

Human Rights Policy



Coverage & Purpose

Our Human Rights Policy applies to all employees, workers and suppliers of all entities controlled by TPG Telecom Ltd ("TPG Telecom"), in all the jurisdictions in which we operate, who we expect to respect and adhere to this Policy.

This Policy does not form part of any contract of employment or agreement for service. TPG Telecom reserves the right to vary, replace or terminate this Policy from time to time. TPG Telecom will strive to engage with our

key stakeholders, including our customers and suppliers, throughout the implementation of the Policy by informing them of TPG Telecom's commitments as they relate to Human Rights and the organisation's values. This will involve including them in our process of continual evaluation of the effectiveness of the Policy's implementation.

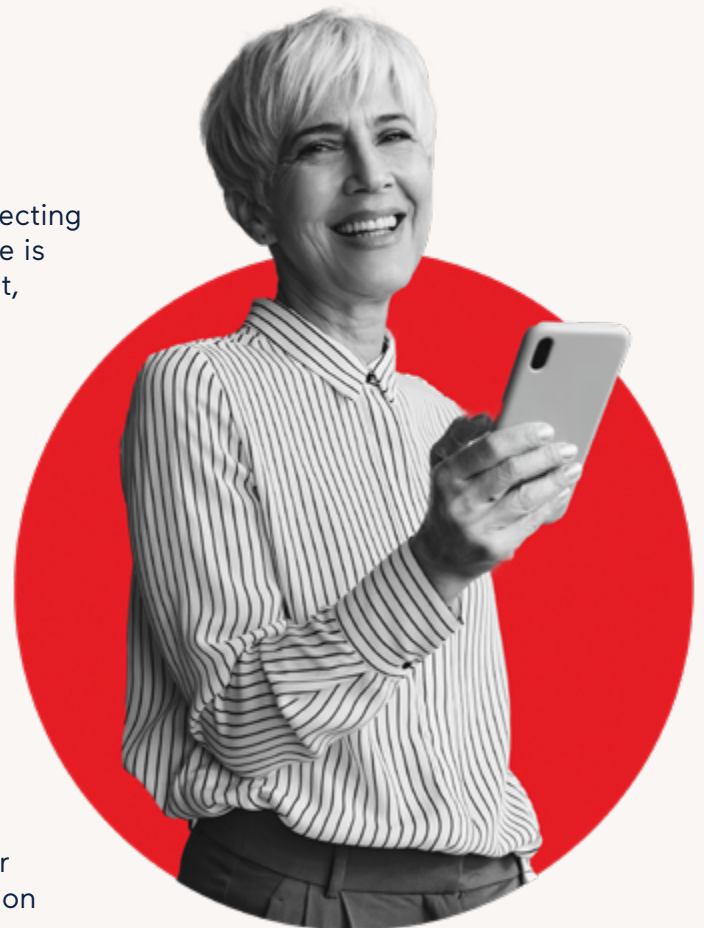
Our Purpose and Ambition

Our nationwide mobile and fixed networks are connecting Australians for the better and this is why our purpose is to build meaningful relationships and support vibrant, connected communities.

Our Commitment

TPG Telecom is committed to respecting the internationally recognised human rights as set out in the International Bill of Human Rights (consisting of the Universal Declaration of Human Rights and the International Covenant on Civil and Political Rights) and the principles concerning fundamental rights set out in the International Labour Organisation's ("ILO") Declaration on Fundamental Principles and Rights at Work. This commitment includes our acknowledgement of the UN Declaration on the Rights of Indigenous Peoples and alignment with the OECD Guidelines for Multinational Enterprises and UN Guiding Principles on Business and Human Rights.

Collectively, these principles guide us to identify and respond to potential human rights risks within our operations as outlined within this Policy.



As defined by the Global Reporting Initiative to include:

- volunteers, contractors, individuals or self-employed persons and agency workers who are not employed by the organisation, but whose work and/or workplace is controlled by the organisation;
- persons whose work and workplace are not controlled by the organisation, but the organisation's operations, products or services are directly linked to significant occupational health and safety impacts on those workers by its business relationships.

Our Customers

We are committed to treating the right to privacy as a fundamental human right, and place value and safeguards on how we handle personal information for our customers, employees and other stakeholders. Our Privacy Policy outlines how we collect, store and disclose personal information in line with our obligations under the Privacy Act 1988 (Cth) and the Telecommunications Act 1997 (Cth).

We understand that every customer has individual needs and circumstances which necessitate a flexible approach in the way that we serve and support them.

We're also concerned about the risks that customers face as they use telecommunications. These include falling victim to scams and theft or online abuse, as well as broader issues of mental wellbeing associated with using digital services. We aim to do business in a way that puts our customers first – taking care of our

customers as they use our products and services. That's why we're focused on responding to the diverse needs of all of our customers, as well as helping our customers to stay safe online and protecting their privacy and security.

We believe this is the right thing to do and recognise that this is fundamental to maintain the trust of our stakeholders over the longer term. Our commitments are outlined in our Sustainability Report.

Our People

TPG Telecom will aim to ensure that, throughout our operations, we respect the human rights of our employees and partner with suppliers that respect their workers' rights and do not engage in modern slavery. In addition, TPG Telecom recognises the freedom of association rights of its employees and workers, including the right to bargain collectively and strives to maintain a fair and safe work environment for all employees and workers.



Forced Labour

TPG Telecom is committed to ensuring that employment contracts are fair, transparent, and easy to understand. Forced labour, such as debt bondage, compelled involuntary overtime, forced prison labour and trafficked labour is prohibited.

Child Labour

TPG Telecom will adhere and comply with all relevant laws and regulations relating to minimum age standards.

Non-Discrimination and Employment Conditions

TPG Telecom does not tolerate any acts of harassment, abuse, or threats in the workplace including but not limited to assault, physical and sexual harassment or threats, and workplace bullying and intimidation. TPG Telecom is committed to respect all provisions of the Convention on the Elimination of All Forms of Discrimination against Women, as well as the UN Declaration on the Rights of Indigenous Peoples.

As stipulated in our Code of Conduct, TPG Telecom does not accept discrimination, harassment or bullying and pursues equality of opportunity in all aspects of employment including recruitment, selection, promotion, development, compensation, discipline and termination.

As stipulated within our Supplier Code of Conduct, suppliers must not, and must ensure their hiring and employment practices do not, unlawfully discriminate against any worker, including on grounds of national origin, ethnicity, religion, race, disability, age, marital status, sexual orientation, gender, gender identity and expression, pregnancy (including potential pregnancy), family responsibilities, political or industrial activity, union membership, or any other status protected by law. Suppliers are expected to maintain a work environment free from violence and that does not tolerate unlawful harassment.

TPG Telecom is committed to respect the Convention on the Elimination of All Forms of Discrimination against Women and has included Inclusion & Belonging as a key aspect of our Sustainability Strategy, which outlines how TPG Telecom is developing and implementing a workplace program which aims to eliminate discrimination and to ensure gender equality in the workplace.

We are also committed to respecting the UN Declaration on the Rights of Indigenous Peoples and recognise the right of Aboriginal and Torres Strait Islander peoples to actively participate in decisions about matters that affect them. These rights are covered by our Diversity and Inclusion Policy and forms part of our commitment to eliminating discrimination in all forms across our organisation. Our Reconciliation Action Plan includes commitments and our roadmap for building greater understanding and connection with Aboriginal and Torres Strait Islanders employees, customers and communities.

Living Wage

TPG Telecom is also committed to providing a living wage, which enables its employees and workers to meet the basic needs of themselves and their dependents. In addition, TPG Telecom shall grant employees paid holiday and sick leave each year and shall set reasonable limitations on working hours to provide sufficient time for rest and leisure as per the stipulations of the ILO standards.



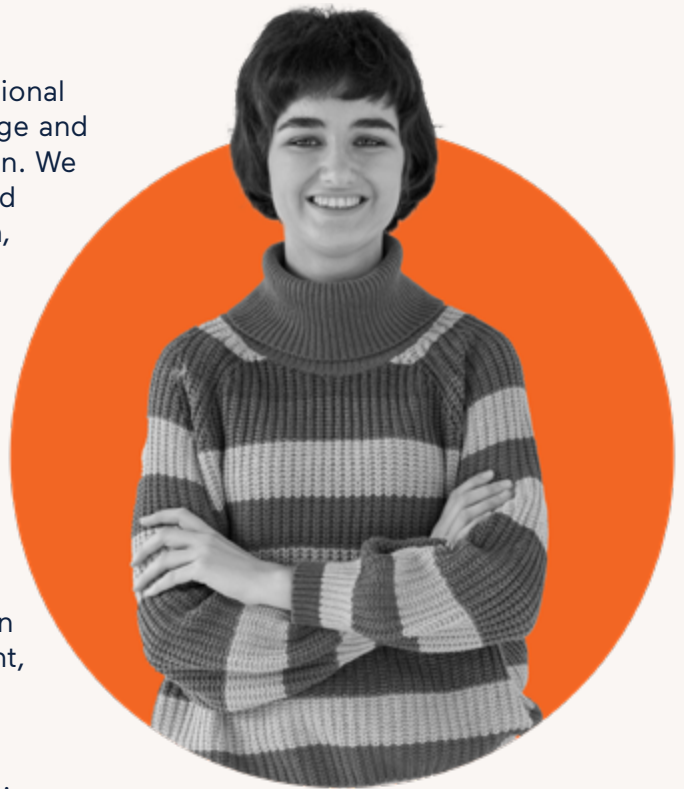
Freedom of Expression

As part of our commitment to respecting the International Covenant on Civil and Political Rights, we acknowledge and respect our employees' right to freedom of expression. We aim to adhere to and comply with all relevant laws and regulations relating to freedom of speech, expression, opinion or access to information.

Freedom of Association

We support our employees' right to associate with organisations of their choice for the purpose of protecting their employment interests and their right to bargain collectively, including respect for collective bargaining provisions concerning the settlement of disputes arising out of the interpretation and application of the collective bargaining agreement, and abide by decisions made by the mechanisms or tribunals authorised to handle such disputes.

TPG Telecom will not terminate employees or discriminate against them in retaliation for exercising employee rights, submitting grievances, participating in union activities, or reporting suspected legal violations.



Workplace Health and Safety

TPG Telecom is committed to providing safe and healthy working facilities and taking appropriate precautionary measures to protect employees and workers from work-related hazards and anticipated dangers in the workplace.

TPG Telecom has adopted a suite of risk management, rehabilitation and other relevant policies including a Health, Safety and Wellbeing Policy, which outlines TPG Telecom's health and safety objectives.

Work life Balance: Flex to Thrive

TPG Telecom recognises the ILO's future of work recommendation that workers need greater autonomy over their working time to create a balance between work and personal life.

We embed flexibility into our ways of working, which allows us to better adapt to the changing needs of our customers and the business. It also means our people have the flexibility to balance the needs of their job with those of their personal life.



Our Community

The UN recognises that a clean, healthy and sustainable environment is a human right.

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

We aim to be responsible product stewards by reducing the environmental impact of our products. That's why we are focused on working with our suppliers to reduce packaging, increase resource recoverability and collaborating with industry partners on solutions for management of e-waste.

We know this is important to our employees, our customers and our investors, and is an important part of being force for good in the community. Our commitments are outlined in our Environmental Policy.

Expectations of Suppliers

TPG Telecom expects that its suppliers, contractors, sub-suppliers, joint-venture partners, and other business associates will adopt the aims of this Policy by respecting all internationally recognised human rights as set out in the International Bill of Human Rights and the principles concerning fundamental rights set out in the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work.

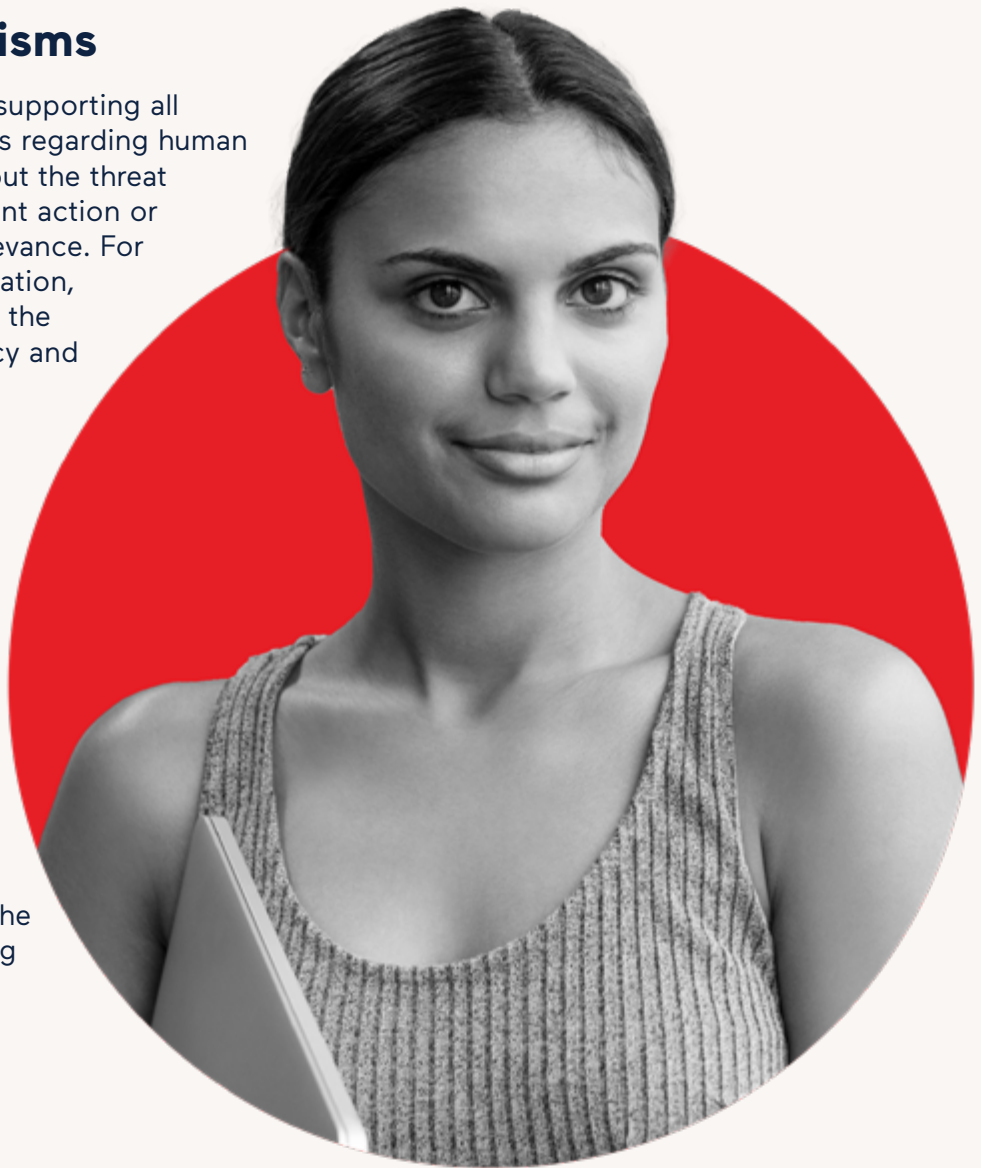
Our Supplier Code of Conduct outlines the specific requirements and commitment expected of our suppliers in relation to compliance with applicable laws including labour and human rights.



Grievance Mechanisms

TPG Telecom is committed to supporting all individuals in raising grievances regarding human rights violation concerns without the threat of suffering adverse employment action or prejudice as a result of the grievance. For grievances related to discrimination, harassment or bullying refer to the Respect in the Workplace Policy and Grievance Handling Guidelines which outline a specific complaints procedure to deal with those grievances.

TPG Telecom also aims to help provide employees, volunteers and contractors with a supportive work environment in which they feel able to raise issues of legitimate concern to TPG Telecom, without fear of victimisation, detriment or other retribution. Our Whistleblower Policy outlines the processes in place for reporting improper conduct.



Governance

This Policy has been approved by the Chief Executive Officer and Managing Director of TPG Telecom on behalf of the TPG Telecom Board of Directors. Its implementation will be overseen by the executive leadership team, while the People Experience team will be responsible for reviewing and updating the Policy every two years.

The development and implementation of this Policy is overseen by our Human Rights and Modern Slavery Working Group, made up of representatives from across TPG Telecom.

TPG Telecom is a signatory of the Australian Telecommunications Leadership Statement on Human Rights and Modern Slavery, committing to work cooperatively to eliminate modern slavery practices where they are identified and to share case studies of best practice.

TPG Telecom is committed to facilitate the implementation of this Policy through compliance with the Modern Slavery Act 2018 (Cth) and providing awareness training for employees. Further detail can be found in our annual Modern Slavery Statements.

Document reference:	PE_POL_01 V1
Version Effective Date:	07-December-2022
Policy Owner/s:	Vanessa Hicks and Trent Czinner
Approved by:	Board