

Sustainability Strategy



Supporting vibrant, connected communities

Aligned to our purpose, our sustainability strategy identifies four key areas where we are well-placed to make a meaningful difference for our people, customers and communities.

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





Customer wellbeing

With telecommunications an integral part of daily life, it is our responsibility to support the diverse needs and circumstances of our customers by providing safe and reliable access to our networks while protecting against scams, fraud and online harm.

Our Focus Areas

Objectives



Customer experience

Providing safe, fair and reliable access to our networks, while being supportive and responsive to our customers' needs.



Customer inclusivity

Designing and delivering products and services that are accessible and easy to use, particularly for people in vulnerable circumstances.



Customer safety and trust

Protecting people from scams, fraud, and online harm while safeguarding their privacy and data.



Valued people

At TPG Telecom, we embrace different backgrounds, experiences and ideas, knowing that diverse perspectives drive better outcomes, deeper customer understanding, and innovation in a fast-changing world.

Our Focus Areas

Objectives



Diverse talent and future-ready capabilities

Attracting, developing and retaining diverse talent with the skills and capabilities to deliver long-term business performance.



Inclusive workplace

Sustaining a workplace culture where every person feels valued, respected and supported to thrive, regardless of their identity, background or life experience.



Employee health, safety and wellbeing

Providing a safe and respectful working environment that supports physical and psychological health and wellbeing.



Environmental responsibility

As our business grows, we are committed to managing the associated environmental impacts through reducing our environmental footprint, supporting the transition to a low-carbon economy, and building resilience to climate-related risks.

Our Focus Areas

Objectives



Climate change mitigation and adaptation

Reducing greenhouse gas emissions and working towards net zero across our value chain, while building resilience to climate-related risks.



Product stewardship

Promoting sustainable resource use and advancing the circularity of network equipment, consumer devices, and packaging to minimise e-waste and waste pollution.



Environmental management

Minimising the impact of our operations and supply chain on the environment and nature through robust processes and continuous improvement.



Digital economy

Digital access is a crucial enabler of social inclusion, wellbeing and opportunity in our modern society. At TPG Telecom, we recognise the importance of improving digital connectivity through better networks, more inclusive access and community support.

Our Focus Areas

Objectives



Network
innovation

Delivering smarter, safer, and more efficient digital infrastructure to expand access to advanced telecommunications technologies across Australia.



Digital
inclusion

Helping Australians benefit from the digital economy by improving access, affordability, and digital ability, especially for vulnerable and marginalised communities.



Community
investment

Supporting initiatives that enhance community health, wellbeing and education, while enabling employees to contribute meaningfully through volunteering and outreach.



Responsible business practices

The pillars of the sustainability strategy are underpinned by a set of fundamental, responsible business practices that guide how we interact with stakeholders across our value chain. Key aspects include:

Topic	Approach
 Human rights	Respecting human rights as set out in the International Bill of Human Rights and stand with local and international efforts to combat modern slavery, as detailed within our Human Rights Policy.
 Supply chain management	Maintaining clear expectations and standards for ethical, sustainable, and responsible business practices among our suppliers.
 First Nations reconciliation	Improving cultural respect and economic & community development for First Nations employees, customers and communities.
 Artificial intelligence	Enabling AI to be utilised and scaled internally while mitigating risks to people, communities, and the environment.

