



# SUSTAINABILITY REPORT 2016.

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David Spence, Chairman



Geoff Horth, CEO

# CHAIR & CEO LETTER

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We are pleased to present the first Vocus Sustainability Report. We believe our adoption of the GRI G4 reporting guidelines will enable thorough and consistent reporting on our sustainability.

Over FY16, Vocus underwent a significant amount of change in the company structure, markets serviced, products provided, and our scale. While this makes it difficult to provide comparative reporting on the previous year, the changes to the company have not quelled our long-standing commitment to sustainability activities.

Our activities are centred around getting involved, giving back and making a difference. In the last 12 months, we have achieved:

- the second year of the Vocus Upstart Program, dedicated to supporting tech startups
- the funding of two scholarships for students enrolled in IT subjects at Charles Sturt University
- support of selected charities, including the Telco Together Foundation and continued partnership with the Starlight Children's Foundation to raise funds to help brighten the lives of sick children
- a 3.3% reduction in paper invoices generated for customers via a switch to email / online billing

Our commitment to our Team extends beyond providing a safe and healthy workplace to being a great place to work. This has seen the introduction of a number of initiatives, including the Vocus Wellness Subsidy to support our team in active and health-focused endeavours; paid parental leave to support families; a flexible working policy and much more. We believe our focus on making our Team the best it can be will be reflected in our service delivery, our results, and our impact on the community.

We hope that this report gives you insight into our business and our approach to sustainability. We welcome your feedback.

**David Spence**  
Chairman

**Geoff Horth**  
Chief Executive Officer

# ORGANISATIONAL AND REPORT PROFILE

This is the first annual sustainability report prepared for Vocus Communications Limited ("Vocus"). It reviews our performance from 1 July 2015 to 30 June 2016. This report has been prepared in accordance with the Core option of the Global reporting Initiative's G4 Sustainability Reporting Guidelines. We have not sought external assurance over this report. We welcome feedback on the report, which may be sent to [investor@vocus.com.au](mailto:investor@vocus.com.au).

Vocus operates across all states and territories of Australia and across the North and South Islands of New Zealand. Our Australian metropolitan fibre network has 2,590km and connects over 4,000 buildings. Our New Zealand intercity network spans both the North and South Islands. We also have 21 data centres across Australia and New Zealand. In addition to our own network, we use Australia and New Zealand's largest carriers to provide fixed voice, mobile and broadband services to our retail customers. Our electricity for supply to customers is sourced from the grid via the Australian Electricity Market Operator, and our gas for supply to customers is purchased from upstream suppliers; we do not own any generation or distribution assets.

Our primary brands and services are shown in the following table.

|                     |             | CONSUMER   | SMB  | CORPORATE  | WHOLESALE   |
|---------------------|-------------|--|--|--|---|
| Brands              | Australia   | <br>   | <br> |  |                              |
|                     | New Zealand | <br>  | <br> |  |                              |
| Products & Services |             | Mobile Voice<br>Fixed Voice<br>Mobile Data<br>Broadband – ADSL and NBN<br>Power and Gas *<br>Insurance **  | Mobile Voice<br>Fixed Voice<br>Mobile Data<br>Broadband – ADSL and NBN<br>Phone systems<br>Power and Gas *   | Fibre & Ethernet<br>Internet<br>Data Centre<br>Voice                                 | Fixed line voice, broadband, mobile voice and data, and mobile services to the telecommunications reseller market |

\* Electricity and gas, residential and small business customers in VIC, NSW, QLD and SA

\*\* car, home and contents insurance products

Vocus is listed on the Australian Securities Exchange under the code VOC. We have more than 2,000 employees across Australia and New Zealand, and a further 3,000 team members in Manila employed through a business process outsourcing partner.

The following table provides an overview of the highlights of our FY16 performance. Further details of our financial position and performance are included in our FY16 Annual Report at <https://www.vocus.com.au/investors/annual-reports>.

|                             | FY16                  | FY15                  |
|-----------------------------|-----------------------|-----------------------|
| Revenue                     | \$830.8m              | \$149.8m              |
| Underlying EBITDA           | \$215.6m              | \$51.6m               |
| Underlying NPAT             | \$101.7m              | \$18.1m               |
| Earnings per share          | 18.86 cents per share | 19.08 cents per share |
| Interim and final dividend* | 15.6 cents per share  | 3.2 cents per share   |

\* excluding special dividends

There have been substantial changes to Vocus' business during the period covered by this report.

In July 2015, Vocus acquired Amcom Limited via a Scheme of Arrangement. In February 2016, Vocus completed a merger with M2 Group Ltd.

In June 2016 Vocus announced its intention to acquire Nextgen Networks. These changes are discussed in the FY16 Annual Report.

Our employment statistics are included on page 11.

# IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES

The following aspects have been identified as material to Vocus while defining the content of this sustainability report:

| CATEGORY                        | MATERIAL ASPECTS   |
|---------------------------------|--|
| Environmental                   | Energy consumption<br>Products and Services<br>Transport   |
| Social - labour practices       | Employment<br>Labour/management relations<br>Workplace health and safety<br>Training and education |
| Social - product responsibility | Customer satisfaction<br>Marketing communications<br>Customer privacy                              |
| Economic                        | Economic performance: this aspect is discussed in the Annual Financial Report.                     |

A list of all entities included in the Vocus consolidated financial report is included in the notes to the accounts of the FY16 Annual Report.

# STAKEHOLDER ENGAGEMENT

We engage with stakeholders on a regular basis and in a variety of ways throughout the year. The following provides highlights of our engagement with each group.



## TEAM

Our Team Members have several opportunities to provide feedback on their work, workplace, benefits and levels of engagement, throughout the year. One channel for feedback is the Great Place to Work survey, which we conducted again in April 2016. This is an anonymous survey open to all Team Members in Australia and New Zealand, gathering feedback around the key aspects of engagement – communication, leadership, recognition and reward, remuneration, camaraderie and community.

74% of our employees completed the Great Place to Work survey in FY16 and overall 70% of respondents agreed that Vocus is a Great Place to Work. Following review of the survey, we have pinpointed 3 key areas of focus for the next year to help us in our goal to be rated as one of the top 10 Great Places to Work – Learning and Development, Remuneration and Communication.

To enable us to quickly and regularly receive feedback from Team Members, we have also rolled out an online engagement tool which uses a short weekly pulse survey to provide real-time, anonymous feedback to managers in their team and which also provides the opportunity for managers to respond to that feedback immediately.

We communicate regularly with Team Members through a variety of communication methods.



## SUPPLIERS

We value our supplier relationships and meet regularly with our major suppliers. In FY16 we renewed our agreements with Telstra and Optus, our key suppliers to the consumer business.



## SHAREHOLDER

Our investor relations team aims to ensure all shareholders receive information in an equal and timely manner and encourages an open dialogue with investors through a variety of forums. The Vocus investor relations programme facilitates two-way dialogue, in person via our Annual General Meeting, and electronically through a dedicated email address. Specific investor briefings have been conducted to address investor questions about our recent business combinations, and we also give presentations on the business to various investment banking forums such as the Macquarie Australia Conference. Any presentation containing new information about the company or its performance is released to the ASX.



## REGULATORS

We aim to have an open and constructive relationship with all regulators. We are active participants and contributors to policy debates via our membership of the Communications Alliance, and our energy regulatory team also take part in and contribute to a variety of industry working groups.

The Communications Alliance is an advocacy group for the Australian telecommunications industry, and contributes to policy development and debate on topics of interest to the industry and its customers such as data retention, website blocking and security matters.



## CUSTOMERS

An overview of our engagement with our wide range of customers is included on page 14.

# ETHICS, INTEGRITY AND GOVERNANCE

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Vocus is committed to a sound corporate governance framework. We believe in transparency, accountability and integrity for the benefit of our shareholders, team members, customers and all other interested stakeholders.

Our corporate governance policies and charters are published on our website and are reviewed at least annually in reference to the Corporate Governance Principles and Recommendations, as developed by the ASX Corporate Governance Council.

The FY16 Annual Report contains details of our governance structure, including biographies of our Board of Directors and details of the membership and frequency of meetings of the Audit, Risk, Nomination and Remuneration sub-committees of the Board. The Risk Committee, as described in its charter, is responsible for advising the board in relation to the management of risks which may impact on the community or environment in which Vocus operates.

Vocus has published a code of conduct which describes the company's expectations of its Team Members, management and directors in relation to ethical behaviour, the treatment of conflict of interests, confidentiality and the use of company resources. The company has also published a whistle-blower policy providing a reporting procedure for reportable conduct. Finally, the company has recently defined its company-wide values and goals.

Costa Mihail,  
Account Manager

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# ENVIRONMENTAL SUSTAINABILITY

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## A) ENERGY CONSUMPTION

Our primary environmental impact is in relation to our use of electricity. Our data centres are the primary source of electricity usage across the group, with our office spaces representing a secondary pool of electricity usage. As a result of the significant changes to the structure of Vocus during the 12 months under review, it has not been possible to analyse trends in electricity usage on a year-on-year basis, though we intend to collate such data for inclusion in our 2017 Sustainability Report.

As large consumers of electricity, Vocus Data Centres continually reviews its operations to ensure we can operate our facilities in the most efficient manner possible. Some of the recent projects we have undertaken to improve our site efficiency include:

- Installation of Hot and Cold Aisle separation to the data halls. By separating the supply and return air, the cooling plant operates in a more efficient manner, thereby reducing the load for each facility whilst also providing a more stable environment for clients. In addition, blanking panels are utilised in all data halls to ensure that the facility air separation is as effective as possible.
- Adopting cooling recommendations from ASHRAE (American Society of Heating, Refrigerating and Air-Conditioning Engineers) allowing for an environment acceptable to modern computing equipment whilst also reducing the total power consumption required to meet the standards.
- Investing in class leading Cooling technology such as PowerPax and Uniflair Chillers with Turbocor compressor technology reducing power consumption.
- Investing in class leading Air Conditioning technology with variable speed compressors and EC Fans to minimise power consumption.

- Automation of Air Conditioning strategies via our DCIM (Data Centre Infrastructure Management) systems to ensure that redundancy is maintained while also reducing power consumption.

In relation to our office spaces, we have a preference for locations with a high energy efficiency rating. We have recently consolidated our various North Sydney offices to one location with a 5 star NABERS Energy rating. Our Melbourne and Perth offices have 4.5 star and 5.5 star NABERS Energy ratings respectively. We have installed premium quality video conferencing equipment throughout our office network as an alternative to travelling for face to face meetings.

## B) PRODUCTS AND SERVICES - SALE OF ELECTRICITY

In addition to the usage of electricity in our operations, we are also a retailer of electricity and gas through our Dodo and Commander brands. Our licenses to sell energy products are held in the M2 Energy entity. M2 Energy (through our Dodo Power & Gas brand) is an accredited GreenPower supplier, and provides 10% and 100% GreenPower options to its customers, supporting clean and renewable sources of electricity such as solar biogas, biomass, hydro, and wind generation. When a customer chooses 10% or 100% Dodo GreenPower, that percentage of their electricity consumption is abated with Accredited Renewable Energy Certificates created from renewable electricity that has already been supplied into the electricity grid. This electricity replaces the same amount of energy that would otherwise have been sourced from fossil fuels such as coal. In the 2015 calendar year we purchased over 180,000 Renewable Energy Certificates.

M2 Energy also participates in the Commonwealth's Renewable Energy Target, New South Wales Energy Saving Scheme and the Victorian Energy Efficiency Target.

Grace Haliki,  
Marketing Executive  
- Customer Experience

## C) PRODUCTS AND SERVICES – PENDO EQUIPMENT

Our Pendo business sells mobile phones, tablet computers, televisions and smart watches through national retailers and through our Pendo website. We estimate that 50% of our products and their end consumer packaging can be recycled.

In our warehouses we have recycled 20,450kg of cardboard waste. In our offices and warehouses we support Mobile Muster as means of reclaiming materials from recycled mobile phones.

We participate in electronic product stewardship and are members of the Electronics Product Stewardship Australasia NCTRS co-regulatory arrangement. Through this arrangement we have access to recycling facilities for computers, televisions and other used electronic equipment.

## D) PRINTING

Printing of customer invoices in our Australian consumer brands is one of our most significant uses of paper resources across the organisation.

We are working to reduce the incidence of paper invoices, and though this option will always be available upon request, our default billing option for new customers signing up to a telco or energy plan is to receive invoices in an electronic format.

**By June 2016, 8.7% of our Consumer and Small Business invoices were printed, in comparison to 12% of all invoices which were generated in a paper format in June 2015.**

We have also recently adopted DocuSign, an electronic document signing tool, and have rolled it out across many parts of our business including lease renewals, franchise agreements, dealer agreements and terminations and insurance proposals as well as for internal purposes such as employment agreements.

# SOCIAL SUSTAINABILITY

## A) EMPLOYMENT STATISTICS INCLUDING DIVERSITY

Vocus values and encourages diversity in the workforce. We recognise the benefit gained from having a diverse range of individuals involved in our organisation and business activities. We acknowledge that a range of perspectives is imperative to making good, balanced decisions that are in the interests of our Company as a whole. A diverse workplace promotes Vocus as an 'employer of choice', which in turn attracts key talent at all levels.

**We are committed to providing an environment in which our entire team is treated fairly and with respect, with equal opportunity and access to available opportunities.**

In respect of gender diversity, female participation in the workplace adds value and as such, we are committed to implementing and supporting initiatives and processes to help facilitate equal gender participation and opportunity in our business.

Vocus will not permit discrimination, intimidation or harassment of, or by, team members on the basis

of race, gender, marital status, national origin or religious beliefs, or on the basis of any other personal characteristics protected by law. We recognise the importance of valuing the many differences in background, culture and demographic characteristics of our team members. In a recent survey, a very high proportion of our Team affirmed their belief that we as a business do not discriminate in relation to age, race, gender or sexual orientation.

In relation to equality in gender pay, in October 2016 we will be undertaking a review of remuneration across the newly merged entities which includes benchmarking of pay to market data and a comparison of 'like for like' salaries. This is an important step in ensuring that our team members feel as though they are being paid fairly. Part of this annual process includes a 'gender check' to highlight any gaps between what women and men are paid and avoid the opportunity for any unconscious bias in remuneration decisions.

We have provided below a snapshot of our employment statistics as at 30 June 2016.

Due to the considerable changes in the size and scope of the business since 30 June 2015, previous year statistics are not considered as a meaningful basis for comparison.

| EMPLOYMENT STATUS   | MALE         | FEMALE     | TOTAL        |
|---------------------|--------------|------------|--------------|
| Permanent full time | 1,299        | 454        | 1,753        |
| Permanent part time | 44           | 47         | 91           |
| Contractor          | 13           | 15         | 228          |
| Casual              | 108          | 71         | 179          |
| <b>Total</b>        | <b>1,464</b> | <b>587</b> | <b>2,051</b> |

| AGE RANGE    | TOTAL        | % OF TOTAL    |
|--------------|--------------|---------------|
| Under 25     | 392          | 19.1%         |
| 26-40        | 1,168        | 56.9%         |
| 41-65        | 484          | 23.6%         |
| Over 65      | 7            | 0.3%          |
| <b>Total</b> | <b>2,051</b> | <b>100.0%</b> |

| GENDER DIVERSITY          | NUMBER OF FEMALES | % OF TOTAL |
|---------------------------|-------------------|------------|
| Board                     | 1                 | 12%        |
| Executive Leadership Team | 2                 | 22%        |
| Senior Leadership Team    | 11                | 25%        |

## B) LABOUR/MANAGEMENT RELATIONS

In the event of an operational change impacting our team members, we provide the team with reasonable notice of any change. Where appropriate, we offer outplacement counselling and the option to apply for other vacant roles within the organisation including the payment of a relocation allowance in some instances.

The number of team members who are subject to a collective agreement is not material.

## C) WORKPLACE HEALTH AND SAFETY

As part of our Team Benefits program, we offer all permanent Team Members a subsidy which can be used to fund any health and wellness activity, such as a gym membership or sports equipment.

Our Team Members also have access to fresh fruit and breakfast daily. To further support team health and reduce risks associated with a sedentary lifestyle, all Team Members in our Sydney office have access to standing desks. Our aim is to install these desks in any new office fitout in the future.

As part of our Sustainability Principles, we are committed to the establishment of a safe place of work, safe working practices and procedures and the provision of safe plant and equipment. We have also established a "Speaking Safety" group on our team social media tool. Speaking Safety provides a

central repository for Team Members to access our WHS policies and instructions on how to log incidents or hazards. It also serves as a real-time consultation mechanism. We have developed and rolled out a series of on line training covering WHS topics such as anti-bullying and harassment.

Our fibre laying operations are outsourced to contractors and we have recently implemented an on-line pre-qualification system to allow us to manage safety, risk assessment and licensing across our Australian contractor base.

In the year to 30 June 2016 we have not experienced any significant lost time injuries and believe that our experience of injuries, as evidenced by our WorkCover premium rates, is largely in line with industry norms.

## D) TRAINING AND EDUCATION

We continue to invest in training for Team Members across all areas of the business. We use the 70:20:10 philosophy of learning and development. 10% of training is delivered face to face in a classroom environment, 20% of training is delivered through coaching, 360 degree feedback surveys, networking and mentoring, and 70% of training is delivered through on the job practice, work assignments and projects.

In August, we relaunched a refreshed Leadership Development Program in conjunction with the Australian Institute of Management. This is a face to face course for all leaders, which will be delivered over a 12 month period and will capture approximately 150 leaders in Australia and 75 in New Zealand. Participants then

have the option to continue their learning and study for a Diploma qualification.

We also have dedicated training resources attached to a wide variety of teams across the business including our Dodo Connect kiosks, Commander brand, Vocus Corporate and Wholesale team and attached to our sales and customer service team in Manila. All Team Members can access the Vocus Learning Centre, learning platform where a variety of internal training programs are uploaded, including compliance training.

As of May 2016, our entire Team has access to Lynda.com, an online library of training courses and videos covering a wide range of topics from technical professional development through to soft skills such as time management, career development and management.

We also offer study leave and study support to Team Members where the course undertaken is relevant to their role and the business as a whole. We have not yet tracked data on access to training by gender or by employment category.

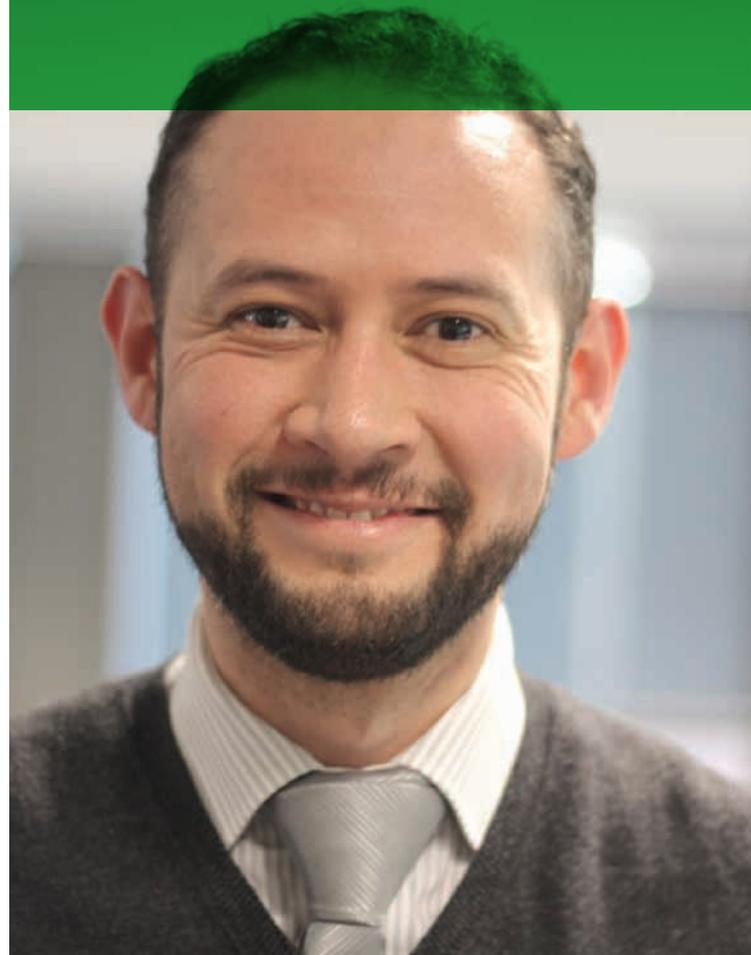
## E) SUPPORTING FAMILIES

We recognise the importance of family in the happiness and wellbeing of our Team, and the importance of support for family as essential in our goal of being a great place to work.

Other ways that we support families includes:

- Our Purchased Leave program, allowing our Team Members to purchase up to two additional weeks of annual leave per year
- Our "Five for Five" policy which grants an additional week of annual leave each year to all Team Members with 5 years' service
- The option for our Australian-based Team Members to take Long Service Leave at half pay to double the leave time, subject to operational requirements
- Extending the additional Paid Parental leave entitlement (previously available in the M2 business) to the entire Australian workforce
- The right for anyone to request flexible working hours or arrangements, subject to operational requirements
- An Employee Assistance Program that provides professional counselling on demand to team members

Jorge Melges, Treasury Analyst



# SOCIAL SUSTAINABILITY PRODUCT RESPONSIBILITY

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## A) CUSTOMER SATISFACTION AND EXPERIENCE

At Vocus, one of our 3 key goals is to become the most loved telco.

We pride ourselves on our regular interactions with our customers; a few of the highlights are listed below.

In our Australian Consumer brands, we have designed a new smarter Interactive Voice Response (IVR), which identifies customers using their phone number and routes the call to the best suited customer service agent. We have also redesigned our website support pages to give customers more control, including the ability to make a payment, track the progress of their account and use an interactive technical troubleshooting tool. We have extended our Live Chat hours to weekend and after hours so customers can connect with us at their convenience. We have also introduced technical support assistance via live chat. We have distributed over 120,000 customer satisfaction surveys and use Net Promoter Score, a tool to measure customer satisfaction and loyalty to monitor customer satisfaction.

In our New Zealand consumer brands we sent out over 190,000 surveys to calculate our Net Promoter Score. We also distribute an on-boarding survey to new customers within 45 days of their sign up, to measure their satisfaction with the on-boarding process and identify any issues they may have experienced.

We also distribute a survey to customers who have cancelled our services, to determine why they transferred and measure their former satisfaction with the brand. Our Orcon brand was recently named the most popular home Internet Service Provider in the Roy Morgan Research Customer Satisfaction Award.

**In our Australian Corporate and Government business we have created a highly resilient, faster and more secure network and our customer satisfaction statistics reflect positive results.**

Our Network Operations Centre supports customers 24 hours a day, 7 days a week, and can receive requests by phone, email or our customer portal. Incident reports and escalation matrices are available for more serious incidents, and we provide rebates where our service availability, response time or restoration time has not met target.

We sent over 12,000 surveys to Corporate and Government customers last year asking them whether they would recommend Vocus and to nominate what we do well, and what we can do better. We received over 1,000 responses and spoke to over 300 customers to gather further information on their experiences with Vocus. As a result, we are working internally on a number of projects to improve how we service our customers.

## B) MARKETING COMMUNICATIONS

Vocus adopts rigorous review processes to ensure that the marketing campaigns undertaken by its business units comply with all relevant laws and codes, including both the Competition and Consumer Act and the Telecommunications Code of Practice. In FY16, Vocus has not been found to have breached any regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship.

## C) CUSTOMER PRIVACY

There was one instance in our energy business during FY16 where we discovered, and reported to the relevant regulatory authority, that we had breached a customer's privacy. This was considered to be an isolated incident resulting from human error. We are not aware of any other instances where a privacy breach occurred or customer data was lost.

Tamara Hay, Sales Operations Manager



# COMMUNITY AND CHARITY ENGAGEMENT

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## A) TELCO TOGETHER FOUNDATION

The Vocus business supports a number of charities. One of our national partners is the Telco Together Foundation. The Telco Together Foundation ('TTF') was seeded in 2011 by our Executive Director, Vaughan Bowen. TTF unites Australian IT&T companies for the purpose of fundraising for a number of key charities that support communities in need, focussing on mental health, homelessness, refugees and indigenous communities. All leading Australian telecommunications companies are members of the TTF.

We supply the TTF with office space and supplies and pay a yearly membership fee of \$50,000. In addition, we support TTF fundraising in a number of ways, including taking them to our annual channel partner conference to host a fundraising event, and through our Workplace Giving Program. The 2016 Commander channel partner conference generated donations to the TTF in excess of \$450,000.

## B) STARLIGHT FOUNDATION

We have also continued our partnership with the Starlight Children's Foundation to support and raise funds to aid in brightening the lives of sick kids across Australia. We provide funding for remote paediatric clinic visits, and a 'fly in/fly out' clinic in partnership with the Northern Territory Department of Health, providing specialist paediatric care to remote indigenous communities, with the fun, interactive and educational presence of the Starlight Captains. We also support the Starlight Foundation's Bush Week, a series of shows with health and lifestyle messages delivered to schools in remote communities that Starlight visits in partnership with NT Health Department pediatricians.

## C) VOCUS SCHOLARSHIP WITH CHARLES DARWIN UNIVERSITY

We have funded two scholarships of \$5,000 each for students enrolled in IT subjects at Charles Darwin University. The scholarship is intended to cover course fees and laptops, and we also provide a broadband connection to scholarship recipients for the duration of their course. We also offer a paid work experience placement of a minimum of two weeks to help the recipients in developing their workplace skills and networks.

## D) WORKPLACE VOLUNTEERING AND GIVING

Vocus offers to all permanent Team Members the right to spend two days doing paid voluntary work each year. We also run a workplace giving scheme where Team Members can make a regular charitable donation to the Telco Together Foundation through our payroll. We have generated over \$42,000 of donations through this scheme.

## E) VOCUS UPSTART

As part of our commitment to innovation we are the naming rights sponsor of the Vocus Upstart program, and made a contribution towards the running costs of this initiative. In July 2015 eight startup businesses based in Western Australia were selected to receive seed funding from the program of \$40,000 each, in return for 8% equity. The program runs for three months and gives participants access to a dedicated working space and access to a large network of mentors. Participants commit to full time participation during the program to help further develop their ideas and commercialise their technology.

Vocus Upstart is running again in 2016 and seven finalists have been selected to participate. For more information on Vocus Upstart please go to <http://www.vocusupstart.com.au/>

## F) TEAM ACTIVITIES

During the year we undertook numerous fundraising activities across our offices, with a few of the highlights as follows:

- Our Perth and Sydney offices were relocated and Team Members undertook an auction of surplus furniture, raising money for the Telco Together Foundation
- Our Melbourne Office Green Team spent a day volunteering at the CERES environment park
- We held a food collection drive in the Perth office, with supplies donated to the Salvation Army
- We collected donations for Beyond Blue when allocating lockers in our new Perth office
- Our Hobart office held a charity day with a sponsored gaming activity raising funds for Beyond Blue
- Our New Zealand business organised a corporate golf day in support of the Halberg Trust

- Orcon, our New Zealand consumer brand, continued its proud sponsorship of Cure Kids
- Sponsorship of the Australian Doctors Orchestra Concert in Darwin, raising funds for Anglicare
- Sponsorship of the Variety Special Children's Christmas party in Palmerston, NT

Vocus matches donations dollar-for-dollar on selected fundraising activities.

## G) CHARITABLE CONTRIBUTIONS IN MANILA

We have a significant number of team members in Manila as the largest base of our customer service and inside sales teams. They have participated in the following community activities this year:

- Blood donation drive in connection with St. Luke's medical centre
- Rehabilitation of the Karangalan park and playground
- Christmas carols and donation collection for the Children's Joy Foundation
- 500 participants in the Million Volunteer Run, promoting the Philippine Red Cross

Some of our Team volunteering at CERES Environment Park:  
Rosalind Rixon, Verity White and Grace Halicki



# APPENDIX: REQUIRED DISCLOSURES PER GLOBAL REPORTING FRAMEWORK

**TABLE 3: REQUIRED GENERAL STANDARD DISCLOSURES**

| GENERAL STANDARD DISCLOSURE                | 'IN ACCORDANCE' – CORE<br>(THIS INFORMATION SHOULD BE DISCLOSED IN ALL CASES) | 'IN ACCORDANCE' – COMPREHENSIVE<br>(THIS INFORMATION SHOULD BE DISCLOSED IN ALL CASES) |
|--|---|--|
| Strategy and Analysis                      | G4-1  | G4-1, G4-2   |
| Organizational Profile                     | G4-3 to G4-16   | G4-3 to G4-16  |
| Identified Material Aspects and Boundaries | G4-17 to G4-23  | G4-17 to G4-23   |
| Stakeholder Engagement                     | G4-24 to G4-27  | G4-24 to G4-27   |
| Report Profile                             | G4-28 to G4-33  | G4-28 to G4-33   |
| Governance                                 | G4-34   | G4-34 G4-35 to G4-55(*)  |
| Ethics and Integrity                       | G4-56   | G4-56<br>G4-57 to G4-58(*)   |
| General Standard Disclosures for Sectors   | <i>Required, if available for the organization's sector(*)</i>                | <i>Required, if available for the organization's sector(*)</i>                         |

**TABLE 4: REQUIRED SPECIFIC STANDARD DISCLOSURES (DMA AND INDICATORS)**

| GENERAL STANDARD DISCLOSURE                | 'IN ACCORDANCE' – CORE   | 'IN ACCORDANCE' – COMPREHENSIVE  |
|--|--|--|
| Generic Disclosures on Management Approach | For material Aspects only(*)   | For material Aspects only(*)   |
| Indicators                                 | At least one Indicator related to each identified material Aspect(*)           | All Indicators related to each identified material Aspect(*)                   |
| Specific Standard Disclosures              | <i>Required, if available for the organization's sector and if material(*)</i> | <i>Required, if available for the organization's sector and if material(*)</i> |

Jenny Hyland,  
HR Operations &  
Group Payroll Manager

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