

# Corporate Social Responsibility



Hutchison is committed to creating and maintaining a supportive workplace that accommodates the needs of all its employees.



Cystic Fibrosis



McGrath  
FOUNDATION



Official recycling program of the mobile phone industry



Royal Institute for  
Deaf and Blind Children

## Our People

Making Hutchison a great place to work with a strong culture has been an extremely important part of the Company's success. Last year, the Company received two Cultural Transformation Awards from Human Synergistics - one for our Australian business and one for our contact centre in Mumbai, India. The transformation award is only received by three or four organisations across Australia each year and marks the significant progress 3 has made to create a culture considered to be predominantly constructive in its style - critical for having engaged staff in our business.

Providing our 1,854 Hutchison employees with opportunities for growth is key to being a great place to work. During 2008 Hutchison continued to build on the initiatives that were offered to staff, by implementing the following programs;

## Our Leaders:

- Leadership development programs - including leadership awareness, impact and feedback
- Leadership conferences
- Ongoing analysis of recruitment systems and processes
- Manager Induction program
- High potential leaders program

## Our Other Employees:

- New employee programs to understand the 3 culture
- Personal growth workshops
- Team development workshops
- Refinement of induction processes
- Review of rewards and recognition programs
- Community assistance programs



# Employment

1,854 people are currently employed by Hutchison

# Environment

60% of customers receive paperless bills

## A supportive workplace

At 3 we are committed to creating and maintaining a supportive workplace environment that accommodates the needs of employees with family responsibilities. During the year we revised our Paid Parental Leave Policy and set a new benchmark for parental leave offered by any Australian telecommunications company.

The new policy which came into effect on 1 January 2009 includes:

- 14 weeks of paid parental leave with all 14 weeks paid upfront;
- The ability to opt to take this payment at half pay over 28 weeks.



## Community

In 2008, our Spirit of 3 programme continued to support a range of charities and not-for-profit organisations including Cystic Fibrosis, SANE Australia, Royal Institute for Deaf & Blind Children, Youth Off The Streets, The Mirabel Foundation, The Spot Youth and Youth Focus.

We continued to offer staff an employee contribution program, where staff can volunteer their time to a charity, raise funds through employee led-activities or make a donation direct from their pay through workplace giving.

We also added the McGrath Foundation to the Spirit of 3 program in 2008. The McGrath Foundation was co-founded by Jane McGrath and her cricketing husband Glenn after Jane's diagnosis and initial recovery from breast cancer. The McGrath Foundation supports Breast Care Nurses in hospitals throughout rural and regional Australia, as well as educating women on how to become 'breast aware'.

During the 3 mobile Test Series, with the help of our staff volunteers in Perth, Melbourne and Sydney, staff collected donations from the crowds of \$100,000. We also produced a limited-edition 2009 'Men of Cricket' calendar in aid of the McGrath Foundation. Offering cricket fans a new look at our cricketers, the calendar was sold exclusively by 3 and a contribution of \$50,000 has been made to the McGrath Foundation.

## Environment

In 2008, 3 launched eBilling - the opportunity for customers to obtain paperless bills via email.

To support eBilling and to recognise the great contribution our customers were making to the environment by going paperless, we established a partnership with Greening Australia. The partnership sees 3 donate \$1,000 to Greening Australia for every 1% of customers that sign up for eBilling until April 2009. Over 60% of our customers have signed up to eBilling and we have made donations of \$60,000.

We are a supporter and active participant in MobileMuster, and since 2006 have recycled over 30 tonnes of mobile phones and accessories. 3's stores, 3 Service and 3's offices all participate in the program, with MobileMuster tubes available at each location where old phones and accessories can be dropped off for recycling.

Last year we took part in the MobileMuster campaign called 'Old phones, more trees' where for every mobile phone recycled from 2 May - 5 June, MobileMuster planted a tree. This campaign broke a Guinness World Record for the largest donation of mobile phones in 24 hours being recorded on 31 May 2008 with 2,590 phones donated.

In 2008, 3 recycled over 16,000 kilograms of mobiles and accessories.