



DISCLOSURE MATERIALS

Certified B Corporations must complete a Disclosure Questionnaire to identify potentially sensitive issues related to the company (e.g. historical fines, sanctions, material litigation, or sensitive industry practices).

This component does not affect the company's score on the B Impact Assessment. If the company answers affirmatively to any items in the Disclosure Questionnaire and B Lab deems them to be material, the company must:

- 1) Be transparent about the disclosure issues identified on the company's public B Impact Report
- 2) Describe how the company has addressed this issue.
- 3) Demonstrate that management systems are in place to avoid similar issues from arising in the future.

In all cases, the Standards Advisory council reserves the right to refuse certification if the company is ultimately deemed not to uphold the spirit of the community.

In addition to the voluntary indication of sensitive issues in the Disclosure Questionnaire, companies pursuing Certification also are subject to background checks by B Lab staff. Background checks include a review of public records, news sources, and search engines for company names, brands, executives/founders, and other relevant topics.

Sensitive issues identified through background checks may or may not be within the scope of questions in the Disclosure Questionnaire, but undergo the same review process and are subject to the same possible review by the Standards Advisory Council, including ineligibility for B Corp Certification, required remediation, or disclosure.

This document contains a copy of the company's completed Disclosure Questionnaire and related disclosure documentation provided by the company.



DISCLOSURE QUESTIONNAIRE

Company Name: Aussie Broadband

Date Submitted: 06/27/2023

Industries & Products	Yes	No
Please indicate if the company is involved in production of or trade in any the following. Select Yes for all options that apply.		
Animal Products or Services		✓
Biodiversity Impacts		✓
Chemicals		✓
Company Explanation Of Disclosure Item Flags		✓
Disclosure Alcohol		✓
Disclosure Firearms Weapons		✓
Disclosure Mining		✓
Disclosure Pornography		✓
Disclosure Tobacco		✓
Energy and Emissions Intensive Industries		✓
Fossil fuels		✓
Gambling		✓
Genetically Modified Organisms		✓
Illegal Products or Subject to Phase Out		✓
Industries at Risk of Human Rights Violations		✓
Monoculture Agriculture		✓
Nuclear Power or Hazardous Materials		✓
Payday, Short Term, or High Interest Lending		✓
Water Intensive Industries		✓
Tax Advisory Services		✓

Supply Chain Disclosures	Yes	No
Please indicate if any of the following statements are true regarding your company's significant suppliers.		
Business in Conflict Zones		✓
Child or Forced Labor		✓
Negative Environmental Impact		✓
Negative Social Impact		✓
Other		✓

Outcomes & Penalties	True	False
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply.		
Anti-Competitive Behavior		✓
Breaches of Confidential Information		✓
Bribery, Fraud, or Corruption		✓
Company Explanation Of Disclosure Item Flags		✓
Company has filed for bankruptcy		✓
Consumer Protection		✓
Financial Reporting, Taxes, Investments, or Loans		✓
Hazardous Discharges Into Air/Land/Water (Past 5 Yrs)		✓
Labor Issues		✓
Large Scale Land Conversion, Acquisition, or Relocation		✓
Litigation or Arbitration		✓
On-Site Fatality		✓
Penalties Assessed For Environmental Issues		✓
Political Contributions or International Affairs		✓
Recalls		✓
Significant Layoffs		✓
Violation of Indigenous Peoples Rights		✓
Other	✓	

Practices	True	False
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No."		
Animal Testing		✓
Company/Suppliers Employ Under Age 15 (Or Other ILO Minimum Age)		✓
Company Explanation Of Disclosure Item Flags		✓
Company prohibits freedom of association/collective bargaining		✓
Company workers are prisoners		✓
Conduct Business in Conflict Zones		✓
Confirmation of Right to Work		✓
Does not transparently report corporate financials to government		✓
Employs Individuals on Zero-Hour Contracts		✓
Facilities located in sensitive ecosystems		✓
ID Cards Withheld or Penalties for Resignation		✓
No formal Registration Under Domestic Regulations		✓
No signed employment contracts for all workers		✓
Overtime For Hourly Workers Is Compulsory		✓
Payslips not provided to show wage calculation and deductions		✓
Sale of Data		✓
Tax Reduction Through Corporate Shells		✓
Workers cannot leave site during non-working hours		✓
Workers not Provided Clean Drinking Water or Toilets		✓
Workers paid below minimum wage		✓
Workers Under Bond		✓
Other		✓

B Corp Certification - Disclosure Questionnaire Documentation

PROVIDED BY: Aussie Broadband UPDATED AS OF: 06/27/2023

DISCLOSURE QUESTIONNAIRE CATEGORY	Fines & Penalties
ISSUE DATE	Sept 2022, April 2022, Feb 2019, Oct 2018
TOPIC	Fines for failure to comply with legal requirements
SUMMARY OF ISSUE	<p>Case 1: Fine by Australian Communications and Media Authority (ACMA) for failure to comply with the Integrated Public Number Database (IPND) Code; failing to provide customer information to IPND on over 30,000 cases for emergency services.</p> <p>Case 2: Australia Securities Exchange (ASX) fine for failure to provide notification and documentation related to the shares purchased in the acquisition of OTW (Over the Wire).</p> <p>Case 3: Telco act breach; failure to complete 3 point customer ID at commencement of call, as a result of a senior executive employee answering calls to support customer service team at a moment of high demand.</p> <p>Case 4: The Australian Communications and Media Authority has fined Aussie Broadband for failing to comply with its NBN consumer information standards. Under the Telecommunications (NBN Consumer Information) Industry Standard 2018, retail service providers should prepare a key facts sheet containing information about NBN services.</p>
SIZE/SCOPE OF ISSUE (e.g. \$ financial implication, # of individuals affected)	Fines for all 4 cases represented 0.019% of the total reported revenue over the past 5 years.
IMPACT ON STAKEHOLDERS	Although no impact on stakeholders was reported, Case 1 potential impact on citizens, as the customer information is used to secure databases used by emergency services across the country to warn of floods and bushfires. Case 2 represented a potential impact on shareholders and Case 3 and 4 represented an impact on consumers rights.
RESOLUTION	<p>Case 1: Data code/back end failure was rectified.</p> <p>Case 2: Over the Wire submitted the required notification by way of Form 484, but it attracted a late fee.</p> <p>Case 3: Senior executive was removed from taking customer service calls</p> <p>Case 4: Updated key fact sheets</p>
MANAGEMENT PRACTICES	<p>Case 1: Aussie Broadband implemented additional controls and audit practices to prevent this issue reoccurring in the future. As a result of the ACMA's investigation, Aussie uncovered and rectified errors in its reporting software, which was identified as the lead cause of the infringement. Whilst Aussie Broadband had procedures in place to ensure compliance with IPND requirements, a software failure was not detected as part of their normal compliance procedures. The company has now implemented further redundancy measures, error notifications, independent monitoring and regular audits to ensure compliance. In addition, internal audits were scheduled to complete review of IPND.</p> <p>Case 2: This was a one time-off event and the company has not implemented any additional measures to prevent its occurrence in the future.</p> <p>Case 3: Senior executive was removed from taking customer service calls and new training delivered regarding customer identification. This was an one time-off event.</p> <p>Case 4: Implemented a checklist for sign offs on updates to key fact sheets.</p>
RELATED INCIDENTS (YES/NO)	No