

SUSTAINABILITY REPORT 2025

The Actual Aussie Way



**Aussie
Broadband**



Acknowledgement of Country

Aussie Broadband acknowledges the original communicators, connectors, and carers of the land and waters across Australia – the Aboriginal and Torres Strait Islander peoples. We pay our respects to Elders past and present.

We also extend this acknowledgement to First Nations peoples around the world, who have nurtured and sustained their lands, cultures, languages, and communities for countless generations. We honour their deep knowledge systems, resilience, and ongoing contributions to the wellbeing of our planet.



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Our reporting suite

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About this report

This is the inaugural Sustainability Report for Aussie Broadband Limited (ASX: ABB) and provides a broad overview of the company's environmental, social, and governance performance.

This document is in place this year to inform and engage stakeholders, rather than be a mandatory climate disclosure, which will come into effect from FY26 and be released as part of our next Annual Report. The disclosure will be in the form of a climate statement, detailing specific information on climate-related governance, risks, strategy, as well as metrics required for regulatory compliance.

The report has been prepared with reference to the Global Reporting Initiative (GRI) standards. Our 2025 GRI index can be viewed as part of our ESG Data Bank document. We have also considered the Taskforce on Climate-related Financial Disclosures (TCFD) recommendations, including the Australian Accounting Standards Board (AASB) S1 general requirements for disclosure of sustainability-related financial information and AASB S2 climate-related disclosures.

Material topics were identified via a materiality assessment that was conducted internally in FY24 and are described on [page 14](#) of this report, with topic boundaries and management approach disclosed per GRI 3.

Greenhouse gas (GHG) emissions are calculated in line with the GHG protocol. We report Scopes 1, 2, and material Scope 3 categories. Emission factors are sourced primarily from the National Greenhouse Accounts (NGA) factors. Where NGA factors were not applicable, reputable alternative data sets were used, including the Environmental Performance in Construction (EPiC) database. All emission factors align with the GHG protocol corporate standard, and are reviewed annually to reflect the most recent updates to national and international datasets.

This report includes forward-looking statements based on current assumptions and scenarios; actual outcomes may differ. Forward-looking statements provide a general guide only and readers should not place undue reliance on them. They involve known and unknown risks and uncertainties, including general economic conditions, availability of emissions data and ability of suppliers to reduce their emissions. To the maximum extent permitted by law, Aussie Broadband gives no representation, assurance or guarantee regarding, and disclaims all responsibility for, any forward-looking statement. Aussie Broadband assumes no obligation to update or revise such statements. The accuracy of greenhouse-gas emissions data and other metrics in this report may be affected by various factors, including inconsistent data availability, differing definitions and reporting standards, and historical data quality, which may in turn affect our ability to meet our commitments.

Chair & CEO foreword

Trusted connectivity and empowering people and communities

As Chair and Group Chief Executive Officer (CEO), it is with immense pride that we welcome readers to our inaugural standalone Sustainability Report, a defining step in our journey of transparency, purpose and impact.

At Aussie Broadband, ESG principles are not new, they are foundational. Since our early days in Gippsland, Victoria, building genuine, trusted connectivity for Australians has gone hand in hand with fostering environmental responsibility, social inclusion, and strong governance. While this is our first dedicated sustainability report, positive community impact has been embedded in our DNA from the very beginning.

FY25 highlights

In FY25 we supported more than 16,000 families through National Broadband Network's (NBN) School Student Broadband Initiative, reduced our scope 2 electricity (kWh) consumption by 10.55%, and diverted more than 54.8 tonnes of e-waste from landfill.

With a total revenue of \$1.187 billion and an EBITDA of \$138.2 million, the company continued its trend of strong financial growth while remaining the Most Trusted Telco. We invested more than \$1 million in communities and, internally, reduced our gender pay gap from 11.5% to 6.7%.

Our sustainability commitment

While proud of these tangible actions, we recognise that sustainability is an ongoing journey, not a destination. This first standalone Sustainability Report is the formal beginning of a new chapter, one where we commit to greater transparency, deeper environmental stewardship, broader social impact, and stronger governance.

Our intentions for the current year and beyond include:

- Embedding ESG goals into our FY28 Strategy, ensuring they shape every aspect of how we operate and grow
- Strengthening our efforts in carbon reduction, supplier sustainability, digital inclusion, and community empowerment
- Remaining deeply accountable and engaged with stakeholders, building a resilient, ethical, and values-driven company for all Australians.



We know that many of our shareholders and stakeholders are increasingly focused on how companies respond to the challenges of climate change, social equity, and responsible governance. We share that focus. This report marks the beginning of a more structured and transparent dialogue with you about how we are turning these commitments into real action.

Our ESG initiatives are not an add-on to our business model; they are a reflection of who we are and how we measure success. We are determined to provide you with greater clarity on our progress, whether that is reducing our emissions, creating more inclusive digital opportunities, or ensuring our governance practices remain robust.

We see sustainability as both a responsibility and an opportunity: a responsibility to the communities we connect every day, and an opportunity to build long-term value for all stakeholders, including employees, communities, suppliers, government bodies, and shareholders. We look forward to working together as we continue to strengthen Aussie Broadband as a trusted, sustainable, and future-focused organisation.

Thank you for your continued trust and support.

Yours sincerely,



Adrian Fitzpatrick
Chair



Brian Maher
Group CEO

Highlights

FY25

Total revenue
\$1.187B



EBITDA
\$138.2M



10.55%

Reduction in Scope 2 electricity
(kWh) consumption

89.7%

of owned sites powered by
renewable energy



\$1,028,844

invested in
communities

Supported
16,000+

families through SSBI

8.5%

Reduction in Scope 3
emissions

Gender pay gap
reduced to
6.7%

from 11.5%

54.8 tonnes

of e-waste diverted
from landfill

8.4/10

Customer satisfaction –
as measured by Voice of
Customer surveys



Most Trusted Telco for the
fourth consecutive year

\$149,371

Small Change Big Change
FY25 Customer Donations

Total customer donations to date: **\$802,866**

3.5 complaints
per 10,000
services

18% decrease YoY

Employee engagement

8.1/10

(8.2 in 2024)





Who we are, what we do, and why we do it

Who we are

Aussie Broadband began in 2003, in the living room of a Morwell home in regional Victoria when Phillip Britt and John Reisinger founded Wideband Networks with the idea of bringing better broadband to underserved communities.

In 2008, the merger with Westvic Broadband formally established Aussie Broadband. Since then, the company has grown to become one of Australia's leading telecommunications companies. Wholly Australian-operated, with all customer service centres based in Australia, and one of the largest employers in the Latrobe Valley, Victoria.

Today, Aussie Broadband is the fifth-largest retail internet service provider in Australia, delivering over one million services, including more than 780,000 broadband connections (8.4% share of NBN services as at June 2025), serving residential, business, enterprise, government, and wholesale customers. Aussie operates its own fibre network, is a Tier-1 voice carrier in Australia, and supports mobile services via the Optus network.

Why we do it

At Aussie Broadband we strive to deliver trusted connectivity that empowers people and communities, while building a sustainable, resilient business that does good for Australia. We seek to embed ESG into our day-to-day operations, allowing us to balance purpose and profit.

Governance & ESG accountability: In 2022–23, we embarked on the journey to become a certified B Corporation, embracing the B Corp ESG reporting framework to benchmark ourselves across governance, workers, community, environment, and customer impact. With an overall B Impact score of 96.3, our certification, achieved in June 2023, confirms our strong ESG alignment.

Environmental action: During FY24 we committed to transition all owned and operated sites to be powered by renewable energy. By end of FY25, 89.7% of sites were fully transitioned with an ongoing ambition to have the remainder of sites, along with any new sites, fully powered by renewable energy by FY28.

Sustainable procurement & supply chain: Through early adoption of the Givvable platform (since 2021), we continue to monitor our current and prospective suppliers' ESG credentials to both encourage best practice as well as indicate areas of internal improvement for Aussie Broadband.

E-waste & circularity: In partnership with Zolo, we've diverted 130 tonnes of e-waste over the past 2 years by refurbishing or repairing end-of-life hardware and donating it to charities, maximising use and minimising landfill.

Community impact and inclusion: Our Helping Communities Connect program offers grants, discounted services, and volunteer support to charities, not-for-profits, and First Nations majority-owned organisations. The program aims to reduce the cost burden for charities, enabling them to focus on direct efforts servicing and supporting their stakeholders. We also support diversity, career pathways for marginalised groups, and inclusion for staff and customers, embodying our value of 'being good to people'.

ESG reporting integrity: We have undertaken an internal assurance process to verify the accuracy and completeness of our ESG reporting, while having regard to international frameworks, evident in our annual and sustainability reports and our preparation for future goals (e.g., our Look-to-28 strategy).

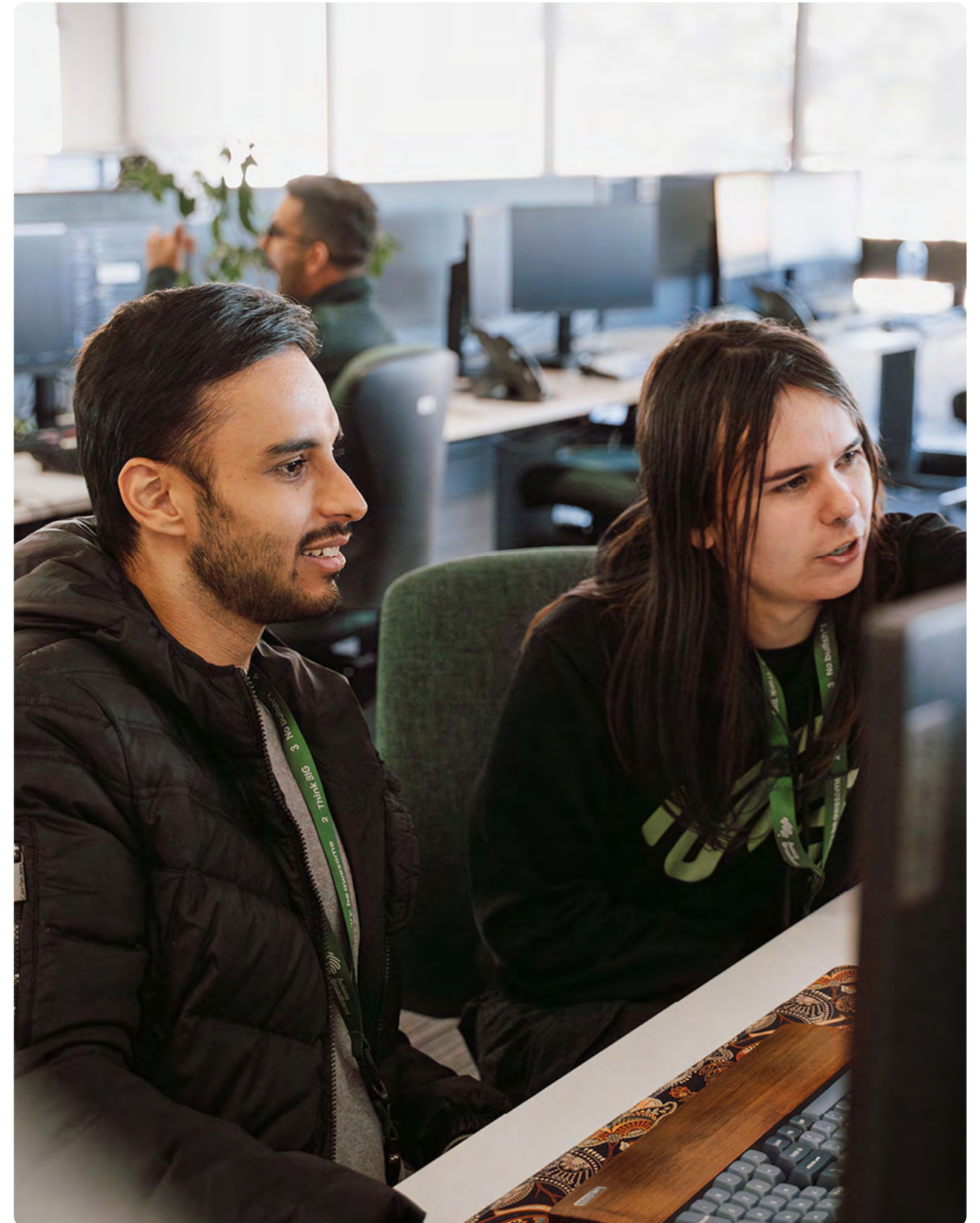
What we do

At Aussie Broadband, things are done a little bit differently. Our goal is to be the telco people love by ensuring we are living and breathing our values in everything we do, that's the Aussie way. From day one our business and interactions have been grounded in transparency, reliability, and customer-focus. Our product suite spans fixed broadband, voice solutions, mobile services, enterprise-grade services (cloud, security, managed networking), alongside complex wholesale and government solutions.

Since early days of providing ADSL, VoIP, and web hosting, we've broken ground as the only ISP outside the 'big four' to build our own NBN backhaul network, directly connecting to NBN points of interconnect, a major leap in service quality. We've also expanded through key acquisitions: Over the Wire in 2022 (adding tier-1 voice and business IT services), Uniti's NBN customer base in 2023, and Symbio in early 2024, culminating in the formation of the Aussie Broadband Group. We also recently announced an exclusive six-year wholesale agreement with More Telecom (More) to provide NBN network services to More and its jointly operated group company, Tangerine Telecom.

Looking ahead

As we look to 2028 and beyond, we are committed to deepening our ESG journey, strengthening operational resilience, minimising environmental impact, supporting communities, and delivering value for shareholders and society alike. Our certification milestones, actions to reduce emissions, inclusive programs, and growth trajectory are foundational to this commitment. We remain focused on changing the telco game, not just for connectivity and customer experience, but for collective, sustainable progress.





Spotlight on Fitted for Work

Aussie Broadband is proud to partner with Fitted for Work to provide employment support services to our female and non-binary customers as well as direct family members of our staff.

With over 20 years’ experience helping more than 45,000 women find work, Fitted for Work tackles the employment challenges faced by women and gender-diverse people who are experiencing financial hardship.

Women’s underemployment rate in Australia is approximately 1.3 times that of men (7.3% vs 5.1%), contributing to greater financial vulnerability during economic downturns. (Figures provided by Department of the Prime Minister and Cabinet, 2023)

Key early warning signs for women experiencing economic stress can be bills that are left unpaid or making late loan repayments. This is where Fitted for Work’s ‘Supervention’ program comes in as an early intervention program that supports the individual employment needs of female or non-binary customers who experience hardship before they get into financial crisis.

Through our partnership, Aussie Broadband promotes a dedicated referral hotline number to financial hardship customers who are women, non-binary, or gender diverse individuals who are looking for employment.

Fitted for Work’s services are designed to provide women, non-binary, and gender-diverse people who are currently experiencing disadvantage with the practical skills, knowledge, self-esteem, and confidence required to take their place in the workforce.

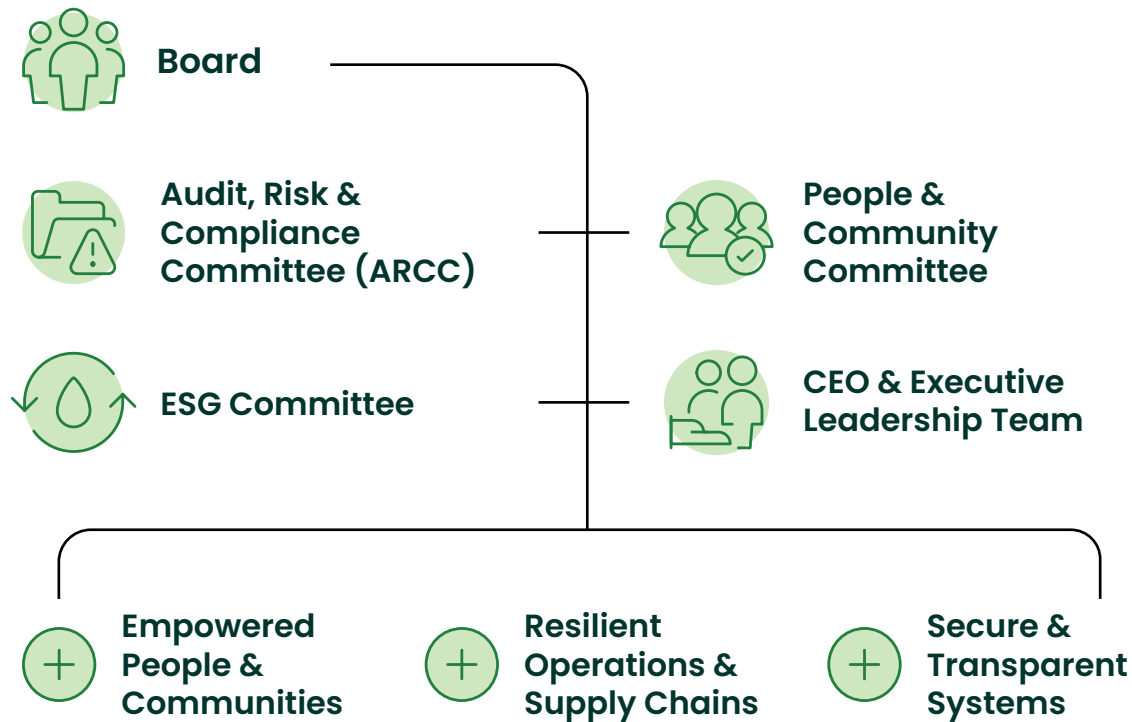
The partnership allows applicable customers and family members of staff to be referred for holistic job seeking and work preparation support if they are experiencing financial hardship due to unemployment or under-employment.



“By partnering with Fitted for Work we hope to help break the cycle of disadvantage and allow our customers and families of staff members to gain stable employment and support.”

– Jane Betts, Chief People and Reputation Officer, Aussie Broadband

Sustainability governance



Board: The Board's role is to:

- represent and serve the interests of shareholders by overseeing and appraising Aussie Broadband's strategies, policies and performance. This includes overseeing the financial and human resources in place to meet its objectives, and reviewing management performance
- protect and optimise Aussie Broadband's performance and build sustainable value for shareholders while having an overall positive impact on society and the environment and operating in line with applicable laws and Aussie Broadband's constitution. This should happen within a framework of prudent and effective controls that enable risk to be assessed and managed
- set, review and monitor compliance with Aussie Broadband's "why" (i.e. Aussie Broadband's mission and purpose), values and governance framework
- ensure shareholders are kept informed of Aussie Broadband's performance and major developments.

View the full Board Charter on [our Investor Centre website](#).

Audit, Risk, and Compliance Committee (ARCC):

The Committee assists the Board to fulfil its responsibilities to oversee:

- the financial reporting process
- the system of internal control and management of financial risks
- the process and coverage of internal and external audit
- management of business risks including strategic risk, operation and regulatory risk
- compliance with applicable laws, regulations and Aussie Broadband's policies
- View the full ARCC Charter on the Investor Centre part of [our website](#).

People and Community Committee (PCC):

The Committee's role is to provide advice and assistance to the Board on Aussie Broadband's people and community activities, including:

- ensuring people issues are central to, and integrated into, Aussie Broadband's business strategy and objectives
- ensuring Aussie Broadband has appropriate talent available, through attraction, recruitment, development and internal mobility to create sustainable value for all stakeholders
- ensuring Aussie Broadband's people are aligned with Aussie Broadband's "why" (i.e. Aussie Broadband's mission and purpose), values and culture, and are motivated and supported to pursue the growth and success of Aussie Broadband
- ensuring Aussie Broadband's people are rewarded fairly and responsibly based on the performance of Aussie Broadband, individual performance, statutory and regulatory requirements and in accordance with Aussie Broadband's culture
- ensuring Aussie Broadband maintains appropriate performance management, succession planning and development programs to support Aussie Broadband's performance and culture
- ensuring Aussie Broadband has appropriate resources and programs in place to help meet Aussie Broadband's strategic goal of building better communities by having a meaningful impact on communities and ethical business practices
- ensuring ethical practices guide how Aussie Broadband conducts business, now and in the future, including a commitment to the community,

inclusion and diversity, human rights and social responsibility, minimising Aussie Broadband's impact on the environment, and celebrating the selfless work of community groups and organisations all over Australia.

View the full PCC Charter [our Investor Centre website](#).

ESG Committee:

- identifies key areas for ESG collaboration
- approves ESG investments and identifies efficiency opportunities
- reviews ESG goals, objectives and key focus areas
- recommends key ESG policy or practice for Board approval
- fosters a culture of sustainability and ethical governance and integrates ESG principles into the company's overall strategy
- ESG Pillar Sub-committees:
 - direct and track key ESG activities in department gameplans (quarterly priorities)
 - review materiality issues for inclusion in the ESG framework
 - recommend resource allocations for ESG initiatives and projects
 - monitor changes in ESG regulations and best practice to ensure robust recommendations are given to the ESG committee for consideration



ESG framework

Aussie Broadband's purpose is to deliver returns to shareholders while having an overall positive impact on society and the environment. We do this by taking considered, practical and innovative actions to introduce concepts and processes in partnership with our communities, our people, our customers and our investors.

We call our Environment pillar 'Resilient operations & supply chains', Social pillar 'Empowered people and communities', and Governance pillar 'Secure and transparent systems'.

To help inform our ESG framework, we conducted a materiality assessment during FY24 to identify and prioritise our most material environmental, social, and governance impacts. The process referenced the latest impact materiality guidance provided within the Global Reporting Initiative (GRI) Universal Standards 2021.

Our material topics aim to reflect the ESG issues, risks, and opportunities of greatest significance to our stakeholders, society and the long-term sustainability of our business.

The assessment considered the materiality of topics in the context of the telecommunication industry and global trends, key stakeholder interests, sustainability best practice, and our overall corporate context. Topics were identified by reviewing a broad range of primary

and secondary sources, including direct stakeholder engagement and feedback with customers, staff, executive leadership and the Board.

The findings informed the content and relevant disclosures to help define our ESG focus areas and targets within the ESG Framework.

Through the assessment we identified 17 medium and high priority topics. A detailed overview of our approach, progress and performance in relation to each topic is included throughout this report. For definitions and boundaries of each material topic, please see the GRI Index accompanying this report.

Our materiality assessment will be conducted every 2 years, with the next one in early 2026.



Our vision is delivered through 3 pillars



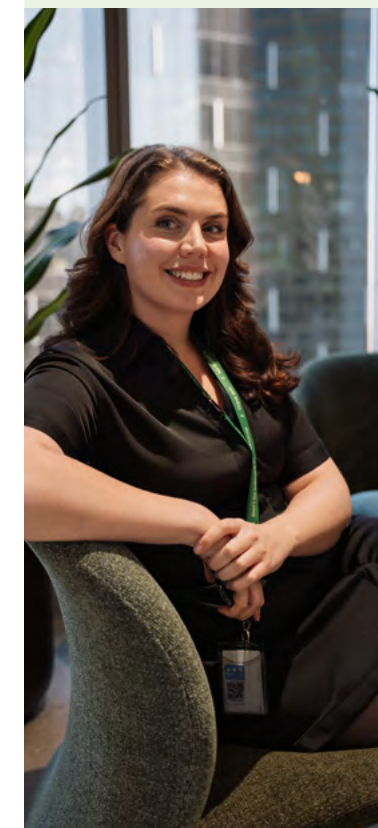
Environment pillar

Resilient operations and supply chains



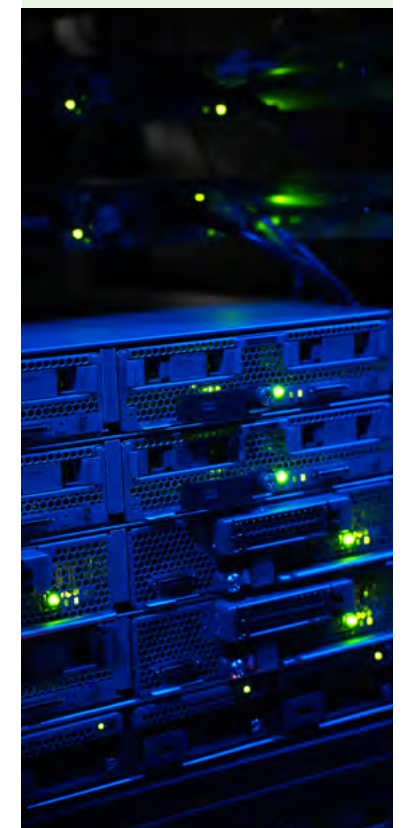
Social pillar

Empowered people and communities



Governance pillar

Secure and transparent systems



Each pillar has a goal and commitments, created from the outcome of our materiality assessment. We outline each pillar's commitments and key initiatives on the following pages.



Environment pillar

Resilient Operations and Supply Chains

Aussie Broadband recognises that our operational choices, whether large or small, can have significant impacts to our planet. We remain conscious of our decisions and processes with a view to creating positive impacts, reducing our carbon emissions and limiting our impact on the environment.

We are also keenly aware of the importance of promoting a shared value journey with our customers, staff, suppliers and investors.

Pillar goal:

We embed sustainability and a considered response to climate change in the ways we work with our people, customers and supply chains.



- Results of the materiality assessment:
- HIGH - Human rights & modern slavery
 - HIGH - Responsible supply chain and sustainable procurement
 - HIGH - Energy use, emissions and climate impact

Pillar commitments:

Commitment	Status	Performance
Adopt a Human Rights Policy by FY25	✔ Complete	Achieved
Adopt an Environment Policy by FY25	✔ Complete	Achieved
Transitioned 100% of owned and operated sites to renewable electricity by FY28	🔄 On track	89.7% of sites
Set a Science based carbon reduction target via Science Based Target initiative (SBTi)	🔄 On track	Underway
100% of e-waste is diverted from landfill by 2026	🔄 On track	Currently 100% This is on track due to being an ongoing commitment
100% of our product packaging made from recycled content	🔄 In progress	ABB sourced packaging complete. Analysis of third-party suppliers underway
Measure and reduce Scope 3 emission levels	🔄 In progress	Measured 13/15 categories



Climate commitments and reporting

- Strengthened calculation and assurance of our climate footprint in preparation for future federal mandatory climate-related financial disclosure (CRFD) requirements.
- Completed a preliminary climate risk assessment and scenario analysis, aligning with the Australian Accounting Standards Board (AASB) and Australian Sustainability Reporting Standards (ASRA). The assessment informs the development of a comprehensive response to the mandatory CRFD regime that requires disclosure in the FY26 Sustainability Report.
- Maintained the practice of annual carbon audits on our operations, undertaken consistently since FY20. greenhouse gas (GHG) figures are independently verified through annual carbon footprint assessments performed by Carbon Neutral Australia.
- Achieved a 10.55% reduction in Scope 2 electricity consumption (kWh) compared with FY24, and expanded Scope 3 reporting to cover 13 of 15 categories, including category 11 – Use of sold products.
- Use of sold products represents our highest Scope 3 category and highlights the importance of energy performance, product stewardship, and customer engagement on renewable energy use.

Renewable energy and operational efficiency

- Committed to 100% renewable electricity for all owned and operated sites by 2028 (using FY23 as the baseline). This 5-year transition is well underway, with almost 90% of sites now being powered by renewable energy or decommissioned.
- We consider sustainability performance of a building as part of our office site selection process, taking into account energy efficiency, waste management performance, water efficiency, and indoor environmental quality.
- Recent office upgrades and new office locations announced include:
 - For our new Traralgon office, expected to be ready early 2026, the base building has been rated 5-star in NABERS Energy (and 94% powered by renewable energy), 4-star in NABERS Water, as well as being rated in Waste and Indoor Environment.
 - For our refurbished Sydney office, the base building has been rated 5-star in NABERS Energy, 4-star in NABERS Water, 39% recycling rate and certified carbon neutral.
 - For our refurbished Melbourne office, the base building has been rated 4.5-star in NABERS Energy, 4-star in NABERS Water, 39% recycling rate and 5-star in NABERS Indoor Environment.

Supplier engagement and value chain

- Supply chain partners account for over 96% of Aussie Broadband’s carbon footprint, making engagement critical.
- Aussie has partnered with Givvable to track supplier sustainability, social, and diversity attributes and credentials, to both assess the ESG performance of our suppliers and highlight credentials that we should investigate to improve our own performance. Importantly 27% of our top 100 suppliers (by spend) have committed to the SBTi. It provides companies with a framework to set GHG emissions reduction targets that are consistent with what climate science deems necessary to meet the goals of the Paris Agreement—limiting global warming to well below 2°C above pre-industrial levels and pursuing efforts to restrict warming to 1.5°C.
- Aussie Broadband has committed to join the SBTi in line with our existing climate reporting requirements.
- Supplier engagement and improved supplier ESG engagement is further supported through our Supplier Code of Conduct, detailing expectations around ethical practice, environment and sustainability, human rights, health and safety and supplier diversity.
- With a specific focus on Modern Slavery, Aussie Broadband partnered with the Telco Together Foundation and industry partners; Telstra, Optus, TPG Telecom and Superloop to publish the Pathway to respecting human rights and addressing modern slavery risks handbook. The Handbook shares practical and actionable steps telco organisations, and their suppliers can take to identify key strengths and opportunities to reduce the incidence and risk of modern slavery in their operations and supply chains. It outlines obligations relevant to organisation size, shares key resources, checklists and spotlights current industry action in practice. It is a key outcome of Telco Together’s Human Rights and Modern Slavery Roundtable, an industry forum enabling Foundation members to collectively identify and action opportunities to address modern slavery.

Policies and governance

- Adopted a Human Rights Policy, aligned with the UN Guiding Principles, International Labour Organisation (ILO) standards, and the International Bill of Human Rights.
- To further embed our commitment to the environment, in March 2025, Aussie Broadband adopted an organisation wide Environment policy. This is to ensure responsible, sustainable operations by integrating environmentally sustainable practices across all Aussie Broadband’s business and stakeholder activities.

Circular economy and waste management

- Refreshed our office-based waste strategy with the Recycle Right Program, introducing clearer signage and waste stream separation across major sites.
- Partnered with Zolo on e-waste diversion, successfully redirecting 54.8 tonnes from landfill in FY25. As part of the partnership, we supply Zolo with end-of-life devices, which they then securely erase, reuse or recycle, ensuring nothing is wasted. Resuable devices are passed on to charities and community partners, giving these devices a second life.
- Continued support of the National Device Bank initiative, most notably through the donation of 57 refurbished laptops to first Nations communities

Strategic planning

- Aussie Broadband continues to implement our wider Sustainability Action Plan, which details key areas for operational and supply chain improvements, including:
 - onsite power opportunities
 - reducing owned and third party sourced data centre impacts
 - electric vehicle fleet upgrade
 - sustainable office program – entailing behaviour change advice, product procurement, social enterprise support opportunities
 - business travel reduction and standard offset program
 - sustainable staff commute program, encouraging bike use, public transport, walkability, and office site selection.

GHG emissions for all sites owned and/or operated by the Group

GHG Protocol Category	Unit	FY25	FY24	FY23
Scope 1	t CO2-e	192.0	234.0	173.8
Scope 2 (Market Based)	t CO2-e	2,918.0	4,220.0*	5,688.7
Scope 2 (Location Based)		4,340.8		
Scope 3** (Market Based)	t CO2-e	70,508.3	77,084.0*	15,642.2
Scope 3** (Location Based)		70,690.2		
Total (Market Based)	t CO2-e	73,618.2	81,539.0*	21,504.6
Total (Location Based)		75,222.9		

*Note FY24 and FY23 Scope 2 data not differentiated by location or market-based methods
A full list of organisation boundary sites can be found in the ESG data bank on our website

** Includes only material Scope 3 categories and does not include Scope 3 emissions in the following categories:
Category 4: Upstream Transportation and Distribution, and Category 15: Investments, as shown on page 20.



Scope 3 emissions by category

Scope 3 Scope 3 GHG Protocol Category Emissions	Unit	FY25	FY24	FY23
Category 1: Purchased Goods and Services	t CO2-e	11,095.6	13,074.6	9,674.4
Category 2: Capital Goods	t CO2-e	455.2	3.7	108.8
Category 3: Fuel-and Energy-Related Activities, location-based*	t CO2-e	599.4	818.8	1,395.6
Category 3: Fuel-and Energy-Related Activities, market-based*	t CO2-e	417.4	818.8	1,395.6
Category 4: Upstream Transportation and Distribution	t CO2-e	-	-	-
Category 5: Waste Generated in Operations	t CO2-e	439.1	557.7	469.2
Category 6: Business Travel	t CO2-e	343.9	628.0	405.5
Category 7: Employee Commuting	t CO2-e	2,103.2	2,032.3	1,507.2
Category 8: Upstream Leased Assets	t CO2-e	n/a	n/a	n/a
Category 9: Downstream Transportation and Distribution	t CO2-e	996.7	1,227.5	2,081.4
Category 10: Processing of Sold Products	t CO2-e	n/a	n/a	n/a
Category 11: Use of Sold Products	t CO2-e	54,655.3	58,740.7	n/a
Category 12: End-of-Life Treatment of Sold Products	t CO2-e	1.7	1.7	n/a
Category 13: Downstream Leased Assets	t CO2-e	n/a	n/a	n/a
Category 14: Franchises	t CO2-e	n/a	n/a	n/a
Category 15: Investments	t CO2-e	-	-	-
Total (Location Based)*	t CO2-e	70,690.2	77,084.7	15,642.2
Total (Market Based)*	t CO2-e	70,508.3	77,084.7	15,642.2

*Note FY24 and FY23 Scope 3 data not differentiated by location or market-based methods. Categories 4 and 15 are non-quantified

Scope 3 Emissions Disclosure

Given the evolving nature of Scope 3 reporting methodologies and the reliance on supplier and industry data, these figures should be considered indicative estimates rather than definitive measurements. Calculations are based on a combination of supplier-specific information, spend-based emission factors, and publicly available datasets. Data coverage and quality continue to improve year-on-year as supplier disclosures mature and primary data become available.





Social pillar

Empowered People and Communities

We treat our customers, employees, suppliers, and communities with respect, honesty and care.

By being good to people, we strengthen relationships, foster inclusion, and build a culture that reflects who we are; a company with heart.

Pillar goal:

Aussie Broadband (and our communities) have the skills, access and empowerment to benefit from and grow our business. We value diversity, workplace safety, community contribution and professional development to ensure our stakeholders can be the best they can be.



Results of the materiality assessment:

- HIGHEST - Health, safety, and wellbeing
- HIGHEST - High quality customer service
- HIGH - Digital inclusion, access and affordability
- HIGH - Innovative tech solutions for good

- HIGH - Community engagement and investment
- HIGH - First Nations rights, reconciliation and inclusion
- HIGH - Wages, conditions of work and rights to freedom
- HIGH - Engaging, developing and enabling staff
- HIGH - Diversity, equity, and inclusion

Pillar commitments:

Commitment	Status	Performance
Gender balance target of 40:40:20 at organisation level by 2028 (30% FY26)	In progress	71% Male /29% Female
Maintain Pledge 1% community investment commitment	Complete	\$1,028,844 plus in kind via SSBI
Achieve gender pay gap ratio at under 5% (across all levels and Group-wide)	In progress	6.70%
Domestic and Family Violence awareness training for all frontline staff	Complete	1,232 attended
Voluntary staff turnover target <22.39%	Complete	14.99%
Ongoing year on year improvement in employee engagement score up to a minimum of 8.5/10 by 2027 (baseline 2023).	In progress	8.1/10
Underlying engagement score min. targets; 9.0/10 (D&I), 8.5/10 (Health and Wellbeing), 7.0/10 (Change and Transformation)	In progress	8.4, 7.9, 6.5
Engage with 2,000 not for profits on digital opportunity by FY27	In progress	1,151
15,000 regular donors to Small Change Big Change by FY26	On track	12,536
Deliver RAP Innovate Plan	On track	RAP Innovate phase registered
Complete Ability Disclosure process and response	In progress	Diversity and inclusion strategy component

Wellbeing and safety

The wellbeing of our people is central to our purpose. We recognise that our success depends on creating a workplace where staff feel safe, supported, and empowered.

- Psychosocial safety**
 In FY25, we advanced our integrated Psychosocial Risk Management framework, aligned with the WHS Act and Regulations. This framework systematically addresses underlying psychosocial risks such as bullying, harassment, and aggressive behaviours. By embedding this into our safety management system, we are moving beyond compliance to a proactive culture that protects both mental and physical health.
- Awareness and prevention**
 A company-wide sexual harassment awareness program was rolled out, accompanied by new reporting channels and digital tools. These changes have encouraged more people to speak up, allowing risks to be identified earlier and interventions to be put in place before harm occurs. By strengthening the transparency of reporting, we have laid the foundation for a safer, more respectful workplace.
- Wellbeing support**
 Our Being Good for You program continues to offer holistic wellbeing benefits spanning physical health, mental wellbeing, and financial resilience. This includes product discounts, fitness and health support, enhanced parental leave, and access to mental health resources. Our Employee Assistance Program (EAP) remains a trusted, confidential counselling service, with staff able to access advice on stress, financial wellbeing, and family concerns at no cost.
- Domestic and family violence (DFV)**
 We recognise that telecommunications is both a lifeline for victim-survivors of DFV and, tragically, a potential tool of abuse. Our Adapt Action Plan commits us to embedding a trauma-informed approach across our services, policies, and culture. We collaborate with specialist DFV agencies, Non-Government organisations (NGO), and government to strengthen industry-wide protections. Internally, training and awareness are helping staff better identify risks and support customers, whilst also supporting staff who may be impacted through dealing with vulnerable cases.
- Staff engagement survey**
 In FY24, we introduced our staff engagement survey, 'Nexus', powered by Workday Peakon, ensuring our employees have a regular voice on inclusion, engagement, wellbeing, and organisational change. These insights directly inform leadership decision-making and highlights areas of staff concern, as well as opportunities to support our staff better.

Capability building and learning

Our people are our most important asset. We invest in learning and development to ensure that our workforce is skilled, resilient, and ready to grow with the business.

- Symbio Graduate Program**
 Our two-year Graduate Program is designed to accelerate professional and personal growth. Participants are matched with mentors, shadow leaders, and rotate through projects that apply academic knowledge to real business challenges. In FY24, 21 graduates participated, including nine who joined in FY25. The program maintains a gender split of 71% male and 29% female, and continues to evolve with targeted recruitment strategies to attract a more diverse talent pool. External recognition has been strong: ranked 4th in the AAGE Top 25 Graduate Employers (Small Business) and shortlisted for the TIARA Talent Acquisition Awards in the Early Careers category.
- Tailored learning**
 Our Capability and People Experience team builds bespoke training tailored to department needs, ensuring staff have the right skills at the right time. This year, courses covered topics from data literacy to customer engagement, embedding our organisational values into every module. Further to this, we are committed to making learning accessible for all. Our programs incorporate diverse cultural perspectives and multiple learning formats — video, written, interactive, and experiential — so everyone can engage in ways that suit them best.
- Continuous improvement**
 With over 20,000 online courses available, our self-directed learning platform allows employees to build capabilities across technical and soft skills. More than 95% of staff completed mandatory compliance training in FY25, covering compliance and ethical responsibilities, including modern slavery, DFV awareness, and supporting vulnerable customers. Completion data and feedback are continuously reviewed to refine and improve training content.



Diversity, equity and inclusion

We believe inclusion and diversity drive innovation, engagement, and stronger business outcomes. Our ambition is a workplace where people of all identities feel valued and respected.

- **Employee networks**
Dedicated employee-led networks, including Pride, Neurodiversity, Veterans, Gender Equity, and Reconciliation, give underrepresented groups a voice. These networks drive initiatives such as awareness campaigns, training, and peer support, helping to foster belonging across the business.
- **Gender equity**
In FY24, we expanded our industry-leading parental leave policy to 26 weeks of paid leave, plus miscarriage leave, grandparents' leave, flexible pay options, and continued super contributions during paid leave (including government-funded leave). In FY25, 163 employees (110 male, 53 female) have accessed these benefits. Aussie engaged Diversity Partners consultancy to review and identify strategies across divisions to drive gender equity. These have been embedded by our DEI team, alongside organisation wide initiatives to continue to drive our progress and commitment. We met all Workplace Gender Equality Agency reporting requirements and shared our performance transparently with the Executive Leadership team (ELT) and the Board. Our average gender pay gap is 6.7% (down from 11.5%) with targeted actions underway to further close this gap.
- **Recognition and awards**
Our Women@Symbio program has been a standout, providing mentorship, advocacy, and leadership opportunities for women in tech. Since inception, 65% of participants have completed the program and 15% have been promoted into senior roles. The program was a finalist in the ACOMM Diversity & Inclusion Awards. We also received the Silver Star Badge for Gender Equality (Ellect) and were named finalists in the B&T Women in Media Employer category.
- **Reconciliation**
Since our Reflect RAP in 2021, we've deepened partnerships with Indigenous organisations such as Red Dust and the Indigenous Emerging Business Forum. Activities have included staff engagement during National Reconciliation Week, Indigenous recruitment initiatives, and co-developing programs that support Indigenous business capability. Our Innovate RAP, now in development, will focus on employment pathways, skills training, and social procurement through accredited Indigenous suppliers.

Community engagement

We are deeply committed to giving back to our communities, tackling digital disadvantage, and supporting the not-for-profit sector through discounted and affordable connectivity services.

- **Pledge 1%**
Through the Pledge 1% global movement, we donate up to 1% of EBITDA via staff volunteering, direct donations, and product discounts. In FY25, staff contributed 1,874 volunteer hours across 241 days to causes including animal welfare, environmental conservation, and community care.
- **Helping Communities Connect (HCC)**
Our HCC program continues to grow and provide discounted services and digital empowerment advice to 1,158 community partners in FY25, representing \$681,855 in donated services. The program's aim is to assist in reducing costs for not-for-profits and majority owned Indigenous businesses enabling them to redirect resources toward their core missions. Additionally, through the HCC network we are able to provide latest information and advice on best use of digital technology to assist their stakeholders.
- **Small Change Big Change**
Customers continued to support Small Change Big Change, raising \$148,913 in FY25. These funds supported 16,645 young Australians through programs that promote mental health, identity, and resilience. Since launch, the initiative has raised \$802,866, with 100% of all funds directed to Reach out, Red Dust, and Beacon Foundation.
- **School Student Broadband Initiative (SSBI)**
The SSBI is an Australian Government program designed to help reduce the digital divide by providing free, high-speed home internet for 30,000 families with school-aged children until the end of FY28. The goal of the program is to boost educational opportunity and digital inclusion by ensuring students without home broadband can access reliable internet for learning. As the largest delivery partner, Aussie Broadband connected 16,401 families by the end of FY25, 63% of all program participants.

Spotlight on Gippsland Pride

Caitlin from Gippsland Pride talked to us about the impact Aussie has had on their organisation and the initiatives it allowed them to create.

"With us from the very first Project concept in 2019, Aussie Broadband have been the unexpected 'fairy godfather' to our organisation at every step. Far beyond the generous and sustained financial contributions each year, Aussie Broadband have led us with authentic partnership, grassroots and hands on help in more ways than we could have dreamed.

From successive and growing Pride Gala Sponsorship, funding of more community access tickets year on year, to the printing of the Rainbow Brick Road Report, board attendance, event logistical support, IT assistance and subsidy, open doors to opportunity and perhaps most pivotally, your operational mentoring - our relationship with Aussie Broadband is woven into our fabric. Not only did you make the appointment of our Community Liaison Officer possible, but you embraced what it could deliver and swiftly had invitations for panel appearances and meetings available to welcome them, resource, support and encourage them.

Beyond the financial and corporate support, we love how much our Pride Gala means to you and your staff and we appreciate the celebratory nature of your involvement with multiple tables each year."

Aussie's contributions allowed Gippsland Pride to:

- produce the Rainbow Brick Road report
- fund a pilot part-time paid worker to fulfill core activities and create new partnerships and opportunities
- ensure more people than ever could access supported Community ballot tickets to the Pride Gala
- fund the Pride Gala and cost accessibility of the event
- purchase and fit out a dedicated mobile Pride Trailer to ensure our activities can tour ALL of Gippsland
- establish strong bonds with Aussie's internal Pride Network and Community Impact Officer
- connect fast, reliable internet at their Pride Hub
- enable video conferencing capabilities at our Pride Hub





Governance pillar

Secure and transparent systems

At Aussie Broadband, we are committed to maintaining secure, reliable, and transparent systems that support the trust placed in us by our customers, partners, and communities. Strong governance and ethical oversight underpin how we design, manage, and improve our technology, operations, and decision-making processes.

Pillar goal:

Aussie Broadband is committed to ethical business practices to deliver industry leading initiatives that are transparent, build resilience, and empower communities to make positive environmental and social contributions.



Results of the materiality assessment:

- HIGHEST - Privacy, cyber security, and data protection
- HIGHEST - Network resilience and reliability
- HIGHEST - Ethical business, leadership and good governance
- HIGH - Product and service innovation
- HIGH - Digital ethics, rights and responsibilities
- HIGH - Critical infrastructure and disaster response
- HIGH - Competitive practice and consumer protections
- HIGH - ESG transparency and reporting

Pillar commitments:

Commitment	Status	Performance
Sustainability report published while having regard to GRI/ISSB by FY25	✔ Complete	Delivery in Q2 FY26
ESG framework and governance structure	✔ Complete	In place
Zero reportable Office of the Australian Information Commissioner (OAIC) breaches, cybersecurity or privacy breaches	✔ Complete	0 reported instances
Payment Reporting Times - 90% within 30 days (where feasible) by FY28	🔄 On track	75.2% (December 2024)
90% of all personnel trained on core policies	🔄 On track	86% of all personnel completed
Improve Institutional Shareholder Services (ISS) ESG Rating	🔄 In progress	Transparent ESG disclosure via Sustainability Report
AI ethical framework by FY27	🔄 In progress	Scoping
Complaints rate target (4.8 per 10K services)	✔ Complete	3.54 per 10k services (FY25 average)



Key initiatives and callouts

- Cybersecurity and data protection**
 We maintain a comprehensive cybersecurity framework that is embedded across all business operations. This framework covers proactive monitoring, incident response, threat detection, and regular penetration testing to ensure resilience against evolving cyber threats. Customer and partner data is safeguarded through strict privacy protocols, compliance with the Privacy Act, and robust data governance practices.
- ESG governance at Board and executive level**
 ESG oversight is firmly embedded at the Board level, with strategic direction supported by a newly aligned executive structure following the acquisition of Symbio. This structure strengthens accountability, integrates ESG priorities into decision-making processes, and ensures climate, social, and governance considerations are factored into long-term corporate strategy.
- Data breach and privacy compliance**
 We recorded zero reportable breaches under the Office of the Australian Information Commissioner (OAIC) during the reporting period, reflecting the effectiveness of our privacy management systems and cybersecurity practices. This result underscores our strong track record of protecting customer data and maintaining trust with stakeholders.
- Supplier payment practices**
 In line with fair and transparent business practices, 75.2% of invoices were paid within 30 days during the reporting period. While this performance exceeds the industry average, we remain committed to continuous improvement and have set a target of achieving 90% of invoices paid within 30 days to support suppliers, particularly small businesses, with timely cash flow.
- Customer complaints management**
 Our complaints handling framework continues to drive positive results, with a complaints rate of 3.54 per 10,000 services, well below the target threshold of 4.8 per 10,000 services. This outcome highlights the effectiveness of our customer service initiatives and our ongoing focus on service quality, responsiveness, and issue resolution.
- Sustainability reporting milestone**
 The report consolidates disclosures across climate, environmental, social, and governance areas, enhances transparency for stakeholders, and provides a foundation for future reporting against international frameworks and mandatory standards.

Spotlight on Security

Our Security team is made up of three distinct areas: Security Operations, Security Governance, Risk, and Compliance (GRC), and Security Projects.

At Aussie, our Security Operations team is on the frontline of our company's cyber defence, working around the clock to detect, prevent, and respond to security threats. By leveraging real-time threat intelligence, they stay ahead of emerging risks and continuously adapt our defences to a rapidly evolving threat landscape.

The team combines deep technical expertise in security engineering with robust operational processes to design and maintain protective controls across our systems and infrastructure. Whether it's tuning detection tools, investigating suspicious activity, or mitigating incidents, Security Operations is instrumental in supporting a secure, resilient digital environment aligned with best practice defence strategies.

The Security GRC team plays a critical role in safeguarding the organisation by ensuring we meet our obligations under key security frameworks, including ISO27001, PCI DSS, and the Security of Critical Infrastructure (SOCl) Act. Through proactive risk assessments, policy development, internal audits, and continuous monitoring, the team helps maintain our certifications and compliance posture.

They serve as an important link between operational teams and expectations from the regulators. This is done by translating complex requirements into clear actions, identifying potential risks before they escalate, and ensuring a culture of accountability and resilience. This means the Security GRC team not only protects our systems and data but also reinforces trust with customers, partners, and regulators.

Our Security Projects team is responsible for delivering large-scale security initiatives that fall outside of day-to-day operations, playing a strategic role in strengthening our long-term security posture. This involves leading the design and implementation of new systems, tools, and processes that align with industry best practices and emerging security standards.

Their work often includes major infrastructure upgrades, the rollout of new security platforms, and cross-functional programs aimed at uplifting security capabilities across the business. By driving these initiatives from concept to completion, the Security Projects team strives to keep us ahead of evolving threats and regulatory requirements. This is how we have built a foundation of security that is robust, scalable, and future-ready.

The Security team at Aussie operates with full transparency, allowing leaders clear visibility into all security activities, risks, and initiatives, meaning nothing is hidden or overlooked.



**Aussie
Broadband**