



ESG Report 2022

VOCUS



Acknowledgement of Country

We acknowledge and pay our respect to the First Nations peoples and cultures of Australia, including Elders past and present. We recognise Aboriginal and Torres Strait Islanders as the Traditional Owners and custodians of country throughout Australia, and respect their ancient and enduring connection to land, sea and community.

We also acknowledge that our operations and infrastructure sit on First Nations country, and aim to work closely with the First Nations communities where we operate.



ESG at Vocus

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Message from our Chair and CEO

On behalf of Vocus, we are pleased to provide this report on the company's Environmental, Social and Governance (ESG) approach, progress and performance throughout FY22.

2022 was a watershed year for Vocus in our approach to ESG. While we have consistently taken a socially-conscious approach to the way we conduct our business, 2022 harboured a new level of organisational maturity in our ESG practice – as is reflected throughout this report.

Vocus' approach to ESG is grounded in our company's values, our goals, and more recently – our Purpose. During 2022, we turned to our people to help develop our company's Purpose statement – a reflection of who we are and what we do:

**Building critical connections.
Enabling better possibilities.**

At Vocus, we believe connectivity should enable potential and that as a company, we are in a position to enable better possibilities for our people, our customers and for society through the critical connections that we build.

This is why we build and operate our own secure fibre network, and why we create long-term, open and trusting relationships – with our customers, with our partners, with each other. For us, it's personal – and this report reflects how we are bringing our Purpose to life through our ESG Strategy.

Vocus' ESG Strategy includes three key focus areas where we believe we are well positioned to make a meaningful impact:

1. Climate action,
2. Our people, and
3. Community connections.

Climate action

The first strategic focus area within our ESG strategy – climate action – reflects our commitment to minimise our environmental impacts and support the transition to a net zero future. We recognise that all Australian businesses have a role to play in reducing our carbon footprint in support of the Australian Government's plan to achieve net zero emissions by 2050.

The time to act to mitigate the worst impacts of climate change is now, and those of us who can move quickly, must. Vocus is committed to playing our part, and in 2022 we set a target to achieve net zero emissions across our operations in 2025.

Our net zero target represents an important step forward in our journey to minimise our emissions footprint, and support suppliers, partners and customers across our value chain to do the same. We have already made progress towards this target by reducing our overall scope 1 and 2 emissions by 13 per cent, from a FY19 baseline. We are working to reduce our underlying scope 2 emissions by consolidating our data centre footprint and continuing to pursue energy efficiency and abatement opportunities right across our business – including initiatives aimed at reducing emissions within our data centres by a further 15 per cent (from our FY19 baseline) over the next three years from FY23–25.

By the end of 2025, our operations will be powered by 100 per cent renewable energy to help us mitigate our residual scope 2 emissions, which this year accounted for 97.5 per cent of our overall emissions. We will be offsetting our remaining scope 1 footprint using Australian Carbon Credit Units.

Our people

Our second strategic focus area – our people – resonates from one of Vocus' core company values: 'our people are the difference'. We are working to build a safe, diverse, and inclusive workplace where our people experience better possibilities, and feel like they belong.

This approach is already bearing fruit. During FY22 we launched our FY23–25 Workplace Health and Safety Strategy, improved our Rolling Total Recordable Injury Frequency Rate for the fourth consecutive year, increased employee engagement by two points to 77 per cent, facilitated 30,000 hours of learning and development (~22 hours per employee), and partnered with the Resilience Project to enhance employee wellbeing. We also increased representation of women on our Board to 80 per cent. And as this report describes, this is just the beginning.

Community connections

Our third strategic focus area is aimed at building community connections, and like our first two focus areas, it has its foundations in our company's Purpose. At Vocus, we are committed to building critical connections with, and within in the regional, remote, and First Nations communities where we operate.

With the launch of our ESG Strategy, we are working to formalise and focus our community investment approach by partnering on projects that help to strengthen digital and social connectivity, and in turn, create positive social and economic outcomes. Vocus' network infrastructure stretches 25,000km including through Australia's most remote areas, and we are committed to leveraging our geographic reach to support these communities as they transition to a digital future.

Ethical business

Underpinning the three focus areas of our ESG Strategy is our commitment to ethical business practices.

We work with our stakeholders to embed ethical business considerations across our value chain – from the way we procure products and services, to the way we support and protect the interests of our customers and communities.

We've already seen this commitment come to life – in FY22 Vocus introduced and delivered on our first Modern Slavery Action Plan, introduced a Supplier Code of Conduct, and updated our Procurement Policy to reflect our social and environmental expectations of suppliers. This report documents the many initiatives undertaken right across our business this year to manage our social and environmental impacts, and perhaps even more importantly, it lays out our focus for the next three years as we deliver against our FY23–25 ESG Strategy.

We hope you enjoy this report, and we look forward to working with you as we bring our ESG Strategy to life.



Ms Penny Bingham-Hall, Chair of the Board



Ms Ellie Sweeney, Chief Executive Officer

FY22 Highlights



Announced our target to achieve net zero emission across our operations in 2025



Reduced our overall scope 1 and 2 emissions by 13%, from our FY19 baseline year



Increased representation of women on our Board to 80%



Increased employee engagement to 77%, up 2 points year-on-year



Launched our FY23-25 Work Health and Safety (WHS) Strategy



Facilitated 30,000 hours of learning and development (~22 hours per employee) throughout the year



Decreased our 5-year Rolling Total Recordable Injury Frequency Rate for the fourth year in a row



Developed and launched our organisational Purpose



Won an Industry Award at the 2021 eHealth NSW Awards, for our partnership with eHealth NSW during the COVID-19 pandemic



Introduced and delivered on our FY22 Modern Slavery Action Plan and associated KPIs



Introduced a Supplier Code of Conduct, and updated our Procurement Policy to reflect our social and environmental expectations of suppliers



Reduced Telecommunications Industry Ombudsman (TIO) complaints by 12% year-on-year



Re-signed as the major sponsor of the Tiwi Bombers Football Club

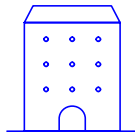


Completed the 'Terabit Territory' network upgrade, delivered in partnership with the Northern Territory Government

About Vocus



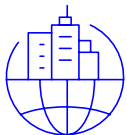
We own and operate an approximately **25,000-kilometre fibre network** across Australia that is purpose-built and managed for business, wholesale and government customers.



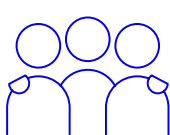
We also have on-net access to over **5,500 buildings in Australia.**



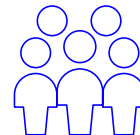
We operate **14 Data Centres** across Australia.



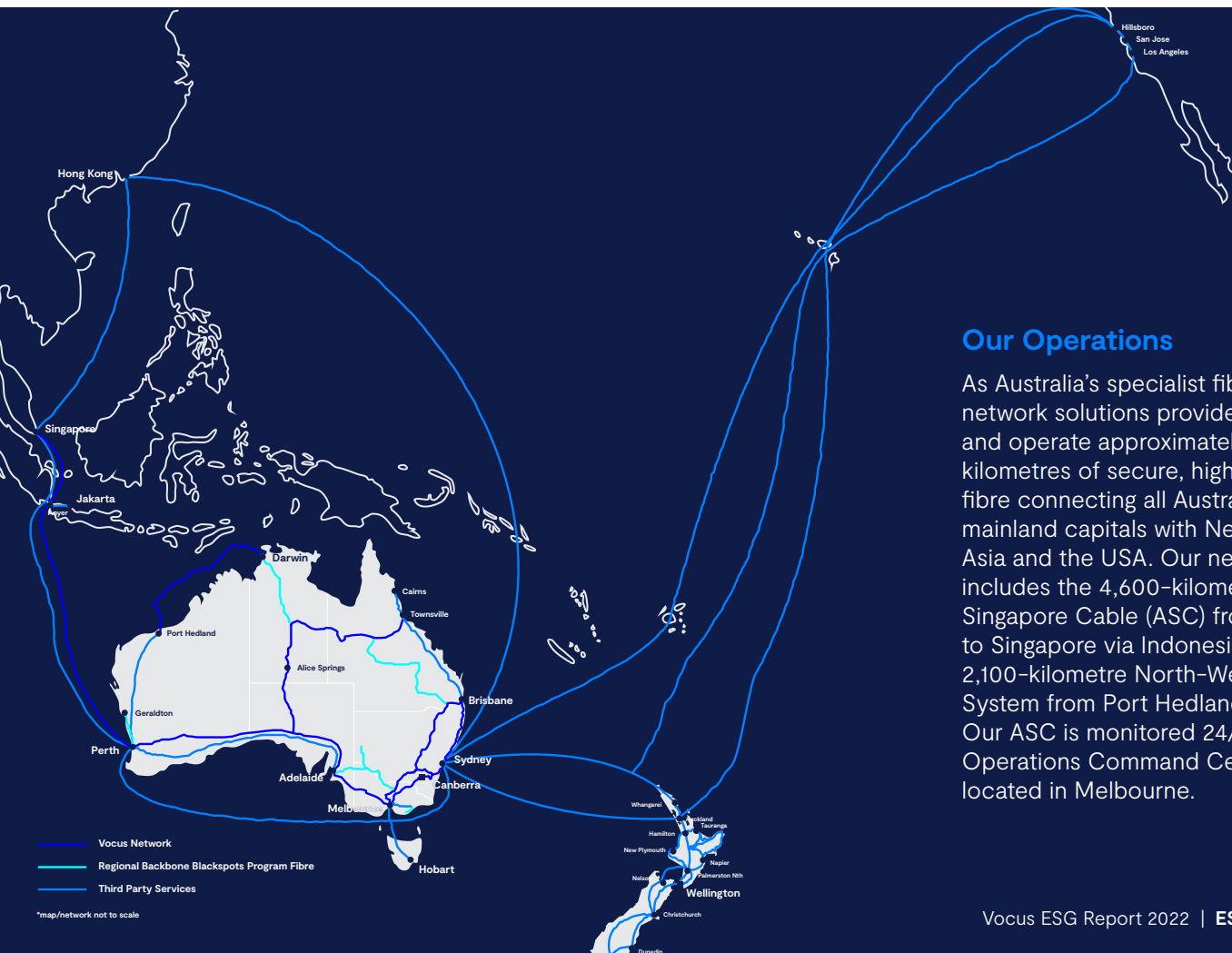
We have over **600,000 retail customers** across our three in-market consumer and small to medium business brands: Dodo, iPrimus and Commander with approximately **950,000 services in operation.**



We have around **1,350 full-time, part-time and casual employees** in Australia.



We have around **1000 team members in the Philippines**, who, employed by a third-party, support a range of functions, including retail customer support and back-office operations.



Our Operations

As Australia's specialist fibre and network solutions provider, we own and operate approximately 25,000 kilometres of secure, high-capacity fibre connecting all Australian mainland capitals with New Zealand, Asia and the USA. Our network includes the 4,600-kilometre Australia Singapore Cable (ASC) from Perth to Singapore via Indonesia and the 2,100-kilometre North-West Cable System from Port Hedland to Darwin. Our ASC is monitored 24/7 by our Operations Command Centre facility located in Melbourne.

We own a portfolio of well-recognised telecommunications brands catering to enterprise, government, wholesale, small business and residential customers across Australia. Our primary go-to-market brands are shown below. Vocus is headquartered in Melbourne, Australia.

Retail

dodo

iPrimus

commander

Vocus Network Services

VOCUS

Through our Dodo brand, we also supply electricity and gas to residential customers and small to medium businesses. The electricity we supply these customers is sourced from the grid via the Australian Electricity Market Operator, and the gas we supply is purchased from upstream suppliers; we do not own any generation or distribution assets.

Vocus is headquartered in Melbourne, Australia. We operate across all Australian states and territories.

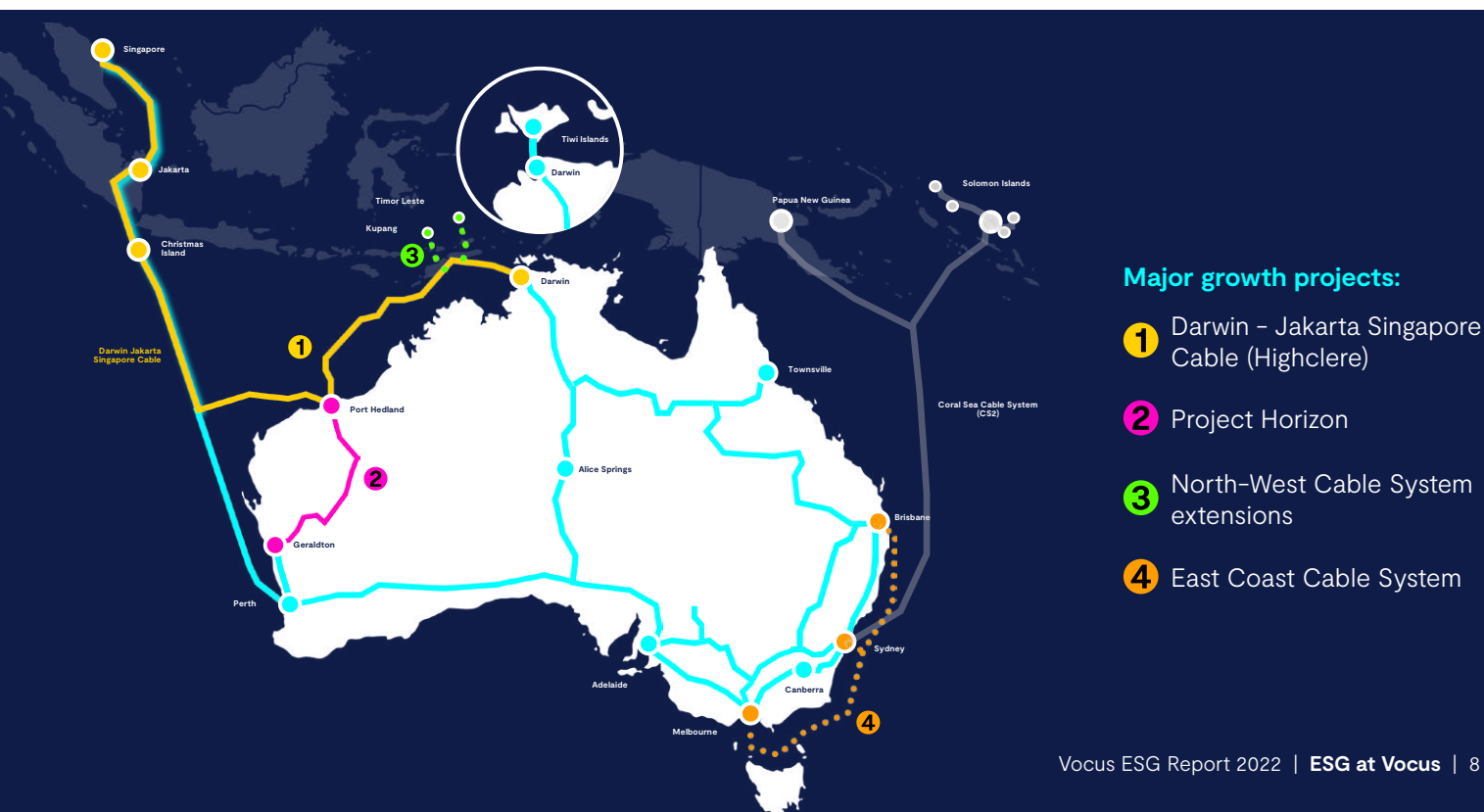
Changes to the business

On 22 July 2021, Vocus was acquired by Voyage Australia Pty Ltd, a consortium of Macquarie Asset Management and Aware Super. On 20 May 2022, Orcon Holdings Limited (previously Vocus New Zealand) completed a merger with Two Degrees Group Limited to form a separate, New Zealand-based entity. As a result, Vocus no longer has any direct interest in the former Vocus New Zealand business, and this report includes information relating to our Australia-based entity only.

Investing in our future growth

We have committed to investing one billion dollars over the next five years to deliver on major projects that will complete our national fibre backbone, connecting all mainland capital cities, and adding additional layers of redundancy and resilience, including:

- **Project Highclere:** The final link to complete the \$500 million Darwin-Jakarta-Singapore Cable system between Darwin, Port Hedland and South-East Asia. This link is a new 1,000-kilometre submarine connection between our North-West Cable System and our Australia Singapore Cable.
- **Project Horizon:** This new 2,000-kilometre fibre route from Geraldton to Port Hedland will close the final gap in our terrestrial network, and will be the leading fibre backbone connection through Australia's main mining region. Project Horizon will also interconnect with two high-capacity submarine cables in Port Hedland – establishing Australia's north as a new hub for domestic and international data transit.
- **North-West Cable System extensions:** This project will extend our North-West Cable System north to Timor Leste, and is investigating the opportunity to connect to Kupang in East Indonesia in response to a surge in capacity enquiries along Australia's East Coast.
- **East Coast Cable System:** This proposed submarine cable system between Melbourne, Sydney and Brisbane will complement our existing coastal and inland fibre routes. The East Coast Cable System is being designed as a 1,600-kilometre system with as many as 24 fibre pairs – the highest subsea fibre count system we will have deployed.





Our Vision, Values and Purpose

At Vocus, our actions are guided by our organisational Vision, Values and Purpose. Our Vision brings to life what we want to build, our Values drive our behaviours, and our Purpose articulates 'why' we do what we do. These three elements work together to form the core ingredients of our culture and create our differentiation in the market.

This year we undertook an employee-led process to develop our organisational Purpose. Over several months, our working group engaged with team members from right across our business, as well as our customers, partners and suppliers to understand what it is that makes Vocus unique, why our people work for us, and what our stakeholders value about their relationships with Vocus. This process led us to the launch of our Vocus Purpose:

Building critical connections. Enabling better possibilities.

Our Purpose was derived from our belief that connectivity should enable potential, and that as a company, we are in a position to enable better possibilities for our people, our customers and for society through the critical connections that we build. Our Purpose is our 'guiding star' for both our day-to-day decision making, and the strategic direction of our company.

Our Vision

To be the **challenger** that **our customers** deserve, and our **people** are **proud** of everyday.

Our Values



One team.

We share common goals, trust each other and collaborate to deliver.



Our people are the difference.

We build environments where our people thrive.



Disruptive thinking everyday.

We see and create opportunities, move fast and set our own course.



Crazy about customers.

We let our customers know, through great service, products and experiences.

Our Purpose

Building critical connections.
Enabling better possibilities.

Our ESG approach

We have long been committed to operating our business responsibly and sustainably at Vocus, and to creating a positive social impact through our social and environmental initiatives.

This year, we have significantly increased our focus on Environmental, Social and Governance (ESG) issues at both an operational and Board level. As a result, we have recently received Board approval of our first ESG Strategy, through which we aim to drive a step-change in our ESG approach and performance over the next three years. Our ESG Strategy responds to our key ESG risks and impacts, as determined through our FY22 materiality assessment, and reflects the areas where we believe we can make the greatest social impact for our company, our stakeholders, and society.

Our ESG Strategy

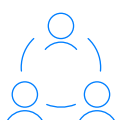
Developed throughout calendar year 2022, our FY23–25 ESG Strategy is focused on bringing our Purpose to life for our people, customers and communities by **building critical connections and enabling better possibilities** – reflecting the actions we undertake every day to ensure Vocus is a responsible and sustainable business.

The strategy highlights three key focus areas where we believe we are well positioned to make a meaningful impact:



Climate action

Taking decisive action to minimise our environmental impacts and support the transition to a net-zero future.



Our people

Building a safe, diverse and inclusive workplace and sector, where our people experience better possibilities, and feel like they belong.



Community connections

Partnering to build critical connections with and within the rural, remote and First Nations communities where we operate.

These focus areas are underpinned by our commitment to **ethical business** practices – including ensuring we maintain a best practice approach to governance, data security, human rights and supply chain sustainability.

Our Purpose

Building critical connections. Enabling better possibilities.

Our ESG strategy



Climate action



Our people



Community connections

Underpinned by ethical business practices:

Governance





Data security

Human rights

Supply chain sustainability

Headline strategic targets

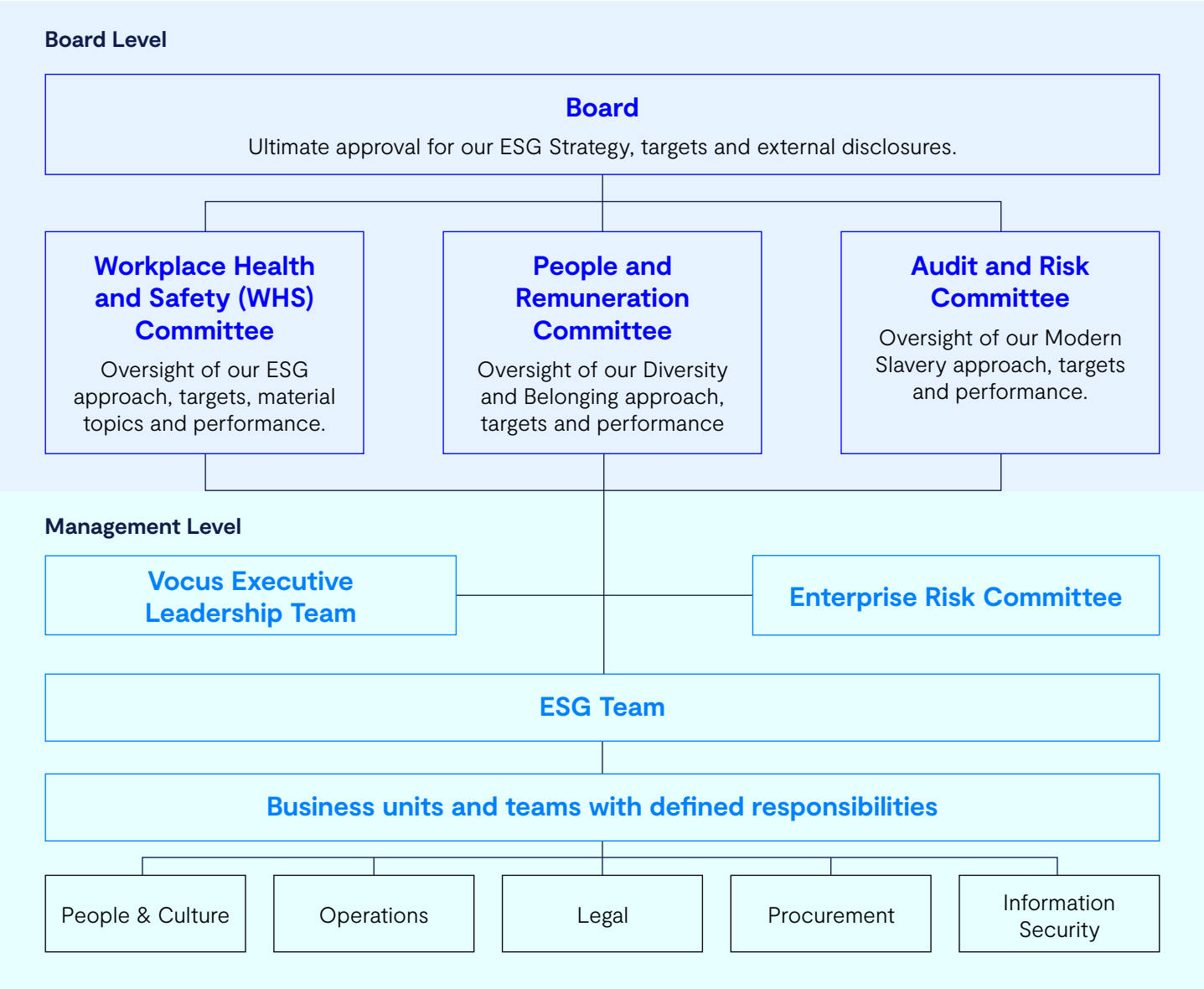
To bring our strategy and ESG activity to life over the next three years, we have set a number of headline targets, aligned to each of our strategic focus areas. Where we have set shorter-term targets, these commitments represent a first step towards maturing our approach. Once these initial, foundational actions have been undertaken, we will set further targets that will define our longer-term ambition for each relevant focus area.

Strategic focus area	Headline targets
 Climate action	<ul style="list-style-type: none">• Achieve net zero emissions across our operations in 2025• Quantify our scope 3 impacts and set Science Based Target Initiative (SBTi) aligned reduction target by FY25• Implement a national e-waste recycling process in FY24
 Our people	<ul style="list-style-type: none">• Increase overall representation of women in Vocus to 35% by FY25• Increase employee engagement on ESG to 90% by FY25• Achieve annual WHS Operating Plans, in alignment with FY23-25 WHS Strategy
 Community connections	<ul style="list-style-type: none">• Introduce community investment guidelines and strategy in FY23• Set flagship investment partnerships in place in FY24
 Ethical business	<p>Data security:</p> <ul style="list-style-type: none">• Adopt a Data Handling, Retention and Deletion Policy in FY23, further codifying Vocus' commitment to responsibly manage customer data and personal information <hr/> <p>Governance:</p> <ul style="list-style-type: none">• Introduce an ESG Governance Committee in FY23• Introduce a Domestic and Family Violence Action Plan in FY24 <hr/> <p>Human rights:</p> <ul style="list-style-type: none">• Adopt a Human Rights Policy in FY23, codifying Vocus' commitment to respect and protect human rights across our value chain.• Achieve 100% of Modern Slavery Action Plan KPIs between FY23-FY25 <hr/> <p>Supply chain sustainability:</p> <ul style="list-style-type: none">• Progressively embed environmental criteria within key procurement procedures, contracts and investment decisions between FY23-25• Grow our engagement of Supply Nation verified suppliers each year between FY23-25

ESG governance

Our highest level of responsibility for ESG sits with the Vocus Board of Directors (the Board). The Board reviews and approves our ESG Strategy, targets and external disclosures, and delegates ongoing governance of our ESG risks, impacts, approach and performance to its three committees as appropriate, as outlined in the table below.

At an operational level, Vocus' ESG team has carriage of our ESG agenda and is responsible for partnering with the broader business to embed ESG principles across Vocus, manage our key ESG risks and impacts, and deliver on our ESG Strategy. The ESG team provides regular progress updates to the Executive Leadership Team throughout the year.



Our approach to ESG governance is supported by our broader suite of related corporate governance policies, including our:

- Employee Code of Conduct
- Supplier Code of Conduct
- Procurement Policy
- Anti-Bribery and Corruption Policy
- Risk Management Policy
- Grievance Policy
- Whistleblower Policy
- Privacy Policy
- Bullying and Harassment Policy
- Equal Employment Opportunity and Anti-Discrimination Policy
- Diversity & Belonging Policy
- Parental Leave Policy
- Workplace Health & Safety Policy

In FY23 an ESG Governance Committee will be introduced at the management level to further encourage cross-business unit responsibility for, and engagement with our ESG agenda.

Our material topics

This year we undertook a materiality assessment to identify and prioritise our most material environmental, social and governance (ESG) impacts. This process was designed with reference to the latest impact materiality guidance provided within the Global Reporting Initiative (GRI) Universal Standards 2021.

We considered the materiality of topics in the context of industry and global trends, key stakeholder interests, sustainability best practice, and our overall corporate context. Our findings have informed the content and disclosures within this report, and also the focus areas and targets within our FY23-25 ESG Strategy.

We identified topics by reviewing a broad range of primary and secondary sources, including direct stakeholder engagement and feedback. We then prioritised topics based on the significance of our potential impacts, and validated our findings with our Executive Leadership Team and Board WHS Committee.

Our material topics represent the ESG issues, risks and opportunities of greatest significance to our stakeholders, society and the long-term sustainability of our business. We identified seventeen medium and high priority topics through our assessment, as listed below. A detailed overview of our approach, progress and performance in relation to each topic is included throughout this report. For definitions and boundaries of each material topic, please see the GRI Index accompanying this report.

High priority topics

Privacy, information security and cyber security
Customer satisfaction and experience
Health, safety and wellbeing
Ethical business conduct
Climate change and energy
Supply chain sustainability
Infrastructure resilience
Diversity and belonging
Culture and engagement
Environmental risk and compliance

Medium priority topics

Community engagement
Talent attraction and retention
Resource efficiency
Learning and development
Community investment
Social procurement and supplier diversity
Environmental management and biodiversity

Managing material impacts across our value chain

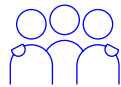
As a company that engages with suppliers, customers and delivery partners around the world, we recognise that our ESG impacts often extend beyond our own operations and direct control. As part of our annual materiality process, we determine where along our value chain each of our material topics have the greatest impact – an overview of which can be found in the GRI Index accompanying this report. We are committed to working with partners right across our value chain to manage our collective impacts, drawing on our shared influence to create positive social and environmental outcomes.

Stakeholder engagement

We are committed to creating long-term, open and trusting relationships with our stakeholders. These relationships are formed by listening, understanding and working together to create a better way.

We consider our stakeholders to be any group or individual that influences or is impacted by our business. Whether it's our customers, our people, our suppliers or our community partners, we engage with our stakeholders every day in order to understand and respond to their interests. We do so via numerous channels such as face-to-face, virtual meetings, industry groups and forums, surveys, and customer events. We work to maintain trust by conducting our business fairly and ethically and by being transparent, responsive and thoughtful in our interactions. We recognise that maintaining regular, open engagement with our stakeholders and responding to their feedback is key to our ability to effectively identify and manage our ESG impacts, as well as deliver on our ESG Strategy.

Our key stakeholder groups



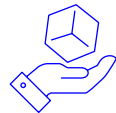
Employees



Customers



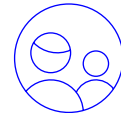
Shareholders



Suppliers



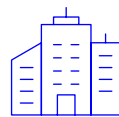
Communities



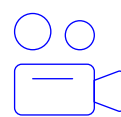
Regulators



Governments



Industry



Media

For a detailed list of our key stakeholder groups, information on how we engage with them and their key areas of interest, please see the GRI Index accompanying this report.

Memberships and associations

Achieving social impact at scale requires collective action. Our association with leading social impact organisations, and participation in best practice reporting initiatives and industry forums provide opportunities for Vocus to collaborate with our peers on key ESG initiatives. As we continue to mature our ESG approach, these associations also provide opportunities to leverage key industry insights and frameworks to guide our thinking and progress.

We are a member of, or participant in the following voluntary initiatives and associations:



Australian Packaging Covenant Organisation (APCO)

a not for profit focusing on minimising waste through the development of a circular packaging economy in Australia. As members of APCO we maintain annual performance reporting and action plans related to sustainable packaging, [available here](#).



CDP

A not-for-profit charity that runs the global carbon disclosure system for investors, companies, cities, states and regions to manage their environmental impacts.



Communications Alliance

The peak body for the telecommunications industry. As Communications Alliance members, we have the opportunity to take part in a wide range of Communications Alliance initiatives and contribute to shaping the future direction and growth of the telecommunications industry.



Global Reporting Initiative

An international independent standards organisation that helps businesses, governments and other organisations to understand and communicate their material ESG impacts.



Metro Ethernet Forum

A global association of network, cloud and technology providers collaborating on setting international industry standards and best practices to help drive network and digital transformation.



Supply Nation

A non-profit organisation that aims to grow the Aboriginal and Torres Strait Islander business sector through the promotion of supplier diversity in Australia. Our membership with Supply Nation provides access to a database of verified Indigenous businesses, guidance and resources that help further our commitments to supplier diversity.



Telco Together Foundation

An industry-based foundation that focuses on collectively addressing increasingly complex social challenges within a connected world.



About this report

Overview

This report provides an overview of our approach, progress and performance in relation to Vocus' most material ESG topics, with the aim of providing a thorough overview of how we are addressing our most material impacts as a company. The structure of the report is aligned to the focus areas within our ESG strategy. Our material topics have been identified through a materiality assessment and reflect the ESG issues most important to our business and stakeholders. This report discloses performance information for the financial year 1 July 2021 to 30 June 2022 (FY22) unless otherwise stated.

There are no restatements of information from previously made disclosures throughout this report. In some instances, we have included information about past and/or previously unreported activities and actions where they have been deemed material, or relevant to our current activities.

This report, along with our FY22 Modern Slavery Act Statement, is available on our website, at: <https://www.vocus.com.au/about-vocus/social-impact/governance>.

Alignment with reporting standards

This report has been developed in accordance with the GRI Reporting Initiative (GRI) Standards: Core Option. The GRI topics and disclosures we have reported on throughout have been determined through our materiality process and are outlined in detail in the GRI Index accompanying this report. We are monitoring the changing reporting landscape and intend to increase our alignment with relevant reporting standards over time.

Verification and assurance

All disclosures and performance data included in this report are subject to a detailed internal review and approvals process, which involves input from subject matter experts and relevant executives from across our business. The report is also subject to Board approval prior to publication. It is reviewed by the Board to ensure it provides a balanced, accurate and complete view of our approach and progress in relation to each of our material topics across the reporting period.

PWC has provided limited assurance over selected energy and emissions metrics within this report, in alignment with the Greenhouse Gas Protocol of the World Business Council for Sustainable Development and World Resources Institute, using calculation methodologies set out in the National Greenhouse and Energy Reporting (Measurement) Determination 2008. For an overview of the metrics that were assured this year, please see PWC's Assurance Statement, available online at: www.vocus.com.au/about-vocus/social-impact/governance.

Feedback

We welcome feedback on our ESG approach, reporting and disclosures, and are always looking for ways to ensure our annual ESG Report is as relevant and informative as possible for our stakeholders. If you would like to get in touch, please reach out to our Head of ESG at ESG@vocus.com.au.



Ethical business

Introduction

Our ESG Strategy is underpinned by our commitment to ethical business practices. We work with our stakeholders to embed ethical business considerations across our value chain – from the way we procure products and services, to the way we support and protect the interests of our customers and communities.



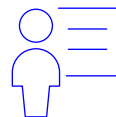
Ethical business targets



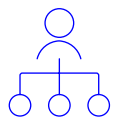
Introduce an ESG Governance Committee in FY23



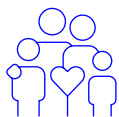
Adopt a Data Handling, Retention and Deletion Policy in FY23



Adopt a Human Rights Policy in FY23



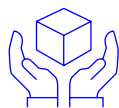
Achieve 100% of Modern Slavery Action Plan KPIs between FY23-FY25



Introduce a Domestic and Family Violence Action Plan in FY24

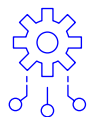


Progressively embed environmental criteria within key procurement procedures, contracts and investment decisions between FY23-25



Grow our engagement of Supply Nation verified suppliers each year between FY23-25

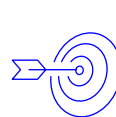
FY22 performance highlights



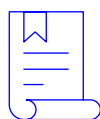
Introduced governance mechanisms to ensure ongoing Board level oversight of Vocus' ESG approach and performance



Established a dedicated ESG team to drive our ESG approach and progress



Introduced and delivered on our FY22 Modern Slavery Action Plan and associated KPIs



Introduced a Supplier Code of Conduct, and updated our Procurement Policy to reflect our social and environmental expectations of suppliers



Won the Communications Alliance's ACOMM Australian Space Industry award



Won an Industry Award at the 2021 eHealth NSW Awards, for our partnership with NSW eHealth during the COVID-19 pandemic



Signed the Telco Together Foundation industry pledge to develop a Domestic and Family Violence Action Plan



Reduced Telecommunications Industry Ombudsman (TIO) complaints by 12% year-on-year



Named the winner in the Best Rated Broadband Provider category of Finder's 2022 Customer Satisfaction Awards for iPrimus

Governance

Corporate governance

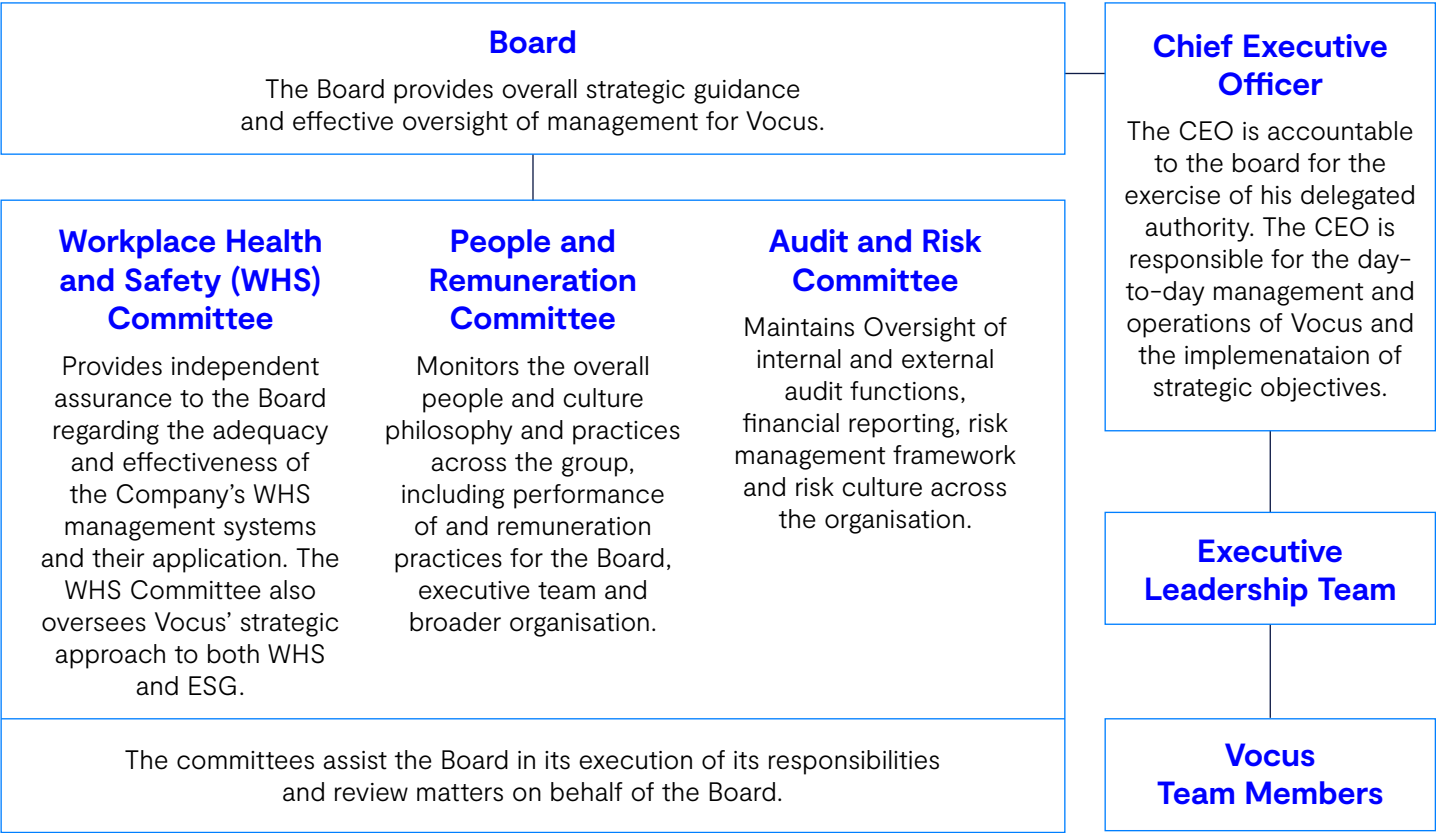
Approach

We are committed to conducting our business in accordance with a sound corporate governance framework. We have a comprehensive framework of corporate governance policies and practices that guide our actions, which apply to all directors, executives and Vocus team members.

Our approach is centred on ensuring that we conduct our business with transparency, accountability and integrity, for the benefit of our people, customers and all key stakeholders. Our capacity to promote ethical behaviour relies on the strength of this approach and our ability to embed responsible business practices across our operations and supply chain.

The Vocus Board of Directors is responsible for the overall corporate governance of Vocus, and regularly receives reporting on the status and effectiveness of our key corporate governance policies. The Board provides strategic leadership and direction, assessing and approving the material risks and how they are managed, and maintaining oversight of our key corporate governance policies, including those relating to compliance, remuneration, diversity and ethical behaviour. A number of sub-committees are in place to assist the Board in performing its responsibilities. Each sub-committee reports directly to the Board and together, they play a significant role in strengthening the Board’s oversight of Vocus.

The diagram below outlines Vocus’ governance framework and the functions reserved for the Board:



Progress

Following the acquisition of Vocus by Voyage Australia Pty Ltd in July 2021, a new Board was elected and reflecting the Board's desire to increase its focus on WHS and ESG, a WHS Committee was introduced.

For information on our approach to ESG Governance, please see the [Our ESG Approach](#) section of this report.

Ensuring ethical conduct across our operations and supply chain

Our Code of Conduct sets expectations for fair, ethical behaviour that is consistent with our values and in accordance with all laws and regulations relevant to our operations. Upon induction, all Vocus team members complete mandatory training that includes topics covered in the Code of Conduct.

To ensure our people are aware of their rights and responsibilities, we conduct mandatory compliance training. This training is rolled out to all new team members, as well as contractors directly employed by Vocus. Topics covered include workplace health and safety, information security, privacy and equal opportunity and anti-discrimination. These groups also undertake refresher training either annually or every two years – depending on the topic.

Our Supplier Code of Conduct supports us in maintaining our core values and setting the minimum standards that we expect our suppliers will adhere to in working with us through the provision of products and services. Suppliers are expected to be familiar with the Code and ensure that their business and supply chain meet these standards. Suppliers' ability to meet or exceed these standards will be considered in making our procurement and contract management decisions.

For more information about our supply chain management, see the [Supply Chain Sustainability](#) section of this report.

In FY22 there were no legal actions against Vocus for anti-competitive behaviour and no known incidents of corruption across the business.

Grievances and whistleblowing

At Vocus, we ensure our people and stakeholders have access to a range of channels, both formal and informal, for raising issues that concern them. We are committed to thoroughly, objectively and fairly investigating all matters reported in a timely manner.

Controls are in place to ensure the effectiveness of our grievance mechanisms. Vocus' General Counsel and Company Secretary undertakes regular reviews of the Whistleblower Policy to ensure it remains appropriate and is operating effectively.

Vocus' Chief People Officer undertakes regular reviews of our Grievance Policy and procedure, and oversees our informal employee feedback channel – Your Say. Regular

communications are also issued reminding team members of the availability of these feedback and grievance mechanisms.

Vocus' General Counsel and Company Secretary and/or Chief People Officer may also occasionally receive ad hoc complaints or grievances directly. When this occurs, they thoroughly investigate any allegations objectively and fairly, and report back to interested parties in a timely manner on the outcome of the investigation.

In FY22, no Whistleblower reports or grievances were raised via any of our grievance channels.

Risk management

We are committed to sound and effective management of risk to achieve our goals and strategies.

Our risk management framework and policy are aligned to International Standards, and provide a sound framework for effectively identifying, managing, and reporting risk across our business.

Our Risk Management Framework is available to all team members, promoting sound risk management culture and is supported by a robust risk governance structure. The Board Audit and Risk Committee assists the Board in overseeing compliance with legal and regulatory obligations, as well as the company's system of internal controls, and overseeing the implementation of the Risk Management Framework in accordance with the risk appetite and parameters set by the Board. Internal and external assurance and various operational risk committees within the risk governance structure support continuous improvement in risk management practices at Vocus.

ESG risk management

Managing our ESG risks and impacts is a key business priority and an important component of our risk management framework at Vocus.

Vocus' Head of ESG is a core member of key enterprise risk committees at Vocus. The Board WHS Committee also maintains oversight of ESG-related risks, as determined through our annual materiality assessment. For an overview of the findings of our FY22 assessment, see the [Our Material Topics](#) section of this report.

Managing our climate risks

Vocus provides critical communications infrastructure. Operating in a country that experiences extreme weather events and associated natural disasters with increasing frequency and intensity, it is critical that we ensure our network is resilient to all manner of natural hazards and that we're able to maintain our customers' connectivity in times of disaster.

For information on the actions we undertake to mitigate our climate risks, see the [Managing our climate impacts](#) and [Minimising climate risk across our networks](#) sections of this report.

Tax transparency

At Vocus, we are committed to complying with all applicable tax laws and obligations and recognise that tax transparency is key to maintaining stakeholder trust.

At an operational level, our management of tax risks is guided by our Tax Governance Policy. Our Tax Governance Framework defines roles and responsibilities for tax controls, risk appetite and reporting requirements in relation to income tax matters. The application of this framework, as well as our broader Tax Strategy and Tax Code of Conduct, is overseen by the Board Audit and Risk Committee.

Our tax returns are prepared by Tax specialists within our Finance team, and reviewed by management prior to lodgement. We engage qualified external advisors to provide advice on tax matters, audit our financial statements and perform internal audits to ensure the ongoing effectiveness of our approach.

Our effective tax rate is typically stable between 30 per cent to 34 per cent, in line with the Australian corporate tax rate of 30 per cent. In FY22, however, our effective tax rate was 42 per cent due to non-deductible transaction costs incurred due to the acquisition of Vocus by Voyage Australia.

Political donations

Our participation in public policy development is primarily under the auspices of our membership of Communications Alliance, an industry association representing interests in the telecommunications industry.

During FY22, we did not make any cash or in-kind political contributions or incur any lobbying expenses. Throughout the year we paid fees to attend a number of political events and forums, which were disclosed to the Australian Electoral Commission in line with their requirements. A register of these fees is publicly available on the AEC website.

Marketing communications

Vocus adopts rigorous review processes to ensure that the marketing communications and campaigns undertaken by its business units comply with all relevant laws and codes, including the Competition and Consumer Act and the Telecommunications Code of Practice. We have not identified any instances of non-compliance with these regulations during FY22.

Customer experience

At Vocus, we are proud to connect people, businesses, governments and communities across Australia, to the world.

Approach

At Vocus, our Vision is to be the challenger that our customers deserve, and our people are proud of every day. We work to bring this vision to life by enabling critical connections and we go beyond to enable better possibilities for our customers across our Retail and Vocus Network Services divisions.

We do this in a number of ways – from investing in customer-led design, embracing digitisation to support effective processes, and improved analytics, to the delivery of the next-generation of products and services.

We also recognise that our customers want to do business with ethical, accountable and sustainable companies and we are dedicated to maintaining the highest standards of ESG performance. We are excited by the potential of our products and services to assist our customers in achieving their ESG ambitions, and recognise the significant shared value that can be created when we partner with our customers to address key societal challenges, such as the threat of climate change.

Progress

Vocus Network Services

In line with our challenger vision, we are committed to making things better, simpler and easier for our enterprise, government and wholesale customers. There are many ways that we work to achieve this, including through the personalised services we offer, such as 24/7 Australia-based customer support and local dedicated account teams. We are deeply committed to continuous improvement, through initiatives like our Customer Experience Council, where senior leaders meet to resolve customer pain points and remove barriers so our team members can deliver consistently high levels of customer service.

In FY22, we listened to our customers who said they increasingly prefer to engage with us through digital channels. In response, we improved the ways in which our customers can interact with us and made significant investments to enhance our digital tools. Enhancements included expanding our self-service capability and investing in technologies that give our team members a complete view of customer interactions, so they can deliver more personalised and proactive service.

We also continued to refine our Voice of Customer program this year, incorporating additional insights from quality assurance assessments and introducing ‘closing the loop’ calls, where our leaders reach out directly to customers. The insights from this program are used to drive continuous process improvement initiatives.

Recognising that ‘our people are the difference’ when it comes to customer experience, we also continued to invest in their development this year. We worked with industry leading partners to assist our people to meet the dynamic technical needs of our industry and evolving customer expectations.

In FY22, continued investment in our digital tools, people and processes resulted in measurable improvement across our key customer metrics. We raised our Net Promoter Score (NPS) in Delivery by 14 points, and also increased our overall NPS across Vocus Network Services.

Australian Singapore Cable repairs completed in record time

A key aspect of our customer value proposition is the speed and reliability of our fibre networks.

In August 2021, when we identified a cut to our Australian Singapore Cable (ASC) impacting services between Perth and Singapore, Vocus’ Operations Command Centre, field technicians, and submarine cable maintenance partners were immediately deployed to the Perth cable landing station. Our engineers worked tirelessly through the night and successfully optimised traffic out of Perth to Singapore via an alternate cable system.

We also quickly engaged our marine repair partner to commence repairs, with team members working in continuous shifts, and through turbulent weather to complete the repairs.

The cable was repaired in record time with services restored in just 13 days – a process that would normally take months – thanks to the commitment and ingenuity of our network operations team.

Bringing connectivity into hard-to-reach places

Vocus is committed to innovating and finding new ways to deliver world-class fibre and network solutions for our customers. In November 2021, we won Communications Alliance's ACOMM Australian Space Industry Award for our Business Internet-Satellite solution, developed with NBN. Vocus Business Internet-Satellite offers the reliability, speed, and high performance that's been missing in regional and remote Australia, allowing businesses to run a range of activities onsite. This connectivity is invaluable for businesses in attracting talent and helping remote workers stay connected.

In December 2021, we were also recognised with an industry award from eHealth NSW for our support in establishing COVID-19 testing and vaccine facilities. In one instance we worked to dispatch equipment to support satellite services to the very remote town of Wilcannia, activating those services within 48 hours in response to eHealth NSW's request for expedited support.

Connecting with our customers

We are committed to building strong relationships with our customers and are proud to connect with them in ways that also support our communities. For example, this year we have hosted our customers at golf days raising funds for Empower Golf Australia, an organisation that runs golf clinics and coaching for people with disability, as well as Primary Club of Australia, an organisation we also sponsor, which provides sports and recreation opportunities for people with disability.



Vocus Retail

Within Vocus Retail we are committed to delivering high quality product and service experiences for our Dodo, iPrimus and Commander customers.

To ensure we are consistently meeting this aim, we measure our customers' experience and respond to customer feedback. Our Customer Effort Score (CES) provides us with visibility of the degree of effort required for our customers to use our services or interact with our sales and support teams. We analyse survey responses to identify opportunities to reduce effort for customers and improve the overall customer experience. If customers provide negative feedback, we contact them to better understand their experience and resolve any outstanding service issues. Our CES score has improved by seven per cent between June 2020 and June 2022 in conjunction with reduced call volumes and increased first contact resolution.

We have dedicated advocacy teams to support customers and manage customer complaints. After a complaint is resolved, the complaint is reviewed to identify root causes, and feedback is provided to the relevant team or customer service agent.

Our Retail team has significantly improved and simplified our consumer customer experience in recent years, through targeted investment in our people, key processes, and system changes. In FY22, we implemented a digital-first approach to sales and service, making it easier for our customers to manage their services and engage with us. We invested in better digital experiences including enhancing our myDodo self-service portal; adding, updating and improving self-care articles, and introducing a new NBN order tracker for customers ordering through our new platform. We continue to cross-skill our customer service agents to reduce the need for multiple interactions and upskill our technical support agents to strengthen the quality of our existing phone-based services for when customers need us most.

This year we also reshaped our operations to better support our customers. iPrimus brought together its sales, activations and customer services team under one Operations team. This change enabled us to deliver a more personalised and improved customer service experience for our iPrimus customers.

In line with these changes, iPrimus was named the winner in the Best Rated Broadband Provider category of Finder's 2022 Customer Satisfaction Awards. iPrimus was rated highly by customers on value for money, customer service, reliability, speed and overall satisfaction, and scored the highest for customer service in a panel of 10 major broadband providers.

Through the ongoing commitment to reduce customer effort and our digital-first focus, we saw a continued decline in customer complaint numbers during the reporting period. Complaints to the various state Energy

Ombudsmen and the Telecommunications Industry Ombudsman (TIO) have reduced by 32 per cent since June 2020, and 12 per cent this year. During FY22, the quarterly Complaints in Context report produced by Communications Alliance for telecommunications service providers showed that we continue to perform better than the industry average on number of TIO complaints per 10,000 services in operation. For the January-March 2022 quarter, Dodo was the only provider to see a decline in TIO complaints during this period.

Supporting customers in vulnerable circumstances

Vocus recognises the important role we play in supporting our customers in vulnerable circumstances to stay connected.

Our customers experiencing financial hardship have access to a range of support options, including those set out in our financial hardship policies. In 2020, we established a Family Violence and Hardship team in Australia to provide dedicated support to customers in vulnerable circumstances. This year we engaged a specialist provider to deliver training on how to identify and support customers experiencing domestic and family violence and other forms of vulnerability, as part of our commitment to continually upskill this team.

We also delivered "Understanding our Customers" training to customer service team members based in Manila during FY22. We will provide further training on financial hardship and domestic and family violence to relevant team members in Australia and Manila throughout FY23.

In March 2022, Vocus was among the first group of telcos to sign the "Telco Industry Domestic and Family Violence Pledge" to continually improve support of domestic and family violence victim-survivors. We supported the collaborative development of the Telco Industry Domestic Family Violence Action Framework led by the Telco Together Foundation. In line with our Pledge, we have committed to develop a Domestic and Family Violence Action Plan, informed by this Framework, in FY24.

Information and data security

Protecting our customers' privacy

Approach

Our customers entrust us with their personal information, and it is critical that we maintain this trust.

We are committed to protecting and securing our customers' personal information, and complying with all relevant privacy legislation. We ensure our customers' personal information is handled transparently and fairly in accordance with our Privacy Policies and controls.

To deliver on these commitments, we embed privacy controls within our business practices and processes. Privacy impact assessments and information security reviews are used to identify and mitigate risks related to handling personal information.

The privacy responsibilities of our team members are also outlined in our Code of Conduct.

Progress

During FY22, we did not experience any privacy incidents that met the threshold to notify the Office of the Australian Information Commissioner.

We recognise our need to be prepared to respond quickly in the event of a data breach involving personal information. We undertake an annual test of our data breach response plan as part of our business continuity processes.

To drive privacy awareness across our business, all team members are required to undertake annual privacy training.

Cyber security

Approach

Vocus is a provider of critical national infrastructure and connectivity. Our customers depend on us to protect their data and to provide secure and stable services. We recognise the evolving cyber security threat landscape and take proactive action to strengthen the protection of our customers' information and our systems and networks.

Identifying and managing security risks is embedded in our business. Vocus' Chief Information Security Officer, GM Operations and Chief Risk Officer work together to manage cyber security risks. There is regular executive and senior management reporting on cyber security including through our Monthly Business Review, and Technology

and Enterprise Risk Committees. In addition to this, cyber security is an area of focus for the Board Audit and Risk Committee.

We have company-wide Information Security policies, standards, and procedures to reduce security risk and protect information and our assets in a consistent way. This Information Security Framework is aligned with internationally recognised standards and the Australian Signals Directorate's Essential Eight. We maintain independently audited information security certifications, including ISO 27001 certifications, and we protect credit card data in line with the requirements of the Payment Card Industry Data Security Standards.

We maintain and enhance technology, controls and processes to manage cyber security risks. These include access, application and platform controls and monitoring undertaken through our security incident and event management platform. We have a security incident response plan which governs how we respond to security threats and undertake business continuity planning exercises.

For new technology projects, we undertake information security assessments to understand the security risks and ensure they are deployed with the necessary controls in place. We perform risk-based security due-diligence on third parties and include comprehensive security requirements on suppliers in our agreements to minimise the risk of unauthorised access or interference.

Our people play a critical role in enhancing our security. We have a security awareness program that includes annual mandatory information security training, monthly security awareness communications and phishing simulation exercises, to assist our people in detecting and preventing security threats.

Progress

This year we continued to invest in people, processes and technology to strengthen our security posture. We enhanced our internal capabilities, undertook a comprehensive security program of work, increased assurance activities, and continued to educate our people. We also continued to decommission legacy systems to further reduce vulnerabilities.

Human rights

Approach

We support the protection of human rights as set forth in the International Bill of Human Rights, the International Labour Organisation (ILO) Declaration on Fundamental Principles and Rights at Work and the United Nations Guiding Principles on Business and Human Rights. As such, we do not tolerate any form of modern slavery practices in our operations or supply chain.

In FY21, we worked together with our industry peers through the Telco Together Foundation (TTF) to develop an Industry Statement on human rights and modern slavery. The initiative was an important step forward in our efforts to work collectively to eliminate these practices across our value chain, share best practices, and explore ways to support victims of modern slavery. By signing this Statement, we have committed to upholding the following principles, which draw on standards for business conduct set out in the UN Guiding Principles on Business and Human Rights:

1. We acknowledge and respect human rights in our operations and supply chains and understand the importance of identifying and addressing human rights impacts.
2. We seek to cooperate across our value chain, in areas where we can add more value than working independently; to identify issues, share insights, and continually learn.
3. We understand the complexity of supply chains and, subject to law, will undertake to share insights, aiming to increase transparency, visibility and facilitate cooperative responses.
4. We acknowledge the risk of modern slavery and harm to people as a key driver for business action, to be considered along with other risks such as financial, market, operational or reputational risk.
5. We recognise the importance of working in partnership with our suppliers to mitigate risks, supporting them in their efforts to address modern slavery in their own supply chains.

Since signing the Statement, we have remained active members of TTF's Modern Slavery Roundtable and have worked to embed the principles outlined above across our business. The nature and extent of modern slavery means there is some inherent risk of its presence in our operations and supply chain. To help us to manage and mitigate potential modern slavery risks, we have implemented a range of programs and procedures to ensure the high labour management standards we expect are being met.

Progress

This year we established a Modern Slavery Action Plan with the aim of strengthening our approach to modern slavery governance and due diligence. The Action Plan and associated key performance indicators (KPIs) were endorsed by the Board Audit and Risk Committee and our performance against them was overseen by the Committee throughout the year. We met the following key objectives of our FY22 Action Plan:

- Conducting a detailed modern slavery risk assessment across our top 100 suppliers, representing 85 per cent of our overall procurement spend for FY22;
- Updating the Vocus Procurement Policy to further clarify our expectations of our people with regard to identifying and mitigating modern slavery risks;
- Developing KPIs to assist in managing the effectiveness of our management of modern slavery risks;
- Launching new modern slavery training in May 2022, which included information on the types of modern slavery, as well as on how to identify and report on potential modern slavery risks and instances of modern slavery within our operations and supply chain; and
- Adopting software to support our supplier screening and audit processes.

For a detailed overview of our approach and progress for the reporting period in relation to modern slavery governance, due diligence and risk management, please see our FY22 Modern Slavery Act Statement, which is available on our website: <https://www.vocus.com.au/about-vocus/social-impact/governance>.

Supply chain sustainability

We engage **more than**

2,700
suppliers globally.

Our **top 25 suppliers** are based in

Australia, United States of America, Finland and Germany.



These suppliers account for approx.

80% of our procurement spend.



Many of our suppliers have extensive **global manufacturing & supplier networks**

Source countries for goods we procure include

China, India and Brazil.



The services we procure are **largely provided** in **Australia, India and the Philippines**

Approach

We are committed to ensuring a high level of environmental, social and governance performance across our entire supply chain. We work to develop strong supplier relationships that create long-term, sustainable value and actively pursue opportunities to work with our suppliers to optimise the sustainability and social impact of the products and services we procure.

Our approach to supplier governance is led by our strategic procurement team, in accordance with our Procurement Policy and management procedures, through which we ensure we acquire goods and services in a manner that minimises risk, avoids disruptions, ensures integrity, and maximises value for our business and customers. Our Procurement Policy embeds environmental and social considerations into the way we select our suppliers. Our standard supplier agreements also include specific contractual requirements concerning workplace health and safety, privacy, data security, and modern slavery.

We undertake due diligence in respect of ESG risks in our supply chain as an integral part of our supplier risk and performance management process. This process includes a governance model that is tailored to each vendor to understand the criticality of the products and services they provide and the potential impacts in relation to ESG issues, modern slavery risks and supply chain disruptions. Our due diligence process begins with an initial risk profiling and screening process for potential new suppliers and is continued through our annual supply chain risk assessment, supplier screening process, and regular meetings with our tier one suppliers.

Progress

This year we strengthened our supplier governance framework with the introduction of a Supplier Code of Conduct. The Code sets out our minimum standards and expectations for all suppliers with whom we do business. It outlines these expectations with reference to human rights and labour practices, health and safety, environmental management, privacy, and data security.

To support our approach to supplier due diligence, we implemented a supplier risk management tool this year that will enhance our supplier onboarding, risk management and audit capabilities, and enable us to follow up on supplier screening more effectively. The tool will enable us to identify upstream suppliers more easily, zero in on specific risk verticals and automate some aspects of the risk assessment process.

To help us to extend the number of suppliers we include in our supplier screening program in future years, we continued working together with Telco Together Foundation and our industry peers this year to implement a shared supplier screening platform. The platform supports the identification of modern slavery risks, supports efforts between suppliers and organisations to address those risks, improves transparency, and identifies areas for further due diligence. Due to factors outside our control, access to this platform was delayed, and implementation is expected to take place in early FY23.

Social procurement

We recognise that partnering with local and diverse suppliers can create positive economic and social impacts and we are committed to increasing our use of these suppliers across our business.

In FY22, we became a member of Supply Nation, a not-for-profit organisation that maintains the largest national database of Aboriginal and Torres Strait Islander businesses. This membership enables us to connect with verified Indigenous suppliers and gain insights into how to expand supplier diversity across our business. We have committed to increasing the number of Supply Nation verified suppliers we engage each year from FY23-25.

Our Supplier Code of Conduct also highlights that we seek to work with suppliers who promote diversity within their own operations and supply chains, in particular those who:

- have ambitious diversity targets in place and demonstrate strong female representation across their operations;
- have policies, targets and programs in place aimed at increasing Indigenous workforce participation; and
- engage social enterprises, disability enterprises and minority-owned organisations for the delivery of goods and services to Vocus.





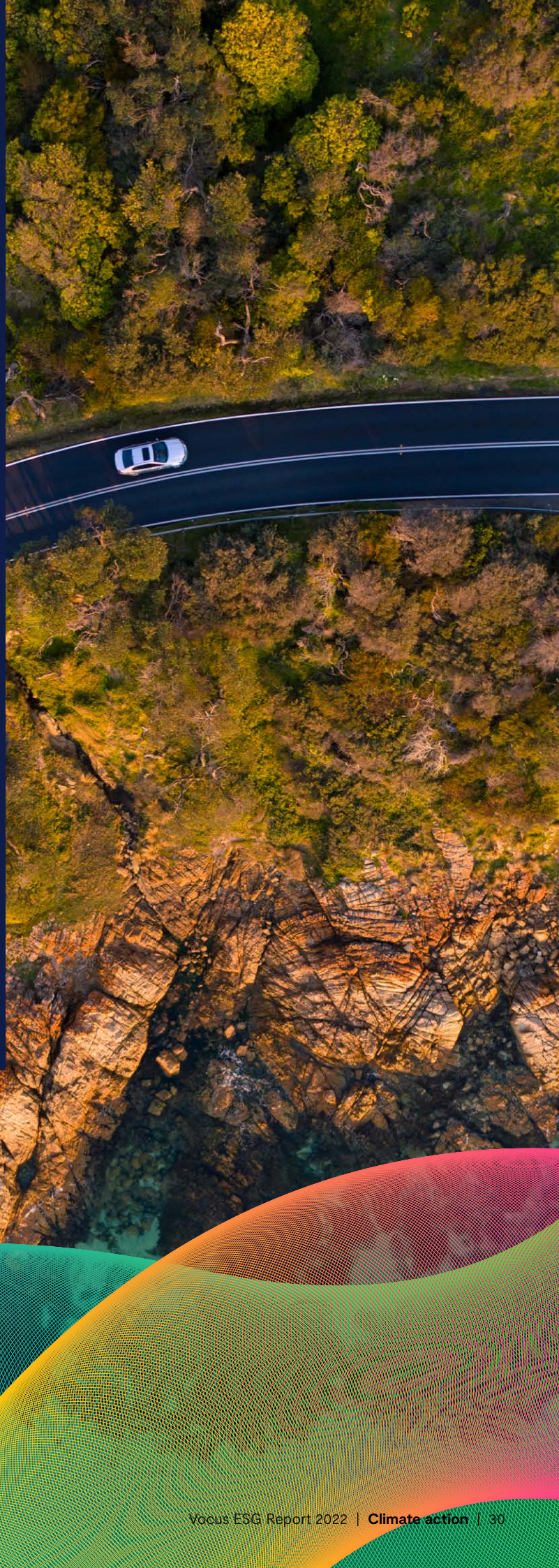
Climate action

Introduction

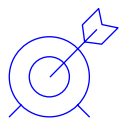
We are committed to reducing our environmental impacts and contributing to global efforts to limit climate change in line with the goals of the Paris Agreement.

We believe connectivity should enable potential. We are proud of our fibre networks and the connectivity they provide, but we are also aware that, globally, data centres are predicted to produce up to 3.2 per cent of carbon emissions by 2025, and that telecommunications networks are resource-intensive to build, operate and maintain. It's therefore critical that we take decisive climate action, and in doing so, enable better possibilities for our people, our customers and our society.

This year we set a target to achieve net zero emissions across our operations in 2025. While our scope 1 and 2 emissions footprint is quite small compared to other large Australian businesses, we are committed to playing our part in global efforts to avoid the worst impacts of climate change, as those of us that are in a position to act quickly, must.



Climate action targets



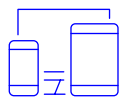
Achieve net zero emissions across our operations in 2025



Quantify our scope 3 impacts and set Science Based

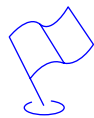


Target Initiative (SBTi) aligned reduction target by FY25



Implement a national e-waste recycling process in FY24

FY22 performance highlights



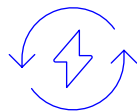
Announced our target to achieve net zero emissions across our operations in 2025



Reduced our overall scope 1 and 2 emissions by 13%, from our FY19 baseline year



Achieved an overall performance rating of 'advanced' in our most recent Australian Packaging Covenant Organisation Annual Report



Continued to roll out energy saving initiatives across our data centres

Managing our climate impacts

Approach

This year we set a target to achieve net zero emissions across our operations in 2025.

To deliver a net zero climate impact, we are working to reduce our underlying scope 2 emissions by consolidating our data centre footprint and continuing to pursue energy efficiency and abatement opportunities right across our business – including initiatives aimed at reducing emissions within our data centres by a further 15 per cent (from a FY19 baseline) between FY23–25.

By the end of 2025, our operations will be powered by 100 per cent renewable energy to help us mitigate our residual scope 2 emissions. We will be offsetting our remaining scope 1 footprint (which this year represented 2.5 per cent of our overall scope 1+2 emissions profile) using Australian Carbon Credit Units.

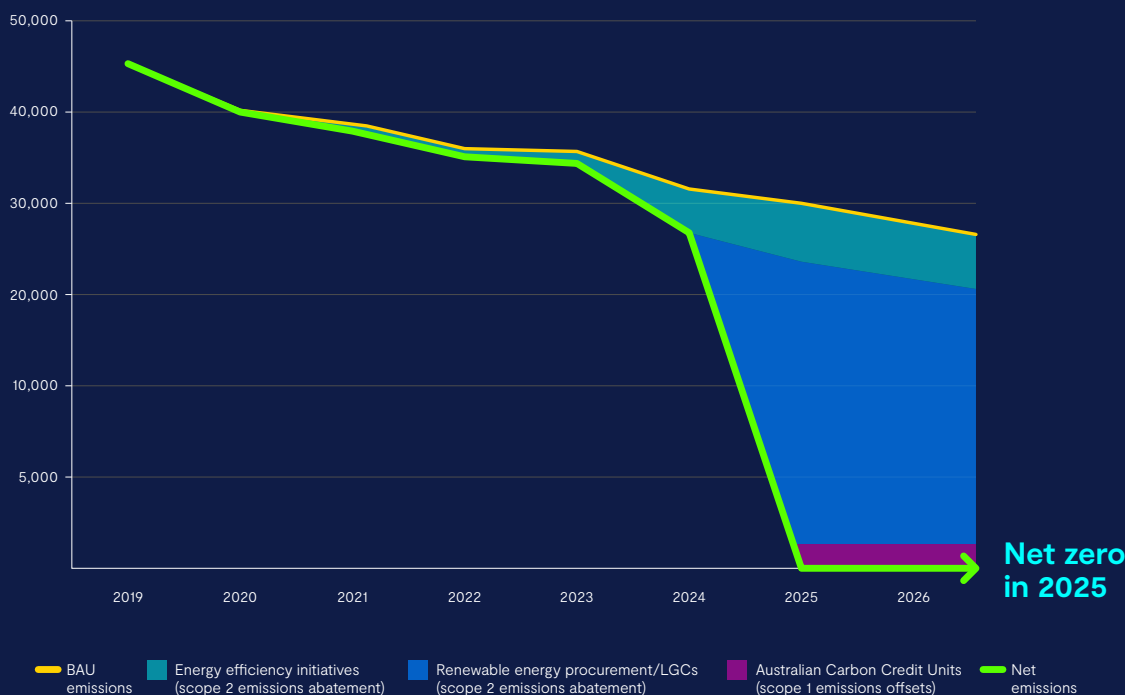
Progress

This year we undertook a process to determine our net zero pathway. This process included working with climate and energy transition advisors, Energetics, to:

- Establish our FY19 emissions baseline and organisational boundary, in accordance with the National Greenhouse and Energy (Measurement) Reporting Determination 2008;
- Estimate the impact of our current, and planned energy efficiency initiatives;
- Model our emissions trajectory and assess the viability of the renewable energy procurement options available to us; and
- Based on these inputs, determine the net zero pathway that best aligned to our organisational Purpose and broader strategic objectives.

Our net zero target was agreed by our Executive Leadership Team (ELT) in June 2022, and approved by our Board of Directors in July 2022. In FY23, a Net Zero Working Group, with representatives from our ESG, Operations and Procurement teams, will be established to operationalise our target, and progress will be monitored on a regular basis by our ELT and Board WHS Committee.

Vocus' pathway to net zero operational emissions

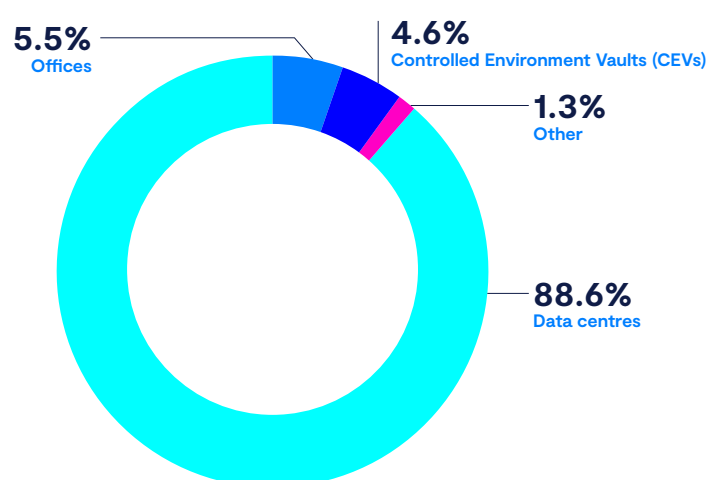


Energy and emissions performance

This year our direct (scope 1) emissions from fuel and fluids used to operate our back-up generators, cooling systems and Vocus fleet, as well as our indirect (scope 2) emissions from the electricity purchased to power our operations, equated to just over 39,200 tonnes of carbon emissions.

Our scope 2 footprint represented 97.5 per cent of our overall emissions, 88.6 per cent of this being electricity used to power our data centres, with the remaining 11.4 per cent being used to power our offices (5.5 per cent), CEVs (4.6 per cent) and other network equipment (1.3 per cent).

Vocus electricity use



This result represents a 13.1 per cent decrease in our scope 1 and 2 emissions since our baseline year of FY19, and a four per cent decrease year-on-year. This decrease has been driven by a number of factors, including energy efficiency initiatives undertaken within our data centres, consolidation of some of our data centre assets, and changes in state-based emissions factors as a result of the decarbonisation of the Australian energy grid.

When the full scope of our emissions inventory is taken into account, our emissions footprint has decreased steadily between FY19-FY22. While emissions data has been collected across all Vocus sites since FY21 and was calculated retrospectively for FY19 in order to establish our target baseline, the emissions data that was collected and reported for FY20 included only our major sites – our data centres and office buildings – which created an artificial decrease in the total emissions reported for the FY20 period. Based on an average of the emissions across our CEVs and other small network sites across FY21 and FY22, our FY20 emissions would likely have been around 41,500 tCO₂e if our full inventory had been captured for the reporting period.

Scope 1 and 2 greenhouse gas emissions¹

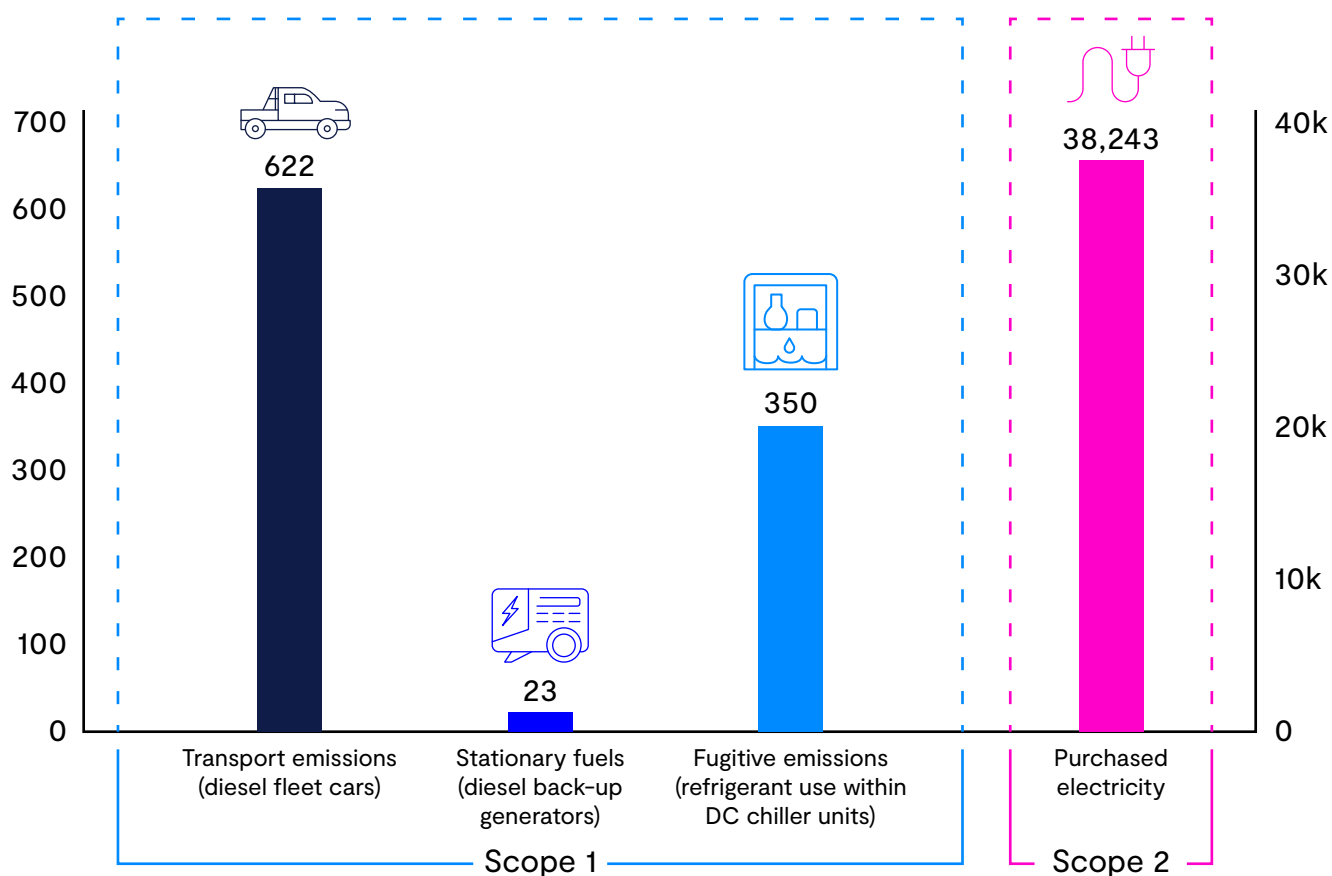
	FY22	FY21	FY20 ²	Baseline FY19	% Change since baseline year
Total emissions (scope 1 & 2) tCO ₂ e	39,237	40,974	37,553	45,173	-13.1%
Scope 1 emissions (tCO ₂ e)	994	1,287	1,205	1,040	-4.4%
Scope 2 emissions (tCO ₂ e)	38,243	39,687	36,348	44,133	-13.3%

Notes:

- Reported emissions are based on actual data wherever possible. Where metered or invoiced data was not available at 30 June 2022, estimates have been calculated based on prior actual consumption, taking into account seasonal variations, qualified assumptions and/or known business activity variations.
- Our FY20 data is under-reported compared to other years, as data for this reporting period was only collected across our major sites (our data centres and offices). Our scope 2 emissions for equivalent major sites in FY22 were 35,921 tCO₂e.

Scope 1 and 2 greenhouse gas emissions by source

Tonnes of carbon dioxide equivalent (tCO₂e)



Energy consumption by source

Gigajoules (GJ)

	FY22
Total energy use¹	180,915
Stationary energy	
Electricity	170,972
Solar energy (generated by Vocus) ²	792
Diesel	322
Transport energy	
Diesel	8,821
Petrol	9

Notes:

- Sum of 'stationary energy' and 'transport energy' may differ to 'total energy use' due to rounding.
- We use solar panels to power many of the Controlled Environment Vaults (CEVs) across our network, including in instances where equipment is located in remote areas where mains power does not reach.

Our scope 1 fleet emissions

We currently run a fleet of 78 diesel vehicles that are used by our field engineers to maintain our network facilities across Australia. This fleet is subject to renewal on a rolling basis, and the two primary factors we consider when selecting future vehicles are driver safety and fuel efficiency. Hybrid or Electric Vehicle (EV) selection is considered during every new vehicle order, however due to the nature of the work of our field services team – who work across rural and remote areas of Australia, often away for days at a time – it is not expected that there will be many appropriate opportunities to pursue Hybrid or EV options across our full fleet in the near-term. The following table shows the volume of fuel used by our fleet cars and the associated carbon emissions generated during the reporting period.

Scope 1 transport emissions

Tonnes of carbon dioxide equivalent (tCO₂e)

	FY22	FY21	FY20	FY19
Scope 1 vehicle emissions	622	708	802	624

Managing our electricity consumption

Purchased electricity contributes 97.5 per cent of our overall scope 1 and 2 emissions profile, and 88.6 per cent of the electricity we purchased in FY22 was used within our data centres. Minimising electricity use by maximising efficiencies across these sites is therefore the most effective action we can take to decarbonise our business going forward.

This year we have continued to roll out energy saving initiatives across our data centres in Western Australia, New South Wales and Victoria, to ensure we can operate our facilities in the most efficient manner possible. Initiatives included:

- Upgrades to Computer Room Air Conditioning (CRAC) units across four of our principal data centres to incorporate new Electronically Commutated (EC) fan and compressor technology, which deliver resulting energy savings as well as the increased resilience through N+1 redundancy. The fan decks of the remaining legacy units across these sites were also modernised to minimise their energy use.
- Upgrades to the legacy Uninterrupted Power Supply System in two of our Melbourne data centres to newer, more efficient models, resulting in increased power efficiencies.
- Ongoing automation of air conditioning strategies via our Data Centre Infrastructure Management (DCIM) systems to ensure that redundancy is maintained while also reducing power consumption.
- Replacing the CRAC unit condensers located on the roofs of our data centres, resulting in increased energy efficiency, lower maintenance costs, and improved resilience of the units in high ambient conditions and other extreme weather events.
- Installation of a new chiller within one of our Melbourne data centres, resulting in significant energy savings due to newer controls and compressor technology being much more energy efficient.
- LED lighting upgrades and the introduction of motion sensors across several of our Perth and Melbourne data centres.
- Replacement of the two existing chillers in one of our Sydney data centres with new Smardt Chillers, resulting in significant energy savings for the site along with increased site resilience.

In relation to our office spaces, we work to secure tenure in buildings with a high energy efficiency rating. Our three largest offices – in Sydney, Melbourne and Perth – all have 5 star or above NABERS Energy ratings.

Solar generated power to support our inter-capital network

Sections of the Vocus inter-capital network are powered by 35 off-grid Controlled Environment Vaults (CEVs) housing network equipment across our Adelaide–Perth, Adelaide–Darwin and Tennant Creek –Townsville trunk routes. These off-grid sites are 100 per cent powered by solar (PV or photo-voltaic energy), which work to keep our network running 24 hours a day, year-round.

The total commissioned capacity of our PV plants is 343.8 kW. This year, our solar CEVs generated 220,014 kWh of renewable energy across the network.

Our CEVs have also been built with further environmental considerations in mind, including:

- The incorporation of rainwater tanks to reduce water usage.
- The use of free air cooling, and passive design principles to reduce the amount of electricity required to keep our CEVs at the optimal temperature.
- The use of operational algorithms to keep air conditioners running only when hotter conditions exist. This minimises electricity consumption for mains CEVs and extends the useful life of our air conditioning equipment.
- The potential for damage because of severe weather events. Many of our CEVs have been built on stilts to withstand storms and flooding.

As we continue to invest in the extension of our networks, we are working to increase the number of solar-powered CEVs we build along key network routes. For example, nine of the 14 CEVs we are building for Project Horizon will be solar powered, to assist us in mitigating our impacts across this key network route. We are also investing in enhanced insulated walls and roofing for all 14 CEVs to make them more environmentally efficient and to minimise air conditioner run time, which will reduce electricity consumption.



Managing our scope 3 impacts

Approach

We recognise that our emissions footprint extends well beyond our direct operations and are working to set further targets to help to manage our impacts right across our value chain.

Our scope 3 emissions are the indirect emissions from third-party activities we rely on to operate our business. These include upstream emissions, such as emissions generated by our suppliers when manufacturing goods on our behalf, as well as downstream emissions, such as the gas and electricity use of our retail energy customers. While it is difficult to accurately measure and control our scope 3 impacts, we are committed to working with our partners to minimise these emissions and support our suppliers and customers on their own decarbonisation journeys.

As first steps towards this goal, we will commence a scope 3 screening process in FY23 to assess and quantify our indirect emissions profile. We will also continue to collaborate with our third-party data centre providers to determine the optimal process for managing emissions associated with our network equipment in their facilities. Once we have completed our scope 3 emissions inventory, we will use this data as a basis for setting a science-based scope 3 reduction target. At present, the only scope 3 data we capture on a year-on-year basis is in relation to our air travel emissions, as outlined below.

Progress

Air travel emissions

Due to the widespread nature of our infrastructure, offices and customer locations across Australia, we rely on air travel to facilitate face-to-face engagement. Our use of air travel has been significantly reduced over the past three years as a result of COVID-19 related restrictions. Almost all air travel was suspended throughout the last three months of FY20, as well as throughout FY21 and the first half of FY22, acting as the main driver behind a significant reduction in air travel emissions over this period. While we expect air travel emissions to increase again in FY23 now that COVID-19 restrictions have been lifted, we are committed to minimising these emissions over time. We have shifted our practices significantly over the past few years to rely more on technology-based alternatives to travel, such as video conferencing.

Scope 3 emissions from air travel¹

Tonnes of carbon dioxide equivalent (tCO₂e)

FY22	FY21	FY20	FY19
283	113	1,489	2,375

1. Reported emissions are based on actual-use data provided by our travel partner for FY21 and FY22. In prior years, an online calculator was used to determine approximate emissions based on the number and duration of flights taken within the reporting period.
2. Almost all air travel was suspended throughout the last three months of FY20, all of FY21 and the first half of FY22 as a result of COVID-19 related restrictions.

Minimising our scope 3 impacts

A key segment of our scope 3 inventory is the network equipment we house in third-party data centres and exchange buildings. Since FY19, we have been working to reduce the amount of legacy equipment we have located within Telstra Exchange buildings, through our digital subscriber line access multiplexer (DSLAM) exit program. This program involves disconnecting and recovering all the fibre and copper cables that are connected to our racks, removing power, and physically removing and recycling the DSLAM and associated equipment, as well as the rack itself.

In FY22, we decommissioned 161 DSLAM nodes, representing the equivalent of approximately 385 tCO₂e and exited 73 Telstra Exchange sites.

Managing impacts within our retail energy business

In addition to the usage of electricity in our operations, we are also a retailer of electricity and gas through our Dodo brand. We provide 10 per cent and 100 per cent GreenPower options to our customers, supporting clean and renewable sources of electricity such as solar, hydro, and wind. When a customer chooses one of these options, that percentage of their electricity consumption is abated with Accredited Renewable Energy Certificates created from renewable electricity that has already been supplied into the electricity grid. This electricity replaces the same amount of energy that would otherwise have been sourced from fossil fuels such as coal.

Throughout the 2022 calendar compliance year, we purchased over 350,000 Renewable Energy Certificates to acquit our liabilities under the various clean energy schemes. We also participate in the Commonwealth's Renewable Energy Target, New South Wales' Energy Saving Scheme, the Victorian Energy Efficiency Target, and the South Australian Retailer Energy Efficiency Scheme.

Environmental risk and compliance

Approach

We understand that the construction, operation and maintenance of our networks has the potential to adversely impact our environment.

We manage our environmental impacts in compliance with all relevant statutory and regulatory requirements, and are committed to actively identifying and mitigating our environmental risks.

Environmental risks and incidents are reported and managed via our Workplace Health and Safety Management System and escalated to our Board WHS Committee as required. No instances of non-compliance with any environmental laws or regulations have been identified throughout the reporting period.

Progress

Minimising climate risk across our networks

The nature of our fibre networks means that we are exposed to both physical and transitional climate risks. We have a responsibility to minimise and mitigate the negative impacts of our operations and to build resilience to a changing climate. We design our network infrastructure to withstand the impacts of floods, bushfires and other extreme weather events, and regularly monitor and review its ongoing resilience. Actions responding to physical climate risks are reflected in our business continuity framework and plans.

Over the past few years, we have evaluated the physical climate-related risks most likely to impact our networks, operations, supply chains, and team member safety. We have identified our Cable Landing Stations (CLS) and Controlled Environment Vaults (CEVs) as the sites most likely to be at physical risk from rising sea levels, floods, and fires. To mitigate this risk, we include a 100-year flood analysis as part of the site selection and feasibility study for each new CLS site, and raise the height of these sites as required. Similarly, based on the findings of an independent risk analysis of our CEV network, we have raised the height of several CEVs that were identified as a potential flood risk.

Our networks and operations teams run crisis simulations to test our responses against physical climate risks to ensure they are resilient and our people are well equipped to manage the impacts of flooding, bushfires, and other extreme weather events to our infrastructure, should they occur.

Preserving biodiversity during major project builds

Environmental risk assessments form part of the broader risk assessment and planning processes for all major builds we undertake. The potential impact of our activities – be it site construction, cable-laying or other civil or survey activities – are assessed in relation to:

- The physical environment (including native flora, or in the case of laying submarine cable, water depths, currents and sea bed conditions);
- The biological environment (including local fauna, protected species and areas of conservation significance);
- Natural and cultural heritage (including maritime archaeological items and Aboriginal and Torres Strait Islander heritage);
- Native Title; and
- Social and economic issues.

Wherever possible, we select land that is already highly disturbed, to minimise risk to native flora and fauna.

As a result of each assessment, various safeguards are identified to minimise the environmental impact of the project, and the recommendations are adopted in the site management plan for the subsequent phases of the project. In some cases, where a risk is identified that has broader application across other projects, the matter is incorporated into our standard criteria for site selection.

In instances where we are required to conduct works in environmentally significant areas, we engage biodiversity experts to assist us. We rely on their knowledge and guidance to preserve site biodiversity and to ensure that if habitats are disturbed, they are appropriately rehabilitated.

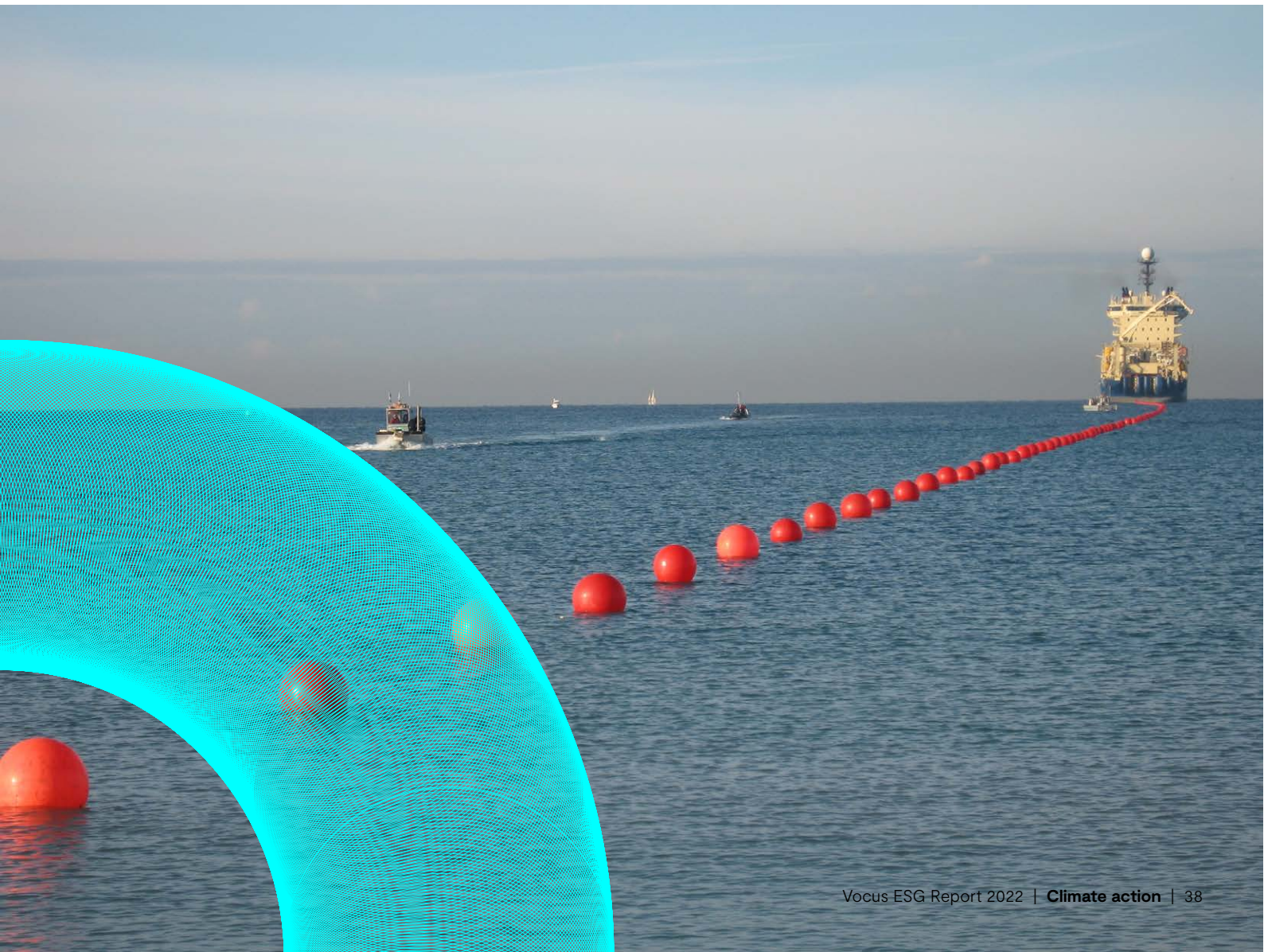
Maintaining marine biodiversity along the DJSC

In November 2021, we completed the marine survey of the 1,000-kilometre segment of the Darwin-Jakarta-Singapore Cable (DJSC) between Port Hedland, Western Australia, and Vocus' existing Australia Singapore Cable between Perth, Christmas Island, Indonesia, and Singapore. The DJSC provides increased reliability for Vocus customer traffic, and faster communications from Darwin to Singapore – a major regional hub for Over the Top (OTT) providers. The DJSC also supports the strategic objective of the Northern Territory Government to develop Darwin as a major Australian and regional communications hub, and is expected to be ready for service in FY23.

The survey's statutory environmental approvals were informed by an environmental assessment carried out in relation to the cable route through Australian waters. As part of this assessment we:

- Consulted with relevant stakeholders with interests in the vicinity of the proposed works;
- Identified relevant aspects of the existing environment that may affect the placement or long-term integrity of the submarine cable, or may be potentially impacted by the proposed cable placement and maintenance activities;
- Assessed the impacts of the proposed works on the environment and the impacts of the environment on the proposed works; and
- Identified specific environmental management principles to be adopted in the placement and maintenance of the cable in order to avoid or mitigate any potentially adverse impacts; and took into account any matters raised in the consultation process.

As a result of this assessment, we optimised placement of the cable for protection purposes, and at the same time reduced the potential for adverse environmental impacts by altering the cable route where practical.



Resource efficiency

Approach

While our most material environmental impacts relate to our energy use and emissions, we are also committed to managing the broader impact associated with our use of goods and services, and pursuing opportunities to use natural resources more efficiently across our operations and supply chain.

Progress

Product recycling

Within our Retail business, we supply our customers with a limited number of products related to their services, including modems and SIM cards. In order to minimise the environmental impacts of the products and packaging we distribute, we became a member of the Australian Packaging Covenant Organisation (APCO) in FY20. Our most recent APCO Annual Report for the financial year FY21, was published in March 2022, and we achieved an overall performance level of 'Advanced' on the basis of our performance against each of the Packaging Sustainability Framework criteria.

We continue to score highly for our efforts to remove problematic materials from our product packaging – across our product packaging we used 44 tonnes of cardboard; two tonnes of paper and three tonnes of Low-Density Polyethylene (LDPE) throughout the reporting period. We also score highly for our approach to on-site waste management – 30 per cent of the waste we generate within our warehouses was diverted from landfill in the reporting period, representing a five per cent increase year-on-year.

The most significant area for improvement noted was in relation to our lack of use of recycled materials within our packaging, which we have worked to assess and address this financial year.

Throughout this reporting period we have undertaken the following initiatives to further improve the sustainability of our product packaging:

- Worked across our in-house Devices and Warehouse teams to re-develop our packaging of refurbished products, leading to greater reuse of packaging and a reduction in the number of packaging components supplied with our refurbished products;
- Contacted our key packaging suppliers to request they complete the Sustainable Packaging Guidelines assessment checklist, to enable us to assess their compliance with the ten Sustainable Packaging Principles; and
- Determined the recyclability of product packaging using APCO's Packaging Recyclability Evaluation Portal (PREP) tool.

We are continuing our progress in implementing the Packaging Sustainability Framework criteria in 2023, focusing on supplier engagement as our first priority.

Waste management

The major waste stream generated by Vocus is from the construction, operation and maintenance of our networks and facilities. This includes construction waste, network equipment and battery systems. Where possible, equipment is refurbished and reused within our network and facilities, including routers, NTUs, batteries and other power management systems. Where reuse is not feasible, Vocus engages registered e-waste recyclers or scrap metal merchants as appropriate for the type of waste material. Next year we will begin the process to better understand the extent of our waste volumes and disposal practices, with a view to setting up a standardised national e-waste recycling process in FY24.

Reducing our paper use

Printing of Retail customer invoices is one of the most significant uses of paper resources across telecommunications and utility businesses. We offer electronic invoices by default across all our products and are working to reduce the incidence of paper invoices, where this option is required to be available upon customer request. As at the end of FY22, over 97 per cent of all invoices were generated electronically, which is up four per cent from the end of FY20.

Across our business, paper purchased for customer invoices and operational consumption is carbon neutral. To further minimise our paper waste, we use DocuSign, an electronic document signing tool, and have rolled it out across many parts of our business including use for lease renewals, confidentiality agreements, employment agreements, dealer agreements and insurance proposals. We have also made strides to limit our printing of hard-copy reports and publications, such as our Annual Report, since our last reporting period.



Our people

Introduction

At Vocus, our people are the difference, and our culture is the key to our organisational success.

We are proud to have a reputation of being a great place to work, and are committed to building a safe, diverse and inclusive workplace where our people experience better possibilities, and feel like they belong.

We are focused on creating an environment where our people are supported to grow and thrive, and have opportunities to make a meaningful impact for our customers, stakeholders, communities and each other.



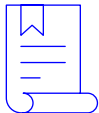
Our people targets



Increase overall representation of women in Vocus to 35% by FY25



Increase employee engagement on ESG to 90% by FY25



Develop a Domestic and Family Violence Action Plan in FY24



Achieve annual WHS Operating Plans, in alignment with FY23-25 WHS Strategy

FY22 performance highlights



Increased representation of women on our Board to 80%



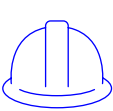
Increased employee engagement to 77%, up 2 points year-on-year



Launched our FY23-25 Work Health and Safety (WHS) Strategy



Decreased our 5-year rolling Total Recordable Injury



Frequency Rate (TRIFR) rate for the fourth year in a row



Facilitated 30,000 hours of learning and development (~22 hours per employee) throughout the year



Partnered with the Resilience Project to enhance employee wellbeing



Held 42 Vocus days across all major states, providing our people with opportunities to learn, connect and foster valuable relationships

Culture and engagement

Approach

Our unique culture is key to our ability to deliver on our Vocus Purpose, and is underpinned by a strong commitment to our company values, and a focus on maintaining strong engagement right across our Vocus team. Our success in this is particularly relevant in the current climate, where businesses across all sectors are competing to attract and retain talent.

Our Board People and Remuneration Committee oversees all topics related to employee engagement, benefits, learning and development, and people management, including strategy review and approval. Our People and Culture team, led by our Chief People Officer, works across the business to implement strategic HR initiatives and support our team members on a day-to-day basis.

Progress

We regularly review and measure employee engagement through fortnightly engagement pulse-checks, which provide insights into how our people are feeling across a range of topics, including work-life balance, management performance, and employee recognition. Data from the surveys produces regular Employee Net Promoter Scores (eNPS) at an organisational and team level, as well as an overall employee engagement score. As at 30 June 2022, our eNPS was +15 across Vocus, and our overall engagement score was 77 per cent, which represents a two per cent increase year-on-year. This data informs our management approach, communications, learning and development agenda and the focus of our culture and engagement-based initiatives, such as Vocus Days.

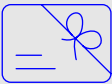
Shining a light on our people

This year we launched a new Shine reward and recognition platform, enabling our team members to shine a light on the great work of their peers by nominating them for an Individual or Team award, recognise their service milestones, and live a healthier and happier life through wellness initiatives and benefits. Shine combines recognition, rewards, discounts, benefits and wellness – in one, easy-to-access place.

Shine features



Revamped Shine recognition



Reward functionality



Vocus wellness benefits



Team member benefits



New discounts feature



In-built Vocus milestones



Send an e-card



Reward Gateway wellbeing centre

Employee wellbeing

One of our highest priorities is supporting the health and wellbeing of our Vocus team members, and providing an environment where they can grow and thrive

We offer a range of resources and benefits, centred around a monthly wellness calendar that encourages team members to focus on a different aspect of their personal wellness each month. Topics have included mental wellness, physical wellness, flexible working, spiritual wellbeing, rebooting digital health, and investing in financial wellness. In addition, we also offer team members free flu vaccinations, daily fruit and breakfast in our offices, and we connect employees to wellness related resources, benefits and services. We also provide an Employee Assistance Program that provides confidential support, including counselling, wellbeing coaching, nutrition and financial counselling, to all team members and their families.

To further support the mental health of our team members, we have Mental Health First Aid (MHFA) Officers in place across our major sites and offices. MHFA Officers are trained to provide initial informal support to their colleagues, as well as knowledge of additional avenues for support.

In FY22, we strengthened our focus on wellbeing given the continued impact of the COVID-19 pandemic. In July 2021, we partnered with the Resilience Project to share their 10-part online wellbeing series. The program shares practical and evidence-based strategies to enhance wellbeing across ten topic areas, including emotional literacy, exercise, sleep, healthy eating and managing devices.

Flexible working

We are committed to providing our people with the flexibility they need to successfully integrate their work and personal life.

In FY22, our priority was to take care of our people as we transitioned away from the remote working arrangements that had been in place throughout the COVID-19 pandemic. In May 2022, we launched our Hybrid Way of Working (HWOW) Policy which is designed to enable our team members to maintain the flexibility they enjoy, while ensuring we maintain strong working connections through our days in the office.

To develop our HWOW Policy, we brought together a working group from across the business to design a hybrid working approach that was purpose-fit for Vocus. Under our HWOW approach, a typical working week is designed to include an in-office day that is consistent across the business, a second variable in-office team day, and up to three days working from anywhere. We also introduced monthly 'Vocus Days' as opportunities to spend valuable face-to-face time together, and to work collaboratively, engage socially and enjoy coordinated activities like Executive roadshows or guest speakers.

Workplace Health and Safety

‘If you see something, say something’

Approach

Our number one priority is keeping our people safe and embedding a strong workplace health and safety (WHS) culture at every level of our business.

Our WHS approach and performance is overseen at a strategic level by the Board Workplace Health and Safety (WHS) Committee, and at an operational level by our Chief Operating Officer and WHS team. A robust governance framework and approach is in place to assist to identify and manage our health and safety risks and deliver continuous improvement. We are ISO 45001:2018 certified for our WHS Management System across major and strategic projects, enabling us to achieve our WHS Policy and objectives, through a strong focus on responsibilities, processes, and data required to objectively measure and manage our WHS performance. We also have multiple committees comprising team members and people leaders, that embed the culture, help drive consultation and communication, and embed our WHS commitments and management of risks across our business, as outlined below.

Progress

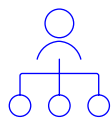
FY22 has been a pivotal year for WHS at Vocus, during which we sharpened focus on, and awareness of WHS across the business. We reviewed our commitment to physical and psychological safety, lifted capability and engagement, and built on the foundations set in previous years. Positive strides are demonstrated through increased engagement and training initiatives, improved awareness of responsibilities and risks, and the implementation of a Critical Risk Management program.

WHS Governance Oversight

Board	Conducts due diligence in our WHS management structures.
Board WHS Committee	Provides assurance to the Board as to the adequacy and effectiveness of our WHS management systems and application. Reviews impacts of operations on the environment, including contaminated land, climate change, and other general environmental matters.
Board Audit and Risk Committee (BARC)	Oversight management of material risks (strategic, compliance, or operational) that are rated critical or high.
Enterprise Risk Committee	Oversight of management or operational risks that are rated medium or below. Reports to BARC.
WHS Steering Committee	Reviews FY23-25 Strategy Program and WHS performance monitoring. Includes incident reviews, root causes, remediation and prevention.
I&O WHS Steering Committee	With a focus on I&O, reviews FY23-25 Strategy Program and WHS performance monitoring. Includes incident reviews, root causes, remediation and prevention.
WHS Consultation Committee	Facilitates internal WHS consultation and conducts WHS performance monitoring.
Supplier Governance	Business and supplier representation, discussing performance against key WHS Performance metrics.

Our FY23-25 WHS Strategy

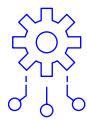
Introduced this year, our FY23-25 WHS Strategy focuses on the uplift of our approach across five key pillars:



Senior leadership



Risk management



Operational management



Learning & Development

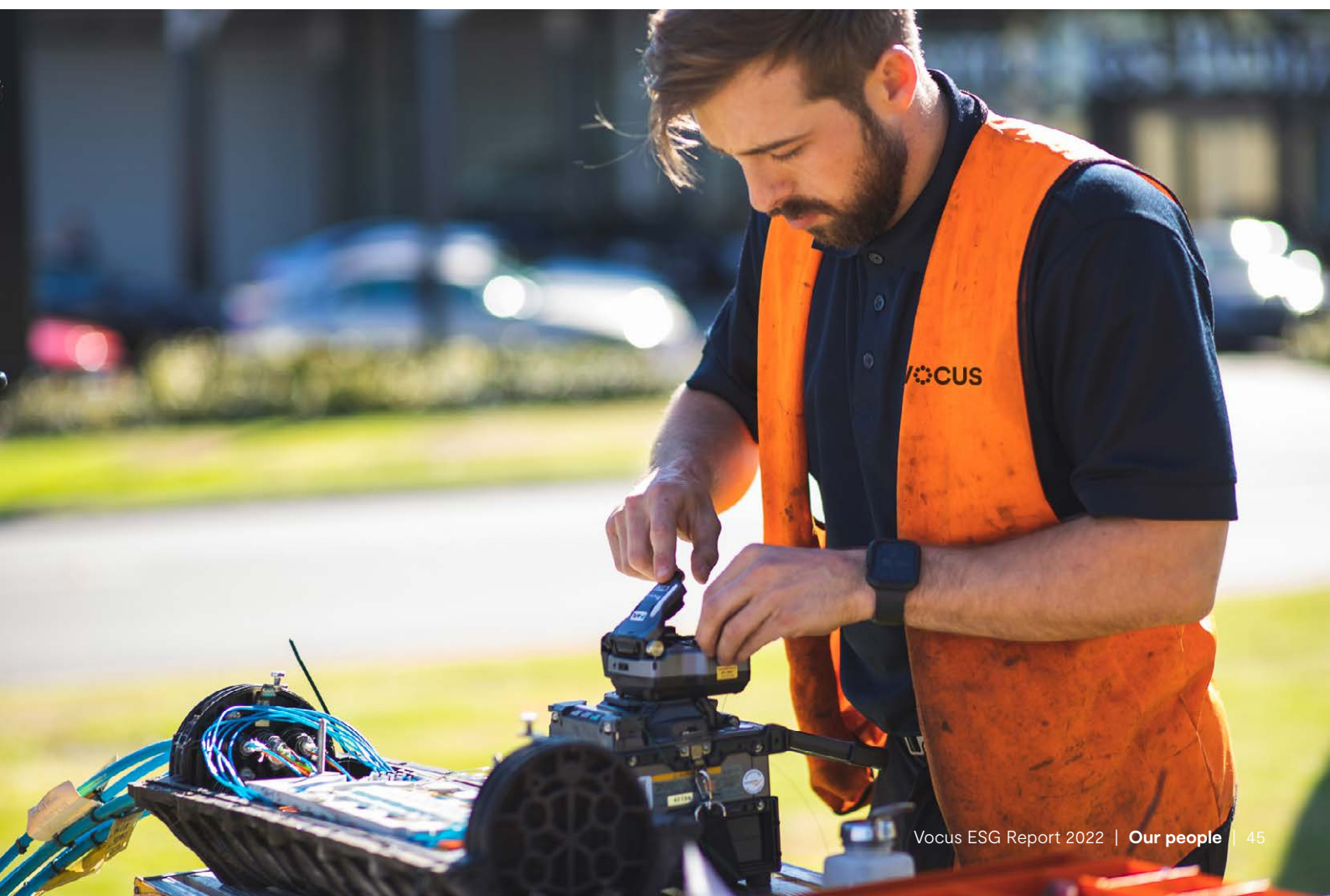


Contractor management

We will bring our strategy to life through the introduction of Annual Operating Plans, which will detail the specific initiatives and actions we'll undertake across each pillar of our strategy, leveraging five key enablers:

- Visible and felt leadership
- Critical risk management
- Operational alignment
- Organisational learning & capability development
- Contractor engagement

To support the delivery of our strategy, this year, we also introduced a WHS Scorecard that includes Key Performance Indicators across all five of our strategic pillars. These metrics are aimed at improving our safety systems, processes, awareness and performance, and embedding a 'safety first culture' for our people, partners, customers and other stakeholders.



Managing our critical WHS risks

At the start of FY22, Vocus began implementation of a Critical Risk Management Program, designed to address the risks that pose the greatest threat to human life. Throughout the year, more than 30 consultation workshops were held, involving teams from across six business units. Through these workshops, and subsequent bow-tie risk analysis sessions with subject matter experts, eight critical risks were identified. Concurrently, a Critical Risk Management (CRM) Framework was established that acts as a blueprint for how we identify, manage and report on Critical WHS risks within our business. It identifies:

- the roles and responsibilities of team members involved in completing work where critical risks may occur;
- Critical Controls – mandatory controls that must be implemented for each Critical Risk;
- Critical Risk Management training requirements and resources. All CRM training material is available to all workers and includes information to help them understand why critical risks matter, with information and resources to apply when using the CRM Framework; and
- assurance and performance reporting.

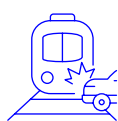
Our critical risks



Mobile Plant Impacting Person



Falling Object Impacts Person



Train Major Event



Fall from Height



Vehicle Event



Workers Stranded Remotely



Vehicle Impact on Person



Contractor Major Event

Embedding a 'safety first culture'

We are committed to creating a 'safety first culture' through strong leadership engagement, employee training, regular communications and feedback mechanisms.

All Vocus team members are required to complete WHS awareness training as part of our onboarding process, and annual, or biannual refresher training depending on their role. Consultation is key to creating an effective 'safety first culture.' We can create a safer workplace when everyone is able to communicate to identify hazards and risks, discuss health and safety concerns, and work together to find solutions.

Our WHS Consultative Committee, comprised of elected team members and management, meets monthly to provide input and feedback on our WHS approach. A network of volunteer Health & Safety Representatives in place across our business helps maintain a proactive flow of information and feedback from teams to management on WHS issues.

In FY22, we introduced dedicated monthly WHS communications to staff and external contractors, and the incorporation of 'safety moments' into our standard meeting agendas, briefings, and one-on-one consultations with people leaders and our Health and Safety Representatives. We also actively participate in National Safe Work Month each October, which gives us an opportunity to focus on our commitment to maintaining a safe and healthy workplace.

Contractor WHS

We have a robust system for establishing safety and compliance standards with our contractors at Vocus, promoting a culture of transparency, safety accountability and continuous improvement, underpinned by our Supplier Code of Conduct. All contractors, along with their workers and subcontractors, are required to complete online WHS induction training, and update this on an annual basis.

We audit our contractors monthly to monitor WHS standards and performance. In FY22, 349 contractor audits were completed, an increase of over 70 per cent from the previous corresponding period, with an average pass rate of 98.7 per cent.

WHS performance

Monitoring our WHS performance is a foundational component of our WHS management system. Regular workplace inspections and management system audits are undertaken in line with our WHS Procedures. Where preventative or corrective actions are identified, a responsible party and due date is assigned for follow up and resolution. Our Lost Time Injury Frequency Rate (LTIFR) in FY22 was .89 and we had two Lost Time Injuries.

There were no employee or contractor fatalities during the reporting period.

WHS metrics*

	FY22	FY21	FY20	FY19
Total Recordable Injury Frequency Rate (TRIFR) – 5 year rolling average	2.75	3.28	3.77	4.35
Total Recordable Injury Frequency Rate (TRIFR)	2.24	2.57	1.25	3.21
Lost Time Injury Frequency Rate (LTIFR)	0.89**	0.43	0.42	1.20

*Data does not include third-party contractors

**Increase in LTIFR driven by increase in Lost Time Injuries from one in FY21, to two in FY22.

Contractor WHS audits

	FY22	FY21
Number of audits	349	214
Pass rate	98.7	99.3

Learning and development

Approach

We care about the development of our team members and know that their individual growth and the growth of our business go hand in hand. We refreshed our Learning and Development Strategy this year to enable our team members and leaders to plan more structured learning and development activities and access meaningful opportunities for growth. The strategy, summarised below, incorporates three types and styles of learning:

- **Experience:** where **70 per cent** of learning is linked to experiences, experimentation, reflection and practice.
- **Exposure:** where **20 per cent** of learning comes from working with and learning from others.
- **Education:** where **10 per cent** of learning is generated from formal learning programs.

Supporting the strategy, we also launched our Competency Framework, detailed below, which maps key behavioural competencies to each of our values. Supporting our people to build these core-competencies helps them to make values-led decisions, and to build the skills required for a successful career at Vocus.



One team.

- Collaboration
- Inspire direction & purpose
- Drive for results



Our people are the difference.

- Manage & develop people
- Resilience & courage
- Self awareness



Disruptive thinking everyday.

- Innovation
- Problem solving
- Commercial acumen
- Strategic thinking
- Leading change



Crazy about customers.

- Customer focus
- Managing relationships
- Communicating with impact

To bring our strategy to life, we offer our team members a number of ways to engage in their ongoing growth and development:

Program	Overview
Individual Development Planning	All team members establish an Individual Development Plan that captures their development needs and ambitions throughout the year. These are reviewed annually with their People Leaders.
On-demand Learning Platforms	Our on-demand learning platforms – LinkedIn Learning and Dayforce Learning – enable our people to access tailored learning on the go.
Leadership Development	We offer a range of leadership development experiences, including executive coaching, mentoring, 360-degree leadership diagnostic tools and other resources to build skilled and values-aligned leadership.
Vocus Mentoring Program	Our in-house mentoring program enables team members at different career stages to learn from each other.
Study Assistance	When higher education/formal study is the right development option for team members, we provide access to study leave entitlements and up to a 50 per cent financial reimbursement of completed subjects per semester.
Specialist Training	We embed functional and technical learning experts within and across our business, to ensure our team receive important development opportunities for those in specialised roles.

Progress

This year, we continued to provide our people with access to more than 10,000 courses, designed and delivered by global thought leaders through the LinkedIn Learning and ELMO platforms. We also ran a range of facilitator-led programs on topics such as leading hybrid teams, adopting an entrepreneurial mindset and moving from busy-ness to effectiveness.

A group of Mindset Ambassadors was also established across the business this year, undergoing a six-week development program in early 2022 to support the delivery of our first growth-mindset program, 'Mindset for Leaders'. This program was rolled out to more than 250 people leaders in early FY23, with a view to expanding it across the broader business later in the year.

Recognising that our people leaders have a significant impact on the engagement and development of our people, we offered regular HR Essentials Training sessions across the year on topics including Effective Performance Management; Creating a Safe and Inclusive Workplace and Candidate Attraction and Selection. We also brought together 50 of our senior leaders for a two-day offsite, to provide the opportunity to reconnect and engage with each other around leadership, purpose, and culture. Next year we plan to invest further in our people leaders through the development of a targeted leadership development strategy.

In FY22, we invested \$505,810 in learning and development opportunities for our team members, equating to a total of 29,352 learning hours, or approximately 22 hours per employee. This investment included 1,045 courses and nearly 31,000 learning videos completed on our LinkedIn Learning platform.

Our data-driven approach to learning and development includes feedback from our team members. In FY22, they indicated that they feel positive about their personal growth and development at work, reporting an average satisfaction score of 76 per cent, a slight increase from FY21.



Diversity and belonging

Approach

At Vocus, we know that better decisions are made, companies are more innovative and successful, and people are more engaged when they have a diverse and inclusive workplace. We seek to attract, engage, retain and develop the best talent, and are dedicated to living our “People are the Difference” value by embracing all segments of the community and working to create an environment where every team member feels safe to share their own unique capabilities, experiences and perspectives.

Oversight of our Diversity and Belonging Policy, as well as our approach and annual performance, is provided by the Board People and Remuneration Committee, who receive regular updates in relation to our progress against key metrics throughout the year. At an operational level, our employee Diversity and Belonging Committee, which is chaired by our Chief People Officer, helps guide our diversity activities and works to create opportunities for discussion, drive further understanding of our differences, and foster an environment where everyone feels confident to be themselves at work. The Committee includes representatives from across the business, who work across four work-streams:

- Cultural awareness
- Gender diversity – representation
- Gender diversity – inclusion and belonging
- First Nations Peoples

Progress

Gender equity

This year, we updated our Diversity and Belonging Policy to reflect evolving best practice and responded to employee feedback received through our FY22 Diversity, Ethics and Belonging Survey. We also benchmarked our Diversity and Belonging targets and refined them for FY22 and beyond. As part of this process, we introduced a new Board target, up from 29 per cent female representation in FY25 to 40 per cent, aligning with the 40:40 Vision initiative to bolster gender equality in the ASX200. We are currently exceeding this target as our new Board is 80 per cent women, and we are proud to have appointed our first woman Board Chair this year, Penny Bingham-Hall.

We have also set a further gender representation target to achieve 35 per cent female representation across Vocus by FY25, up from 29 per cent this year.

Throughout the year, we undertook a number of initiatives to support and engage with women across our business, including holding two ‘Women@Vocus’ events, hosted by our Chief Operations Officer and Chief People Officer, focused on career development, the realities of juggling work and life as a working woman, and how we can continue to build a culture of support and encouragement at Vocus.

Recognising that we have much work ahead of us to achieve our FY25 gender representation targets, we will undertake an exercise to update our Diversity and Belonging Strategy in FY23 in order to align our activities with our long-term ambitions.

Representation of women at Vocus

FY25 diversity targets*		FY22 performance	FY21 performance
Target 1: Improve gender composition of the Board and workforce		% of total	% of total
Board	40%	80%	14%
Vocus-wide	35%	29%	28%
Executive Leadership Team		29%	25%
Senior Leadership Team		33%	26%
Other managers		25%	23%
Non managers		29%	29%
Target 2: % of women hired	40%	29%	37%
Target 3: % of women promoted	40%	38%	36%
Target 4: % of women resignations	<27%	26%	34%

*Data includes permanent Vocus employees only. Figures are based on head count. We comply with the reporting obligations of the Workplace Gender Equality Act 2012. As such, management categories are defined in line with the Workplace Gender Equality Agency reporting requirements.

Gender pay equity

Our People & Culture team conducts an annual gender pay gap analysis to minimise the potential impact of unconscious bias on remuneration decisions and to correct any gaps to ensure equity in our salary ratios. This analysis is undertaken at the beginning of the annual remuneration review period so any discrepancies can be addressed during the annual review process. This year, salary adjustments were made across 19 roles as an outcome of this review.

Building an inclusive workplace

Listening to our people

In July 2021, we undertook our annual workplace Diversity, Belonging and Ethics Survey, which provided insights into the diversity of our team, a view of how effective our Diversity and Belonging initiatives have been to date, and an understanding of what more we can do to create a culture that feels safe, inclusive and full of opportunities for all our people.

Pleasingly, around 90 per cent of survey respondents believe that Vocus promotes and celebrates diversity and belonging, that they have the flexibility they need to balance work and home life, that they are provided with equal opportunities, and they feel comfortable being themselves at work.

Key take-aways from the survey included that our people would like more opportunities to access training on diversity and belonging, as well as hearing more from our senior leaders about their experience of and commitment to diversity.

In response, we launched a suite of Diversity, Inclusion and Belonging courses on our LinkedIn Learning platform this year that are accessible to all team members and cover areas like inclusive leadership and managing a diverse team. We are also rolling out targeted diversity training opportunities throughout FY22-23, including Diversity-focused Vocus Days, which will provide our team members with the opportunity to hear from our Executive Leadership Team on what diversity and inclusive leadership means to them.

Supporting families

We are committed to providing our Vocus team members with the time, resources and support they need to balance their commitments at work and at home.

All permanent full-time and part-time team members who have completed at least 12 months service at the time of their child's birth or adoption, are eligible to receive paid parental leave benefits. In July 2022, we expanded our Parental Leave Policy, adding a new Superannuation on Parental Leave benefit through which Primary Carers will continue to receive superannuation contributions across their first 52 weeks of Parental Leave, rather than just during their paid leave period.

We provide ongoing support for team members on parental leave through regular 'Keeping in Touch' days, where they can choose to attend paid days in the office for key planning days, training or to re-connect with their teams before returning to work. We have also partnered with Circle In - an employee benefits platform that provides on-demand access to expert advice for caregiving team members and their people leaders, across all stages of life. Circle In places a particular focus on providing team members on parental leave with practical resources, research and guidance on ensuring that the transition to parenthood, and then back to the office at the end of parental leave, is as smooth as possible. As at 30 June 2022, there were 263 active subscribers, including 136 people leaders actively using the platform.

In FY22, we started tracking our retention rates for team members who have taken parental leave. This year we supported 69 Primary Carers and Secondary Carers with Parental Leave benefits - 96 per cent of those carers who completed their leave in FY22 returned after their leave period; however, of those, only 88 per cent were still working with us at the end of the reporting period. We will continue to monitor return to work rates closely in FY23, with a view to addressing any underlying causes should this trend continue.

Raising awareness through diversity training

This year, we rolled out Trans and Gender Identity Awareness Training across our business, as the first of six targeted diversity training opportunities that will be offered to our people throughout FY22-23. The training was delivered by Pride in Diversity with the aim of helping to build greater awareness of the key biases and barriers to inclusion faced by Trans and Gender Diverse people, and to help our people to build the tools and awareness required to be an ally and support trans and gender diverse peers in our workplace. The training was undertaken by 430 people across three sessions and has been the catalyst for a number of employee-led initiatives since, including updating our email signature templates to include the option for our people to display their gender pronouns, updating our recruitment and onboarding processes to include more inclusive language, and providing further options for potential candidates on how they would like to identify.

Support for team members experiencing domestic and family violence

We are committed to supporting our team members experiencing domestic and family violence, through a broad range of measures. Our Family and Domestic Violence Support Policy provides a framework for people leaders to provide this support, for example through:

- Consideration of changes to work hours and location, and the introduction of flexible working arrangements where required and possible.
- Access to leave entitlements such as personal leave, annual leave, long service leave or domestic violence leave.
- Temporary changes to benefits arrangements, which may include secure car parking, or IT and telephone security.

In FY23, we will undertake a review of our Family and Domestic Violence Support Policy, to ensure its ongoing alignment to the Australian National Employment Standards.

For information on our approach to assisting customers experiencing Domestic and Family Violence, and plans to develop a Domestic & Family Violence Action Plan in FY24, please see the [Customer experience](#) section of this report.

Cultural inclusion

This year, we placed a greater focus on celebrating the diversity of our team members, by creating visibility of key cultural practices observed and celebrated across our business. We followed a calendar of events and dates of significance, led by the Cultural Awareness stream of our Diversity and Belonging Committee. In addition to this, we supported various cultural initiatives at our Vocus Days to further promote a sense of belonging for our team members.

We want to ensure our people can celebrate the religious and cultural days most important to them, without having to take additional leave. In July 2022, we launched Flexible Public Holidays, allowing our team members to swap up to three public holidays per year for recognised days significant to their culture or religion.

First Nations inclusion

The Vocus Indigenous Inclusion Policy highlights our commitment to maintaining a safe working environment that is respectful and understanding of Indigenous people, identities, cultures, beliefs, values and experiences.

This year we added Acknowledgement of Country signage across all our major offices, which we procured from an Indigenous-led business, registered with Supply Nation. The First Nations Inclusion and Belonging work stream of our Diversity and Belonging Committee also contributed to efforts to increase understanding and recognition of First Nations cultures, histories, and knowledge this year, through organisation-wide communications, resources and a session featuring a guest speaker.

During NAIDOC week in July 2022, we launched an Aboriginal and Torres Strait Islander Cultural Competency Course on our online learning platform, developed by SBS and an Indigenous-owned and operated creative agency, Carbon Creative. This course is available to all Vocus team members and provides an introduction to Aboriginal and Torres Strait Islander cultures and peoples, the importance of family and kinship, the impacts of colonisation, and ways forward towards reconciliation. Upon launching this training, we also released Acknowledgement of Country meeting and event guidelines to increase understanding and take-up of this important cultural protocol.

Disability inclusion

One in six Australians live with a disability. We adhere to the social model of disability, understanding it as a circumstance that arises from the way people with disability interact with the world and focuses on removing barriers and implementing adjustments that provide an equitable experience for people living with disability. As such, we are working to create an environment that is conducive to attracting, supporting and retaining team members with disability.

In early FY23, we introduced a Disability & Inclusion stream within our Diversity and Belonging Committee, that is working to develop policies and practices designed to raise awareness and make our workplace more equitable and inclusive for people with disability.



Our workforce

In FY22, there were no major changes to our Australian workforce, where all of our direct employees are based. As at 30 June 2022, we directly employed 1347 people – a 4 per cent increase since FY21. Of these, 85 per cent are permanent employees. We also had 184 contractors performing roles across Vocus this year – a 30 per cent increase from FY21.

This year, 298 team members joined our business, and 276 departed, representing a 19 per cent turnover rate. This is a reduction in turnover of nearly three per cent from FY21.

Additionally, we have around 1000 team members in the Philippines, who are employees of a Philippines-based third-party business partner we engage to support a range of functions within our Retail business, and some aspects of Vocus Network Services. To support the wellbeing of our team in the Philippines and to help implement our company culture, values, strategy and sales practices across our contract workforce, we employ a Vocus Country Manager, who is based in Manila.

Raising concerns

Our Equal Employment Opportunity and Anti-Discrimination Policy, Bullying and Harassment Policy, and Employee Code of Conduct establish the principles by which we operate and our expected standards of behaviour. In line with these policies, we ensure our team members have access to a range of channels, both formal and informal, for raising issues that concern them.

Throughout the reporting period we received one formal complaint from a Vocus team member. The complaint was first raised with their people manager, who then reported it to their HR business partner. The complaint was investigated by a senior member of the broader People and Culture team, and was not substantiated. We did not receive any complaints through any of our formal grievance mechanisms throughout FY22.

For more information, see the [Grievances and whistleblowing](#) section of this report.

Our workforce*

Employment status	Women	Men	FY22 total	FY22 total %	Change from FY21
Permanent full time	343	913	1256	82.0%	-2.3%
Permanent part time	33	13	46	3.0%	-0.4%
Fixed term full-time	9	21	30	2.0%	1.0%
Fixed-term part-time	3	2	5	0.3%	0.1%
External contractor	47	137	184	12.0%	2.3%
Casual	3	3	6	0.4%	-0.9%
Non-executive Directors	2	2	4	0.3%	0.2%
Total	440	1091	1531	100.0%	

*All employment figures are based on a head count as at 30 June 2022.

Supporting our team members in times of change

In the event of an operational change impacting our team members, we provide reasonable notice of any change. We also keep our broader workforce informed of material changes occurring within the business through internal communications, information sessions and ongoing engagement with their people leaders. Where appropriate, we offer outplacement counselling to those impacted, and the option to apply for other vacant roles within the business, in some instances including the payment of a relocation allowance. We also offer confidential support through our Employee Assistance Program. In accordance with local employment law, all team members enjoy the right to freedom of association and collective bargaining. The number of team members who are subject to a collective agreement at Vocus is not material.



Community connections

Introduction

At Vocus, we are committed to building critical connections with and within the rural, remote and First Nations communities where we operate. We have a long history of getting involved, giving back and making a difference in our areas of operation. With the launch of our ESG Strategy, we are working to formalise and focus our approach by partnering on projects that help to strengthen digital and social connectivity, and in turn, drive positive social and economic outcomes. With networks spanning over 25,000 kilometres, providing digital access is our core business, and we are committed to leveraging our geographic reach and expertise to support our communities through the transition to a digital future.



Community connections targets

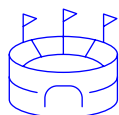


Introduce community investment guidelines and strategy in FY23

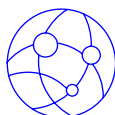


Set flagship investment partnerships in place in FY24

FY22 performance highlights



Re-signed as the major sponsor of the Tiwi Bombers Football Club



Completed the 'Terabit Territory' network upgrade, delivered in partnership with the Northern Territory Government



Partnered with the Humpty Dumpty Foundation to provide life-saving technology for two regional hospitals in NT and WA



Facilitated donations of more than \$66,000 to Telco Together Foundation's Small Change Big Change program



Enabling better possibilities in our communities

Approach

We focus our community investment in the areas where we are well positioned to make a difference, based on our strategic priorities, geographic reach, resources and expertise.

As a telecommunications company with operations right across Australia, including in rural, remote and First Nations communities, we are committed to building critical connections and enabling better possibilities through our community investment strategy. To achieve this, our approach is centred around two key themes:



Community connections

Partnering to strengthen digital and social connectivity within rural, remote and First Nations communities.



Tech industry inclusion

Helping to broaden the diversity of the ICT sector, by connecting under-represented groups to opportunities for skill-building, networking and employment.

Progress

Community connections

This year we worked with our customers, community partners and industry peers to further strengthen digital and social connectivity within the rural, remote and First Nations communities where we operate.

First Nations connections

We collaborate with First Nations people and communities in several ways, including providing services, connectivity and support.

In 2022, we proudly re-signed as the major sponsor of the Tiwi Bombers Football Club for the next three years. Since its inception, the club has played a significant role in the community, drawing on the popularity of AFL to bring the community together to tackle issues like youth suicide and alcohol abuse, improve health and education outcomes, and reduce unemployment. This year, the Bombers are fielding a men's premier league team and progressing plans to enter two women's teams in the Northern Territory Football League next season.

Our new sponsorship agreement with the Tiwi Bombers follows the completion of a submarine fibre cable from Darwin to the Tiwi Islands, which has delivered a massive boost to connectivity for Tiwi Islands' residents, businesses and local government.

Terabit Territory

Vocus has an important role to play in connecting communities across remote and regional Australia. In August 2021, we completed the 'Terabit Territory' network upgrade, delivered in partnership with the Northern Territory Government. The project provided a 25-times increase in capacity into Darwin, opening opportunities for growth and new jobs in the Northern Territory.

This year, we also connected Darwin's first data centre to our network using the Terabit Territory fibre infrastructure. Recognising that price disparities can sometimes prevent regional investment of this kind, we provided our data centre customer with backhaul rates at the same price structure offered on the most popular inter-capital routes along Australia's east coast.

High-capacity connectivity on Christmas Island

We partnered with Telstra to upgrade mobile connectivity on Christmas Island by providing high-capacity connectivity to Australia via the Australia Singapore Cable (ASC), which provides the sole submarine cable connection between Australia and Christmas Island. ASC will provide high capacity backhaul to Telstra, replacing existing satellite backhaul as Telstra expands and upgrades its 2G mobile network to 4GX technology. The project was awarded funding under the Commonwealth Government's Regional Connectivity Program. We provided a \$2.5 million in-kind contribution to the project in the form of access to services on the ASC and Telstra provided a \$2.5 million co-contribution, with the remainder funded by the Commonwealth Government. This partnership will provide residents, businesses, and tourists on Christmas Island with access to fast and reliable mobile services comparable to the Australian mainland.

Donating life-saving technology across NT and WA

This year we partnered with children's charity, the Humpty Dumpty Foundation to donate a Panda Resuscitation Warmer valued at \$34,290 to Karratha Health Campus in the remote Pilbara region of Western Australia. The resuscitation unit provides infants with a purpose-built examination bed and includes a warmer as well as special monitoring devices. We also partnered with the foundation to provide additional blades worth over \$16,000 for the C-MAC Video Laryngoscope machine within the paediatric care unit at Royal Darwin Hospital.

Partnering with Telco Together Foundation

Vocus has had a long-standing involvement with the Telco Together Foundation (TTF). TTF's aim is to bring together the telecommunications industry to collectively address key social challenges, in an increasingly connected world.

TTF relies on the skills and expertise of its Board of Directors and Advisory Board to guide its strategic direction. Vocus' Head of ESG is a member of the TTF Advisory Board, and, as a business, we are an active member of the TTF Industry Impact Hub. The hub brings together key players from across the telecommunications industry to address social issues confronting our communities. Subject-matter experts from across Vocus are involved in TTF's two Industry Impact Hub working groups, which are currently focused on developing an industry approach to addressing the issues of Modern Slavery and Domestic and Family Violence. As part of involvement with the Industry Impact Hub this year, we signed the Telco Industry Domestic and Family Violence Pledge, publicly committing to continually improving our support of domestic and family violence victim-survivors.

We also provide TTF with office space and supplies and pay an annual membership fee to the Foundation.

Small Change Big Change

What began as a small fundraising pilot with our Commander customers has now led to Telco Together Foundation's most successful fundraising initiative. Small Change Big Change empowers hundreds of thousands of telco customers by giving them the choice of adding a small donation to their bill every month. Vocus has participated in Small Change Big Change since its inception eight years ago contributing over \$530,000 and this year facilitated donations of more than \$66,000 to the program.

These funds help build resilient young Australians by supporting a wide range of community programs designed to promote good mental health, a strong sense of identity and connections beyond connectivity.

Tech industry inclusion

In line with our commitment to help broaden the diversity of the ICT sector, we undertook initiatives this year that were aimed at connecting under-represented groups to opportunities for skill-building, networking and employment.

Supporting the next generation to build skills for the future

Each year we provide two scholarships worth \$5,000 each, to support students enrolled in IT subjects at Charles Darwin University in the Northern Territory. The scholarship is intended to provide the recipients with a work experience opportunity throughout the semester, as well as alleviate financial stress by covering their course fees and materials, so that they have the freedom to focus on their studies.

No Woman Left Behind Conference

We aim to inspire and elevate women in our communities and within Vocus in a number of ways – including through mentorships, speaking opportunities, and creating spaces to connect, share experiences and gain insights from others. In keeping with this aim, we sponsored two No Woman Left Behind conference events this year, in Darwin and Melbourne. The theme for the conferences was 'creating hope through action', and we were pleased to also be able to sponsor four women from the Tiwi Islands to attend the event in Darwin.

Supporting our people to give back

We offer all permanent Vocus team members two paid volunteering leave days each year. Using these days, our team has made significant contributions volunteering to support a number of charities this year, including CERES in Melbourne, YWCA Australia in Sydney and Kanyana Wildlife Rehabilitation Centre in Perth. Our team members also roll-up their sleeves to support the Australian Red Cross Lifeblood Service through regular blood donations.

We offer workplace giving via our payroll function, through which team members can make regular charitable donations to the Telco Together Foundation (TTF). Seventy-four of our people participated in our workplace giving program in FY22, and together they donated around \$11,000 to TTF's Small Change Big Change program.



Breaking a sweat for a good cause

In late May this year, members of our Sydney team put on their trainers to participate in two great fundraising events. On May 27, 15 Vocus team members participated in the YWCA Breaking the Cycle event – a 30-minute spin class to raise funds for YWCA to support women experiencing homelessness. YWCA is the only nationally operated, not-for-profit women's housing provider in Australia and all event proceeds went towards their Pathways to Independence Program, supporting women over 50 experiencing or at risk of homelessness to break the cycle of disadvantage.

On May 29, Vocus sponsored the Humpty Dumpty Balmoral Burn – a run (or walk) up one of Sydney's steepest hills. The Vocus team braved the climb to help the Humpty Dumpty Foundation to raise funds to assist health workers on the frontline and sick kids in hospitals around Australia.



Next steps

Having defined our community investment approach throughout calendar year 2022, in 2023 we will undertake a process to develop community investment guidelines for Vocus, which will act to streamline and consolidate our approach to corporate giving around our two key focus areas.

From there, we will develop a Community Investment Strategy, which will detail the proactive steps Vocus will take, in partnership with locally-based non-profit organisations and community groups, to foster 'community connections' and 'tech industry inclusion' in the communities where we operate.

Community engagement

Approach

We work to maintain strong and enduring relationships with the communities where we operate.

Engaging with local communities to understand their perspectives and respond to their needs and concerns is a critical aspect of our planning process for all major projects. Having committed one billion dollars over the next five years to deliver on major projects across Australia and the Asia Pacific, we recognise the importance of proactively maintaining our social licence to operate. We therefore look to work closely with local community groups, Native Title owners, government authorities and businesses in the areas where we build, operate and maintain infrastructure. Our community engagement approach is based on the principles of transparency, accountability, and integrity, as well as respect for the cultures, values, and beliefs of the communities we engage with, in keeping with our Indigenous Engagement Policy.

Progress

This year we engaged with communities across a number of major project routes. Across our offshore and terrestrial cable projects we engaged with parties including the National Indigenous Australians Agency, local Native Title owners and registered claimants, Native Title registered body corporates, pastoral lessees, private landowners, Australian and international telecommunications regulators, fishing associations and research groups, and a number of relevant local, state and Commonwealth government departments and authorities.

Detailed environmental assessments of all offshore locations and proposed project activities were developed and submitted to key environmental agencies for review after our initial consultation period. The public was then provided the opportunity to comment, and project briefings were undertaken with all other key stakeholders, to ensure broad-based consultation was carried out.

Consultation on our major terrestrial (on-land) project, Project Horizon – a 2,000-kilometre fibre route from Geraldton to Port Hedland in Western Australia – was focused on ensuring we were aware of and managing all potential environmental, cultural heritage and native title matters in relation to our network design and construction. Additional consultations with local government, private landowners, crown land managers and Native Title owners and registered claimants will be undertaken in FY23 as we finalise our network plans.

We did not receive any community complaints in relation to our major projects or broader operations in FY22.

Disaster relief and recovery

As devastating floods hit Australia's East Coast in March this year, 24/7 monitoring of our network assets and a well-established disaster response approach meant our field services and operations teams were able to anticipate and prepare for the impact of rain and flooding on our physical assets in the region. When Vocus' Controlled Environment Vault (CEV) in Lismore was threatened by floodwaters, a temporary CEV (a 'CEV on wheels') was deployed to the regional city to keep services online while the permanent site was repaired. As a result, Vocus' Sydney-Brisbane inter-capital transmission services traversing our Lismore CEV remained operational throughout the event and continued to operate as normal.

Along with ensuring our critical infrastructure remained connected when it was needed most, we provided relief packages for affected Dodo and iPrimus customers, and supported team members who volunteer with the State Emergency Services with paid leave for the duration of their relief and recovery work.



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