stars across 480+ reviews.
- ACOMM 2022 Best Mobile Solution award for its SIM-only phone plan.
- WhistleOut's 2022 winner of the Sustainable Mobile Provider of the Year award.
- Green Mobile Plan Provider of the Year for 2022 at the Finder Green Awards.

[13] As at 31 December 2022

Customer wellbeing

Our Focus Areas

3 GOOD HEALTH AND WELL-BEING

10 REDUCED INEQUALITIES

Customer wellbeing

Highlights

Over **460 million** **blocked scam calls and SMS**	**Undergoing** **ISO 27001** **certification**	**98%** **reduction in fraudulent port-outs, since 2019**	**Finalised our 'Supporting Consumers Experiencing Vulnerability or Disadvantage' policy**

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 approach for reducing scam SMS.	●
⌐ Effectively manage our internal framework for ongoing compliance with the Reducing Scam Calls and Scam SMS Industry Code. (new in 2022)	◑
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

Our collaboration:

AMTA	CA	TTF	JCSC
Australian Mobile Telecommunications Association	Communications Alliance	Telco Together Foundation	Joint Cyber Security Centre

Customer wellbeing continued

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

As a major Australian telco, we understand the importance of taking care of our customers as they use our products and services. 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 our customers and other key stakeholders over the long term.

Information security & privacy

The security and privacy of our customers and their information is a high priority at TPG Telecom. We know this is a key risk, not just to our customers but also to the success of our business. This is why we continue to overhaul and uplift our processes, systems and controls to increase the security we provide to our customers.

Our Privacy Policies, available on our branded websites, outline our practices related to information security and data privacy.

Cyber security and privacy are core components of our Code of Conduct and our Supplier Code of Conduct, available on our website.

Cyber security and privacy are represented across our business, and is governed by the Information Security Governance Committee, which is tasked with the ongoing oversight and direction of Information Security, including Cyber, physical, and corporate security as well as privacy. This group has been endorsed by the Board, is made up of senior risk, technology and security leaders across the organisation and reports regularly into the Executive Leadership Team.

Our approach to cyber security

Our approach to cyber security puts the customer at the heart of our protective measures, and we seek to continuously improve so that our services are reliable and safe to use.

We govern our cyber security through the use of our Information Security Management Framework (**ISMS**). This includes policies, standards and guidelines, as well as an established cyber security program, to protect against those threat actors who may seek to damage our brand and telecommunication systems. This ISMS is designed and written using international best practice and we are in the process of gaining certification against *ISO/IEC 27001:2013 - Information technology, Security techniques, Information security management systems*, which we expect to achieve in 2023.

In addition, our Cyber Defence and Response Centre delivers monitoring, analysis and response services on a 24 hours a day, seven days a week, 365 days a year basis, to help us quickly detect and respond to security incidents. We also have proven incident management processes that guide our people across the organisation, as shown during our recent notifiable event (detailed below).

We regularly train our employees across a range of security best and role specific practices. Known as the 'Human firewall', this training is mandatory for all employees.

To further reduce vulnerabilities, we are continuing to decommission legacy systems, conduct regular security testing and have proven threat protection tools.

We strive to stay compliant with all relevant regulatory requirements, including those established through the Telecommunications Sector Security Reforms and the Payment Card Industry Data Security Standards (**PCI DSS**). We also continue a range of formal partnerships that can help during security incidents, including both law enforcement and government agencies. We are also a member of the Joint Cyber Security Centre, with which we collaborate on national threat intelligence, along with other government agencies and industry partners.

Protecting our customers' data and privacy

To supply our products and services to customers, we need to collect some personal and usage information, which is stored to allow us to manage their services and comply with data retention laws. This means that we manage a large volume of sensitive information and our customers, employees and third parties expect the highest levels of security. We seek to handle personal information with integrity and in accordance with applicable laws.

Through our commitment to a strong security culture, a broad privacy program is in place which includes dedicated specialists, governance arrangements, policies, and physical and technical controls. We also make sure our employees understand their privacy responsibilities through detailed employee privacy training and an awareness framework. This training, which is mandatory, must be renewed each year.

Customer wellbeing continued

The concept of 'privacy by design' is embedded across our business, 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 safeguard its integrity. Additionally, any projects which involve handling of personal information pass through privacy assessments to review and then work to minimise any 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 in a hybrid working environment has led to 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 procedural changes that strengthened our control environment. Increased awareness and training events were also delivered to employees focussing on security, privacy and fraud.

Subsequent to the discovery of the above issue, we initiated a full-scale internal review over all aspects of customer data handling, storage and purging. We want to request only the data that we absolutely need, securely store it only for as long as we need to, and then securely purge the data as soon as possible. Findings from this review will help inform improvements in our internal processes, as needed.

iiNet and Westnet incident

The significant increase in cybercrimes against Australian organisations in 2022 highlighted the importance of ongoing investment in technology and people, as well as an all-of-business commitment to keep processes, operations and customers protected. The challenging reality is all Australian companies face cyberthreats on a daily basis and we must work together with government and across industries to stay ahead of these threats.

We are not immune to these daily threats and in December, we identified unauthorised access to email accounts for some iiNet and Westnet business customers. We implemented measures to stop this unauthorised access and further security measures were put in place. We are continuing to communicate with, and support, affected customers.

We continue to strengthen our security processes and capabilities to keep up with evolving security threats so we can help protect customer data from unauthorised use, access, modification, or disclosure.

Customer wellbeing continued

Online safety

We are committed to supporting our customers to use the internet as safely as possible, through the controls we have available. There are a number of risks customers face while online, including scams, theft and online abuse. 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 approach for reducing scam SMS.
- Effectively manage our internal framework for ongoing compliance with the Reducing Scam Calls and Scam SMS Industry Code.
- 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 Australian Communications and Media Authority (**ACMA**) and the Australian Federal Police, to block websites associated with illegal gambling, abhorrent violent material and other seriously harmful and criminal activity.

Addressing scams and fraud

In 2022, Australians reported approximately 240,000 scams, with 12% of those representing significant financial losses totalling approximately $569 million[14].

Given the seriousness of this issue, we are determined to play our part in protecting people from scams. We work actively with other industry participants through the TPG Telecom hosted Fraud & Security Alliance Forum, the Communications Alliance Communications Security Reference Panel and as a member of the Scam Telecommunications Action Taskforce with the ACMA.

In line with the ACMA's new rules on customer verification, we introduced multi-factor authentication across TPG Telecom brands, with a focus on preventing fraud associated with high-risk customer interactions. This has changed the way our customers interact with us, to reduce and prevent instances of account hijacking and impersonation fraud.

Our initiatives resulted in the blocking of 16 million scam calls and 444 million scam SMS in 2022.

CUSTOMER PROTECTION	2021	2022
Millions of blocked scam calls	34	16
Millions of blocked scam SMS	330	444
Millions of blocked scams (total)	**364**	**460**

We led the industry in developing a process for pre-port verification whereby an SMS is sent to validate the port of a mobile number before the port can proceed. This process was converted into an industry standard, enforced by the ACMA. As a result of our actions, we continue to see a significant decrease in fraudulent ports since we implemented the measures in 2019. As an example, we have achieved a 98% reduction in fraudulent port-outs since 2019.

98%

reduction in fraudulent port-outs since 2019

During the year, we collaborated in the update of the industry code 'Reducing Scam Calls and Scam SMS' (previously 'Reducing Scam Calls') through the Communications Alliance. The new industry code was issued in July 2022 and overall, it requires the following:

- Identifying, monitoring, and tracing scam calls and scam SMS;
- Blocking scam calls and restricting devices used to send scam SMS as well as preventing use of Australian numbers for scams;
- Exchanging information about alleged scam calls and scam SMS;
- Unblocking numbers and removing restrictions on devices;
- Improving Calling Line Identification (**CLI**) accuracy and number and alphanumeric sender ID accuracy; and
- Seeking assistance from international operators.

[14] ACCC – Scam Watch

Customer wellbeing continued

Upon the release of the new industry code, we conducted a review over our internal framework and determined that it met or exceeded all required aspects of the updated requirements. When it comes to managing scams, however, we are never satisfied and are constantly working to push both ourselves and the industry further. Examples include:

- Consultation on the development of the National Anti-Scam Centre;
- Advocating for a Verified Origin Registry to address alpha-tag impersonation SMS scams; and
- Ongoing work via the Communications Alliance on technical responses to call identifier number spoofing.

The Online Safety Act

Enacted in 2021, the Online Safety Act formally commenced in January 2022, 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 Act, relevant industry sectors must draft codes to operationalise its requirements.

Additionally, the Basic Online Safety Expectations (**BOSE**) was released by the Department in January 2022. The BOSE outlines online safety expectations for specific services[15] and for these services to report on how they are meeting expectations. The BOSE will operate in conjunction with the industry codes currently being drafted.

Through the Communications Alliance, we have been involved in the drafting of the relevant codes for the following sector groups: ISP, relevant electronic services, hosting and equipment. These codes address the issues of access, exposure and distribution of certain materials by defined industry sectors. This includes material relating to child sexual abuse, terrorism, extreme crime and violence, and drug-related content. The industry Codes have been finalised and submitted to the eSafety Commissioner for review and registration. A decision is expected in early 2023 and, upon release, we will seek to meet or exceed industry expectation in order to help our customers stay safe online.

Keeping families and children safe online

Families have always been 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 eSafety and the Australian Federal Police (**AFP**) in this space.

Our websites have dedicated pages that offer helpful resources for families, including links to eSafety 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.

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 so that we can help our customers navigate these challenges into the future.

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[15] Designated internet services, relevant electronic services and social media services.

Customer wellbeing continued

Customer experience

At TPG Telecom, we put our customers first. We are focussed on delivering the best possible experience we can, based on the understanding that every customer has individualised needs and circumstances needing to be met.

A continued focus on 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 Complaints in Context report. Published by Communications Alliance as part of the Telecommunications Consumer Protections Code (**TCP Code**), it is a ratio of Telecommunications Industry Ombudsman (**TIO**) complaints per 10,000 services in operation.

TIO complaints per 10,000 services in operation

Legend: iiNet, TPG, Vodafone, All participants
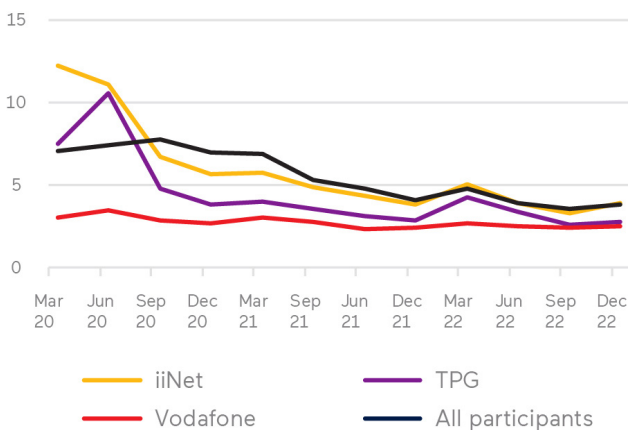
When it comes to providing customers with the best service and care that we can, these are the metrics that matter most.

We strive to continually improve our customer satisfaction metrics). When we don't, we work hard to understand why and what we need to do to improve going forward. This includes:

- Identifying and analysing trends to understand underlying issues;
- Conducting root cause analysis across all complaints, collaborating cross functionally to address any opportunities; and
- Increasing proactive issue resolution through a proactive case management approach.

We are proud to continue to see strong results for the complaints rates of our major brands iiNet, TPG and Vodafone. TPG Telecom consistently comes in below the industry average, led by our Vodafone brand. 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 proud of the collective efforts of all teams working together to serve our customers.

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 year we upgraded our digital customer experience through a number of industry-leading innovations, including:

- Enhancing our suite of online payment methods for customers, becoming the first telco in Australia to offer the full suite of digital payment methods, including Paypal, Apple Pay, Google Pay and a brand-new "buy now, pay later" options;
- TPG web support pages were redesigned to include more valuable content and structure (taking from iiNet) for our customers to be able to self serve content easier without the need to call;
- Launch/roll out of eSIM technology across a number of our brands; and
- Our AI-supported TOBi chat bot and speech Interactive Voice Response (**IVR**) customer service solution. Since its full launch in April 2021, 68 per cent of customer queries coming through Vodafone's digital channels are now fully resolved through TOBi, with just 32 per cent being directed to a customer care agent.

Customer wellbeing continued

eSIM technology

In early 2022, our felix brand 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.

From this successful launch, we have since rolled out eSIM technology across a number of our other brands.

We were also the first Australian telco to launch 'Push' eSIM delivery in-store and online, as well as iPhone to iPhone SIM transfer for existing Vodafone customers, enabling them to easily and quickly transfer from physical SIM to an eSIM when upgrading to a new iPhone.

We are very excited about the potential of eSIM technology as an enabler of excellent customer experience and choice.

Genesys Customer Innovation Awards nomination

In June 2022, we were announced as a finalist in the 2022 Genesys Customer Innovation Awards for our TOBi chat bot and speech Interactive Voice Response (**IVR**) customer service solution on our Vodafone brand. We were in the running for the 'CX Innovator – Most successful innovation' category, which awards a customer experience innovator that pushes the limits to deliver a consistent and unified experience while engaging customers across the channels of their choice.

Our TOBi and speech IVR solutions use artificial intelligence (**AI**) to understand and respond to customers and significantly reduce the time it takes to resolve their queries by either directly solving their issue or triaging them to the correct resource or department with greater accuracy and speed.

We have created new bot and IVR journeys to provide deflection opportunities including in areas of eSIM support, fraud and scam enquiries, international direct dialling, device repairs, number sync, smartwatch setup, account PIN reset, personal unlocking key code and prepaid reactivation

By using AI virtual assistants, predictive analytics and natural language processing (**NLP**) we are taking out some of the most common pain points that customers experience while also delivering a fast and simple digital customer experience.

"Every minute of a customer's time is precious, and that's why we are committed to doing everything we can to remove the frustration of long wait times or lengthy searching for relevant answers. TOBi and our NLP speech IVR delivers efficient customer support through offering immediate, relevant assistance, 24/7" – Ana Bordeianu, Group Executive, Customer Operations & Shared Services

Going forward, we remain as committed as always to ensuring our customer service journey is as fast, easy and frictionless as possible.

Customer wellbeing continued

Excelling in customer value

We care deeply about the value we provide to our customers and are honoured to see that hard work pay off with a number of awards this year. In 2022, our brands have been recognised by Canstar Blue, one of Australia's best-known and respected comparison sites, in their Telco Awards. Our iiNet, TPG and Vodafone brands all won awards for Outstanding Value[16].

For the second year in a row, Vodafone has won the Outstanding Value Phone on a Plan award for its competitive pricing, wide range of devices and flexible payment options.

TPG has also been awarded the Outstanding Value NBN Plans award for the second year in a row, due to its flexibility, pricing and options for multiple customer demographics.

And for the first time, iiNet has taken home the Outstanding Value Prepaid Mobile Plans award. iiNet's prepaid plans offer excellent value and flexibility, with large data inclusions.

These awards show our commitment to keeping our customers connected and providing the great value and service we deliver to our customers each day.

In addition, our brands won 6 out of the 11 WhistleOut Mobile Awards[17] which recognise the best telco plans, products and promotions in the year. Our awards spanned diverse categories, including:

- Mobile Provider of the Year – iiNet
- Best Prepaid Provider, Large Plans – TPG;
- Best Provider, iPhone Plans – Vodafone;
- Best provider, Samsung Plans – Vodafone;
- Best Provider, Plans for Kids – iiNet; and
- Sustainable Mobile Provider of the Year – felix.

Moreover, our brands were also recognised for the best value in the market and the best ways to spend smart by the Money Magazine Best of the Best Awards[18].

Increased customer connectivity

The importance of telecommunication as critical infrastructure for socioeconomic development and connectivity across all aspects of modern society has never been more evident, particularly as the world dealt with the impacts of the COVID-19 pandemic over the past two years.

Customers have always valued a telecommunications service which is fast, reliable, and cost effective. This has only increased in importance with the dependence on high-quality, high-speed connections that can be relied upon to support a workforce that has undergone a significant shift towards flexible working, a community that uses more and more data across a range of applications, as well as the number of 5G-enabled devices continuing to rise dramatically.

With our fixed and mobile networks, 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.

Refer to our 'Digital Economy' section in which we cover how we are helping to create a vibrant digital future through next generation connectivity, digital skills and technology for good.

[16] Canstar Blue - Outstanding Value Awards
[17] WhistleOut – Mobile Awards
[18] Money Magazine - Best of the Best Awards

Customer wellbeing continued

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 their diverse needs when we interact with them, including providing the support they need when they need it most.

At TPG Telecom, we have a range of measures in place to enable our employees to support customers experiencing vulnerability, including domestic and family violence, financial hardship and customers in need of special assistance for other reasons.

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.

Customers experiencing vulnerability

We take seriously our responsibility to support vulnerable customers and as such, are active collaborators in a number of industry advisory groups and working committees to ensure that the industry is as informed, and addresses these issues as consistently, as possible.

During 2022, we were involved in a number of updates to industry frameworks, codes and guidelines related to disadvantaged and vulnerable consumers, including:

- The Telco Industry DFV Action Framework[19] created by the Telco Together Foundation, released in April;
- Through submissions on the Australian Communications and Media Authority guide 'Consumer Vulnerability: Expectations for the Telecommunications Industry', issued in May;
- As a member of the working group for a review of the Telecommunications Consumers Protection Code (**TCP Code**); and
- Updated industry guideline 'Assisting Customers Experiencing Domestic and Family Violence' from the Communications Alliance, to be issued in 2023.

In line with our Sustainability Strategy commitment and consistent with the above updates, we finalised our internal 'Supporting Consumers Experiencing Vulnerability or Disadvantage' policy in 2022. Our policy covers our support to:

- Vulnerable or disadvantaged consumers;
- Consumers with disabilities and identified needs;
- Financial hardship;
- Accessibility; and
- Governance, procedures, and training.

TPG Telecom has also sought to improve accessibility for representatives managing deceased estates, through our service agreement with the Australian Death Notification Service (**ADNS**), a government initiative to help people get in touch with multiple organisations using a single online notification. All TPG Telecom brands support notifiers under the ADNS to manage the account of a loved one who has passed away.

People affected by 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 affected by DFV.

Telecommunications can be a tool used to exert abuse and control. In situations where people are affected by DFV, common examples of abuse and control include economic and 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.

TPG Telecom has a team of dedicated customer specialists who support and care for customers affected by DFV. These specialists work one-on-one with affected customers to ensure they can maintain connection, that their continued use of their service is safe and secure and provide assistance for debt and account issues that arise as a result of abuse.

TPG Telecom has also been deeply involved in the initial development and current refresh of an industry guideline on supporting customers affected by DFV. The refreshed guideline will be published in early 2023, following significant consultation with DFV support services and consumer groups.

Additionally, TPG Telecom is an active member of the Telco Together Foundation's DFV committee and technology facilitated abuse committee. We also took the Telco Industry DFV Pledge in April 2022 and are working internally on how we will align with the Telco Industry DFV Action Framework.

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[19] Telco Together Foundation – DFV Action Framework

DFV pledge

We do not accept DFV, in any form, perpetrated to or by our customers, employees or any person in Australia and pledge to continually improve our support for victims and survivors. We will do this through our commitment to:

- Applying our organisational resources to support FV customer and employee victims and survivors and, within our means, work to reduce instances of DFV in society.
- Producing a DFV Action Plan, within two years of the date of signing the pledge, using the DFV Action Framework to inform our approach.
- Continuing to learn and revise our approach, mindful of the continually changing nature of technology facilitated abuse (**TFA**).
- Collaborating with other signatories, through TTF, to share challenges and solutions and further build best practice.

Ask Izzy Connect
(2021 Foundation project update)

In 2021, the TPG Telecom Foundation granted funds for a pilot project and collaboration between InfoXchange and TPG Telecom, focused on creating a training experience to build the capacity of frontline employees in our retail, collections, customer vulnerability, and financial hardship teams.

The purpose was to help front line teams:

recognise people who are looking for support, respond to their needs and emotions, and refer them to the appropriate support services.

TPG Telecom employees encounter customers on a daily basis who disclose a range of issues in their life, including financial hardship and family and domestic violence. InfoXchange identified this as an opportunity to develop tools and resources to assist these 'informal help providers' (those who encounter people seeking help in their role, although it may not be in their job description to provide support) in supporting many customers' help-seeking journey.

Based on this research, InfoXchange developed a capability framework and training model they used to pilot and test the concept with a cohort of frontline TPG Telecom employees, through online workshops and self-guided modules.

Results and insights from the pilot are expected in early 2023, which we hope will yield best practice examples we can utilise in our internal training, onboarding and development. In time, we hope this may enable InfoXchange to develop a scalable solution that could be utilised across the retail sector as a best practice approach.

This project is a continuation of a long-term partnership between InfoXchange and TPG Telecom and was listed as a finalist in the 2022 Shared Value Awards for Impact Partner of the Year.

Accessibility of our services

We have a responsibility to ensure customers can easily access and navigate our websites and mobile apps. This

Customer wellbeing continued

includes customers with disability, elderly customers, and customers with temporary injuries.

The Web Content Accessibility 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. The guidelines have the overall goal of making the web more accessible to people with disabilities and in 2023 a new minimum standard (WCAG 2.2) will be issued.

In 2021 we undertook an audit of our brand websites and online services with the Centre of Accessibility Australia in preparation for the WCAG 2.2. The results of the audit 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.

Subsequent to the review, we established an internal Accessibility Working Group to drive improvements across all aspects of our digital footprint. One of the working group's first actions was to begin the process of onboarding an 'Accessibility Monitoring' platform, which will enable us to monitor accessibility compliance in real-time. The platform will help us to drive improvements towards full compliance with WCAG 2.2.

Supporting our customers and communities through emergencies and major incidents

As the past few years have shown us, we need to respond to emergencies that significantly impact our communities. From natural disasters to human conflicts and 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.

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 a set of Financial Hardship policies, located on our brand websites, 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 help them get the support they need to stay connected.

Local and international response

From natural disasters to human conflicts, the world experienced a wide range of serious crises in 2022, all of which had a significant impact on our customers. Tonga experienced a tsunami from undersea volcanic eruptions, the East Coast of Australia experienced extreme weather conditions leading to flooding in many areas, and troubling conflict continued to unfold throughout Ukraine. Later in the year, natural disasters and social upheaval kept families and loved ones apart in Iran and Pakistan.

In response, TPG Telecom offered free standard international mobile phone calls from Australia to the affected areas in order to make sure our customers were able to stay in contact with their loved ones throughout.

To keep customers as connected as possible in flood-affected areas in Australia, we offered extra mobile data to customers in more than 150 postcodes, as well as long term support available through the hardship policies across each of our brands.

Inclusion and belonging

Our Focus Areas

4 QUALITY EDUCATION

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

10 REDUCED INEQUALITIES

Inclusion and belonging

Highlights

-1% pay equity gap, with our females on average being remunerated higher than males for equivalent roles

Signed up to the **40:40** Vision initiative

Launched our **STEM** Accelerate Program for internal female STEM talent

Completed our first Reconciliation Action Plan

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.	●
↳ Progress TPG Telecom's long term commitment to reconciliation, by developing and commencing delivery of our Innovate RAP in 2023. (new in 2022)	◐

● Complete　　◐ In Progress　　○ Delayed

Our collaboration:

Two Point Co	InterRetail	Inkling Group	SEE Partners

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

We believe 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 employee feels supported to be themselves and respected at work.

Gender equality

By celebrating, empowering and promoting women, our vision is for TPG Telecom is to be an employer of choice for women. In the telecommunications industry, women comprise just 39.1 per cent of the overall workforce and 36.2 per cent of key management personnel, according to the Workplace Gender Equality Agency.[20]

As a technology company, we also have an 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:

- 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.

As our business changes over time, we will re-visit our targets so that 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 during this period. We are committed to increasing female representation, in particular within our leadership team and STEM positions.

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

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

Australian Employee Gender Diversity 2021

CATEGORY	TOTAL	WOMEN	WOMEN (%)
Australian employees	3,311	1,068	32.3
Leadership positions[21]	636	177	27.8
Strategic Leadership Team	266	92	34.6
STEM positions	*Data unavailable*		

Australian Employee Gender Diversity 2022

CATEGORY	TOTAL	WOMEN	WOMEN (%)
Australian employees	2,961	995	33.6
Leadership positions	549	168	30.6
Strategic Leadership Team	195	73	37.4
STEM positions	1,054	167	15.8

Note: Numbers are based on employee headcount

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[20] WGEA Data Explorer accessible at WGEA Data Explorer | WGEA
[21] Defined as all Australian based employees with at least one or more direct repor

Inclusion and belonging continued

We have included data related to our Strategic Leadership Team, which consists of the top three levels of organisational leadership. This enables a more discrete focus on female representation at the most senior levels of the organisation, in addition to our total leadership team.

In 2022 we also undertook a detailed analysis of roles that are considered to be STEM related. As a result, the STEM roles at TPG Telecom now come from across the organisation, rather than just our technology function, and we no longer count roles that are not specifically technical in nature, such as administrative and governance roles. Following this analysis, we recognise that there is more work to be done and have targeted strategies in place for 2023 and beyond to influence change.

Further, our gender diversity data highlights an uplift in 2022 female representation throughout our Australian workforce and within our Australian strategic leadership and company leadership teams.

-1%
Pay equity gap

Analysis of our Australian workforce (excluding our CEO) found that women are remunerated on average higher than men, for equivalent roles. In 2022, a streamlined and consistent way to identify, investigate and remedy any potential gender pay differences across the group was implemented. We recognise that gender pay equity requires sustained focus and we remain committed to ensuring employees are equally remunerated without regard to gender.

40:40 VISION

40:40 Vision

In August 2022, TPG Telecom signed up to the 40:40 Vision. This initiative, led by HESTA and supported by industry partners, drives diversity in executive leadership in ASX300 companies. Becoming a signatory was a natural extension of our commitment to increasing gender diversity, specifically across our executive and senior leadership teams.

The objective of the 40:40 Vision is to achieve at least 40 per cent women, 40 per cent men, and 20 per cent any gender in executive leadership positions by 2030.

"Empowering more women to hold leadership roles means having the right structures in place to support them throughout their careers, helping ensure they have the same access to growth opportunities as their male colleagues. Setting targets allows us to measure our progress." – Vanessa Hicks, Group Executive People Experience.

Telco Industry Domestic and Family Violence Pledge

Over the past two years, in partnership with Telco Together and other leading Australian telcos, we have worked hard to identify areas for collective action and responsibility within the industry that will have the greatest impact on reducing domestic violence while also supporting victims/survivors.

Together, we developed a Domestic and Family Violence (**DFV**) Action Plan Framework which launched in April 2022. This framework supports more than 600 telcos across the world to apply a more informed, unanimous and consistent framework for their collective 70,000+ employees and millions of customers.

TPG Telecom is a signatory to the 'Telco Industry Domestic and Family Violence Pledge' underpinned by the Framework. We are developing our Action Plan currently and look forward to progressing this further in 2023 to best support our customers and people.

"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, Chief Executive Officer and Managing Director

Inclusion and belonging continued

Supporting Current and Future Women in STEM

As a technology organisation, we have a responsibility to impact and influence gender equality and female representation, now and into the future in our sector. As a Champion of the STEM Decadal Plan, we remain committed to align our gender equality journey with the opportunities outlined in the Women in STEM Decadal Plan, reinforcing our actions and commitment to enabling girls and women to reach their full potential. Key highlights throughout 2022 include:

STEM Accelerate Program

In partnership with Inkling Group, in 2022 we launched our STEM Accelerate Program for internal female STEM talent. This program offers formalised and on-the-job learning, enabling individualised career and development experiences designed to unlock potential and support participants to grow and thrive.

A key component of this program is a structured Sponsorship program. Research indicates that when implemented correctly, sponsorship is the true equaliser. It results in high rates of promotion and is shown to be highly effective in boosting careers for people from diverse backgrounds by disrupting unconscious bias, as well as building confidence, resilience and aspiration.

In February 2023, we look forward to bringing together all female employees in STEM roles for a one-day event. The AccelerateHER Conference is designed to address the additional organisational and personal challenges facing women in STEM, along with celebrating their unique value and strengths. The event will also support personal and professional networking and personal development.

We look forward to reviewing our inaugural STEM Accelerate program and feedback from participants to refine our future plans.

Tech Ignition Program

We are proud to have continued our partnership with Goanna Education in 2022 on the Tech Ignition Program enabling potential through education. This program engages indigenous female students, from Year 7 to Year 11, with the aim of igniting their interest in technology, and exploring various aspects of development, programming, problem solving and data management. TPG Telecom female Technology mentors visited students to support their learning and to share their own career journeys in Technology. The program concluded with the participating students visiting our North Sydney office to engage in interactive experiences followed by a graduation ceremony acknowledging their commitment to learning.

'Celebration' by Lisa Dino (she/her) @elrosabel

Inclusion and belonging continued

Go Girl, Go for IT

Go Girl, Go for IT is a fun, free 1-day technology conference for girls in years 5-12 across Australia. Run by the Victorian ICT for Women network, Go Girl, Go for IT is an industry-driven initiative that aims to support and enable entry, retention and progression for women working in ICT. In 2022 TPG Telecom was a proud gold-sponsor of Go Girl, Go for IT. Eleven of our technology team ran meaningful workshops for more than 1700 students over the day on all matters of topics including binary code, career journeys and technology evolution. While even more of our team engaged with students at the Tradeshow handing out TPG Telecom branded merchandise, answering thoughtful questions on careers in STEM at TPG Telecom and inspiring the next generation of Australian female tech talent. We are excited to continue our sponsorship in 2023.

"It was a stellar experience talking to girls at Deakin University. I was amazed with the bright and inquisitive crowd on the day. The workshop was a very fulfilling and rewarding experience. The synergy and inspiration gathered for Go Girl, Go for IT was incomparable!" – Aman Kaur, Project Portfolio Manager (IT Business Intelligence)

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.

We recognise 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; and
- Increasing year-on-year percentage of people identifying as Aboriginal and Torres Strait Islander.

"My hope for reconciliation is for all Australians to understand that Acknowledgement of our Great Nations First People is only what it says. Accepting the truth of the past and respecting the fact that their culture is an important part of Australia's past and should be embraced in the future. Organisations such as TPG Telecom supporting our Ngarra Committee and Network is a massive step in the right direction." – Barry Webb, Field Operations engineer and proud Darug man

Inclusion and belonging continued

Reflect Reconciliation Action Plan (RAP)

Throughout 2022, our Ngarra employee network and cross-functional RAP Committee have passionately supported the delivery of our Reflect RAP, establishing a foundational level of understanding and respect for our nation's history and culture across our company.

Our Executive Leadership team, key RAP Stakeholders and our Ngarra network and RAP committee members participated in cultural capability training facilitated by indigenous organisations Two Point Co and Blackcard. These sessions were critical in building foundational understanding and broadening cultural awareness and we look forward to continuing to provide this training throughout the business to continue to advance cultural learning and safety for our employees and customers.

We developed our Business Case for Reconciliation and Cultural Protocols documentation enabling greater understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights across our organisation.

Additionally, organisational campaigns and events recognising National Reconciliation Week, NAIDOC week and Indigenous Literacy Day were key in us engaging our people 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.

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

Inclusion and belonging continued

We recognise that some aspects have been challenging, particularly integrating our intent to increase supply chain partnerships with Aboriginal and Torres Strait Islander owned businesses into our procurement strategy and developing 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.

We recognised that we require greater need for our business strategy to be aligned with our reconciliation strategy, and therefore greater engagement with cross-functional teams to help them be aligned, accountable and understand the value of these actions in the early stages.

To progress on these commitments, we have partnered with First Nations advisory organisations, Two Point Co and SEE Partners. We look forward to running three Indigenous Masterclass sessions with Two Point Co in February focused on Procurement, Employment and Community Engagement and subsequently working with SEE Partners to help us establish a First Nations Advocacy Group for customer advocacy and the development of our Innovate RAP. We are also in the process of aligning our procurement strategy and spend with Supply Nation.

We have learnt that ongoing relationships with First Nations stakeholders requires sustained commitment and care, not just short-term action, and as such these commitments remain an ongoing focus as we develop and deliver our Innovate RAP.

2022 Highlights

Visible symbols of our commitment to reconciliation have been instrumental in promoting reconciliation and demonstrating respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols. We were pleased to:

- Introduce Acknowledgement of Country plaques across our Retail network of 280 stores;
- Incorporate Acknowledgements of Country and our Reconciliation Artwork across our corporate offices;
- Introduce Indigenous lanyards for employees; and
- Provide bespoke baby wraps featuring our Reconciliation artwork to all employees embarking on parental leave.

NAIDOC Week

We were fortunate to have been joined by Australia's top First Nations cultural education and performance team, Koomurri Entertainment Pty Ltd, on Cammeraygal Country in our North Sydney corporate office for our live NAIDOC week event.

Hosted by members of our employee network for Reconciliation, the Ngarra Network, and with our people tuning in from across Australia and the Philippines, Koomurri began with a Welcome to Country followed by an engaging and informative didgeridoo performance and dance.

Throughout the event our Ngarra Network explored the theme, 'Get Up! Stand Up! Show Up!', and our Executive Sponsors Vanessa Hicks and Trent Czinner, shared important milestones reached as an organisation on our Reconciliation journey.

In our culture survey conducted in October 2022, we offered our employees the opportunity to disclose personal diversity demographics and from a 78 per cent Australian employee response rate to this voluntary question, our people told us that one per cent identify as Aboriginal and Torres Strait Islander. We look forward to making further progress with the initiatives of our Innovate RAP to support First Nations employment at TPG Telecom.

1%

of employees identify as Aboriginal and Torres Strait Islander

We look forward to progressing our commitment to reconciliation by:

- reflecting on our achievements, challenges and learnings to date;
- working with employees and community indigenous voices to determine our vision for our Innovate RAP;
- identifying opportunities regarding indigenous employment outcomes and improved procurement; and
- informing improvements to the way our products and services are delivered to meet the needs of our Aboriginal and Torres Strait Islander customers.

Inclusion and belonging continued

Innovate RAP

Through our Reflect RAP, we took our first step as an organisation to signify TPG Telecom's commitment to reconciliation. Our RAP has been instrumental in providing a foundational level of understanding and respect for our nation's history and culture across our workforce and has enabled our employees to develop greater cultural awareness and adoption of cultural practices. While we have only started and recognise there is more to do, our employees have been enthusiastic and genuinely interested and open to engage in respectful and constructive dialogue towards creating a better future for all Australians.

Throughout our journey, we have appreciated the unique knowledge and perspectives of Aboriginal and Torres Strait Islander stakeholders, communities and organisations and have been able to build integral connections.

The next step in our journey will be the Innovate RAP which will run for two years. This RAP will allow us to gain a deeper understanding of our impact and establish the best approach to advance reconciliation. This RAP will focus on developing and strengthening relationships with Aboriginal and Torres Strait Islander peoples, engaging employees and stakeholders in reconciliation, and developing and piloting innovative strategies to empower Aboriginal and Torres Strait Islander peoples.

To assist with our Innovate RAP development, we are leveraging First Nations external advisory support through our consultancy partners, SEE Partners and Two Point Co, to drive engagement with First Nations voices on TPG Telecom actions and positions, and encouragement of knowledge exchange and networking.

We look forward to continuing our relationship with Reconciliation Australia to define our future plans and build meaningful relationships with our vibrant, connected communities for better outcomes, deeper impact and broader collaboration with our communities.

Connected Community Grants

In 2022, the Inclusion and Belonging team along with our employee resource groups piloted TPG's Connected Community Grants program.

This program enabled employees to connect with their community and support local causes and charities that were important to them through one-off grants of up to $10,000 (AUD). Our Connected Community Grants support charitable programs that enable inclusion and skill building for groups who often experience exclusion. These include First Nations peoples, women, girls and LGBTQI+ peoples.

Through our inaugural Connected Community Grants program we have provided grants to the following charities in 2022:

- Bobby Goldsmith Foundation – Enabling the expansion of their Eat Well, Live Well with HIV program run over 10-weeks supporting education on health and nutrition and essential social connection for people living with HIV.
- Minus18 – Contributing to the development of a centralised Digital Community Platform for IDAHOBIT (International Day Against Homophobia, Biphobia, Interphobia & Transphobia), through which Minus18 can increase free access to LGBTQIA+ inclusion education and amplify the voices of intersectional identities and experiences.
- Weave Youth & Community Services – Enabling essential security upgrades supporting women and children experiencing domestic and family violence.
- Australian Schools Plus - Supporting improved student outcomes and teaching capacity in a school with a high proportion of Indigenous students through the Smart Giving Program.

We look forward to expanding this program in 2023 to stand together with our vibrant, connected communities.

Inclusion and belonging continued

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+.

In our most recent culture survey conducted in October 2022, employees were again given the opportunity to voluntarily disclose personal diversity demographics to build a better understanding of our people. From an overall 83 per cent response rate[22], 25.6 per cent identify as being of diverse sexual orientation, three percent identify as transgender, two per cent as being non-binary and two per cent identify as being born with a variation of sex characteristics (sometimes referred to as Intersex).

These results reinforce our commitment to our LGBTQI+ employees and customers and to provide an environment where everyone feels supported and respected.

"We have an enduring focus on inclusion for the LGBTQI+ community and understand the additional challenges they face in our society. While we know there is always room to encourage greater action, we passionately stand together with our LGBTQI+ communities, people and customers to help create a workplace and society where everyone belongs." – Iñaki Berroeta, Chief Executive Officer and Managing Director

Year of Connection

In 2022, our Connect: LGBTQI+ Network (a group of over 300 passionate TPG Telecom employees who work together to champion equality and create a safe community for LGBTQI+ employees and customers) set out with an intention to connect our people in meaningful ways with our enduring commitment to LGBTQI+ inclusion.

The Year of Connection, our annual campaign throughout 2022 bringing to life our relentless commitment to LGBTQI+ inclusion, launched in January 2022. The Year of Connection focused on emphasising the key elements of our Connect (LGBTQI+ & Friends Employee network) strategy specifically:

● 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; and
● Community – partnering with the community for greater impact on LGBTQI+ inclusion.

"Connection for me this year is making sure the people in my life, including my family, my team, and all the people I interact with, are not feeling alone. If people feel connected, I believe that they also have that feeling of security enabling them to be free to be themselves and free to enjoy their life."
– Roxy, Team Leader Manila

We are proud to share the following key highlights of our Year of Connection:

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[22] These figures do not align to those presented in the Our Workforce section, as those figures were sourced from non-anonymous employee data, captured in our HR system.

Inclusion and belonging continued

Pride in Art

To celebrate Pride Month, TPG Telecom commissioned four LGBTQI+ artists & passionate allies to create bespoke art inspired by the voice of our people and their responses to the question - what does pride mean to you? The completed artworks are now displayed across our corporate offices throughout Australia and the Philippines and feature over the following pages.

- 'Inclusion and Belonging' by Abbey Rich (they/them) @abbey_rich
- 'Love and Acceptance' by Abbey Ashfield-Crook (she/her) @oradesignco
- 'Equality' by Dylan Mooney (he/him) @dylanmooney__
- 'Celebration' by Lisa Dino (she/her) @elrosabel

'Love and Acceptance' by Abbey Ashfield-Crook (she/her) @oradesignco

Wear it Purple Day
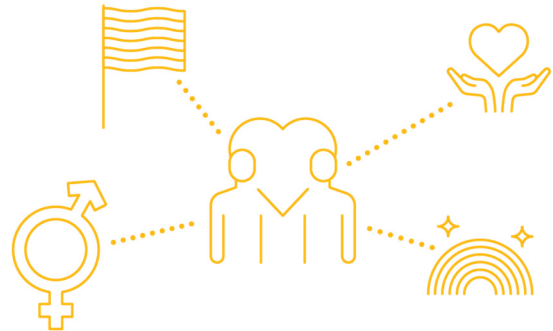
Wear it Purple Day is a day that strives to create and promote safe, empowering and inclusive spaces for LGBTQI+ youth. At TPG Telecom we recognise the importance of creating inclusive spaces for our teams and our customers.

For Wear it Purple Day 2022, in collaboration with InterRetail - a visible network of retail employers who inspire and drive positive social change for our LGBTQ+ communities - we held a Wear it Purple Day fundraising campaign across our Vodafone retail stores and our digital customer channels raising $13,032 for 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.

Our people were encouraged to show their support by wearing purple and attending the InterRetail - Wear It Purple Day virtual event focussing on what it's like for LGBTQI+ identifying youth to work in the retail industry today, with a panel featuring TPG Telecom's Inclusion & Belonging Consultant Mia Von Klein (she/her) and Retail Store Associate, Jas Ngo (he/they).

Inclusion and belonging continued

Education and Awareness

A key focus for our Connect Network throughout this year, and ongoing, is to raise awareness and support potential and current LGBTQI+ employees enabling them to thrive at TPG Telecom. In 2022, we extensively invested in education and awareness initiatives including:

- Employee campaigns addressing unconscious bias and the diversity of the LGBTQI+ community;
- Training experiences for frontline leaders focussed on LGBTQI+ customer inclusivity;
- Bespoke online training modules for all employees including an intersex inclusion module; and
- Amplifying the voices of employees with lived experiences through events and storytelling.

"LGBTQI+ awareness is very important to me. I embraced this training and walked away with a wealth of knowledge. It was awesome to watch my team have a few light bulb moments in the session as well. I am incredibly proud to work for an organisation that truly creates a safe space to allow people, team and customers, to be who they are." – Shay, SA Retail Regional Manager

All Gender bathrooms

We are committed to supporting our trans and gender diverse employees by creating a workplace where our facilities are more inclusive. We have expanded the use of our accessible/ambulant bathrooms across our Australian office locations and introduced all gender bathrooms. These bathrooms provide a more inclusive option for trans and gender diverse employees and guests, rather than using the binary gendered female and male toilets.

Yearbook of Pride

In 2022, the Connect Network launched their inaugural Yearbook of Pride. Showcasing the LGBTQI+ events and initiatives promoted to our LGBTQI+ employees, allies, friends and communities throughout 2022's Year of Connection. To see our 2022 Yearbook of Pride please access it here.

People with disability

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 October 2022, we offered our employees the opportunity to disclose personal accessibility demographics and from an 83 per cent response rate, our people told us that ten per cent identify as having a disability.

'Inclusion and Belonging' by Abbey Rich (they/them) @abbey_rich

Inclusion and belonging continued

10%

of employees identify as having a disability[23]

As 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 remain committed to further building our approach to accessibility for employees and customers ongoing.

We are pleased to be broadening our Inclusion and Belonging key focus areas to include disability as we move into 2023. An important part of understanding the experiences of our employees is to engage with our people at TPG Telecom – this includes our people with disability, people with long term health conditions, people with lived experience with mental illness, Disability carers, Allies and friends.

For this reason, we are looking to establish our first Disability Employee Network in 2023. Together we will collaborate to take steps to plan, create and officially launch our network and TPG's first Accessibility Strategy.

STEPtember – stepping together for the first time

Our first year of moving together for Cerebral Palsy

175
STEPpers across 45 teams

31.5 million
Total steps taken

$48,364
Total funds donated

2022 marked TPG Telecom's inaugural year of tackling STEPtember as a company. This inclusive, month-long fundraising event saw our employees log over 30 million steps walking, running and exercising increasing their own awareness of cerebral palsy, which is the most common physical disability in childhood, but also to support a wide range of initiatives, including research and interventions to helping people living with cerebral palsy to live their best lives.

In recognition of our employees raising over $24,000, the TPG Telecom Foundation matched their donations, with all STEPtember funds going to Remarkable, the Cerebral Palsy Alliance's disability tech accelerator. The TPG Telecom Foundation also supported this program in 2022 with a multiyear partnership to fund Launcher, a pre-accelerator program for Remarkable.

[23] This uplift from 4% in 2021 to 10% in 2022 was likely influenced by the inclusion of a definition of disability in the October 2022 Culture Survey question. This detail was intended to support our employees with a broader understanding of disability, as recognised by the Australian Network on Disability and Australian disability legislation, rather than their personal perspective.

Inclusion and belonging continued

Race, Ethnicity and Cultural Heritage (REACH)

We are committed to fostering a culturally safe workplace for our people where race, ethnicity and cultural heritage is embraced and celebrated.

In our October 2022 Culture Survey, more than 55% of our people told us they identify with more than one ethnicity. We're proud of our culturally diverse workforce and the different perspectives we all bring to the table, and the dialogue this creates.

We are pleased to be broadening our Inclusion & Belonging key focus areas to include Race, Ethnicity and Cultural Heritage (**REACH**) as we move into 2023. We look forward to the work we will be prioritising in this area in 2023.

For this reason, we are looking to establish our first Cultural Inclusion Network and Committee in 2023. An important part of understanding the experiences and stories of our employees is to engage with our people at TPG Telecom – this includes our people with culturally diverse backgrounds, allies and friends. We will be focusing on:

● Fostering a culturally safe workplace for our people where respect is the core foundation; and
● Enriching our employee experience by empowering our people to value different perspectives and learn about various traditions and cultures from around the world.

Standing together with our culturally diverse communities to celebrate our diverse workforce and the harmony this brings.

'Equality' by Dylan Mooney (he/him) @dylanmooney

Digital economy

Our Focus Areas

Digital economy

Highlights

Reached **95%** population coverage with our 5G network in 12 of Australia's largest cities and regions	**Deployed** **1,040** 5G sites in 2022; **2,055** in total	**Piloted** **skilled volunteering** opportunities for our employees to work with charities	**distributed grants of more than** **$1.8M** to our Foundation partners

Our commitments include:

ACTION	PROGRESS
Enabling 5G network connectivity for our customers with the rollout of 5G networks: targeting 95% population 5G network coverage in 12 of Australia's largest cities and regions by the end of 2022.	● Complete
Working collaboratively with partners to support innovation in the infrastructure for, and application of 5G-enabled technologies.	◑ In Progress
Helping to accelerate the uptake of NB-IoT and 5G-enabled technologies.	◑ In Progress
Donating up to $1 million annually to enable projects which create opportunities to improve health, education and wellbeing of Australian communities in need.	● Complete
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.	◑ In Progress

● Complete   ◑ In Progress   ○ Delayed

Our collaboration:

Connecting Victoria Program	**CIN** Connectivity Innovation Network	**MBSP** Mobile Black Spot Program	**Foundation Partners** ACON, Guide Dogs, Starlight Children's Foundation, Cerebral Palsy Alliance, Headspace, Missing Schools and InfoXchange

Digital economy continued

Helping to create a vibrant digital future which benefits everybody

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 develop Australia's digital economy by building and maintaining networks that allow business and consumers to get the most from next generation connectivity.

Digital technologies can also 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 continue to 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

With super-fast data speeds and improved performance, 5G 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.

95%

population coverage by our 5G network in 12 of Australia's largest cities and regions

In 2021, we activated the first 1,000 5G sites across our network and in 2022 we more than doubled that achievement when we deployed 1,040 5G sites, resulting in 2,055 live 5G sites across our network by the end of the year.

This enabled us to deliver on our 2022 target of achieving over 95 per cent 5G population coverage in 12 of Australia's biggest cities and centres (Sydney, Melbourne, Brisbane, Adelaide, Perth, Canberra, Darwin, Hobart, Gold Coast, Sunshine Coast, Wollongong and NSW Central Coast). There are now over two million 5G capable mobile devices on our mobile network, resulting in our 5G network now reaching three in four Australians where they work and live.

> "TPG Telecom's 5G rollout remains on schedule, with more than 2,000 mobile sites completed to date. TPG's network investment program will continue with an additional 1,000 new 5G mobile upgrade sites in 2023, and a similar number planned each year to 2025." – Iñaki Berroeta, Chief Executive Officer and Managing Director

Similar to last year, this would not have been possible without our 5G Smart Modules, produced at Vecta Labs, where 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.

In 2022, approximately 40% of our sites were upgraded with 5G Smart Modules. Wherever possible, we endeavour to use this approach and push our vendors to do their part to make their designs align with the necessary requirements.

In 2023 we will continue to evolve and improve the processes we use at Vecta to increase the proportion of our builds that are able to be produced through this innovative approach.

While we were excited to have achieved our 2022 goals, the rollout of our 5G network continues in 2023. We remain committed to enabling 5G network connectivity for our customers and expect to continue to achieve significant additional growth again in the coming years.

Digital economy continued

Awards and recognition

ACOMM Awards

In recognition of our efforts, we received the ACOMM Award for Best Mobile Solution in 2022. In partnership with Nokia, we won the Best Mobile Solution Award from delivering Australia's smartest 5G network through the launch of the number one Global Standalone Network. Smart choices in spectrum bands, combining different cellular technologies and smart operations have enabled us to deliver Australia's smartest and best mobile network for our customers.

World Communications Awards

In 2022, alongside Ericsson Telecommunications Inc., TPG Telecom was Highly Commended at the 24th annual World Communication Awards, recognising the Network Cloud - In the Cloud Native category.

This achievement is a testament to our Network Cloud solutions which help deliver services for our customers. The cloud platform enabled TPG Telcom to fast-track our 5G rollout without disrupting 4G services. The Cloud Native platform also allows us to deliver cutting-edge services to our customers such as network slicing, edge computing and various 5G use cases.

Opensignal '5G Global Rising Star' recognition

Opensignal, an independent global consumer mobile experience benchmarking company, has recognised Vodafone Australia as a 5G Global Rising Star for outstanding year-on-year improvements in 5G Availability and 5G Reach delivered to customers in its 5G Global Mobile Network Experience Awards 2022 report.

Opensignal's 5G Global Rising Stars category celebrates the recent achievements of global mobile network operators that have made rapid progress in improving the real-world 5G experience for customers in a short period of time. It looks at the top 20 mobile operators to measure which has delivered the greatest '5G experience' improvements to customers in the last year across five key areas: 5G Availability, 5G Reach,

5G Download Speed, 5G Upload Speed and 5G Games Experience.

Fortinet's 2022 Australian partner awards.

TPG Telecom was awarded the Fortinet Partner of the Year Award for 2022 in recognition of our ability to deliver incredibly fast deployment and low-cost digital transformation outcomes for our customers.

Our Fortinet-powered SD-WAN services have been deployed in more than 500 active locations in record time for clients such as Hungry Jacks and Master Builders Association Victoria.

The 5G SD-WAN solution uses a mix of technologies including its 5G network and its fixed-line network to provide resilient connectivity to cloud applications and business-critical services. It is based on Fortinet's Security Fabric platform and provides businesses the controls they need to protect their network environment, people, customers, and data by delivering enhanced security, Wi-Fi, self-service, and reporting through a single portal.

The partner awards showcase the contributions of Fortinet's partner ecosystem, and the achievements of individual organisations to remove complexity and achieve consolidation through the convergence of networking and security using an integrated cyber security platform.

Continued uplift in network capacity and user experience

In 2020 we embarked on a number of significant initiatives to improve our mobile network experience. These programs focussed on modernising our transmission network with the aim of improving network capacity, security and user experience, while at the same time preparing for our 5G rollout and resulting customer uptake.

By the end of 2022, we refreshed over 4,200 transmission sites, as well as approximately 1,100 sites connected with fibre backhaul. At the same time, we have been working hard to consolidate our legacy fibre networks in order to reduce the equipment footprint and associated power consumption. The refresh and consolidation works are expected to continue into 2023.

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.

Digital economy continued

Network resilience

We continue to invest in the resilience of our network, including more than $20 million to build mobile base stations across Australia, through the Commonwealth Government's Mobile Black Spot Program. This forms part of the Strengthening Telecommunications Against Natural Disasters (**STAND**) program to improve the resilience of Australia's telecommunications networks in bushfire and disaster-prone areas.

As part of this program, we completed a battery backup upgrade on our mobile black spot sites, increasing the battery standby time from three to 12 hours.

In 2022, we also completed stage two of our program, focused on rapidly deploying temporary portable coverage and power solutions to sites impacted by natural disasters, including bushfires. We have successfully completed the design, build and handover of our promised portable mobile base stations to our operations team. These are now ready to deploy whenever they are needed to rapidly and effectively respond to future natural disasters.

Fixed Wireless Home Broadband

Our strategy continues to focus on providing 4G and 5G solutions that have the characteristics of a typical fixed broadband service, with a faster typical speed service than our comparably priced NBN broadband plans.

The upgrade of our 4G network and the rollout of our 5G network 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.

4G Home Broadband offers an alternative to the entry level NBN offers and provides customers with data speeds up to 20 Mbps. 5G Home Broadband offers two plans – with the entry-level plan offering download speeds of up to 50Mbps and a premium plan offering download speeds up to 100 Mbps (depending on range of factors including the location of the modem and time of day).

mmWave 5G radio network

In 2021 we began to roll out a millimetre wave (**mmWave**) 5G radio network to provide further data capacity for our network. mmWave is short-range, low-latency, high-capacity and very fast network technology that supports our 5G network and highlights its capabilities. This is expected allow more customers to use 5G Home broadband and to offer faster speed mobile services.

This year, we achieved a 5G uplink speed record of 2 Gigabits per second (**Gbps**) in partnership with Nokia. The milestone was reached during a live demo at Nokia's 5G Future Lab in Sydney and was achieved using our ultra-fast mmWave technology.

Future applications could include augmented intelligence, machine learning, advanced sensors, and robotics for Australian industries; or real-time, multi-user, 8K ultra-HD video streaming and augmented reality experiences on smartphones and wearable devices.

The solution is expected to be fully deployed next year as devices that support this capability become available.

"We are very proud of this achievement and other mobile technology innovations we continue to develop with Nokia. This demonstration is important as it shows the huge potential of 5G mobile technology and gives a glimpse of the high-speed services that will one day be available to customers and businesses right across Australia." – Giovanni Chiarelli, Chief Technology Officer

Digital economy continued

Free Wi-Fi networks

Melbourne

We are pleased to keep the people of Melbourne and its visitors connected with the extension of our free Wi-Fi service, available to users throughout Melbourne's CBD.

Extended for another two years, the 'VicFreeWiFi' service will continue to provide connection at some of Melbourne's most iconic sites, including the Bourke St Mall, Queen Victoria Market and South Wharf Promenade at the Melbourne Convention and Exhibition Centre.

Users can assess up to 1GB per day per device, free of advertising and without the need to log-in or submit personal details.

Since it first launched in 2016, the service has been used more than 45 million times, with more than 430 terabytes of data downloaded.

Adelaide

We welcomed the opportunity to refresh the City of Adelaide's free Wi-Fi network. The 'ADL Free powered by TPG Telecom' Wi-Fi network 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, 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 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.

The full rollout began in 2022 and we expect it to be completed by mid-2023.

Bendigo and Ballarat

In 2022, we signed a new agreement to upgrade, extend and enhance the free WiFI networks in Bendigo and Ballarat.

Connecting Victoria

We have committed to boosting mobile connectivity in Melbourne's South-East and Ballarat as part of the Victorian Government's Connecting Victoria program.

Minister for Innovation, Medical Research and the Digital Economy Jaala Pulford announced our partnership to deliver four new mobile towers and an upgrade to 11 towers from 4G to 5G in South-East Melbourne, as well as a new mobile tower and an upgrade to five towers from 4G to 5G in Ballarat.

The work will be carried out between 2023 and 2024 to deliver improved services across to more than 119,000 premises in in Melbourne's South-East and over 34,000 premises in Ballarat.

Partnering with other leading telcos in 5G upgrades and new infrastructure in communities like these will deliver better mobile services where they are needed most, helping to grow businesses, boost tourism, create jobs and keep Victorians connected.

Internet of things enablement

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.

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.

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.

Digital economy continued

Connectivity Innovation Network

We are proud to have joined the Connectivity Innovation Network (**CIN**) - an initiative of the NSW Telco Authority to solve connectivity challenges and deliver improved digital outcomes for NSW citizens.

Led by University of Technology Sydney and University of Sydney, the CIN works with representatives from industry, government agencies, universities and emergency service organisations to collaborate on new ways to reduce the digital divide for remote and regional communities and fast-track the development of resilient applications and critical information to make the best-informed decisions for the state.

"CIN is a clear example of how open collaboration across industry, government and academia enables technical innovation to achieve the shared goal of enhancing Australia's digital capabilities. This great initiative combines industry and academic expertise to find practical solutions to connectivity issues across Australia."
– Giovanni Chiarelli, Group Chief Technology Officer

Digital skills

We want to help all people in Australia access 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 it.

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 no one is 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 navigation skills. 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.

Connected Communities
(2021 TPG Telecom Foundation project update)

In 2021, the TPG Telecom Foundation granted funds to InfoXchange to deliver a digital inclusion and community development pilot project focused on developing the digital literacy skills of public housing residents.

The Connected Communities project is a collaboration between InfoXchange, Australian Red Cross, Star Health and Greenhills Neighbourhood House, with a goal to develop tools, sharable insights and processes to support a new approach to community engagement around digital technology.

It began with identifying barriers to social participation, building authentic partnerships, and most importantly allowing the community to lead the way in developing a program that builds sustainable capacity and resilience

The team then listened to the concerns, ideas, insights and ambitions of each participant in pre-workshop interviews. These discussions helped them understand individual and shared experiences around community participation, and ambitions or barriers related to digital technology.

They coordinated work across three partnerships, completed detailed research, developed workshop resources, and delivered workshops across the community.

This pilot enabled InfoXchange to build important relationships and knowledge sharing with the State Government and local service providers in aged care who are keen to continue collaborating on digital inclusion and resilience building in their communities.

InfoXchange hopes to use this ongoing dialogue to further scale the project in other community settings to assist more vulnerable communities.

To support people living in Australia to get the most from digital technology, our internal working group continues to be focused on identifying opportunities and considering programs that will enhance the digital skills of the people who need it. We hope to use the learnings from pilot programs, like Connected Communities, to provide further opportunities for our employees, customers and communities to get involved.

Digital economy continued

Technology for good

We believe it is essential to support the use of technology to create opportunities to improve the health, wellbeing and education of Australian communities in need.

We are incredibly proud of the charitable arm of our business, the TPG Telecom Foundation, that drives this important work. 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.

In 2022, the Foundation donated more than $1.8 million to commence new, multi-year national projects with the following organisations: ACON, Guide Dogs, Starlight Children's Foundation, Cerebral Palsy Alliance, headspace, Missing School & InfoXchange.

"The TPG Telecom Foundation is proud to partner with some of Australia's most innovative and inspiring charities on projects that use technology in a highly scalable way, from robots in classrooms, to disability inclusion technology, online mental health support and specialised digital environments for young people, LGBTQI+ communities, those with low vision or needing urgent community support." – Vanessa Hicks, Group Executive, People Experience and Chair of TPG Telecom Foundation

A new Foundation strategy, purpose and partnerships

After a successful strategy and purpose review in 2021, the newly named TPG Telecom Foundation was formally launched in January 2022 and announced publicly that a funding round would take place to select new charitable partnerships.

The Foundation consulted with the charity sector and co-designed the application process so that it was easy to access and efficient to complete. As a result, over 170 applications were received from across the philanthropy sector.

Engaging our people in the partnership selection process

To allow the interests, passions and lived experiences of our people to be reflected in the Foundation's new partnerships, we invited an employee panel to participate in the process of selecting partners alongside the Foundation Board, setting the direction for each of these projects and ensuring opportunities for our people to become involved in the projects as they progress.

Digital economy continued

2022 charitable partners

The following charities are being supported by the TPG Telecom Foundation with multi-year partnerships.

ACON, Australia's largest health organisation specialising in community health, inclusion and HIV responses for people of diverse sexualities and genders (LGBTQ+ people), has been expanding its **'TransHub'** nationally. This platform provides localised, accessible and evidence-based information and resources to support the health and wellbeing of trans people, their allies and health providers.

Infoxchange, a not-for-profit social enterprise that aims to tackle the biggest social challenges through technology, has continued to extend and scale its **'Ask Izzy'** platform, which the Foundation first funded in 2019. This free and anonymous web-platform provides access to over 350,000 services that support people experiencing disadvantage across a range of needs, including services for victims/survivors of family and domestic violence, First Nations Peoples, mental health and wellbeing, housing, addiction, and people living with disability.

headspace, Australia's National Youth Mental Health Foundation providing early intervention mental health services to 12–25-year-olds, has been developing and implementing a technology solution which will automatically establish a headspace online account when a young person first visits a headspace Centre. This allows a young person to take advantage of helpful, evidence based mental health public resources and services online whilst they wait for an in-person appointment, significantly reducing the impact of current wait times for face-to-face clinical support.

MissingSchool, a not-for-profit dedicated to addressing the educational and social isolation faced by children who miss school because of serious medical conditions, has been scaling its 'Seen&Heard' platform. 'Seen&Heard' will drive school inclusion on a national scale for critically ill and injured children through telepresence technology, and support their parents, peers and teachers to enable continued learning and social connection in their school community.

Guide Dogs Australia, which delivers essential services to Australians who are blind or have low vision, has been extending its **'CatchUp'** project. This free, interactive, and accessible online platform, connects Australians with low vision or blindness to opportunities to socialise, learn and gain support through a personalised and accessible online experience.

Remarkable 'Launcher' supports early-stage start-ups making a difference in the lives of people with disability. This pre-accelerator program supports earlier stage projects, providing the tools and guidance needed to progress start-ups that improve the wellbeing, independence and inclusion of people with disabilities. The program is made possible by Cerebral Palsy Alliance (**CPA**) which provides family-centred therapies, programs, equipment, research, advocacy and medical, technological and wellbeing support for people with cerebral palsy and their families.

Starlight Children's Foundation has built and launched its first 'Virtual Starlight Express Room' program, which enables sick kids to access its 'Captain Starlight' program virtually. The Virtual SER is a digital platform that provides children with live, interactive engagement and connection designed specifically for the hospital context. The platform is accessible 24/7 from any mobile device and in any hospital across Australia, including to children admitted in regional and remote hospitals.

Digital economy continued

Genomics in the Cloud
(2021 TPG Telecom Foundation project update)

The TPG Telecom Foundation granted funds to Garvan Institute for Medical Research in 2021 for a 12-month Genomics in the Cloud project, aimed at building a new database of genetic information that is more representative of Australia's cultural diversity, so researchers can better understand the genetic and cellular basis of disease.

This is a significant innovation, as existing global databases of genetic variation are highly skewed towards individuals of European ancestry. As a result, many Australian communities are largely or entirely missing from genomic resources, including groups of Oceanian, South-East Asian, South and East Asian, Middle Eastern, First Nations and African ancestry.

"These groups often already experience poorer health outcomes than other Australians, and these disparities will continue to increase unless we ensure that all communities can benefit equitably from genomic medicine. This project will create a powerful scientific resource that better reflects our country's remarkable diversity, ensuring more accurate diagnosis and treatment options for all Australians." – Professor Daniel MacArthur, Director of the Centre for Population Genomics at Garvan and Murdoch Children's.

The project aims to collect and then securely and anonymously share with scientists and clinicians the de-identified genetic data from more than 20,000 diverse Australians.

Employee engagement with Foundation partners

A focus of this year was to gain a better understanding of how we can encourage employee engagement with our new and existing partners, as well as with broader volunteering opportunities. We hope that supporting team-based volunteering projects and skilled volunteering partnerships with our foundation charities will help drive further employee engagement with our Foundation, while also producing a multiplier effect in terms of impact.

"This year has seen our employees show their enthusiasm for supporting charitable causes by donating their time and skills to nine charities and delivering amazing community programs. I'm excited to see what 2023 holds for our social impact footprint." – Jacqueline Brewer, Head of TPG Telecom Foundation

Digital economy continued

Team volunteering pilot program

TPG Telecom Foundation launched a 9-month pilot volunteering program for employees in NSW and Victoria in 2022.

Volunteering provides an opportunity for our employees to connect with one another, take their focus outside work and learn more about charities and how they help the communities they serve.

The Spirit of TPG Telecom recognises that our people want to work in a flexible culture that helps them to be their best, as well as supporting the community. That's why our Flex for Good pillar enables our employees to use a day of Charity Leave to contribute to their local community.

In 2022, our people supported the following charities through volunteering: RSCPA Victoria, Fareshare, So They Can, The Hunger Project, Starlight Children's Foundation, Wheeleasy and Save the Children.

Our people chopped fruit for community meals, painted walls for local kids, provided event support, sold gifts to help fight hunger, photographed and documented accessible venues for wheelchair users, designed handmade cards for donors, and even walked goats on a leash.

After the success of the 2022 pilot, the program is being rolled out nationally in 2023, with more than 200 hybrid and in-person opportunities planned for our employees to participate in.

All up, **193** of our people contributed **721 hours** of their time to seven worthy charities.

Team volunteering with Wheeleasy

Wheeleasy is a web app to provide wheelchair users, their families and friends with better access to the leisure activities that many others take for granted.

In 2022, our External Affairs, Devices and Risk teams spent hours performing a simple task that improves the wellbeing of Australian communities in need. Using the web app, they would take photos and uploading descriptions on the map for Wheeleasy to moderate and roll out to their users.

The teams took on volunteering challenges all over Sydney, updating venues that were affected by pandemic closures and investigating accessibility in their local cafes, restaurants and pubs, as well as public spaces like parks, libraries and churches. In the end, over 100 venues were captured for the Wheeleasy team.

Our people were surprised to see so many accessible entrances blocked and toilets out of service. It shows there is much work to be done to make public places sufficiently inclusive to be utilised by everyone.

After the session, our teams noticed they were paying closer attention to the accessibility of venues and had a greater level of appreciation for the challenges that wheelchair users face on a daily basis. The process of taking photos also opened up conversations with local businesses who wanted to showcase the accessibility of their venue.

In 2023, our Marketing team will look to further support Wheeleasy by partnering with them, as a skilled volunteering opportunity, to help establish their corporate volunteering program.

Digital economy continued

Skilled volunteering pilot program

The Foundation also developed a pilot program for skilled volunteering in 2022. The intent was to determine the best ways of partnering with charities to assist them in projects that require particular skillsets, by connecting them with employees across our organisation that have the requisite skills. The approach includes utilising a co-design process to allow for maximum success and uptake, while balancing existing workloads.

The pilot was conducted with an existing Foundation partner, Garvan Institute for Medical Research, and was a trial for TPG Telecom Foundation to prove whether a co-designed process for skilled volunteering can be rolled out across the business.

The results of the pilot will be used as learnings that can aid in converting this to an ongoing program in 2023.

2022 Contributions

Each year, the TPG Telecom Foundation is 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 2022, we distributed grants of $1,889,250 to our Foundation partners and matched employee donations of $53,352. This included unspent funds from 2021, which were used in the 2022 funding round.

2022 TPG Telecom Foundation contributions

CATEGORY	AMOUNT ($)
Cash donations - grants to Foundation partners	1,889,250
Cash donations - matched giving	53,352
Management costs	65,746
Total	**2,008,348**

Skilled volunteering with Garvan

This trial project was co-designed between Garvan and TPG Telecom to agree on project goals, working cadence and balancing business deliverables alongside the project.

Three specialist technology employees from TPG Telecom's Platform engineering, API services and Fixed Access teams donated more than 100 hours of skilled volunteering time to assist the bioinformatics and software engineering team at Garvan to build a working deployment of a genomics database.

The team received a 'crash course' in genomics, learning about how doctors diagnose people using information on healthy samples of genetic code.

The team involved used their technical skills, including the specific telecommunications expertise they have, to add additional value to the project.

"In five days, the team learned about genomics and visualisation of genomic data and successfully deployed the open-source gnomAD genome browser for the first time at Garvan, overcoming several technical hurdles. In the process of deploying this software, they identified and solved problems with the code that have now been accepted into the main open-source version of gnomAD browser internationally. This is an impressive contribution in such a short time."
– Associate Professor Sarah Kummerfeld, Director, Data Science, Garvan Institute.

Responsible Business Practices

Our Focus Areas

Responsible business practices continued

Underpinning our Sustainability Strategy is a set of responsible business practices that guide how TPG Telecom interacts with stakeholders and 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 risks in our suppliers and our own operations;
- Recognising the importance of good supplier governance;
- Maintaining a safe and healthy workplace for our employees and others;
- Considering the environmental impacts of our operations and those of our suppliers and customers; and
- Developing our sustainable finance framework to demonstrate our commitment to achieving our sustainability targets.

Risk culture

We recognise the importance of developing and maintaining a strong risk culture and robust internal governance. This is fostered by our comprehensive risk management framework, which outlines our approach to managing risks as an organisation and is underpinned by the Risk Management Policy, Risk Management Procedure, Crisis and Emergency Plan and Business Continuity Procedure. The risk management framework is also aligned with ISO 31000:2018, the international Standard for risk management and other regulatory requirements and obligations.

The Enterprise Risk function drives consistent application of the risk management framework across the Group through the development and maintenance of the framework, policies and procedures, provision of systems and tools, training and education, risk advice, and regular reporting.

We are committed to continuous improvement in our approach to risk management and review the effectiveness of the risk management framework on an annual basis. For further detail, refer to our Corporate Governance Statement, located on our website.

Human rights and modern slavery

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 International Bill 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.

To support our approach, we have a suite of policies that lay out the expectations we have for our organisation, our employees and our suppliers, including:

- our Human Rights Policy;
- our Code of Conduct; and
- our Supplier Code of Conduct.

More detail can be found in the policies, located on our website.

We have a zero-tolerance policy against trafficking and activities related to trafficking. Since 2020, we have worked with our industry peers through the Telco Together Foundation to eliminate modern slavery practices where they are identified and to share case studies of best practice. This included signing the Australian Telecommunications Leadership Statement on Human Rights and Modern Slavery, which 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.

Through our continued work as 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, we have developed an industry-based approach to manage aspects of modern slavery risk in our supply chain.

We are now in the process of launching a common industry platform to assess modern slavery risk in our suppliers. This will not only allow for a more consistent approach to engaging suppliers on this issue, but we expect 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.

Supplier governance

We have a large supplier base which ranges from strategic partnerships with multinational firms to relationships with small and medium enterprises. This

Responsible business practices continued

results in a deep, complex supply chain that comprises many tiers.

To manage this, we have a centralised procurement function to manage our key suppliers, underpinned by an organisation-wide procurement governance framework, to oversee how we engage and manage our suppliers.

We operate under a continual improvement approach so that we can manage the risks and opportunities presented by our complex supply chain.

Additionally, 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.

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.

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 consider 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 percent uplift in our October 2022 Values Alignment Index year-on-year, 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 one percent to 72 per cent, from October 2021 to October 2022.

Spirit Survey results

SURVEY ASPECT	APR 2021	OCT 2021	MAY 2022	OCT 2022
Engagement score	68%	71%	71%	72%
Values Alignment Index	72%	76%	78%	79%

While we are encouraged by the increases in our Values Alignment Index and Engagement score, we acknowledge there is more to be done. In 2022 we invested heavily in developing leadership capabilities. We saw strong improvements in sentiment relating to leadership - our people feeling heard, informed and cared for by their leaders, as indicated in our employee engagement survey results. Our people also told us they feel passionate about their work and how it contributes to our organisational goals. We will continue to focus on bringing our Spirit to life for our people in 2023 with a focus on activation activities, as well as leadership and team member development.

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.

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 help 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 reported on our employee training hours for the first time in 2021 and while we have continued to report only on our Australian operations, due to data limitations, we intend to expand our reporting to include our entire organisation in future periods.

Responsible business practices continued

There was a slight increase in training hours for our Office and Contact Centre employees, as we continue to focus on leadership and wellbeing. For our retail employees, we saw a return to normal training hours, as the additional training required to operate during COVID has dropped off.

Employee training hours – Australian operations

EMPLOYEE TYPE	2021	2022
Office (Corporate)	5.5	8.3
Contact Centre (Hobart)	7.6	8.5
Vodafone Retail	54.9	34.1

Note: Figures are the average number of hours by headcount

Flex to Thrive

With flexibility core to our employee experience and an important factor for attracting future talent, we have continued to focus on our evolving flexibility proposition throughout 2022.

In April 2022, we launched our Flex to Thrive campaign, both internally and externally. Flex to Thrive captures the variety of meaningful flexibility that is available to our employees, and we are proud to share real stories of how flex at TPG has supported our people on our Careers page of our website.

We also implemented our Hybrid Working model of "it's not 0, but it's not 5" for our corporate and contact centre teams across Australia and are currently conducting a review of this program to help our strategy in 2023 continue to create the best employee experience possible whilst serving the needs of our customers and communities. More recently, we have started our phased implementation of Hybrid Working for our teams in Manila and this will be a continued focus for us as we move into next year.

Looking forward, our property strategy will continue to be a key enabler for flexible working with relocations planned for our Sydney and Melbourne teams to improved spaces and bringing more people together to connect, collaborate celebrate and create.

We call this Flex to Thrive and this is how our experience can look for our people:

Flex for Place
- Hybrid working
- Workplace design
- Employee tools (technology)

Flex for Time
- Part-time working
- Compressed hours working
- Job share arrangements
- Rostering flexibility
- Purchased leave
- Long service leave
- Hybrid working

Flex for Wellbeing
- Pandemic leave
- Vaccination leave
- Special leave
- Family & domestic violence leave
- Hybrid working

Flex for Good
Supporting our community through:
- Charity leave
- Emergency management leave
- Jury duty leave

Flex for Family
- Personal leave
- Generous compassionate leave
- Paid parental/primary carer leave
- Return to work leave
- Hybrid working

Flex to Learn
- Study leave
- Professional development program

Flex for Me
- Your leave
- Career break leave
- Gender affirmation leave
- Leave without pay
- Mobile/NBN benefits

*The experiences available to our people may vary depending on terms of employment.

Responsible business practices continued

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.

2022 wellbeing focus areas

Our Wellbeing Strategy in 2022 delivered on quarterly themes, focussed on different aspects of wellbeing throughout the year. Driven through our internal social media channel, Workplace, this encouraged teams to focus on wellbeing, and be continually reminded of the wellbeing services that we offer to our employees. The 2022 themes included:

- Supporting employees to navigate change;
- Flex for Wellbeing and returning to the office;
- Safe & Well summit and ongoing support; and
- Mental Health as a priority.

To further support our employees, we actively promote our Employee Assistance Program (**EAP**) and remind our employees of the importance of self-care during this challenging time of change.

Mental Health First Aid

We want our employees to have a number of options available to them to support their mental health and so in 2022 we also refreshed our Mental Health First Aid program.

Mental Health First Aid courses teach participants about the different types of mental illness and using a practical, skills-based action plan you learn the skills to assess and respond to someone experiencing a mental health problem or mental health crisis.

These are critical skills for our People Experience team, especially those working with different groups across the business. We have now trained 25 Mental Health First Aiders across Australia to-date, with more expected in 2023, to continue providing Mental Health support for all our employees.

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.

Workplace health and safety

The health and safety 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 to deliver a safe and 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 put in place required changes to address issues of concern.

We also have in place recurring mandatory safety training modules that helps our employees be aware of their risks

Responsible business practices continued

and responsibilities and are periodically refreshed on how we work safely at TPG Telecom.

This approach includes working closely with our contractors, particularly with respect to higher risk works, so 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 2022 we continued to see good safety performance, with a total injury frequency rate of 3.39, as well as zero fatalities across the TPG Telecom group. We consider the increase from prior year to be largely due to further embedding a positive WHS culture across TPG Telecom, resulting in improved reporting by employees.

We have also seen an increase in lost time injuries, the majority of which relate to sprains & strains and vehicle related incidents within our field-based teams. In response, we have undertaken additional monitoring and control measures over the activities where these injuries occurred.

Work Health Safety metrics

INDICATOR	2021	2022
TRIFR	2.72	3.39
LTIFR	1.27	2.75
Fatalities	0	0

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.

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.

Environmental impacts & network resilience

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 keep our mobile network base stations compliant 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.

Responsible business practices continued

Biodiversity

We acknowledge the importance of and increasing scrutiny placed on how companies manage biodiversity risk.

As a telecommunications company, the impact of our direct operations on biodiversity may not be as significant as for other industries, but we recognise that it is important to gain a better understanding of this risk, not just from our own operations, but across our value chain. We will then be better able to minimise our impact and encourage practices that protect our natural resources.

While we expect to undertake more work in this area in 2023, we already have a number of existing processes and controls in place to manage the risk across our operations. Examples include:

- Fibre operations: we develop site-specific Environmental Management Plans where required and all necessary precautions are taken regarding environmentally sensitive areas; and
- Mobile network deployment: we include requirements to comply with all environmental regulation within our vendor contracts and governance procedures, where they are engaged in site acquisition and build for new and refreshed mobile sites.

We will continue to update our progress regarding biodiversity risk management in future reporting.

Sustainable finance framework

We recognise how companies manage their environmental, social and governance risk is important to financiers and investors in the global credit markets and expect this focus to increase into the future.

To meet those evolving expectations, we are in the process of implementing a Sustainable Finance Framework, aligned to our Sustainability Strategy and consistent with our commitment to maintaining a responsible and sustainable business.

The Framework includes measurable, quantifiable, and ambitious key performance indicators, which support the achievement of our public sustainability commitments. The Framework will be subject to regular internal reviews and external second-party assurance to keep it in line with market best practice.

Sustainability metric definitions

ENVIROMENTAL METRIC	DEFINITION
Operational control	TPG Telecom is deemed to have operational control over operations or facilities where TPG Telecom has the authority to introduce and implement any or all of the following in relation to the operation or facility: • operating policies; • health and safety policies; and • environmental policies. Where both TPG Telecom and another party or parties (together, the relevant parties) have the ability to introduce and implement any or all of the policies above in relation to the operation or facility, TPG Telecom is deemed to have operational control where this has been formally agreed by the relevant parties.
Total energy consumed	Total energy consumed by operations and facilities (across Australia, Philippines and Guam) considered to be under the operational control of TPG Telecom. Energy sources include purchased electricity, transport fuel (petrol and diesel) and stationary fuel (diesel) or any other energy commodity, consistent with the definition of energy within Section 7 of the National Greenhouse and Energy Reporting Act 2007 (NGER Act)). Reported energy is based on measured consumption data, sourced from metering records or third-party invoices, wherever possible. Where metered or invoiced data is not available, estimates are used based on prior actual consumption or similar facility type.
Scope 1 emissions	The release of greenhouse gas into the atmosphere as a direct result of operations and facilities (across Australia, Philippines, and Guam) considered to be under the operational control of TPG Telecom. Scope 1 emission sources for TPG Telecom are primarily fuel combustion, which deals with emissions released from fuel combustion including transport fuel (petrol and diesel) and stationary fuel (diesel). Scope 1 emissions sources also include, where relevant, fugitive emissions from fuels, industrial processes emissions (including the emission of synthetic gases) and waste emissions. Scope 1 emissions are estimated using emission factors sourced from the most recently published National Greenhouse Accounts Factors as at the end of the reporting period and applied to activity data for each emission source. Activity data is based on measured consumption data sourced from metering records or third-party invoices wherever possible. Where metered or invoiced data is not available, activity data is estimated based on prior actual consumption or similar facility types or operations.
Scope 2 emissions	The release of greenhouse gas into the atmosphere as a direct result of one or more activities that generate electricity, or where relevant heating, cooling or steam, that is consumed by an operation or facility (across Australia, Philippines and Guam) considered to be under TPG Telecom's operational control, but that do not form part of the operation or facility.
Scope 2 emissions (location-based)	Scope 2 emissions (location based) are estimated by multiplying: • the amount of energy consumed as electricity, heating, cooling or steam from external sources (the activity data); with • location based emission factors sourced from the most recently published National Greenhouse Accounts Factors as at the end of the reporting period (for Australian operations or facilities) or the most recently published IEA Emissions Factors Database as at the end of the reporting period (for all other operations or facilities). Activity data is based on measured consumption data sourced from metering records or third-party invoices wherever possible. Where metered or invoiced data is not available, activity data is estimated based on prior actual consumption or similar facility types or operations.
Scope 2 emissions (market-based)	Scope 2 emissions (market based) is TPG Telecom's primary method for reporting of Scope 2 emissions. Scope 2 (market based) emissions are calculated using the approaches set out within the most recently published Electricity Accounting paper published by Climate Active as at the end of the reporting period. Scope 2 (market based) emissions are estimated utilising: • the amount of energy consumed as electricity, heating, cooling or steam from external sources (the activity data); • emission factors, including the national emissions factor for indirect (Scope 2) emissions from consumption of purchased electricity from a grid, sourced from the most recently published National Greenhouse Accounts Factors (the NGA Factors) (for Australian operations or facilities) and from the most recently published IEA Emissions Factors Database (for all other facilities), as at the end of the reporting period; and • the renewable power percentage for Australia for the year as set out within the Renewable Energy (Electricity) Regulations 2001. Activity data is based on measured consumption data sourced from metering records or third-party invoices wherever possible. Where metered or invoiced data is not available, activity data is estimated based on prior actual consumption or similar facility types or operations.
Scope 1+2 emissions (location-based)	Total Scope 1 and Scope 2 emissions location-based as defined above.

ENVIROMENTAL METRIC	DEFINITION
Scope 1+2 emissions (market-based)	Total Scope 1 and Scope 2 emissions market-based as defined above.
Scope 3 emissions	Scope 3 emissions are indirect releases of greenhouse gas into the atmosphere, other than those emissions considered Scope 2 emissions, which occur outside of the boundary of TPG Telecom as a result of actions by operations and facilities under the operational control of TPG Telecom. Scope 3 emissions may occur: • upstream, such as the emissions generated in the extraction and production of fossil fuels, or the production of goods and services purchased by TPG Telecom; and • downstream, such as the emissions from transport of an TPG Telecom's product to customers, or the emissions from outsourced activities. Scope 3 emissions are categorised using the categories set out within the Corporate Value Chain (Scope 3) Accounting and Reporting Standard issued by the Greenhouse Gas Protocol.
Scope 3 - Categories 1 & 2: Purchased goods and services & Capital goods	Purchased goods and services & Capital goods (Scope 3 - Categories 1 & 2) represent indirect releases of greenhouse gas into the atmosphere associated with goods and services purchased by TPG Telecom where these goods and services have not been included within another Scope 3 emissions category. Purchased goods and services & Capital goods emissions are estimated utilising: • the amount of purchased goods and services (the activity data) and/or the expenditure on these goods and services (the spend data); • the results of lifecycle assessments (LCAs) undertaken in relation to selected goods or services provided directly by the supplier or sourced from the Ecoinvent database at the end of the reporting period; • spend based emission factors sourced from the EEIO-IELabs database (published by IELabs) and CEDA database (published by VitalMetrics Group) at the end of the reporting period; • supplier specific spend based emissions factors calculated utilising the most recently available publicly disclosed greenhouse gas emissions and revenue of the supplier; and • activity based emission factors sourced from the most recent Government conversion factors for company reporting of greenhouse gas emissions issued by the Department for Business, Energy & Industrial Strategy (UK) (the BEIS factors) and the most recent IEA Emissions Factors Database at the end of the reporting period. Activity data is based on measured consumption data sourced from metering records or third-party invoices wherever possible. Where metered or invoiced data is not available, spend data maintained in the financial records of TPG Telecom is utilised. Spend related to activities or instruments not resulting in the indirect release of greenhouse gas emissions such as regulatory payments, taxes and financial instruments are not included within the estimation of Purchased goods and services & Capital goods emissions.
Scope 3 – Category 3: Fuel- and energy-related emissions	Fuel- and energy-related emissions (Scope 3 - Category 3) represents indirect releases of greenhouse gas into the atmosphere associated with production, transmission and distribution of stationary fuel, transport fuel and electricity consumed by operations and facilities under the operational control of TPG Telecom. Fuel and energy-related emissions are estimated utilising: • a combination of emission factors from the most recently published NGA Factors, IEA Emissions Factors Database and EEIO-IELabs database (published by IELabs) relevant to the fuel and energy consumed by operations and facilities under the operational control of TPG Telecom, as at the end of the reporting period; and • the amount of transport fuel, stationery fuel and electricity consumed by operations and facilities under the operational control of TPG Telecom (the activity data). Activity data is based on measured consumption data sourced from metering records or third-party invoices wherever possible. Where metered or invoiced data is not available, activity data is estimated based on prior actual consumption or similar facility types or operations.
Scope 3 – Category 4 Upstream transportation and distribution	Upstream transportation and distribution emissions (Scope 3 category 4) represents the indirect releases of greenhouse gas into the atmosphere associated with upstream transportation and distribution of products purchased by TPG Telecom. Upstream transportation and distribution emissions are estimated utilising: • the amount/number of products purchased; and • the results of LCAs undertaken in relation to selected products, including upstream transportation of the products, provided directly by the supplier or sourced from the Ecoinvent database, at the end of the reporting period. The amount/number of products purchased is based on inventory records maintained in the financial records of TPG Telecom. The upstream transportation and distribution of specific network related capital expenditure are excluded from this category and included in category 1&2 where the results of LCAs for the capital expenditure includes these emissions but where these cannot be separated from the product-based emissions determined by the LCA.

ENVIROMENTAL METRIC	DEFINITION
Scope 3 – Category 5: Waste generated in operations	Waste generated in operations emissions (Scope 3 - category 6) represents the indirect releases of greenhouse gas into the atmosphere associated with waste generated by operations and facilities under the operational control of TPG Telecom including waste generated at offices, retail sites, warehouses and network facilities. Waste generated in operations emissions are estimated utilising: • third-party waste reports and waste generation estimates for operations or facilities with no available waste reports based on the number of employees working at the operation or facility (the activity data); and • emission factors sourced from the most recently published NGA Factors or BEIS Factors as at the end of the reporting period.
Scope 3 – Category 6: Business travel	Business travel emissions (Scope 3 - Category 6) represents the indirect releases of greenhouse gas into the atmosphere associated with our employees' business travel. Emission sources include air and land travel and accommodation. Business travel emissions are estimated utilising: • third-party air travel reports and financial records of TPG Telecom covering kilometres reimbursement, spend data on land transport (rentals, taxis, other) and number of accommodation days; and • emission factors sourced from the most recently published BEIS Factors or CHSBI (published by the Cornell's School of Hospitality Research) as at the end of the reporting period.
Scope 3 – Category 7: Employee commuting	Employee commuting emissions (Scope 3 - Category 7) represents releases of greenhouse gas into the atmosphere associated with our employees commuting and working from home. Employee commuting emissions are estimated utilising: • an estimated average distance travelled by staff when commuting to work for different modes of transport based on the results of the Australian Bureau of Statistics census (2016); • the number of staff working from office or home, determined using data from security access to the largest TPG Telecom office facilities and extrapolated to all office facilities; and • emission factors sourced from the most recently published BEIS Factors, IEA Emissions Factors Database, and Anthesis Paper 2021 (covering estimating energy and emissions for remote working).
Scope 3 – Category 8: Upstream leased assets	Upstream leased asset emissions (Scope 3 - Category 8) represents indirect releases of greenhouse gas into the atmosphere associated with the operation of assets that are leased by TPG Telecom and not already included in the reporting of TPG Telecom's Scope 1 or Scope 2 emissions. Upstream leased asset emissions are estimated utilising: • emission factors sourced from the most recently published NGA Factors as at the end of the reporting period; and • consumption data sourced from metering records, third party invoices or building lease data wherever possible. Where metered, invoiced or lease data is not available, activity data is estimated based on the NABERS building rating for the facility, leased building energy consumption as published by NABERS and apportioning to leased area of TPG Telecom where TPG Telecom is one of a number of tenants leasing an area within the facility. Upstream leased asset emissions include only indirect releases of greenhouse gas into the atmosphere associated with the consumption of electricity at leased assets as it is the only source of emissions considered material.
Scope 3 – Category 9: Downstream transportation and distribution	Downstream transportation and distribution emissions (Scope 3 - Category 9) represents indirect releases of greenhouse gas into the atmosphere associated with the downstream transportation and distribution of products to customers. Downstream transportation and distribution emissions are sourced directly from freight suppliers based on services procured by TPG Telecom in the reporting period.
Scope 3 – Category 10: Processing of sold products	Assessed as not relevant.
Scope 3 – Category 11: Use of sold products	Use of sold products emissions (Scope 3 - Category 11) represents indirect releases of greenhouse gas into the atmosphere associated with the use of our sold products. Emissions sources include energy consumed by devices. Use of sold products emissions are estimated utilising: • the amount/number of procured devices sold to customers; • the results of LCAs undertaken in relation to procured devices sold to customers, including device energy consumption, or OEM data for device charging requirements applied to the device's expected lifetime energy consumption; and • emission factors sourced from the most recently published NGA Factors as at the end of the reporting period. The device lifetime emissions are accounted for in the year of purchase from TPG Telecom.

ENVIROMENTAL METRIC	DEFINITION
Scope 3 – Category 12: End-of-life treatment of sold products	End-of-life treatment of sold products emissions (Scope 3 - Category 12) represents indirect releases of greenhouse gas into the atmosphere associated with the end-of-life treatment of our sold products. End-of-life treatment of sold products emissions are estimated utilising: - the amount/number of procured devices sold to customers; and - the results of LCAs undertaken in relation to procured devices sold to customers. The end-of-life treatment of sold product emissions are accounted for in the year of purchase of the products.
Scope 3 – Category 13: Downstream leased assets	Assessed as not relevant.
Scope 3 – Category 14: Franchises	Assessed as not relevant.
Scope 3 – Category 15: Investments	Assessed as not relevant.

SOCIAL METRIC	DEFINITION
Female percentage of employees (Australia)	Number of Australian female employees as a percentage of total number of Australian employees as at the end of the reporting period.
Strategic Leadership Team (Australia)	The Australian Strategic Leadership Team are those Australian employees within the hierarchy levels of Executive Leadership Team, General Managers and Direct Reports to General Managers.
Female percentage in Strategic Leadership Team (Australia)	Number of females in the Australian Strategic Leadership Team as a percentage of the total number of the Australian Strategic Leadership Team as at the end of the reporting period.
STEM positions (Australia)	STEM positions of Australian employees consist of technical roles in the areas of strategic technology, technology operations, technology engineering, field engineering, data science and analytics, architecture and system design, information security and program management.
Female percentage in STEM positions (Australia)	Number of Australian female employees in STEM positions as a percentage of total number of all Australian employees in STEM positions as at the end of the reporting period.
Pay equity gap (Australia)	The pay equity gap, expressed as a percentage for the reporting period, represents the difference between how women and men are paid relative to the market reference for their roles and is calculated as the difference between the average position in range (PIR) for males and the average PIR for females at an organisation level. The PIR is the ratio of an individual's full-time equivalent base salary over the midpoint of an external benchmark salary for the individual's role. A negative figure notes that the average PIR for females is higher than that of males.
TPG Telecom Foundation contributions - Cash donation (grants to Foundation partners)	Donations are recognised on an accrual basis when a commitment exists from the TPG Telecom Foundation to provide the donation. Donations during the reporting period are to registered DGR1 charities paid by the TPG Telecom Foundation to establish multi-year partnership grants for specific charitable programs and projects approved by the TPG Telecom Foundation Board.
TPG Telecom Foundation contributions - Cash donation (matched giving)	Donations are recognised on an accrual basis when a commitment exists from the TPG Telecom Foundation to provide the donation. Donations during the reporting period are to registered DGR1 charities paid by the TPG Telecom Foundation to match funds raised by TPG Telecom employees when they conduct a fundraising appeal for a charity of their choice in our approved TPG Telecom Foundation matched giving program.
TPG Telecom Foundation contributions - Management costs	Amounts paid to third parties during the reporting period to facilitate the operation and delivery of the community investment programs under the TPG Telcom Foundation. Management costs exclude salaries of TPG Telecom employees who support the TPG Telecom Foundation (as these salaries are not paid by the TPG Telecom Foundation).

ACRONYM	DEFINITION
CER	Clean Energy Regulator (Australia)
DCCEEW	Department of Climate Change, Energy, the Environment and Water (Australia)
DGR	Deductible Gift Recipient
IEA	International Energy Agency
NABERS	National Australian Built Environment Rating System
NGA	National Greenhouse Accounts (Australia)
NGER	National Greenhouse and Energy Reporting (Australia)
STEM	Science, Technology, Engineering and Mathematics
CEDA	Comprehensive Environmental Data Archive (International)
CHSBI	Cornell Hotel Sustainability Benchmarking Index (International)
IELab	Industrial Ecology Virtual Laboratory
BEIS	Department for Business, Energy & Industrial Strategy (United Kingdom)
LCA	Cycle Assessment

Assurance statement

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Independent Limited Assurance Report to the Board of Directors of TPG Telecom Limited

What we found

Based on the work described below, nothing has come to our attention that causes us to believe that the Selected subject matter for the year ended 31 December 2022 within the TPG Telecom Limited *Sustainability Report 2022* has not been prepared, in all material respects, in accordance with the Reporting Criteria. This conclusion is to be read in the context of the remainder of our report.

What we did

TPG Telecom Limited and its subsidiaries (the **Group** or **TPG**) engaged us to perform a limited assurance engagement on the Selected subject matter within the TPG Telecom Limited *Sustainability Report 2022* for the year ended 31 December 2022 (the **period**).

Subject matter

The scope of our work was limited to assurance over the subject matter, which is summarised in Table 1 below (the **Selected subject matter**). Our assurance does not extend to information in respect of earlier periods or to any other information included in the TPG Telecom Limited *Sustainability Report 2022*.

Table 1 - Selected subject matter

TPG Sustainability Pillar	Performance Indicator
Environment responsibility	• Total energy consumed **1,291 TJ** • Total Scope 1 and 2 GHG emissions (market-based) **227.6 ktCO2-e**
Inclusion and belonging	• Female percentage of employees (Australia) **33.6%** • Female percentage in strategic leadership team (Australia) **37.4%** • Female percentage in STEM positions (Australia) **15.8%** • Pay equity gap (Australia) **-1%**
Digital economy	• 2022 TPG Telecom Foundation contributions (Total) **$2,008,348**

Reporting Criteria

The Selected subject matter needs to be read and understood together with the boundaries, definitions and methodologies disclosed within the Sustainability metric definitions on pages 66 to 70 of the TPG Telecom Limited *Sustainability Report 2022* (the **Reporting Criteria**), which the Group is solely responsible for selecting and applying. The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measurement techniques and can affect comparability between entities, and over time.

Assurance statement continued

![pwc logo]

Responsibilities

The Group

The Group's management are responsible for:

- preparing and presenting the Selected subject matter as well as the TPG Telecom Limited *Sustainability Report 2022* in its entirety;
- the design, implementation and maintenance of internal controls relevant to the preparation of the Selected subject matter to ensure that it is free from material misstatement, whether due to fraud or error;
- the design and operation of controls to ensure the completeness and accuracy of information within the TPG Telecom Limited *Sustainability Report 2022*, including but not limited to the Selected subject matter; and
- determining suitable reporting criteria for reporting the Selected subject matter within the TPG Telecom Limited *Sustainability Report 2022* and publishing those criteria such that they are available to expected users of the report.

PricewaterhouseCoopers

We are responsible for:

- planning and performing the engagement to address identified risks of material misstatement of the Selected subject matter;
- forming an independent conclusion, based on the procedures we have performed and the evidence we have obtained; and
- reporting our conclusion to the Directors of TPG Telecom Limited.

We conducted our work in accordance with the Australian Standard on Assurance Engagements 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* and, in respect to greenhouse gas emissions, the Australian Standard on Assurance Engagements 3410 *Assurance Engagements on Greenhouse Gas Statements*. These Standards require that we comply with independence and ethical requirements and plan and perform the engagement so that it will be performed effectively in order to consider the risk of material misstatement of the Selected subject matter.

Our Independence and Quality Control

We have complied with relevant ethical requirements related to assurance engagements, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

The firm applies Australian Standard on Quality Management ASQM 1, *Quality Management for Firms that Perform Audits or Reviews of Financial Reports and Other Financial Information, or Other Assurance or Related Services Engagements*, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

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Main procedures performed

The main procedures we performed were based on our professional judgement and included:

- Enquiring of relevant management of the Group regarding the processes and controls for capturing, collating, calculating and reporting the Selected subject matter and assessing the alignment of these with the Reporting Criteria;
- Testing the arithmetic accuracy of a sample of calculations of the Selected subject matter;
- Assessing the appropriateness of the greenhouse gas emission factors and methodologies applied in calculating the Selected subject matter;
- Assessing the appropriateness of a selection of estimates and assumptions applied by management in the preparation of the Selected subject matter;
- Agreeing the Selected subject matter to underlying data sources and calculations; and
- Undertaking analytical procedures over the performance data utilised within the calculations and preparation of the Selected subject matter.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement and consequently the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Accordingly, we do not express a reasonable assurance opinion.

We believe that the information we have obtained is sufficient and appropriate to provide a basis for our conclusion.

Inherent limitations

Inherent limitations exist in all assurance engagements due to the selective testing of the information being examined. Therefore fraud, error or non-compliance may occur and not be detected.

Additionally, non-financial information is subject to more inherent limitations than financial information, given the more qualitative characteristics of the subject matter and the methods used for determining conformance.

Restriction on use

This report including our conclusions, has been prepared solely for the Board of Directors of the Group in accordance with the agreement between us, to assist the directors in responding to their governance responsibilities by obtaining an independent assurance report in connection with the Selected subject matter.

We disclaim any assumption of responsibility for any reliance on this report to any persons or users other than the Board of Directors of the Group, or for any purpose other than that for which it was prepared.

PricewaterhouseCoopers

PricewaterhouseCoopers

Adam Cunningham

Adam Cunningham   Melbourne
Partner   27 February 2023

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
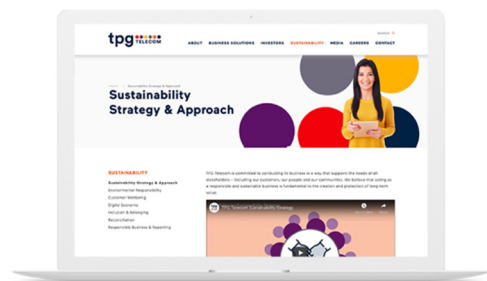
Climate Change Report

February 2023

Contents

Acknowledgement of Country

We acknowledge the Traditional Custodians of the lands upon which we live and operate, and we pay our respects to the Elders past, present and emerging. We recognise Aboriginal and Torres Strait Islander people's historical and ongoing connection to land and waters, and we embrace the spirit of reconciliation.

Our Climate Change Position

At TPG Telecom, we are committed to playing our role in addressing climate change, both in reducing our operational greenhouse gas (**GHG**) emissions and as a responsible business working with communities, industry and governments to drive climate action. Our position on climate change supports the scientific evidence from the Intergovernmental Panel on Climate Change (**IPCC**), which states that recent global warming is a consequence of rising GHG emissions arising from human activity, with the rates of change over recent decades unprecedented compared to the last 2,000 years. We accept that the scientific evidence indicates potential negative social, physical and economic impacts on communities, businesses and governments, including risks to the telecommunications sector.

The risks from climate change are becoming increasingly apparent in the context of the recent succession of extreme weather-related events experienced across Australia. Understanding how climate change is likely to increase the frequency, intensity and duration of climate-related events over the coming decades is essential to inform our future business decisions. We need to transition to a low carbon economy to reduce the physical impacts of climate change. This transition presents both risks and opportunities across the economy.

We recognise the important role that the telecommunications industry will play in supporting the transition to a low-carbon economy through internet and mobile enabled technological solutions. In particular, connectivity is a key enabler for many decarbonisation solutions. In 2022, we formally committed to science-based emissions reduction targets, including achieving net zero by 2050. As part of our commitment to reduce GHG emissions from our operations, we seek to power our Australian operations with 100 per cent renewable electricity by 2025.

Understanding our role in a low-carbon future requires us to identify and manage the risks and opportunities related to climate change across both our operations and value chain. This year, we completed an assessment of transition and physical risks across our organisation to identify and prioritise our material climate-related risks and opportunities, in alignment with the Task Force on Climate Related Financial Disclosures (**TCFD**[1]) framework. Through this assessment, we selected three priority risks for qualitative climate scenario analysis, utilising three climate scenarios with varying levels of global warming associated with different decarbonisation ambitions. We understand that our approach to risk identification, assessment and management will need to evolve as our understanding of climate change impacts improves over time.

This is our inaugural Climate Change Report, following the TCFD framework. We recognise that this disclosure is integral to showcasing the actions, improvements and future planned initiatives that have been made within our business to improve our response to climate change. We also know that the sustainability reporting environment is evolving and so we are preparing for alignment with the International Sustainability Standards Board (**ISSB**) disclosure requirements, on both climate-related disclosures and general sustainability-related disclosures, once they have been finalised. While we acknowledge that we are relatively early in our climate journey, we are committed to accelerating our commitment to embedding the guiding principles of the TCFD framework to support our reporting against the ISSB disclosures.

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[1] Available from: https://www.fsb-tcfd.org/recommendations/

Governance

Our governance structure

TPG Telecom has a comprehensive corporate governance framework to ensure that the desired strategic direction and focus areas are aligned with customer & community expectations and enterprise targets and objectives.

The TPG Telecom Board is accountable for overseeing and monitoring environmental, social and governance (**ESG**) risks and opportunities, as well as the implementation of the Sustainability Strategy. This is detailed within the TPG Telecom Board Charter[2], which stipulates the role, function, and composition of the Board.

Governance committees

To assist with the execution and delivery of its responsibilities and duties, the TPG Telecom Board has established the Audit & Risk Committee (**ARC**) and the Governance, Remuneration & Nomination Committee (**GRNC**). Further information on the Committees of the Board can be found in our Corporate Governance Statement[2].

The ARC was established by the Board to assist with overseeing and reviewing the financial, audit, operational and risk management of TPG Telecom's business activities. As noted within the TPG Telecom ARC Charter[2], the roles and responsibilities of the ARC as they relate to climate risk include:

- Reviewing significant developments in, and TPG Telecom's reporting strategy pertaining to, environmental, social and governance (**ESG**) reporting and disclosures; and
- Monitoring the effectiveness of TPG Telecom's ESG risk management, including compliance with relevant laws and regulations and review of public disclosures by TPG Telecom relating to its ESG risk management practices.

The GRNC was created by the TPG Telecom Board to assist with the oversight of corporate governance practices, the nomination of Directors, and consideration of policies surrounding remuneration paid. The roles and responsibilities of the Committee pertain to board performance and evaluation, remuneration and corporate governance more generally.

To support TPG Telecom's climate change commitments, in 2022 the TPG Telecom Board introduced an ESG performance measure in the Long Term Incentive plan for executives which is linked to TPG Telecom's achievement of its 2025 renewable energy commitment.

Leadership teams

TPG Telecom's Chief Executive Officer (**CEO**) has been appointed by the Board with responsibility for the day-to-day management of the company. TPG Telecom's Executive Leadership Team (**ELT**) reports to the CEO, and meets regularly to monitor business performance, as well as to develop and execute strategy. This includes aspects of the Sustainability Strategy, including risks and opportunities related to climate change.

The Senior Leadership Team (**SLT**) is the leadership cohort that reports into the ELT. It holds monthly meetings to provide a forum to support the execution of company strategy, and to facilitate and enable consistent communications between key TPG Telecom members. In 2022, the SLT was briefed on climate change risk, its potential impacts to TPG Telecom and provided an overview of the purpose and scope of our climate risk program.

Sustainability Strategy governance

The primary forum focused on the TPG Telecom Sustainability Strategy is the Sustainability Council, which meets on a quarterly basis. The Council consists of senior leaders from various business areas or functions across the organisation including sustainability, risk, finance, property and procurement, network infrastructure, customer (including consumer and enterprise & government), legal, regulatory and others. The Council is accountable for overseeing and monitoring the execution and delivery of the TPG Telecom Sustainability Strategy, which includes a number of initiatives focused on managing the issue of climate change as it pertains to the organisation. In 2022, the Council was provided with an overview on climate risk and TCFD reporting, as well as briefings on the purpose and scope of our climate risk program.

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[2] Available on the Investor Relations section of our website.

Internal sustainability reporting

The Head of Sustainability and the Group Executive Legal & External Affairs report regularly to the ELT, the ARC and the Board on sustainability matters, including those associated with climate change. It is this existing governance structure that drives our commitment to further understand the business implications of climate change and helps accelerate our response to climate-related risks. Progress updates from our climate risk roadmap will be included as an agenda item for Sustainability Council, ARC and the Board meetings as required.

Going forward

We are focused on the continuous improvement of our approach to managing climate risk and are committed to identifying and acting upon opportunities to strengthen our governance structures as they relate to climate risk management, reporting and performance.

Risk Management

We are committed to maintaining an effective risk management system in accordance with regulatory requirements and corporate governance principles to meet the expectations of customers, shareholders, and regulators. This includes our focus on identifying, assessing and appropriately managing the impacts of climate risks. Our Risk Governance Structures and comprehensive Risk Management Framework are outlined in our 2022 Corporate Governance Statement[3].

The Board-approved risk appetite statements set the expectations for the level of risk TPG Telecom is willing to take to achieve its strategic objectives. The TPG Telecom Risk Management Policy, Risk Management Procedure, Crisis and Emergency Plan and Business Continuity Procedure are the key documents that collectively underpin the risk management framework and guide the organisation to perform within the set risk appetite. The risk management framework is also aligned with ISO 31000:2018, the international Standard for risk management and other regulatory requirements and obligations.

TPG Telecom Board

Oversee the implementation of the risk management framework

Board Audit and Risk Committee (ARC)

Executive Leadership Team (ELT)
Senior Leadership Team (SLT)

Foster a strong risk culture through good risk management

Management Risk & Control Owner	**Enterprise Risk** Oversight	**Internal Audit** Assurance	**External Audit** Assurance
This function owns the risk and controls the operating environment and promotes a strong risk-aware culture.	This function provides the oversight, governance and the tools, systems and advice necessary to support the business in identifying, managing and monitoring tasks.	This function provides a level of independent assurance that the risk management and internal control framework is working as designed.	Undertaken by PricewaterhouseCoopers, who performs an audit in accordance with specific laws or rules of the financial statements of TPG Telecom.

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[3] Available on the Investor Relations section of our website.

Identifying climate risks

Material enterprise risks are defined as those that may prevent TPG Telecom from achieving its strategic goals and objectives. A detailed top-down risk assessment is undertaken by the Enterprise Risk function on an annual basis to identify material enterprise risks. This process involves interviews with key internal and external stakeholders such as management, external auditors and other consulting firms, as well as reviews of external market factors and regulatory requirements. Sustainability & Climate is classified as an 'enterprise risk' and is monitored and managed by relevant risk owners and reported to the ELT and ARC on a quarterly basis.

Each business unit is accountable for identifying, monitoring, and managing specific business risks and action plans, including those related to climate risk. The risk identification process occurs through several processes including business planning, risk workshops, governance forums and ongoing internal and external reviews. The risk identification process is supported by our risk taxonomy which is embedded in the risk management system and provides a consistent way to classify risks. The risk taxonomy includes risk categories for 'climate change, sustainability and environmental risk' to assist the business units to identify and raise climate risks. Climate change is also a contributing factor in existing risk categories which are also managed according to our risk management procedures.

In 2022, we undertook a specific and detailed assessment of climate risks and opportunities to better understand the potential impact of climate change across the TPG Telecom group. (Refer to the Strategy section for further detail).

Managing climate risks

The Enterprise Risk function is responsible for ensuring the successful implementation of the risk management framework as overseen by the ELT and the ARC. Regular reporting is provided to the ELT and ARC on the enterprise risk profile, which outlines the material risks to the organisation and on the Key Risk Indicators (**KRIs**) which measure performance within the set risk appetite.

In line with our risk management procedure, all risks, including climate-related risks, are assessed based on their likelihood and impact on our business and given a corresponding risk rating. Risk treatment plans are devised based on the risk rating which signifies the materiality to the organisation from a financial, operational, compliance and reputational lens. Our management of climate risk is demonstrated by the mitigating actions outlined in the Strategy section below.

Strategy

In 2021, we launched our first company-wide Sustainability Strategy, which is aligned to our broader business strategy. Our Sustainability Strategy identifies four key areas where we consider we are well-placed to make a meaningful difference for our stakeholders. This includes customer wellbeing, environmental responsibility, inclusion and belonging, and the digital economy. These are underpinned by a set of fundamental, responsible business practices. Together, these represent our framework for creating a responsible and sustainable business.

We recognise that climate change may have an impact across all areas of our organisation, which is why understanding and managing risks related to climate change forms a key component of the environmental responsibility area of the Sustainability Strategy. To make sure we take sufficient action and continue to make progress in managing this important issue effectively, we made the following climate-related commitments at the launch of our Sustainability Strategy:

- Assessing climate-related risks and opportunities in line with the TCFD recommendations and integrating into our annual reporting and risk management framework.
- Setting a science-based target for reducing our GHG emissions, aligned to net zero.
- Powering our Australian operations with 100 per cent renewable electricity by 2025.

Our approach to climate risk is based on our assessment and understanding of climate-related risks and opportunities, and their integration into existing risk governance structures and processes. This year we developed a multi-year, forward-looking climate risk roadmap to support our full alignment with the TCFD framework. We are pursuing multiple initiatives to support climate mitigation actions to reduce our GHG emissions and adaptation measures to reduce our exposure to potential impacts for the whole organisation.

Climate-related risks & opportunities

As a large, national telecommunications company, we have exposure to a range of physical and transition risks related to climate change. Some of our exposure to climate-related risks, like floods and fires, are already common occurrences in Australia and we have robust processes and controls in place to manage those events when and if they occur. However, we recognise that other potential impacts may emerge or have increased significance over time. Therefore, in 2022, we undertook a detailed assessment of climate-related risks and opportunities with the potential to impact our business in the future. Supported by external climate scientists and climate risk experts, we conducted desktop research, sector benchmarking and market scanning to identify telecommunication trends and potential risk exposures.

Interviews were held with internal stakeholders from various business units to understand current climate-related activities and obtain internal perspectives on broad risks and opportunities impacting our business. Through this process, additional risks and opportunities were identified and assessed in line with our risk management procedures. The final validation and prioritisation of these risks was overseen by workshops attended by subject matter experts.

As an outcome of this process, three key business risks and opportunities were prioritised for further analysis via a qualitative climate scenario analysis. These risks and opportunities are outlined in Table 1 below, detailing the potential impacts to our business, our strategic response, and approximate timeframes on when impacts may emerge.

The purpose of the scenario analysis is to better understand how these impacts may change over time, in order allow us the ability to incorporate any adjustments to our existing processes and controls to adequately manage them in the future.

The likelihood and severity of the potential impacts set out in Table 1 are unknown and may change over time. We have included in the Strategic Response column a range of mitigating controls to manage these impacts.

Table 1: Prioritised climate-related risks and opportunities for TPG Telecom assessed in our first climate scenario analysis

RISK DESCRIPTION	POTENTIAL IMPACTS	STRATEGIC RESPONSE
**Physical	Acute**		
RISK **Increased severity and frequency of extreme weather events due to climate change:** Risk of increased network service disruptions, affecting data centres, office spaces, mobile sites, key network hub sites and core infrastructure, due to extreme weather events (bushfires, flooding, heatwaves, etc.). **OPPORTUNITY** **Improved business resilience:** Opportunity to improve business resilience by transitioning data centre infrastructure (e.g., relocating locations) to areas less exposed to bushfire and flood risk and serviced by reliable power sources.	• Productivity losses, including those of impacted customers, due to unplanned network service disruptions arising from extreme weather events. • Loss of telecommunications during a disaster impeding emergency response measures with potential reputational implications • Business interruption if failure to appropriately adapt to and plan for new conditions. • Equipment overheating during power failures leading to technological malfunctions and downtime. • Increased cost of moderating temperatures in data centres, retail stores and offices particularly during extreme heat events. • Reduced safety, wellbeing and productivity of employees and / or contractors that may be exposed to extreme heat if cooling requirements cannot be met.	• A Business Continuity Management Framework, aligned to international standards supports our ability to anticipate, respond to and effectively recover for business disruptions. • Our network resilience is continually and closely monitored, and a robust operational incident management process and a Crisis and Emergency response plan is in place for significant incidents. • Where possible, redundancy is built into the network via geographical diversity, ability to switch connectivity to alternative sites, battery and generators in key locations and portable base stations that can be deployed in the event of outages. • A cooling plan is in place to manage extreme heat over the summer months. • We maintain close alignment with the NSW Telco authority to identify high risk regions and actively manage emergencies. • Climate related impacts and risks such as bushfire, flood and severe wind are considered and managed or mitigated during the site acquisition process. • Response plans are developed that prioritises the restoration of the most critical sites. • An effective Health and Safety Management system is in place, and we adopt a risk-based approach to monitoring and managing the safety and wellbeing of our employees and contractors, this includes arrangements for exposure to extreme heat.

Emergence Time Frame Short (next 5 years)

RISK DESCRIPTION	POTENTIAL IMPACTS	STRATEGIC RESPONSE
Transition | Technology		
RISK **Transition to a low-carbon economy requiring renewable energy commitments:** Risk of increased financial costs due to increased energy demand by TPG Telecom operations associated with the transition to 5G services and the rising costs of renewable electricity LGCs and PPAs[4]. *The increase in price of renewable sources poses both financial and reputational risk for TPG Telecom due to additional spend required to meet publicly disclosed renewable energy targets.* **OPPORTUNITY** **Resource Efficiency** Improved resource efficiency achieved by integrating operational improvements and on-site renewable electricity generation technology to manage energy consumption and reduce exposure to market electricity prices.	• Financial impact as demand increases for LGCs and PPAs, which increases the costs to achieve the 100% renewable energy by 2025 target • Financial impact arising from increased energy demand due to the transition to 5G services which increases the amount of purchased electricity required • Reputational impacts should difficulty arise in our ability to meet publicly disclosed renewable energy targets due to cost or availability constraints	• Our internal Renewable Energy working group was established to manage the achievement of our renewable energy target. It includes senior leaders from Finance, Procurement, Sustainability and Strategy. • Energy costs are embedded within our budgeting and long-range planning processes. • We designed a Renewable Energy Procurement Strategy to drive our go to market approach to meeting our target. • Energy efficiency programs are in place across the organisation to design and implement solutions for our data centres, mobile network equipment and corporate & retail footprint

Emergence Time Frame Short (next 5 years)

RISK DESCRIPTION	POTENTIAL IMPACTS	STRATEGIC RESPONSE
Transition | Reputation		
RISK **Evolving stakeholders' expectations in relation to climate action, due to perceived impacts of climate change:** Brand and reputation risk from barriers to keeping up with investor and consumer expectations on climate change. **OPPORTUNITY** **Products and services opportunities** Ability to align with increasing customer and shareholder expectations regarding emissions disclosure and reductions by demonstrating progress on Scope 3 emissions reduction targets, including those associated with embedded emissions from network infrastructure and customer use of products/services.	• Increased stakeholder scrutiny on TPG Telecom's sustainability progress may lead to potential reputational damage or loss of investors / investment if stakeholders feel progress is not meeting their expectations. • Level of ambition regarding climate strategy not meeting public expectations may lead to poor public perception, resulting in loss of customers, investors and employees. • Potential lack of alignment between climate change risk and internal policies and procedures could cause dislocated approach to managing risks and opportunities with potential to introduce resource and/or expenditure inefficiencies. • Reducing operational Scope 1 & 2 emissions enables Scope 3 emissions reductions for customers that use TPG Telecom products and services.	• A program of ongoing engagement with key stakeholders exists through membership of peak bodies, participation in industry collaborations, individual meetings and a wide range of research, surveys and customer feedback channels. • We undertake a formal materiality assessment refresh at least every three years. • The development and continual evolution of the Sustainability Strategy, which is informed by our stakeholder engagement and materiality assessment processes, exists so that we continue to focus on topics and issues relevant to our key stakeholders. • A process of continuous improvement of annual sustainability reporting is in place and focuses on alignment to globally-recognised frameworks. • The risk management framework incorporates climate-related risk considerations.

Emergence Time Frame Medium (5 to 15 years)

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[4] LGCs: Large-scale Generation Certificates. PPA: Power Purchase Agreements

Climate scenario analysis

Climate scenario analysis is an approach used to provide possible narratives for how differing climate trends might affect the impact and likelihood of climate risks and opportunities in future. To align with the TCFD recommendations, our scenario analysis considered three climate scenarios with distinctive GHG emissions levels: low, moderate, and high, which lead to different outcomes for physical and transition risks over the near-term (2030) and long-term (2050). These scenarios were developed by the international climate science community to inform the Intergovernmental Panel on Climate Change Sixth Assessment Report[5] and are known as the Shared Socioeconomic Pathways (SSPs)[6]. Details on the main characteristics of the scenarios we used are provided in Table 2 below.

Outputs from the analysis can help us to better understand and manage our resilience and potential vulnerabilities to future climate-related impacts on our organisation. This then allows us the ability to adjust our strategy, planning and operations accordingly.

Table 2: Summary of the scenarios used in our first qualitative climate scenario analysis

SCENARIO AMBITION	OVERVIEW	SCENARIO ATTRIBUTES	KEY OUTCOMES
High Emission Scenario *"No Climate Action"* >4°C Scenario[7] SSP5-8.5[8] 2030 and 2050[9]	*Baseline of how global emissions would evolve if governments and markets make no changes to their existing policies and investments in low carbon technologies*	In this scenario, transition risks are low while physical risks are high, arising from barriers to mitigation efforts. Globally, multiple climate-related hazards are projected to increase, including: ● Flood and extreme precipitation ● Extreme heat and bushfires ● Sea level rise ● Water stress	**Physical risks dominate** ● Emission reduction policies are limited to the current policies, and global coordination on tackling climate change is lacking. ● Continued use of fossil fuels, and energy intensive activities and lifestyles. ● Momentum in clean energy is insufficient to offset the effects of an expanding global economy and growing population. ● Effects of climate change require significant investments in adaptation measures to protect assets, infrastructure and communities.
Moderate Emission Scenario *"Current Targets & Pledges"* >2°C Scenario SSP2-4.5 2030 and 2050	*Emissions are curbed based on existing policies and announced commitments, including Nationally Determined Contributions, but fall short of meeting the Paris Agreement targets*	In this scenario, there are intermediate challenges to adaptation and mitigation leading to higher transition risks compared to the high emission scenario, including: ● Carbon pricing policies ● Energy policies ● Litigation risks Note that in this scenario, projected changes in multiple climate-related hazards are possible, but the magnitudes vary compared to the high emission scenario.	**Insufficient decarbonisation** ● Emissions are curbed based on existing policies and announced national commitments to reduce emissions, but fall short of meeting the Paris Agreement. ● Slow implementation of policies due to political, institutional and societal barriers. ● The transition to a low carbon economy is disorderly, uncoordinated and delayed. Transition happens faster in certain regions compared to others leading to differences in regional policies and implications on cost of doing business and global trade (e.g., carbon border tax).

[5] Available at: https://www.ipcc.ch/assessment-report/ar6/
[6] Described in Riahi et al. (2017) available at: https://www.sciencedirect.com/science/article/pii/S0959378016300681
[7] Global warming level by 2100
[8] Associated IPCC AR6 Scenario
[9] Time horizons assessed

SCENARIO AMBITION	OVERVIEW	SCENARIO ATTRIBUTES	KEY OUTCOMES
Low Emission Scenario *"Aggressive Mitigation"* 1.5°C Scenario Physical: SSP1-2.6 Transition: SSP1-1.9[10] 2030 and 2050	*Aggressive emission reduction scenario to meet the Paris Agreement, marked by global collaboration by governments, society and industry to lead steep decarbonization*	This scenario has the highest transition risks associated with ambitious mitigation efforts, including: ● Carbon pricing ● Increase regulations and policies ● Reputation risks and opportunities ● Product, market, energy, resource efficiencies Although global warming levels are lower than the other scenarios, physical impacts can still occur.	**Transition risks and opportunities dominate** ● Globally coordinated effort to reduce emissions and avert the worst effects of climate change in line with the Paris Agreement. ● Accelerated transition to renewables and electrification, and aggressive regulations limiting the extraction and use of fossil fuels in all major economies. ● Assumes the world achieves Sustainable Development Goals by 2030.

[10] SSP1-1.9 was selected as the low emissions scenario to assess transition risks and opportunities as it represents a far more ambitious pathway with greater technology, policy and consumer action compared to SSP1-2.6

Scenario analysis key findings (Australia) – physical risk

The qualitative climate scenario analysis focused on the physical risk statement:

"increased severity and frequency of extreme weather events due to climate change"

The analysis found that our organisation has exposure to multiple physical hazards including extreme heat, bushfire weather conditions, extreme rainfall and severe weather (including storms, wind gusts and tropical cyclones). However, the severity of the risk to our business varies across Australia and between the three different scenarios.
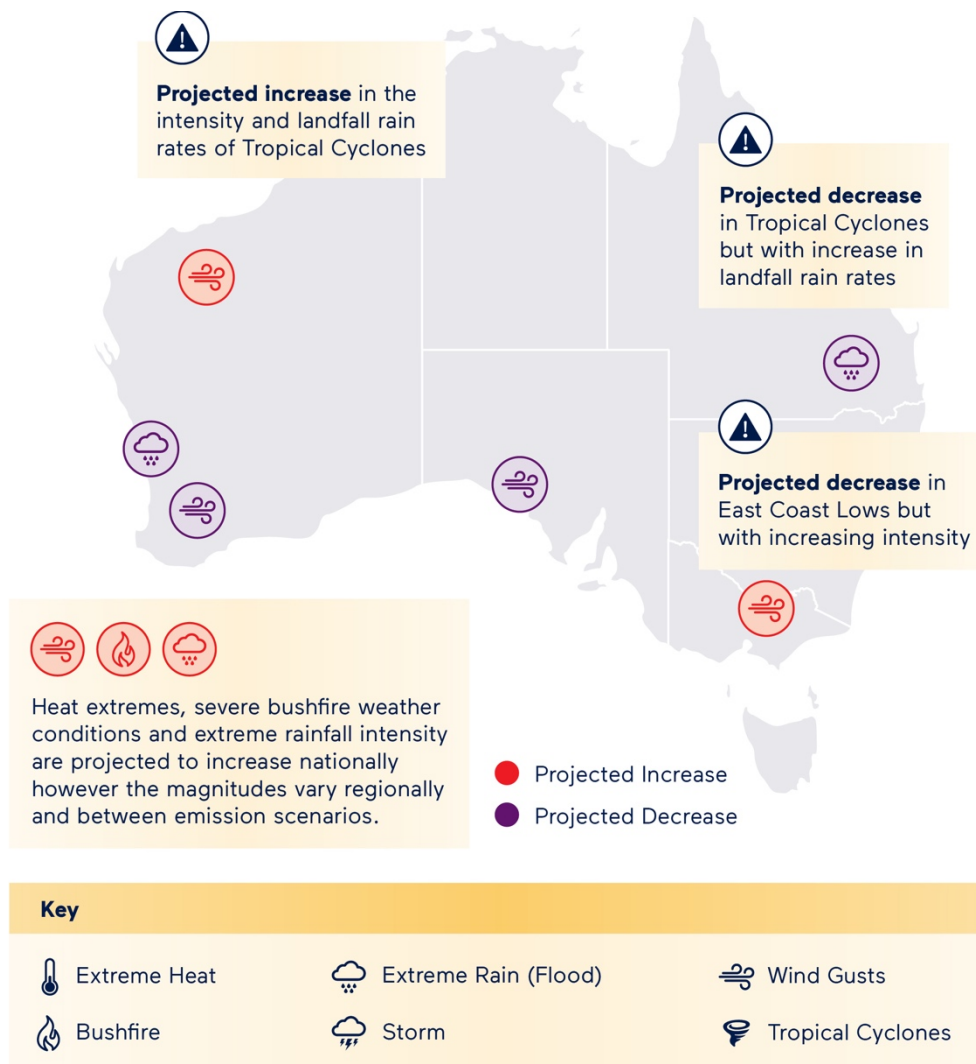
For example, the magnitude and frequency of projected increases of extreme heat events and bushfires are larger for a higher emissions scenario compared to a lower emissions scenario, particularly over longer timeframes. For extreme rain, flooding, storm and wind gusts and tropical cyclones, the projected outcomes vary regionally and projected changes do not always align to a high or low emissions scenario.

While we have a set of mitigating controls currently in place to manage these impacts (noted in Table 1 above), further investigation will be required to determine potential impacts for these physical hazards where the outcomes are uncertain and volatile.

We will also incorporate the outputs of this (and any future climate scenario analysis) into the existing operational and risk management procedures for areas of the business that may be impacted.

Figure 1: Graphical summary of major climate changes across Australia

Projected increase in the intensity and landfall rain rates of Tropical Cyclones

Projected decrease in Tropical Cyclones but with increase in landfall rain rates

Projected decrease in East Coast Lows but with increasing intensity

Heat extremes, severe bushfire weather conditions and extreme rainfall intensity are projected to increase nationally however the magnitudes vary regionally and between emission scenarios.

● Projected Increase
● Projected Decrease

Key

🌡 Extreme Heat	☁ Extreme Rain (Flood)	〰 Wind Gusts
🔥 Bushfire	⛈ Storm	🌀 Tropical Cyclones

Scenario analysis key findings – transition risk

The qualitative climate scenario analysis also examined how our prioritised transition risks related to the following risk statements:

"transition to a low-carbon economy requiring renewable energy commitments"

and

"evolving stakeholders' expectations in relation to climate action due to perceived impacts of climate change"

While impacts may vary under multiple scenarios and time horizons, the analysis showed that transition risks associated with electricity costs and brand and reputation are projected to increase. These impacts include:

Electricity costs: Electricity is the major source of GHG emissions related to our operations. In Australia, the electricity system is undergoing a transition to renewable sources due to reduced technology costs and government policy. Short term electricity prices are likely to be high but may decrease with technology development and innovation. Key insights of the analysis include:

- Under a low emissions scenario there is a transition to a low carbon economy and higher carbon prices. This indicates a high level of government policy and regulations around GHG emissions reduction.
- Potential exists for significant price volatility and capacity constraints in the electricity market, depending on the scenario.
- A public GHG emissions reduction strategy may include reputational risk and brand damage if sufficient renewable energy supply is not available.

Brand and reputation: There is increasing interest from stakeholders, including consumers, shareholders, and employees, in business commitment to sustainability and managing risks related to climate change. This includes greater demands for robust and transparent reporting, and credible GHG emissions reduction targets. Key insights of this analysis include:

- Consumer, investor and employee preference for companies with market leading emission reduction targets will increase rapidly under a low emissions scenario.
- Trends, such as increased requirements for climate-related financial risk reporting, are likely to be amplified. This may result in increased requirements from investors for emission reduction targets, GHG emissions reporting and related strategic responses, and financial impacts (as seen in the draft ISSB disclosure requirements).

Similar to the physical risk analysis above, we have a set of mitigating controls currently in place to manage these impacts (noted in Table 1 above). We will continue to monitor changes in energy costs and stakeholder expectations over time and work to embed outputs of this (and any future climate scenario analysis) into the existing operational and risk management procedures for areas of the business that may be impacted.

Scenario analysis summary

The key findings of this climate scenario analysis will assist when setting future business strategy and financial planning, particularly on prioritising mitigations to build resilience across our organisation to climate change. While we have existing strategies to mitigate the risks and impacts (noted in Table 1 above), we recognise that undertaking a climate scenario analysis is not a one-off exercise. Rather, it is an activity that we will periodically undertake to broaden our understanding of how multiple climate-related risks and opportunities may impact our organisation.

We are looking to expand the current climate scenario assessment to quantify the materiality of operational and financial impacts across our organisation. More action will be required at the conclusion of the quantitative climate scenario analysis as we further understand the materiality of climate change to our aspects of our business and embed these findings into our financial decision-making processes.

Metrics and Targets

Targets

TPG Telecom has set a number of targets to support our climate ambition and to drive meaningful progress towards reducing our environmental impact. To make our targets robust and credible, we have taken a data-driven approach to inform target setting. As our business changes over time, we will re-visit our targets so that they continue to be ambitious and effective in driving the changes required to limit the impacts of climate change. For each of our targets, we have an internal strategy and program plan in place to drive their achievement. Our current commitments are outlined in Table 3 below.

Table 3: Our targets

ACTION	STATUS	SDG ALIGNMENT
Powering our Australian operations with 100% renewable electricity by 2025.	In progress	
Setting a science-based target for reducing our greenhouse gas (GHG) emissions, aligned to net zero.	Achieved	
Assessing climate risks and opportunities in line with the Task Force on Climate-related Financial Disclosures (TCFD) and integrating into our annual reporting and risk management framework.	Achieved	
Continuing to expand felix as a carbon neutral brand and product targeting one million trees planted.	In progress	

Progress towards setting science-based emissions reduction targets

In 2021, we mapped out the GHG emissions footprint of our operations (Scope 1 & Scope 2 emissions) for the first time. In 2022, we engaged third-party consultants to assist us to map out our Scope 3 emissions profile for the 2021 reporting period. The result of this work was a complete picture of our GHG emissions footprint, not just for our own operations, but across our entire value chain.

This emissions footprint was then used as a baseline against which we developed our science-based emissions reduction targets.

Next, we analysed each of the various sources in detail to identify potential emission reduction interventions related to our most material sources. These intervention opportunities were then modelled by taking into consideration our baseline, our projected business growth, and the Science Based Target initiative (**SBTi**[11]) criteria. The result of the modelling was the development of our near- and long-term emissions reduction targets, underpinned by a set of emission reduction pathways to guide how we will achieve them.

These interventions are the enablers for the emission reduction targets that we have set, in-line with the SBTi requirements. TPG Telecom commits to the following:

Near-term targets:

- reduce absolute Scope 1 & 2 GHG emissions 95% by 2030 from a 2021 base year;
- reduce absolute Scope 3 GHG emissions (from purchased goods and services, use of sold products, fuel and energy related activities, and upstream leased assets) 30% by 2030 from a 2021 base year.

Long-term target and net-zero target:

- reduce absolute Scope 1, 2 & 3 GHG emissions 90% by 2050 from a 2021 base year.
- reach net-zero GHG emissions across the value chain by 2050 from a 2021 base year.

Detailed information regarding calculation methodologies and metric definitions are available within our Sustainability Report.

This target-setting process allowed us to identify and prioritise those areas where emissions are highest and where we have an opportunity to best influence third-party emissions reduction strategies. Key aspects of our emission reduction interventions include:

- Scope 1 & 2 emissions: powering our operations with 100 per cent renewable electricity, which is aligned with our existing renewables target; and
- Scope 3 emissions: achieving reductions through engaging with key suppliers to encourage the setting of emission reduction targets and working with them to achieve them.

These targets and pathways have been submitted to the SBTi.

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[11] Science Based Targets Initiative

Progress towards assessing climate risks and opportunities

At the launch of our first Sustainability Strategy, we stated our intention to adopt the TCFD framework and produce a standalone climate change report as part of our 2022 Annual Reporting suite.

To achieve this, we undertook a significant climate risk project in 2022. Described throughout this report, it included:

- current state climate risk maturity assessment and peer benchmarking;
- detailed physical and transition risk identification and assessment;
- qualitative scenario analysis of three key physical and transition risks across short, medium and long term timeframes; and
- development of a multi-year climate risk roadmap.

Climate risk management is a continuous and evolving action that will be monitored and reviewed as necessary to build climate resilience into the business' operations and strategy.

Progress towards achieving our renewable energy target

In 2022 our internal Renewable Energy working group was established to manage the achievement of our renewable energy target. It includes senior leaders from Finance, Procurement, Sustainability and Strategy. This working group then designed our Renewable Energy Procurement Strategy to drive our go to market approach in meeting our target. This is expected to be supported through a combination of Large-scale Generation Certificates (**LGCs**) and long-term Power Purchase Agreements (**PPAs**) that are equivalent to our electricity consumption and aligned with our Energy Management Policy.

Continuing to expand felix as a carbon neutral brand

felix was launched in 2020 as Australia's first telco brand powered by 100 per cent renewable electricity. Not only does this remain true, it also continues to be certified as a carbon neutral service by the Australian Government's Climate Active initiative. Achieving these commitments helped us to better understand what was required to expand to our entire organisation.

For example, the work that went into a powering felix by 100 per cent renewable electricity led directly to our commitment to power our entire Australian operations with renewable electricity from 2025 onwards.

In 2022, felix continued to help drive innovation throughout TPG Telecom. The process felix went through to achieve its carbon neutral certification was a vital contribution towards the mapping of TPG Telecom's Scope 3 GHG emissions footprint and setting of our emissions reduction targets.

Additionally, the felix rollout of eSIM in early 2022 directly led to our ability to roll this out to a number of our other brands.

In September, less than two years from launch, felix achieved the milestone of 500,000 trees donated around the world. With over 650,000 trees planted by year end, we expect felix to achieve its one million trees planted goal during 2023.

Performance metrics

We track a number of internal and external metrics related to climate risk. Internally, the current risk ratings and status of mitigating actions are reviewed by the ELT and the ARC on a quarterly basis. Externally, we track metrics designed to monitor progress towards our key climate commitments.

We are also preparing for alignment with the ISSB disclosure requirements once they have been finalised. As such, we are developing the internal processes required to be able to report accurately on the metrics included within the disclosure standards, including our industry-specific metrics.

As outlined in our GHG emissions profile, the current metrics we capture and report on include:

- Scope 1, Scope 2 and Scope 3 emissions for both our Australian and overseas operations, enabling us to track progress against our science-based emission reduction targets; and
- Total renewable energy consumption by the organisation, allowing us to report on progress against our renewable energy target.

As we progress the understanding of our exposure to climate-related risks, additional metrics will be considered in future disclosures.

GHG emissions profile

Our operations

We have calculated the Scope 1 & 2 emissions associated with our operational activities, as indicated in Table 4 below. Our largest source of emissions from our operations is from electricity consumption by our mobile and fixed networks, data centres, and our corporate and retail footprint. Our Scope 1 emissions, from fuel usage related to vehicles and electricity generators, currently accounts for only 1.1 per cent of our Scope 1 & 2 emissions footprint. As such, our commitment to powering our Australian operations with 100 per cent renewable electricity by 2025 is expected to reduce our operational emissions footprint by as much as 99 per cent.

Table 4: TPG Telecom energy (TJ) and GHG emissions (ktCO2-e)

CATEGORY	2021	2022
Energy consumed	1,237	1,291
Scope 1 emissions	4.8	2.8
Scope 2 emissions (market-based)[12]	224.4	224.8
Scope 1 & 2 emissions (market-based)	229.2	227.6

Our value chain

This year we conducted an initial assessment of our Scope 3 emissions profile, an essential exercise to:

- understand our largest sources of Scope 3 emissions;
- inform the establishment of appropriate emissions reductions targets; and
- support future decisions and options on how to reduce our emissions.

The GHG Protocol Scope 3 Standard[13] categorises emissions into upstream and downstream emissions:

- Upstream emissions are indirect GHG emissions related to purchased or acquired goods and services.
- Downstream emissions are indirect GHG emissions related to sold goods and services.

The GHG Protocol Scope 3 Standard further categorises Scope 3 emissions into 15 distinct categories. We have reported Scope 3 emissions according to these categories, applying the relevance test to report against categories relevant to our business. Information on the emission factors used can be found in our Sustainability Report.

Table 5: Telecom Scope 3 GHG emissions breakdown, 2021 baseline (ktCO2-e)

CATEGORY[14]	EMISSIONS	PERCENTAGE
1&2: Purchased goods and services and capital goods	1,059.7	79.8%
11: Use of sold products	209.2	15.8%
3: Fuel- and energy related activities	25.1	1.9%
4: Upstream transportation and distribution	11.2	0.8%
8: Upstream leased assets	9.1	0.7%
9: Downstream transportation and distribution	6.0	0.5%
5: Waste generated in operations	4.7	0.4%
7: Employee commuting	1.4	0.1%
12: End-of-life treatment of sold products	1.1	0.1%
6: Business travel	0.4	0.0%
Total Scope 3 emissions	1,327.9	100.0%

Our Scope 1, 2 & 3 emissions have been calculated using methodologies consistent with the Greenhouse Gas Protocol and aligned to the requirements of the SBTi and we use an operational control approach to define the organisational boundary for our emissions footprint. Detailed information regarding calculation methodologies and metric definitions are available within our Sustainability Report.

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[12] To support our science-based emissions reduction targets, we report our Scope 2 emissions using the market-based method as our primary method. Our location based Scope 1& 2 emissions are 259.6 for 2021 and 268.5 for 2022.

[13] GHG Protocol – Corporate Value Chain (Scope 3) Accounting and Reporting Standard

[14] These GHG Protocol categories are not relevant to TPG Telecom: 10: Processing of sold products, 13: Downstream leased assets, 14: Franchises and 15: Investments. Footprint calculated on the 12-month period ending 31 December 2021.

Energy consumption

Table 6 below demonstrates the progress against our commitment to power our Australian operations with 100 per cent renewable electricity by 2025. For the 2021 reporting period, we consumed approximately 323 gigawatt hours (GWh) of electricity in our Australian operations. In 2022, this increased to 346 GWh. As we transition to 5G technology, we anticipate that our energy consumption will continue to increase.

Table 6: TPG Telecom electricity sources (GWh)[15]

CATEGORY	2021	2022
Total electricity consumed	325	347
Electricity consumed - Australia (GWh)	323	346
Renewable electricity[16]		
Renewable Energy Target (RET)	57	61
Jurisdictional RET	17	17
Total renewable electricity	74	78
% Renewable electricity - Australia	23%	23%

From 2021 to 2022, the proportion of renewable electricity consumption for our Australian operations was stable at 23 per cent.

[15] In addition to our Australian operations, we consume a small amount of energy in our Guam and Manila operations, accounting for approximately 0.4% of our total annual consumption.

[16] Relates to non-voluntary renewable electricity, reported as per Climate Active Electricity Accounting, April 2021.

Looking ahead

We are committed to improving our identification, assessment, management and disclosure of climate-related risks and opportunities to support our understanding of, and the necessary actions required to mitigate, the impacts of climate change on our organisation. To track our progress, we have developed an internal, multi-year climate risk roadmap that lays out the initiatives and actions we need to take in order to deliver a mature approach to managing climate risk as an organisation. This roadmap includes the key initiatives and proximate timeframes for achievement and has been endorsed by the Board.

Tracking our progress

Through our Sustainability Strategy and annual Sustainability Report, we will continue to measure and report our Scope 1, 2 & 3 emissions footprint and track progress towards meeting our renewable energy target and emissions reduction targets. We will also continue to assess the materiality of climate change to our business through future planned quantitative climate scenario analyses that will support the integration of climate risks into our financial decision-making process. We will also look to determine the impact of climate-related risks and opportunities on the business, strategy and financial planning as our climate journey continues.

Our climate risk roadmap

The multi-year roadmap of actions for climate risk management was presented to the ARC and Board for their endorsement. It was based on a gap analysis, peer benchmarking and the results of our initial climate scenario analysis.

Highlights of our roadmap include:

- Conduct quantitative climate scenario analysis to assess materiality of climate change across our value chain, in order to understand potential financial impacts;
- Establish an internal Climate Risk working group, comprised of members of the SLT and Sustainability Council, to drive roadmap implementation;
- Investigate options for activities that will support the attainment of net-zero emissions; and
- Develop a detailed decarbonisation roadmap for our operations and value chain.

We recognise that the TCFD is a guidance framework and disclosures can start at any time, as well as at different levels of detail, given the complexity of climate-related issues. We acknowledge that the sustainability reporting environment is evolving and while we are currently using the TCFD framework as our guide, we are planning to utilise the below initiatives so that we are prepared to report against the ISSB disclosure requirements, once they have been finalised.

TCFD Index

TCFD RECOMMENDED DISCLOSURES	LOCATION
Governance	
a. Describe the Board's oversight of climate-related risks and opportunities.	Governance section pg. 4
b. Describe management's role in assessing and managing climate-related risks and opportunities.	Governance section pg. 4
Risk Management	
a. Describe the organisation's processes for identifying and assessing climate-related risks.	Risk Management section pg. 6
b. Describe the organisation's processes for managing climate-related risks.	Risk Management section pg. 6
c. Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management.	Risk Management section pg. 6
Strategy	
a. Describe the climate-related risks and opportunities the organisation has identified over the short, medium and long term.	Strategy section Table 1 pg. 8
b. Describe the impact of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning.	Strategy section Table 1 pg. 8
c. Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2C or lower scenario.	Climate scenario analysis section pg. 11
Metrics and Targets	
a. Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process.	Performance metrics section pg. 16
b. Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks.	GHG emissions profile section pg. 17
c. Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.	Targets section pg. 15

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