

The background of the entire page is a deep blue. Overlaid on this are several large, overlapping, concentric circles or arcs. These arcs are composed of many thin, closely spaced lines. The colors of these arcs transition from light blue at the top left, through green and yellow, to a vibrant orange and red at the bottom right, creating a sense of dynamic movement and energy.

# ESG Annual Report 2025

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**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 its lands, waterways and communities.

We recognise that our operations and infrastructure sit on First Nations country and are committed to partnering with the First Nations communities where we operate.





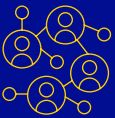
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# Message from our Chair and CEO

We are pleased to present our annual Environmental, Social, and Governance (ESG) report for the fiscal year ending 30 June 2025, on behalf of the Vocus team.

Our purpose – *Building critical connections. Enabling better possibilities* – is the foundation of our ESG agenda. We believe that connectivity enables potential for our people, customers, and the communities we serve, and that we have the ability, through the products and services we provide, to contribute to a more resilient and equitable society.

This year we completed delivery of our FY23-25 ESG Strategy and associated targets. Since launching our inaugural strategy three years ago, we have worked to integrate our ESG ambition, targets and practices into the core of our business, embedding ethical business and sustainability principles across our operations, and working to address our impacts.

Ultimately, our success will be defined by building growth and value for the longer term, not by our short-term actions. On 1 August 2025, at the beginning of FY26, we completed the acquisition of TPG's Enterprise, Government and Wholesale fixed business and fibre network assets. This acquisition positions Vocus as a key digital infrastructure operator in Australia, with an extensive integrated network of high-quality subsea, metropolitan, inter-capital and regional fibre. This has significantly expanded our operational footprint and the scale of our ESG impacts and responsibilities.

Following the acquisition, we will work throughout FY26 to quantify our evolving ESG impacts and opportunities and define the next evolution of our ESG agenda accordingly.

## Climate action

We are working to reduce our environmental impacts and are committed to playing our part in the transition to a low-carbon future, recognising that our actions today can shape our environment for generations to come.

Having announced in our FY24 ESG Report that we would re-set our scope 1 and 2 net zero targets in FY26, in light of the TPG acquisition materially increasing the scope of our emissions footprint, in FY25 we worked to meet our interim target to actively reduce our data centre emissions by 15 per cent between FY23-25. We are pleased to have exceeded this target, having implemented energy efficiency and site consolidation programs that achieved a 24 per cent emissions reduction over this period. In FY25 we also quantified our material scope 3 emissions across all relevant categories for the first time, as a first step towards more actively managing and minimising these emissions over time.

Utilising this data, along with the data from our newly acquired TPG sites, we are now working to quantify and identify decarbonisation opportunities across our expanded emissions footprint, with the aim of setting new scope 1, 2 and 3 net zero targets by the end of FY26.

## Our people

We are committed to building a safe, diverse, and inclusive workplace, where our people experience better possibilities and feel like they belong. Employee engagement is a key indicator of our corporate culture, and we were pleased to maintain strong engagement of 78 per cent this year, along with achieving an eight-point year-on-year increase in our Employee Net Promoter score.

We also increased overall female representation across Vocus from 29 to 31 per cent this year and increased our female hiring rate from 38 per cent, to 47 per cent. This progress falls short of our target to achieve 35 per cent overall representation by FY25, but our performance is tracking in the right direction. We are confident that the systems and programs we've introduced through our Diversity and Belonging Strategy will continue to drive meaningful progress over time. As our workforce composition has altered significantly following the TPG acquisition, we will re-assess and reset our gender representation targets as part of our ESG Strategy refresh in FY26.



## Community connections

At Vocus we are committed to building critical connections with and within the communities where we operate. This year we continued to work with our customers and community partners to further strengthen digital and social connectivity within the rural, remote and First Nations communities where we operate; and connect under-represented groups to opportunities for skill-building, networking and employment. We also delivered our first year of actions against our First Nations Commitment: meeting our target to procure over \$1 million in goods and services from First Nations led businesses; extending the scope of our Stars Foundation partnership to improve reach of their programs across Queensland; participating in mentoring sessions with First Nations students as part of our ABCN partnership; and enhancing workplace cultural awareness through our National Reconciliation Week and NAIDOC Week celebrations.

## Ethical business

Our commitment to ethical business practices underpins the three focus areas of our ESG Strategy. 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.

This year, we implemented our first Domestic and Family Violence Action Plan, strengthening internal systems and support for both team members and customers impacted by domestic and family violence. We also delivered on FY25 commitments in our Modern Slavery Action Plan, including the development of an engagement and remediation framework for high-risk suppliers.

To our people, partners, customers and shareholders – thank you for your support, challenge and commitment this year. We are proud of the foundations we've laid through the delivery of our FY23-25 ESG Strategy, as well as the positive societal outcomes we're helped to achieve. As we look forward to FY26, we recognise that balancing our operational goals and broader environmental and social responsibilities is critical to our future success as a business. The next chapter of our strategy will enable better possibilities for our people, customers, shareholders and society as a result.



A handwritten signature in blue ink, reading "Andrés Irlando".

**Andrés Irlando**, Chief Executive Officer



A handwritten signature in blue ink, reading "Mark Cross".

**Mark Cross**, Chair of the Board

# FY25 performance highlights



Achieved a 7.8 per cent reduction in data centre emissions through energy efficiency and site consolidation activities



Achieved a 9.6 per cent year-on-year decrease in scope 1 and 2 (location-based) emissions



Quantified our scope 3 emissions inventory



Developed a Climate Transition Plan Framework and piloted its application across two business units



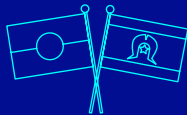
Increased year-on-year representation of women at Vocus from 29 to 31 per cent



Increased employee Net Promoter score by 8 points



Increased employee engagement in ESG from 77 to 79 per cent



Delivered the first year of actions against our First Nations Commitment



Partnered with a key customer to enhance our support for the Stars Foundation



Advanced modern slavery due diligence by creating an engagement and remediation framework for high-risk suppliers



Implemented a Domestic and Family Violence (DFV) Action Plan



96 per cent of Vocus team-members completed all required information security training



Supported over 7,800 customers in vulnerable circumstances through our Consumer Hardship Team



Volunteered over 1,700 hours in local communities



Women now comprise 41 per cent of our Senior Leadership Team

# About this report

## Reporting scope

This Report outlines our approach, progress, and performance against the focus areas and headline targets set out in our FY23–25 ESG Strategy. It discloses performance information for the financial year 1 July 2024 to 30 June 2025 (FY25) unless otherwise stated. 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.

In a departure from our regular reporting approach, our FY25 ESG Report provides an abridged summary of our ESG approach and performance throughout FY25, rather than a complete, GRI-aligned report. This change has been made on the basis that the structure of Vocus' organisation and operations has altered significantly since the end of the reporting period, due to the acquisition of TPG's Enterprise, Government and Wholesale fixed business and fibre network assets on 1 August 2025. As the acquisition took place in early FY26, the breadth of our expanded operations, supply chain and ESG impacts are not in scope for this year's Report.

Accordingly, the focus of this year's Report is to conclude reporting of our FY23–25 ESG Strategy and maintain disclosure continuity during this period of transition. Our newly acquired operations will be fully incorporated into Vocus' ESG framework and disclosures from FY26 onwards. Our regular disclosures on topics not relating to our ESG Strategy KPIs are included in the Data Pack accompanying this Report.

This Report, along with our FY25 Modern Slavery Act Statement, is available on our website, at <https://www.vocus.com.au/about-vocus/social-impact/governance>.

## Restatements

In our FY24 ESG Report, we disclosed that we would re-baseline and re-set our climate targets in FY26, on the basis that our acquisition of TPG's Enterprise, Government and Wholesale fixed business would materially change the scope of our operations, and in turn, our carbon emissions footprint and boundary. New interim targets were set for FY25 and are reported on herein. Please refer to the '[Climate Action](#)' section of this Report for additional information.

## Verification and assurance

All disclosures and performance data included in this Report are subject to an internal review and approvals process, which involves input from subject matter experts and executives from across our business. The Report is also subject to ESG Governance Committee approval prior to publication.

PWC has provided limited assurance over selected energy and emissions metrics within this Report, in alignment with the Greenhouse Gas Protocol, 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](http://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 at [ESG@vocus.com.au](mailto:ESG@vocus.com.au).



# About Vocus

## Our organisation

As at 30 June 2025, prior to the growth driven by Vocus' acquisition of TPG's Enterprise, Government and Wholesale fixed business and fibre network assets:



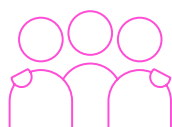
We owned and operated a **27,000-km fibre network** across Australia and subsea, purpose-built and managed for business, wholesale and government customers.



We operated **15 Data Centres** across Australia.



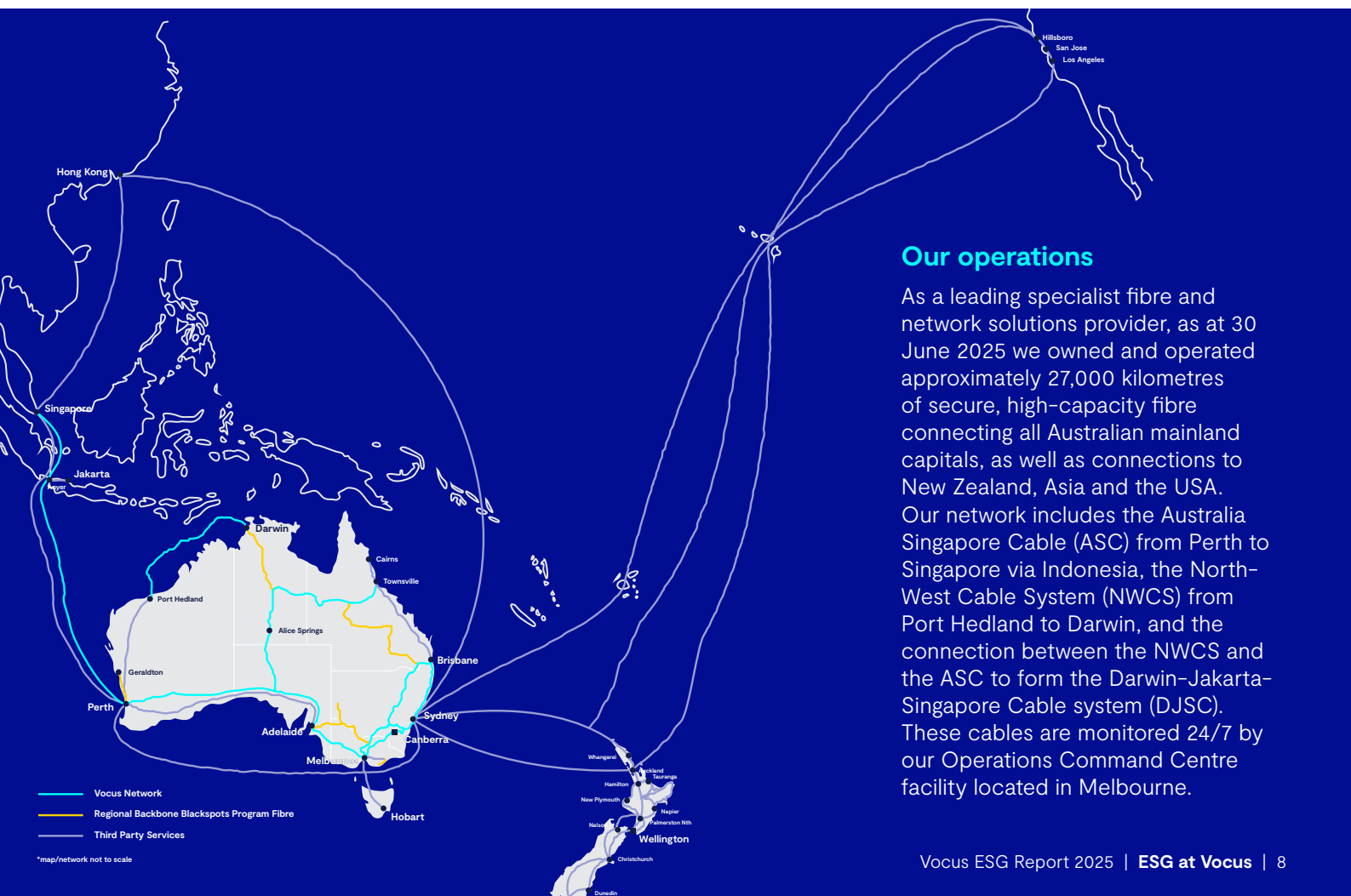
We had over **675,000 consumer customers** across our in-market brands: Dodo and iPrimus with **~924,000 services in operation**.



We employed **1,415 people in full-time, part-time, or contract** roles in Australia. Of these, 97% are permanent employees.



We had around **950 team members in the Philippines**, employed by a third-party partner, providing a range of functions, including consumer customer support and back-office operations.



## Our operations

As a leading specialist fibre and network solutions provider, as at 30 June 2025 we owned and operated approximately 27,000 kilometres of secure, high-capacity fibre connecting all Australian mainland capitals, as well as connections to New Zealand, Asia and the USA. Our network includes the Australia Singapore Cable (ASC) from Perth to Singapore via Indonesia, the North-West Cable System (NWCS) from Port Hedland to Darwin, and the connection between the NWCS and the ASC to form the Darwin-Jakarta-Singapore Cable system (DJSC). These cables are monitored 24/7 by our Operations Command Centre facility located in Melbourne.

Following the acquisition of TPG's Enterprise, Government and Wholesale fixed business and fibre network assets on 1 August 2025, we have significantly increased our network presence. See <https://www.vocus.com.au> for details of our expanded footprint.

We own a portfolio of well-recognised telecommunications brands that provide services to enterprise, government, wholesale, small business and residential customers across Australia. Our primary go-to-market brands are shown below.

#### Consumer

#### Vocus Network Services

dodo

iPrimus

VOCUS

VISION  
NETWORK

Through our Dodo brand, we also supply electricity and gas to residential customers. 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.



# Our ESG approach

Our ESG approach is guided by our purpose – Building critical connections. Enabling better possibilities. We believe ESG should be embedded across every part of our business and influence how we make decisions, manage risks and create value.

Over the past three years we have turned this belief into practice through the implementation of our FY23-FY25 ESG Strategy. Through this strategy we have embedded environmental, social and governance principles across our operations, culture and governance systems. ESG considerations are integral to how we make decisions, manage risk and create long-term value.

## Our ESG Strategy

Our FY23-25 ESG Strategy has been focused on the areas where we can make the greatest difference, and where we have the greatest responsibility to act. It is built around three strategic focus areas:



### 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 strong governance, data security, respect for human rights and supply chain sustainability.

## Our Purpose

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

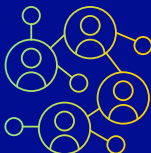
## Our ESG strategy



### Climate action



### Our people



### Community connections

## Underpinned by ethical business practices:

Governance

Data security





Human rights

Supply chain sustainability



## Headline strategic targets

The table below outlines the headline strategic targets established for FY23–25. Progress against these targets has been tracked throughout the period, with FY25 representing the final year of achievement.

Strategic focus area	Headline target	Status	FY25 Performance	For more information
 <b>Climate action</b>	Undertake initiatives to reduce data centre greenhouse gas emissions by 15% between FY23–25*	Achieved	Achieved a 23.9% reduction in data centre GHG emissions through Vocus initiatives, exceeding our target of 15%	Page 17
	Quantify Vocus' scope 3 greenhouse gas emissions across all relevant categories by FY25, to inform Vocus' net zero strategy development in FY26*	Achieved	Our material scope 3 emissions have been quantified across all relevant categories and are reported herein	Page 20
	Implement a national e-waste recycling process in FY24	Achieved	E-waste process established in FY24 and implemented in FY25	Page 22
 <b>Our people</b>	Increase employee engagement on ESG to 90% by FY25	Not Achieve	ESG engagement increased to 79%, up from 77% in FY24	Page 24
	Increase overall representation of women in Vocus to 35%, by FY25	Not Achieve	Representation of women increased to 31%, up from 29% in FY24	Page 25
	Achieve annual WHS Operating Plans, in alignment with FY23–25 WHS Strategy	Achieved	Fully delivered on our FY25 WHS Annual Operating Plan	Page 27
 <b>Community connections</b>	Introduce Community Investment Guidelines and strategy in FY23	Achieved	Introduced and embedded our Community Investment Guidelines and strategy	Page 29
	Set flagship investment partnerships in place in FY24	Achieved	Flagship investment partnership established with Stars Foundation	Page 30
 <b>Ethical business</b>	<b>Data security</b> Over 90% of team-members to undertake information security training	Achieved	96% of our team members completed all required information security training modules in FY25	Page 32
	<b>Human rights</b> Achieve 100% of Modern Slavery Action Plan KPIs between FY23–FY25	Partially Achieved	All FY25 KPIs achieved except for our new starter training target, which was partially achieved	Page 33
	<b>Supply chain sustainability</b> Progressively embed environmental criteria within key procurement procedures, contracts and investment decisions between FY23–25	Ongoing	ESG criteria have been defined and are used selectively, Efforts to integrate these criteria across our procurement processes are ongoing	Page 34
	Grow our engagement of Supply Nation verified suppliers' each year between FY23–25	Achieved	One additional Supply Nation verified supplier engaged in FY25	Page 34
	<b>Governance</b> Introduce a Domestic and Family Violence Action Plan in FY24	Achieved	All FY25 DFV Action Plan KPIs achieved	Page 35

1. Supply Nation is a non-profit organisation that aims to grow the Aboriginal and Torres Strait Islander business sector through the promotion of certified Indigenous suppliers in Australia. For more information, please see the Supply chain sustainability section of this Report.

### \*Revised targets

As disclosed in our FY24 ESG Report, the Vocus Board undertook a strategic review of our headline ESG targets in early 2025 to ensure they remained relevant in light of our planned acquisition of TPG’s enterprise, government and wholesale fixed business and fibre network assets.

In line with best practice, as outlined in the Greenhouse Gas (GHG) Protocol and Science Based Targets initiative (SBTi) standards, a decision was therefore made to re-baseline and re-calculate our original climate targets – to achieve net zero emissions across our operations (scope 1 and 2) in 2025, and set a SBTi aligned scope 3 target by the end of FY25, once the transaction had completed. We therefore revised our FY23–25 Climate Action targets, and introduced interim targets, as outlined in the table above. This maintains momentum while we work to set new targets that reflect the structural changes to our business, as well as our continued focus on direct emissions reductions.

Following the acquisition, which took place on 1 August 2025, we are now working to quantify and identify decarbonisation opportunities across our expanded emissions footprint, so we can set a new scope 1, 2 and 3 net zero target by the end of FY26.

For more information on our revised target, refer to the ‘Climate change and energy’ section of this Report.

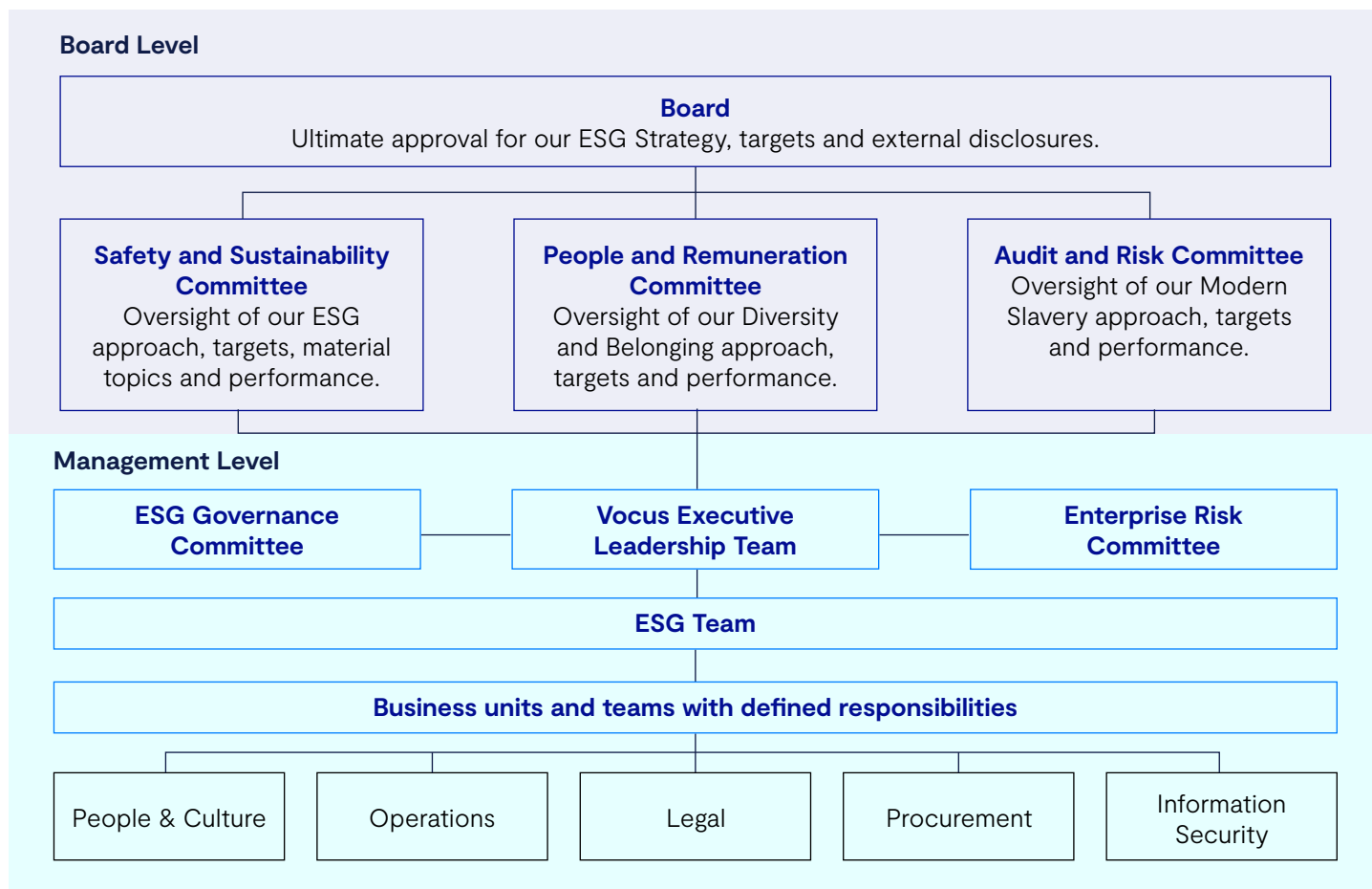
## ESG governance at Vocus

Strong governance is the foundation of our ESG Strategy – providing the structure, oversight and accountability needed to manage risks, make informed decisions and deliver on our commitments.

In FY25 we continued to strengthen our ESG governance systems, building on the structures established in FY23 and FY24 and continuing to embed ESG oversight across our Board, executive and functional layers.

### Our ESG governance structure

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 annual disclosures, and delegates ongoing governance of our ESG risks, impacts, approach and performance to its three committees, as well as Vocus’ management team, as outlined in the table below.



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

Employee Code of Conduct	Whistleblower Policy	Workplace Health & Safety Policy
Supplier Code of Conduct	Privacy Policy	Disciplinary Policy
Procurement Policy	Bullying and Harrassment Policy	Technology Acceptable Use Policy
Anti-Bribery and Corruption Policy	Equal Employment Opportunity and Anti-Discrimination Policy	Vocus Code of Conduct
Human Rights Policy	Diversity & Belonging Policy	Community Investment Guidelines
Risk Management Policy	Parental Leave Policy	Domestic & Family Violence Support Policy
Grievance Policy		

## Our material topics

Our materiality process considers both actual and potential impacts across our full value chain, and the perspectives of stakeholders most affected by, or influential to, our business. Topics are prioritised based on:

- The severity and likelihood of related ESG impacts (both positive and negative)
- Their strategic relevance to our business model and operations
- The level of concern or interest expressed by our stakeholders

Our assessments are conducted with reference to:

- The GRI Universal Standards (2021)
- Global ESG trends and regulatory shifts
- Vocus-specific ESG risks and strategy

The outcomes of our assessment are validated by our Executive Leadership Team (ELT) and the Safety and Sustainability Committee of the Vocus Board.

We undertake our materiality assessment process on a biennial basis, with the next assessment due to be undertaken in mid-FY26. The topics represented below were identified via our FY24 assessment process and validated via an interim desktop review in FY25.

The materiality of topics was determined on an ESG impact basis. Going forward, we will apply the principle of double materiality to support us to assess the potential impact of each topic on our financial performance, resilience, and long-term business value.

## FY24 materiality assessment results

### High priority topics

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

### Medium priority topics

Infrastructure resilience
Community engagement
Talent attraction and retention
Biodiversity and safeguarding natural systems
Resource efficiency
Community investment
Social procurement and supplier diversity
Learning and development



## Stakeholder engagement

Vocus is committed to building strong, transparent and trusted relationships with the people and partners who shape our business and are impacted by our decisions.

### Our engagement channels

Stakeholder group	Engagement channels
Team-members	Surveys, Vocus Days, pulse checks, road-show presentations, team-meetings, Diversity & Belonging Committee
Customers	Key account management, NPS programs, ESG solution discussions, support for customer ESG goals, ESG best practice forums
Suppliers	Strategic sourcing engagement, onboarding assessments, ESG and modern slavery screenings, supplier forums
Communities	Cultural consultations, volunteer programs, network build consultations, non-profit partnerships, community engagement
Shareholders (Aware Super and Macquarie Asset Management)	Quarterly ESG updates, direct engagement on strategy and targets
Regulators and Government	Governmental working groups (e.g. First Nations Digital Inclusion Advisory Group); compliance reporting and standards consultation
Industry and peers	Industry associations (e.g. Australian Telecommunications Alliance), Australian Packaging Covenant Organisation (APCO), GRESB, CDP

### Engaging through industry memberships and associations

Achieving sustainable impact at scale requires collaboration. Vocus is an active member of several industry groups, ESG reporting initiatives, and social impact organisations. These memberships assist us to:

- Contribute to sector-wide ESG solutions
- Stay informed on emerging trends and disclosure frameworks
- Build relationships with peers and partners committed to responsible business
- Continuously improve our performance and transparency

Organisation	Focus
CDP (formerly Carbon Disclosure Project)	Climate and environment disclosure framework used to benchmark and guide our climate strategy.
Australian Packaging Covenant Organisation (APCO)	Member organisation focused on sustainable packaging and circular economy practices.
Supply Nation	Supporting supplier diversity through engagement with verified Aboriginal and Torres Strait Islander-owned businesses.
Australian Telecommunications Alliance	Australia's peak telecom industry body, supporting policy development, ethics and industry alignment.
Metro Ethernet Forum (MEF)	Global organisation promoting standardisation and innovation in network and cloud infrastructure.
GRESB	ESG benchmarking for infrastructure industry performance and disclosure.
First Nations Digital Inclusion Advisory Group	Australian Government run body established to ensure progress towards Target 17 of the National Agreement on Closing the Gap, which aims to see Aboriginal and Torres Strait Islander people having equal levels of digital inclusion as set out in the <a href="#">Digital Inclusion Roadmap</a> .

## 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 reports regularly to the Vocus Enterprise Risk Committee and ESG risks are considered within Vocus' Enterprise Risk Framework.

The Safety and Sustainability Committee and the Audit and Risk Committee also maintain oversight of ESG-related 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 'Climate-related risks' section of this Report.

## Looking ahead

As we navigate a period of significant transformation, we are committed to maturing our ESG Strategy and disclosures in FY26 and beyond.

In FY26, we will:

- Develop and launch a new ESG Strategy that reflects our expanded operational footprint, evolving stakeholder expectations, and the next phase of our sustainability journey.
- Advance our decarbonisation pathway, setting a new baseline year, targets and actions to reduce emissions in line with regulatory requirements and stakeholder priorities.
- Align our reporting with the Australian Sustainability Reporting Standards (ASRS) and ensure compliance with the Australian Accounting Standards Board (AASB) S2 Climate-related Disclosures, to be presented alongside our annual statutory financial statements.
- Engage stakeholders to inform our materiality assessment, strategy development, and enhanced reporting approach.





# Climate action

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, the data centre industry is predicted to emit 2.5 billion tons of carbon dioxide-equivalent emissions through 2030, 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.





# Climate change and energy

As a growing digital infrastructure business, Vocus is committed to reducing emissions while meeting the rising demand for data and connectivity. We are working to drive operational efficiencies across our network, and to progressively decarbonise our remaining electricity use.

## Progress against FY23–25 climate targets

We undertook a strategic review of our headline ESG targets in early 2025 in preparation for the, then, upcoming acquisition of TPG's enterprise, government and wholesale fixed business and fibre network assets. As the acquisition has materially changed the scope of our operations, and therefore our carbon emissions footprint and boundary, we identified the need to re-baseline and re-set our target to achieve net zero emissions across our operations (scope 1+2) by the end of calendar year 2025 (mid-FY26), as well as our ambition to set a scope 3 target, following the acquisition.

In the meantime, we have maintained our focus on reducing our underlying scope 2 emissions by working to achieve our interim target to undertake actions to reduce data centre emissions by 15 per cent between FY23 and FY25.

## FY23–FY25 performance highlights



# 44.5%

**reduction in scope 1 and 2 location-based emissions compared to FY19 baseline.**



# 23.9%

**reduction in scope 2 location-based emissions in our data centres between FY23 and FY25 through efficiency initiatives, energy management and site consolidation<sup>2</sup>.**



# Scope 3

**emissions screened, quantified and material categories identified.**

Between FY23 and FY25, we achieved a 23.9 per cent reduction in data centre scope 2 emissions through our actions, exceeding our target of 15 per cent. This outcome reflects the continued consolidation of data centres, optimisation of infrastructure and sustained efficiency gains from initiatives implemented in prior years. To ensure the result reflects genuine operational improvements, this figure has been adjusted to remove the effect of grid decarbonisation, which accounted for a further 15 per cent reduction in scope 2 emissions over the same period. When combined, our overall reduction in data centre scope 2 emissions between FY23–25 was 38.9 per cent. These factors demonstrate both the impact of Vocus' energy efficiency initiatives and the broader decarbonisation of Australia's electricity grid.

Throughout FY23–FY25 we completed a screening process to identify the scope 3 categories relevant to our operations, improved internal processes to capture scope 3 data and quantified our scope 3 emissions. This foundational work provides a basis from which to set a scope 3 target in FY26, as part of our broader net zero strategy reset.

We remain committed to achieving net zero across our expanded footprint and will set new scope 1, 2 and 3 targets by the end of FY26.

<sup>2</sup> The 23.9 per cent reduction has been adjusted to remove the effect of state-based grid decarbonisation (changes in location-based electricity emission factors) to isolate the reduction achieved through Vocus' own energy efficiency and consolidation initiatives.

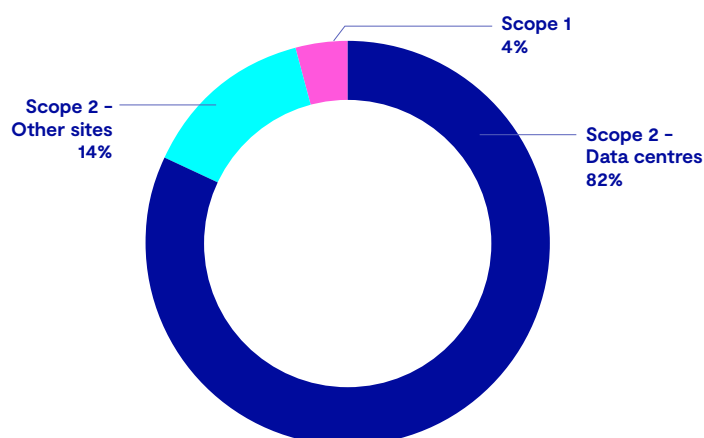
## FY25 Performance

### Scope 1 and 2 emissions

In FY25, 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 electricity purchased to power our operations, equated to just over 25,000 tonnes of greenhouse gas emissions.

Our scope 2 footprint represents 96 per cent of our overall operational emissions – 82 per cent of this being electricity used to power our data centres, with the remaining being used to power our offices, Controlled Environment Vaults and other network equipment. This represents a 44.5 per cent decrease in our total scope 1 and 2 emissions since our baseline year of FY19 and a 9.6 per cent decrease year-on-year. Throughout this Report, we refer to scope 2 emissions as location-based, meaning we calculate emissions based on state-based emission factors as defined by the Clean Energy Regulator<sup>3</sup>.

### Scope 1 & 2 emissions profile



### Scope 1 and 2 greenhouse gas emissions (location-based)<sup>4</sup>

Tonnes of carbon dioxide equivalent (tCO<sub>2</sub>e)

	FY19	FY20 <sup>5</sup>	FY21	FY22 <sup>6</sup>	FY23	FY24	FY25	% change since base year
Scope 1 emissions	1,040	1,205	1,287	994	977	1,132	1,049	0.9
<i>Transport fuels</i>				622	606	578	490	
<i>Stationary fuels</i>				23	17	3	8	
<i>Fugitive emissions</i>				350	353	551	551	
Scope 2 emissions	44,133	36,348	39,687	37,412	31,141	26,577	24,005	-45.6
<b>Total scope 1 and 2 GHG emissions</b>	<b>45,173</b>	<b>37,553</b>	<b>40,974</b>	<b>38,406</b>	<b>32,118</b>	<b>27,709</b>	<b>25,055</b>	<b>-44.5</b>

In FY25, we continued to progress emissions reduction initiatives across our operational footprint, with a focus on data centre optimisation and efficiency. Consolidation of data centre facilities has reduced overall scope 2 emissions, while ongoing infrastructure upgrades and system tuning improve power utilisation. We have also realised the benefit of energy efficiency measures implemented in previous reporting periods, contributing to a sustained reduction in scope 2 emissions.

# 44.5%

reduction in scope 1 and 2 (location-based) emissions compared to FY19 baseline

# 9.6%

reduction in scope 1 and 2 (location-based) emissions year-on-year

# 7.8%

reduction in data centre scope 2 (location-based) emissions year-on-year

<sup>3</sup>. Vocus applies the most recent National Greenhouse Accounts (NGA) factors available at the end of each financial reporting period. For the financial year ending 30 June 2025 (FY25), we have used the 2024 NGA Factors Australian National Greenhouse Accounts Factors.

<sup>4</sup>. Reported emissions are based on actual data wherever possible, based on location-based emissions factors. Where metered or invoiced data was not available as at 30 June 2025, estimates have been calculated based on prior actual consumption, taking into account seasonal variations, qualified assumptions and/or known business activity variations.

<sup>5</sup>. FY20 data was collected and reported across our major sites (our data centres and offices) only. Equivalent scope 2 emissions for major sites in FY22 were 35,921 tCO<sub>2</sub>e. Based on an average of the emissions across other small network sites across FY21 and FY22, our FY20 emissions would likely have been around 41,500 tCO<sub>2</sub>e if our full inventory had been captured for the reporting period.

<sup>6</sup>. FY22 scope 2 emissions have been restated after it was identified that line loss factors had been inadvertently included within calculations for a small number of sites. Line loss factors represent scope 3 emissions as they are outside of our operational control and this figure has been updated to exclude this (previously reported as 38,243).

We also measure market-based scope 2 emissions to account for the contractual purchase of renewable electricity and a residual mix factor determined by the Clean Energy Regulator. Despite a significant decrease in our overall electricity consumption in FY25, our scope 2 (market-based) emissions increased because the National Renewable Power Percentage (RPP) fell between 2024 and 2025, meaning the electricity we purchased carried a higher emissions intensity than in the year prior.

### Scope 2 greenhouse gas emissions (market-based)

Tonnes of carbon dioxide equivalent (tCO<sub>2</sub>e)

	FY23	FY24	FY25	% change YoY
Scope 2 emissions (tCO <sub>2</sub> e)	27,448	23,789	24,606	3.4

### Operational energy use

Electricity is the largest source of Vocus' operational emissions, driven primarily by the energy required to power our data centres, network infrastructure and technical equipment. As a digital infrastructure business, reliable and efficient energy use is critical for maintaining connectivity for our customers.

We continue to focus on optimising our operational footprint, consolidating sites where feasible, improving efficiency in energy-intensive environments and investing in renewable energy and storage solutions that strengthen network resilience.

### Energy consumption by source

Gigajoules (GJ)

	FY23	FY24	FY25
<b>Stationary energy</b>			
Electricity	161,456	143,890	133,732
Solar energy (generated by Vocus) <sup>7</sup>	715	734	1,128
Diesel	238	43	117
<b>Transport energy</b>			
Diesel <sup>8</sup>	8,584	8,182	7,053
Petrol	15	19	3
<b>Total energy use</b>	<b>171,008</b>	<b>152,868</b>	<b>142,033</b>

Our data centres primarily support network operations, providing critical infrastructure for our fibre and connectivity services. Throughout FY25 we continued to consolidate our data centre footprint where feasible, moving some customer colocation services into other Vocus sites or third-party managed data centres. This approach reduces our operational electricity consumption, our lease footprint and supports the more efficient allocation of energy resources. The electricity consumed by customers within third-party managed data centres is reflected in our scope 3 emissions profile.

Across FY24 and FY25, many of our Controlled Environment Vaults (CEVs) received solar upgrades, resulting in the commissioning of 28 new high-efficiency solar arrays this year, which increased our solar energy generation.

In FY26, we will review our organisational and operational boundary following the completion of the TPG acquisition to ensure all material energy consumption is captured and reported for the new expanded operational footprint.

<sup>7</sup> 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.

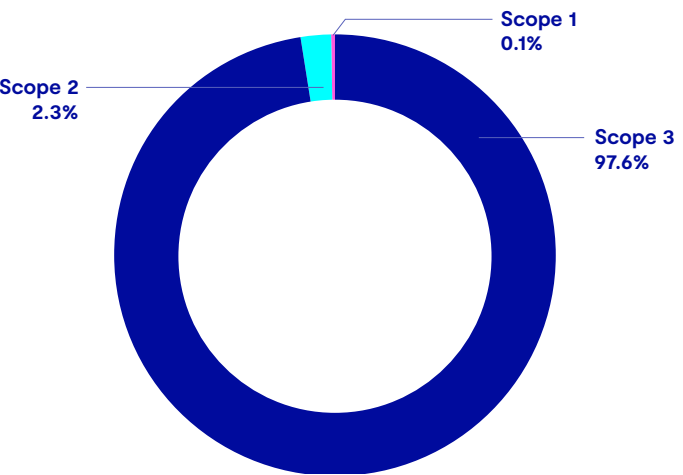
<sup>8</sup> Diesel is used in backup generators across a number of Vocus sites to maintain network operations during power interruptions or grid outages. Usage varies year on year depending on operational requirements and external factors.

Scope 3 quantification

Scope 3 emissions represent the indirect greenhouse gas (GHG) emissions that occur across Vocus’ value chain, from the goods and services we purchase to the use of our products and services by customers. These emissions account for approximately 98 per cent of Vocus’ total carbon footprint, making them the most significant contributor to our overall impact. As part of our transition to a low-carbon economy, we are evaluating where we can better manage scope 3 emissions risks, and meaningfully influence scope 3 reductions across our value chain.

In FY25, we developed our first comprehensive scope 3 inventory based on FY24 data. This work, supported by independent external consultants, included direct engagement with internal stakeholders across procurement, finance and operations, as well as strategic suppliers and partners, to collect data across each of our material scope 3 categories, as defined within the Greenhouse Gas (GHG) Protocol.

Vocus scope 1, 2 and 3 GHG emissions profile



Vocus’ material scope 3 emissions categories

Category	Description	Inclusions	Emissions (tCO <sub>2</sub> e)
3	Fuel- and energy-related activities (not included in scope 1 or scope 2)	Upstream emissions associated with Vocus’ own consumption of electricity and fuels; and emissions associated with electricity and natural gas purchased by Vocus and resold to customers.	474,053
2	Capital goods	All upstream emissions of purchased capital goods (not included in other categories).	262,579
1	Purchased goods and services	All upstream emissions of purchased goods and services (not included in other categories).	240,116
11	Use of sold products	The direct use-phase emissions of sold products over their expected lifetime. This includes the full fuel cycle emissions (extraction and combustion) associated with natural gas sold to Vocus customers.	119,164

In FY26, we will update our scope 3 inventory to reflect our new expanded footprint and identify decarbonisation actions we can undertake across our material scope 3 categories. This will inform the development of a realistic, measurable scope 3 reduction target aligned with our climate ambition and stakeholder expectations.





# Environmental risk and compliance

Vocus manages environmental impacts in compliance with all relevant statutory and regulatory requirements, and we are committed to actively identifying and mitigating our environmental risks and integrating environmental care into our planning, operations and maintenance activities.

Environmental risk assessments form part of the planning and approval process for all network build and upgrade projects. These assessments consider potential impacts on land, water, biodiversity and heritage values, and identify mitigation measures to prevent or minimise environmental harm. Wherever possible, Vocus selects land that has been previously developed or highly disturbed, reducing the likelihood of impacting native vegetation, flora and fauna. This approach reflects our commitment to responsible infrastructure development.

Under the Telecommunications Act 1997 and the Telecommunications (Low-impact Facilities) Determination, the majority of Vocus' network build activities are classified as low-impact. This designation recognises that telecommunications infrastructure can generally be deployed with minimal environmental disturbance and allows for efficient project delivery, while maintaining appropriate safeguards for environmental protection. Where projects fall outside of the Low-impact Determination, Vocus ensures that all necessary environmental and planning approvals are obtained and that construction is managed in accordance with applicable standards.

Environmental performance is monitored through our established governance and reporting systems. Environmental incidents are recorded and managed through our Workplace Health and Safety (WHS) System, ensuring timely investigation, corrective action and accountability. Significant incidents or emerging risks are escalated to our Board Safety and Sustainability Committee for oversight and review, reinforcing our commitment to continuous improvement and responsible environmental management.

In FY25, one environmental incident was recorded in our WHS System, when a Vocus team member identified a diesel leak while attending a site operated by a third-party partner. Although the site is not under Vocus' operational control, the incident was documented in accordance with our internal procedures. Upon identification, Vocus promptly advised the site operator and provided supporting information to assist their response. The operator undertook responsibility for investigation and remediation in line with their regulatory obligations. Vocus'

involvement concluded once the operator confirmed that appropriate actions were being managed. No further follow-up was required under our internal procedures, and the incident was closed.

In FY25 we were not notified by a regulator of any non-compliance with any environmental laws or regulations.

## Climate-related risks

Our most significant environmental risks relate to the actual and potential physical impacts of climate change, including natural hazards such as floods, bushfires and severe weather events, which have the potential to disrupt network operations and damage assets.

During FY25, we strengthened Vocus' approach to climate-related risk management. We developed a Climate Transition Plan Framework and piloted its application within two business units to test the integration of transition planning with operational and financial decision-making. Specific climate governance responsibilities were embedded within our existing ESG Governance Framework, ensuring alignment between Board, Executive Leadership and functional oversight of climate risk.

We also advanced the disaggregation and documentation of climate-related risks across our value chain, identifying physical and transition exposures by business division, business unit and site. This work establishes the foundation for integration of climate risks into the Enterprise Risk Management Framework (ERMF) and for prioritisation of those risks for quantitative scenario analysis. For an overview of our Climate related risk exposure as determined through the climate risk assessment undertaken in FY24, please see the Data Pack accompanying this Report.

Looking ahead to FY26, Vocus will focus on quantitative scenario analysis of priority risks, integrating findings into financial planning and risk appetite, and extending our Climate Transition Plan Framework across other business units.

The TPG acquisition will materially expand our operational footprint in FY26. As we integrate these new assets, we will perform a climate risk assessment and identify our climate adaptation opportunities.

# Resource efficiency

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

## Waste management

Effective waste management is critical to reducing our environmental footprint and supporting the transition to a more circular economy. As a digital infrastructure provider, much of our waste comes from network operations, including end-of-life IT and network equipment, packaging and general office waste.

In FY25, we operationalised our E-Waste Management and Recycling policy, focusing on how we manage the disposal, reuse and recycling of electronic waste across our operations. The policy establishes guiding principles for responsible e-waste disposal, data security and compliance reporting.

In FY25, over 3,000kg of e-waste from Vocus sites were diverted from landfill through secure recycling processes, resulting in the recovery of 672kg of valuable metals and the diversion of 11.7kg of toxic metals from landfill. This demonstrates our commitment to minimising hazardous waste, supporting resource recovery, and reducing environmental risks associated with electronic asset disposal.

Capturing high-quality waste data across our distributed operational footprint presents challenges, and we acknowledge that our reporting is still in the early stages of maturity. Additional waste stream data is being captured for inclusion in our scope 3 emissions inventory and efforts to improve data collection will continue in FY26.





# Our People

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.





# Culture and engagement

At Vocus, our culture is central to how we deliver on our Purpose, and is shaped by our core Values —One Team, Our People are the Difference, Disruptive Thinking every day, and Crazy about Customers. We remain committed to driving a culture of strong engagement, right across the business.

In FY25, we continued embedding ESG into our culture, recognising that employee engagement is a key driver of long-term success. We launched targeted initiatives to build awareness, ownership and participation, including:

- **An ESG champions' network:** to bring together ESG stakeholders and champions to support cross-functional collaboration on ESG initiatives and activities, and strengthen ESG knowledge across Vocus.
- **Enhanced onboarding:** Improvements to ESG induction for new starters.
- **ESG communications:** A centralised Wiki knowledge base and internal ESG communications channel were created.
- **Governance oversight:** The ESG Governance Committee continued to meet regularly, ensuring executive level ESG accountability and cross-functional coordination.

Our ESG engagement score rose from 77 per cent in FY24 to 79 per cent in FY25. While this modest increase reflects steady progress and is in line with Vocus' overall FY25 employee engagement score of 78 it falls short of our target to achieve 90 per cent ESG engagement by FY25, demonstrating the challenge of driving deep cultural change. We will remain focused on strengthening employee engagement with our ESG initiatives and embedding ESG within the Vocus culture throughout FY26.





# Diversity and belonging

This year we made progress in our journey towards becoming a more diverse and inclusive workplace through the delivery of our FY24–25 Diversity and Belonging (D&B) Strategy. Through this strategy we have introduced recruitment and retention activities aimed at increasing representation of women across our business, as well as enhancing employee awareness, capability, and engagement around diversity topics of importance to our team members.

We know that when a workplace is more diverse and inclusive, better decisions are made, companies are more innovative and successful, and people are more engaged. Our D&B vision is **to build a diverse and inclusive workplace, where our people experience better possibilities and feel like they belong.**

At an operational level, our employee Diversity and Belonging Committee 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 drive initiatives across five work-streams:



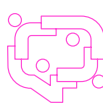
Cultural Awareness and Inclusion



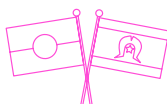
LGBTQIA+ Awareness and Inclusion



Disability and Neurodiversity Awareness and Inclusion



Gender Representation



First Nations Awareness and Inclusion

Our D&B Strategy is focused on driving recruitment and retention outcomes across five key pillars:

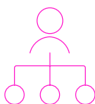
- **Industry uplift:** Helping to build and nurture a diverse STEM talent pipeline for our sector.
- **Recruitment:** Adopting recruitment practices aimed at attracting more diverse talent.
- **Awareness & engagement:** Creating greater internal awareness and engagement around our D&B approach and related topics, to help create a culture of inclusion.
- **Equity & inclusion:** Ensuring that our policies and processes are equitable and inclusive.
- **Leadership:** Developing a culture of inclusive leadership, where the tone is set from the top and leadership development opportunities support diverse talent to thrive.

## FY25 highlights

Across these pillars, we achieved significant progress in FY25:



Female representation in our graduate intake rose from 18 to 56 per cent.



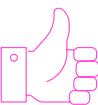
Women now comprise 41 per cent of our Senior Leadership Team.



The proportion of women hired increased from 38 per cent in FY24 to 47 per cent.



Women's share of voluntary resignations fell from 38 per cent to 32 per cent.



According to our annual Diversity and Belonging Survey, 90 per cent of our people feel welcomed and respected at Vocus



We updated our Hybrid Ways of Working Policy, empowering teams to choose flexible in-office days that suit their needs.



Our D&B Committee led impactful campaigns across multiple streams including International Women's Day, World Culture Day, Pride Month, National Reconciliation Week and International Day of People with Disability.

Throughout FY25 our overall representation of women across Vocus increased from 29 per cent in FY24 to 31 per cent. While this progress was pleasing, we recognise that 31 per cent female representation falls short of our target to achieve 35 per cent representation in FY25. While progress has been slower than desired, we are confident that the systems and programs we have in place will create a positive impact over time, and we will continue to invest in the cultural change required to shift the dial. A comprehensive breakdown of workforce composition, including detailed insights into gender representation, is available in the Data Pack accompanying this Report. Recognising that the acquisition of TPG's enterprise, government and wholesale fixed business and fibre network assets will materially alter the size and composition of our workforce, we will re-baseline our gender representation target in FY26 and develop a refreshed D&B strategy to guide progress toward our new targets, as well as support our broader D&B priorities.

## Our First Nations Commitment

Our First Nations Commitment outlines five strategic goals that guide how we engage with First Nations team members, suppliers, customers and communities. Our focus is on strengthening digital and social connectivity, respecting cultural heritage, enhancing workplace cultural awareness, encouraging tech industry inclusion and partnering with more First Nations led businesses.

Key achievements in FY25 included:

- Strengthening digital and social connectivity through our investment partnership with Stars Foundation, and participation in the Federal Government's First Nations Digital Inclusion Advisory Board and Working Group.
- Respecting cultural heritage throughout the roll-out of Project Horizon, our major infrastructure project in Western Australia, by maintaining compliance with cultural heritage requirements and stakeholder expectations for engagement.
- Enhancing workplace cultural awareness through the First Nations stream of our Diversity and Belonging Committee, which organised a NAIDOC Week lunch-and-learn session with the Stars Foundation CEO and promoted local Reconciliation Week events. Additionally, cultural competency training was delivered to team members in key roles to support respectful engagement and inclusive decision making.
- Encouraging tech industry inclusion through our partnership with Australian Business and Community Network (ABCN). Over the course of three ABCN facilitated sessions, our Vocus team provided mentorship to First Nations students, helping them identify strengths, set goals, and develop resilience, confidence, and communication skills to support success in school and future careers.
- Partnering with more First Nations led businesses. In FY25 we increased our engagement of Supply Nation verified suppliers and procured over \$1,010,064 in goods and services from Indigenous led businesses. For more information see the 'Supply chain sustainability' section of this report.

For more information on our partnerships with Stars Foundation and ABCN, see the 'Community partnerships' section of this Report.

# Workplace health and safety

Ensuring the safety and wellbeing of our people is our highest priority. We are committed to embedding a proactive and accountable workplace health and safety (WHS) culture throughout our business, supported by robust governance and risk management frameworks.

Through the delivery of our FY23-25 WHS Strategy, we have worked to uplift and mature our WHS approach across five key pillars:

- **Senior leadership**
- **Learning and development**
- **Risk management**
- **Contractor management**
- **Operational management**

In FY25, our WHS workplan was focused on strengthening leadership accountability, enhancing our digital systems to support risk management and contractor assurance, promoting psychosocial safety and continuing to drive operational excellence. Our approach was underpinned by a robust WHS governance structure, which involves oversight by our Board Safety & Sustainability Committee, with operational accountability held by our senior executive team and WHS specialists. Our WHS management system, certified to ISO 45001:2018 standards for strategic projects, provides clear processes for identifying, managing, and monitoring health and safety risks.

Key achievements in the delivery of our FY25 workplan included:

- Conducting regular verifications as part of our Critical Risk Program, to ensure critical controls are in place and effective. These checks make sure that high-risk work is being managed safely, with verification health scores consistently exceeding 95 per cent.
- Enhancing safety systems through digital transformation, launching new tools that streamline how we track risks, manage safety tasks and monitor contractor compliance.
- Ninety-seven per cent of our people completing their required WHS training, reinforcing a shared understanding of safety responsibility across our business.
- Launching the 'Leadership Conversations That Count' initiative to strengthen psychosocial safety and support meaningful WHS engagement at all levels of the organisation. People leaders were equipped with practical tools and resources to help them hold open, informed conversations with their teams. This translated key survey insights into action and reinforced positive culture, ethical behaviour, and shared accountability for physical and psychological safety across Vocus.

We continue to track performance through industry-standard indicators such as Total Recordable Injury Frequency Rate (TRIFR) and Lost Time Injury Frequency Rate (LTIFR), as well as indicators designed to promote preventative action.

	FY19	FY20	FY21	FY22	FY23	FY24	FY25
Total hours worked	2,495,817	2,400,419	2,336,388	2,233,420	2,333,506	2,399,053	2,378,881
Preventative / corrective actions	84	153	111	205	931	761	1034
Total recordable injury frequency rate (TRIFR) 5 year rolling average	4.35	3.77	3.28	2.75	1.94	1.63	1.96
Total recordable injury frequency rate (TRIFR)	3.21	1.25	2.57	2.24	0.43	1.66	2.94
Lost time injury frequency rate (LTIFR)	1.2	0.42	0.43	0.89	0	0.41	0.84

The increase in TRIFR, LTIFR, and the 5-year rolling average reflects a modest increase in work-related injuries throughout the reporting period, with total injuries reported increasing from four in FY24, to seven in FY25, and lost time in injuries increasing from one in FY24 to two in FY25. All incidents were managed with corrective actions and learnings shared across the business. Additional WHS information on topics outside of our ESG Strategy KPIs can be found in the Data Pack provided with this Report.

A refreshed WHS Strategy will launch in FY26, shaped by workforce feedback and focused on engagement, digital enablement, and continuous improvement.





# Community Connections

At Vocus we are committed to building critical connections with and within the communities where we operate.

We have a long history of getting involved, giving back and making a difference in our areas of operation.

With networks spanning approximately 27,000 kilometres, providing digital access is our core business, and we are committed to leveraging our geographic reach and expertise to support communities through the transition to a digital future.





# Community investment

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 digital infrastructure provider 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. We have prioritised two community investment focus areas that help us to achieve this purpose:

**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.

We achieve this through:



## Community partnerships

Partnering with non-profits who are working within one or both community investment focus areas.



## Customer partnerships

Partnering with government, enterprise and non-profit customers to close the digital divide in remote and regional communities using our products and services.



## Employee-led initiatives and volunteering

Empowering our team-members to support the causes that matter to them, through matched donations and volunteering.

Our strategy is supported by our Community Investment Guidelines, which were introduced in FY23 with the aim of strengthening governance of our investment decisions across Vocus, and maximising our impact in the areas of greatest relevance to our business and stakeholders.

Beyond our strategic partnerships, we also make a number of further community investments to support delivery of our Community Investment Strategy and community engagement activities. For a comprehensive summary of our investments, please visit our [website](#).





## Community partnerships

### Stars Foundation partnership

In FY25 we deepened our engagement with our flagship community investment partner, Stars Foundation (Stars), an organisation that empowers Aboriginal and Torres Strait Islander girls and young women through education and mentoring. Stars operate in 70 schools, primarily in the Northern Territory and Western Australia, and supports almost 4,000 students, helping them develop confidence, cultural connections, and essential skills for the future.

The program continues to deliver outstanding results. Participants in Stars achieve an average attendance rate of 78 per cent, which is 11 per cent higher than the All-Indigenous average in partner schools. In addition, 72 per cent of Stars graduates from 2024 transitioned to employment or further study by June 2025. In FY25, we extended our partnership with Stars through a customer collaboration, further amplifying the reach and impact of our annual investment, as outlined below.

### Australian Business and Community Network (ABCN)

We also continued our partnership with ABCN this year, supporting students from low socio-economic backgrounds to build critical skills that will enable them to excel in the future world of work. In FY25, Vocus volunteers took part in eight ABCN programs, mentoring high-school students across five states, sharing their expertise and helping bridge the gap between education and employment.

## Customer partnerships

### Stars Foundation: Partnering with customers to deepen community impact

In FY25, we launched our first customer-linked community partnership to support the Stars Foundation, marking a new approach to embedding social value into commercial agreements. Through this structured arrangement, we will make a series of donations over the life of the customer contract, enabling Stars Foundation to expand its programs and reach more First Nations students in Queensland.

This model aligns business success with community benefit and provides a funding stream to support long-term impact – it reflects our commitment to working with customers to champion education and opportunity for First Nations communities.

## Volunteering

Throughout FY25, our people undertook more than 1,700 volunteering hours within their local communities, supporting initiatives that promote food security, social connection, health and wellbeing, and community resilience.

A key highlight was our annual Volunteer week in November, where team-members participated in 31 activities, in partnership with 16 community organisations, including the Cancer Council, Anglicare, Salvation Army, C Care and Foodbank.







# Ethical Business

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.

Our FY25 ESG report provides a summary of performance against the headline targets within our FY23-25 ESG Strategy. While our approach to corporate governance more broadly is not included within this year's abridged disclosures, it remains a core part of how we operate as a responsible business. For a detailed overview of our corporate governance approach, see our [FY24 ESG Report](#).





# Privacy and cyber security

## Privacy

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.

## Cyber security

Vocus is a provider of 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.

Processes to identify and manage security risks are embedded in our business. 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.

Our people play a critical role in enhancing our security. We have a security awareness program that includes regular mandatory information security training, monthly security awareness communications and phishing simulation exercises, to assist our people in detecting and preventing security threats. In FY25, 96 per cent of our team members completed all of our required information security training modules.

# Human rights and modern slavery

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. In line with our Human Rights Policy, we strive to create a culture of transparency and accountability, ensuring we respect and promote human rights with our team-members, suppliers and partners, and to ensure that Vocus is not a contributor to human rights violations or modern slavery practices in any form in our operations or supply chain, such as child labour, forced, bonded or compulsory labour

We work to ensure this through the delivery of our Modern Slavery Action Plan, which is aligned to our FY23–FY25 Modern Slavery KPIs and overseen by the Board Audit and Risk Committee.

In FY25, we successfully delivered on the commitments outlined in our Modern Slavery Action Plan. Key achievements included:



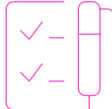
Continuing to embed Vocus’ commitment to respect human rights across the organisation.



Engage with industry to drive both operational and cultural change to reduce instances of modern slavery throughout the telco supply chain network.



Continuing to assess our operations and supply chain to identify any modern slavery risk factors.



Continuing to undertake modern slavery screening of all new suppliers.



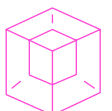
Ensuring all new or renegotiated supplier agreements contain modern slavery risk controls.



Determining feasibility of providing modern slavery risk awareness training to our suppliers who do not currently have a training program in place.



Undertaking assessment of Vocus’ modern slavery grievance mechanisms against best practice.



Defining effectiveness measures and metrics and develop framework to monitor and report.

While we achieved all other KPIs within our FY25 Modern Slavery Action Plan, only 81 per cent of our new hires completed the modern slavery module of our onboarding training, short of our 100 per cent completion target. This result represents an opportunity for process improvement and in FY26, we will explore opportunities to strengthen onboarding compliance.

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 refer to our FY25 Modern Slavery Statement, available on our website: <https://www.vocus.com.au/about-vocus/social-impact/governance>.

# Supply chain sustainability

We are committed to ensuring a high level of environmental, social and governance performance across our entire supply chain. This includes partnering with local and diverse suppliers; Vocus is proud to be a member of Supply Nation, a nonprofit 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 Australia’s largest database of verified Indigenous-led businesses, as well as guidance and resources that help further our commitments to supplier diversity. We use this database to invite under-represented businesses to compete equally for opportunities to work with Vocus.

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.

This year we defined ESG criteria to be integrated into procurement procedures, which we have started to apply on a case-by-case basis. We will work to formalise and embed these criteria within our standard procurement processes in FY26.

In support of our target to grow our engagement with Supply Nation verified suppliers each year between FY23–FY25, we actively review and identify opportunities to procure goods and services from Indigenous-led businesses. As a result, this year we increased the number of Supply Nations suppliers we engaged to four, up from three in FY24, and spent \$99,600 with Supply Nation verified suppliers. Overall, we spent \$1,010,064 with majority Indigenous-owned businesses throughout FY25, exceeding our \$1 million target.

## Procurement spend with Indigenous-owned businesses

	FY24 performance	FY25 target	FY25 performance
Total spend with Indigenous-owned suppliers	\$886,504	\$1,000,000	\$1,010,064
Spend with Supply Nation verified suppliers	\$215,813		\$99,644





# Domestic and family violence

We are committed to supporting customers and team members experiencing domestic and family violence (DFV). This year we implemented our first Domestic and Family Violence Action Plan, utilising the Telco Industry Domestic and Family Violence Action Framework developed via a collaborative industry working group, led by the Telco Together Foundation. Through our Action Plan we are working to adapt our internal processes to better support any customers and team-members experiencing DFV.

In FY25, we completed all actions in our first DFV Action Plan. Key highlights included:



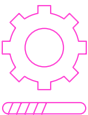
Establishing a cross-functional DFV working group.



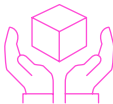
Updating our DFV Support Policy to offer 20 days of paid leave to our team-members impacted by DFV.



Delivering targeted DFV training to all call centre agents (including teams in Australia and the Philippines).



Implementing all DFV obligations under the new Financial Hardship Standard.

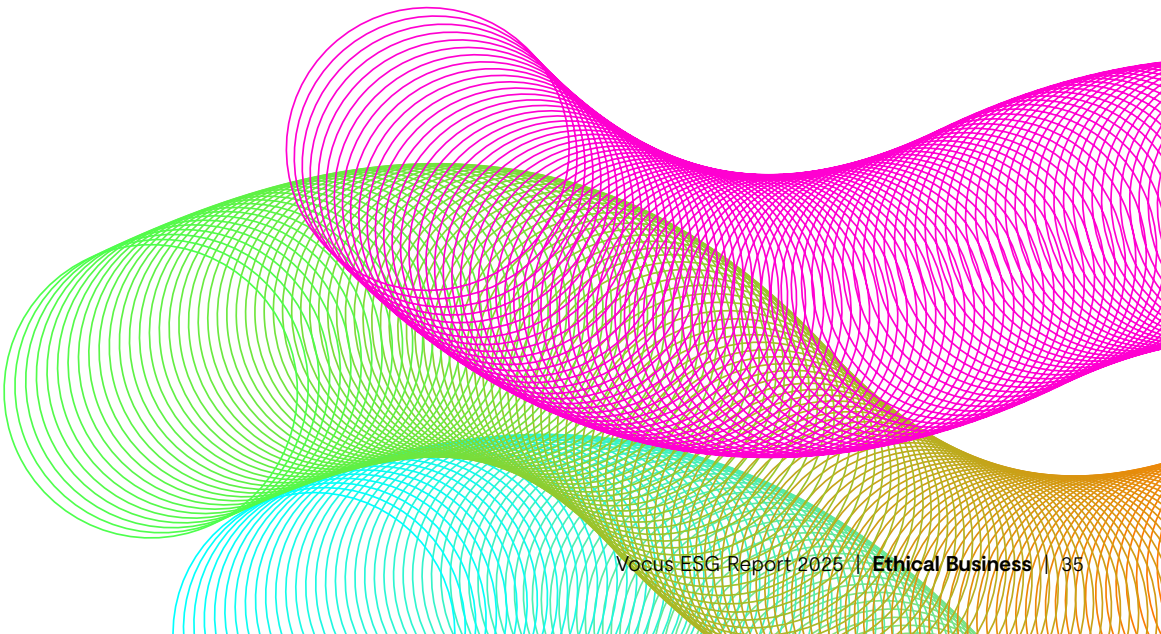


Enhancing customer access to our Hardship team.

Additionally, our Hardship team provided support to over 7,800 customers facing vulnerable circumstances across our telecommunications and energy businesses.

## Customer support summary

	FY23	FY24	FY25
Number of customers supported through Hardship team	5,300	7,200	7,849







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