

## Business practices

Building trust with stakeholders requires an ethical, sustainable and well-governed NBN Co.

### Material topic and objective

Transparent and accountable business – demonstrate our values through ethical and sustainable business practices to build trust with Australians

### Value created



Environmental responsibility



A safe, inclusive and engaged workforce



Sustainable financial growth

### FY21 performance

Alignment of external disclosures to global sustainability reporting frameworks

Sustainability Report informed by Global Reporting Initiative (GRI) Standards and includes contribution to UN SDGs

Evolution of our public reporting of performance metrics on our website

Published additional data transparency metrics during COVID-19 until January 2021

99%

completion rate for Code of Conduct Business Standards Training Module – calendar year 2020

No notifiable data breaches identified in FY21

### Key actions

#### Transparency and accountability through disclosures

- Voluntary reporting against ASX Corporate Governance Principles
- Regulatory reporting
- Non-financial disclosures in corporate reporting including release of first Modern Slavery Statement
- External disclosures on NBN Co website, including monthly performance reporting

#### Corporate governance

- Corporate governance framework
- Employee Code of Conduct
- Whistleblower Policy

#### Privacy and data security

- Converged security model including physical, cyber and privacy functions

#### Ethical supply chain

- Supplier Code of Conduct and supplier due diligence processes

### Future focus

- Prepare for external assurance over ESG disclosures
- Embed sustainability into business processes and programs
- Update ESG risk profile for NBN Co's supply chain
- Further strengthen modern slavery risk management processes