



OPTUS

Human Rights Statement

Introduction

Optus champions and invests in building a better future for all. Our foundations were built on empowering people with the option to make a choice. Today, this is further embedded in our new company purpose —

To Power Optimism with Options

Building trust and a culture of respect and inclusiveness continue to remain core principles in how we operate and shape positive sustainable change for our business, people, customers, communities and the environment.

In this digital age, we know the positive role communications and technology can play in helping people voice their rights and enabling access to services. We recognise that as a leader in this space, alongside our responsibility to respect all human rights, we play an important role in ensuring that we work to achieve a balance between respecting our customers right to privacy, enabling free expression and discussion, and protecting the safety of our customers and communities.





Purpose of this document

This Statement provides an overview of our approach to human rights, the standards we set for ourselves and the expectations from the people who work for us, and on our behalf.

The basis of this Statement is the United Nations Guiding Principles on Business and Human Rights (UNGPs) and the International Bill of Human Rights comprising the Universal Declaration of Human Rights.

Optus is also a signatory to the United Nations Global Compact and its 10 guiding principles.

Singtel Optus Pty Ltd (Optus) is a reporting entity and, on behalf of the Optus group of companies, will comply with its obligations under the [Modern Slavery Act 2018 \(Cth\) \(Act\)](#) in its capacity as the ultimate Australian parent company of the Optus group of companies.



UNITED NATIONS
HUMAN RIGHTS
OFFICE OF THE HIGH COMMISSIONER



Document scope

This Statement applies to the Optus group of companies (comprising Singtel Optus Pty Ltd and its subsidiaries in Australia). It provides an overview of human rights and sets out the requirements which each person working for and with the Optus group of companies, including our franchised and licensed agents, must comply with.

In accordance with the [Singtel Group Supplier Code of Conduct](#), suppliers to the Optus group of companies are also required to comply with our Supplier Code of Conduct and we encourage our business partners to uphold the same human rights standards. Where these standards are not upheld as outlined in our Code of Conduct, supplier contracts may be terminated.

Our Commitments

Optus' approach to human rights is based on our commitment to:

- Respect all internationally-recognised human rights as set out in the International Bill of Human Rights and the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work, and to do business in line with the UN Guiding Principles on Business and Human Rights and the ten principles of the UN Global Compact
 - Assess and address human rights impacts through a process of ongoing human rights due diligence in line with the UN Guiding Principles
 - Respect the human rights of particularly at-risk or vulnerable people, including indigenous peoples and migrant workers
 - Maintain effective grievance mechanisms to allow all stakeholders to raise genuine concerns based on reasonable grounds about Optus' involvement in activities that cause adverse human rights impacts, and protect them from detrimental treatment when they do. Where we identify that we have caused or contributed to human rights harm, we commit to provide for, or cooperate in remediation for those impacted.
- In line with international standards and our Anti-Discrimination and Harassment Policy we also:
- Do not tolerate unethical behaviour, bribery or corruption of any kind and set out our expectations in our employee training, our Code of Conduct and the Singtel Group Anti-bribery and Corruption Policy
 - Ensure safe and fair working conditions for all employees and contractors
 - Prohibit child labour and modern slavery in any form, such as forced or compulsory labour, trafficking in persons (including orphanage trafficking of children), debt bondage, child labour, forced marriage, and any other such practices within any of our business operations or supply chains. For more information on our commitments in relation to modern slavery, please see our [Modern Slavery Statement](#)
 - Promote and uphold a culture of treating people with respect, embracing diversity and equal opportunity, and cultivate a workplace that is free from bullying and victimisation for all our people
 - Promote safe and fair working conditions in countries where we operate, ensuring all agreements meet local and national legislation standards and regulations. Where local laws are less stringent or conflict with Optus' Policy, we will comply with local law while acting in accordance with our policies and standards
 - Respect the right of employee's freedom of association and collective bargaining with local laws and established practices
 - Recognise the importance of data privacy and our responsibility to protect our customers' individual confidentiality, security, and respect their right to privacy
 - Provide access to network and communication services, respect the right of freedom to access legal content, and respect their right to free expression (expression which does not put anyone at risk).



As part of our commitments through our values and behaviours, we respect the human rights of individuals regardless of who they are, what they believe, their abilities or where they live. In line with international standards and our Anti-Discrimination and Harassment Policy, we do not discriminate based on:

- Gender, marital status, pregnancy or family/ carer responsibilities
- Sexual preference, transsexuality, or transgender status
- Race, colour, descent, nationality, national origin, ethnicity, or religion
- Financial status or hardship
- Disability or impairment
- Age or physical features
- Political belief or activity
- Trade union membership, union, or industry activity
- Profession or occupation; and
- Irrelevant criminal record.

Further to policies previously cited herein, there are additional related policies that provide further guidance in connection to our human rights commitments. These include, but are not limited to:

Workplace Bullying Policy

[Privacy Policy](#)

Health, Safety and Security Commitment

The Statement in Action



Raising concerns

Any human rights concerns or complaints should be reported to a person's immediate manager, and if this is not possible or appropriate, be raised with their next level leader and/or Human Resources, or raised through the Whistleblowing service available.

The [Singtel Group Whistleblower Policy](#) sets out Optus' Whistleblower framework. The Policy allows for employees, contractors, and other eligible persons to report a grievance or concern through an independent channel. Complaints to the Whistleblower channel will be investigated by a suitable team, identified after due consideration of the subject of the complaint and the expertise required. Under our Whistleblower Policy, complaints may be raised anonymously, and Optus commits to protect the confidentiality of all complainants and ensure that complainants are protected from detriment.



Awareness, communication and training

Optus will communicate our human rights commitments and expectations to all our people, suppliers and business partners, and will work together with those who are in our supplier risk categories to ensure that they understand our expectations and requirements.

Optus will make e-learning modules available to all our people on modern slavery which will include reference to this Statement. This e-learning module on modern slavery is mandatory for relevant leaders of employees within Optus, including our contact service centre providers.



Breach of Statement

In circumstances where an employee or contractor has failed to comply with Statement expectations, Optus may take appropriate sanctions, which may include counselling and/or disciplinary action, up to and including the termination of employment or termination of contract for services.



Stakeholder engagement

Optus has contributed and will continue to contribute positively to helping build stronger communities in which we operate, and to treat our customers and the wider community we serve fairly and respectfully.

We engage with a range of external stakeholders, subject matter experts and participate in industry roundtables to continuously improve our approach to human rights, modern slavery and understand the effectiveness of our policies and processes.



Review

Optus is committed to continuously improving our approach to human rights through the ongoing identification and assessment of existing and emerging risks and taking appropriate action, as well as working collaboratively with our stakeholders where relevant. The Statement will be reviewed annually.



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