



# 2006-2007 Community and Environment Report

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Optus proudly sponsors Cirque Du Soleil, Varekai.

# Message from the Chief Executive



Optus is in the business of connecting people – it's what we do best. We are determined to become an industry leader in corporate social responsibility because how we work with our customers,

people and communities is integral to our continued success as a company.

We are mindful of our social impacts and the environmental footprints we create. That is why, for instance, we are ensuring our new Macquarie Park corporate headquarters in Sydney is environmentally and socially responsible. This report includes how we are meeting the many corporate responsibility challenges such as the housing of over 6,000 employees in the largest single-tenant corporate facility in Australia.

During this reporting period we also carried out a complete review of our Environmental Management System to adhere to environmental best practice for our industry.

We take our Optus Values of Customer Focus, Challenger Spirit, Teamwork, Integrity and Personal Excellence very seriously. Our people demonstrate those values in engaging with our community partners and the wider society with genuine generosity and goodwill. To further reinforce those values, we have introduced a formal recognition system for our people who demonstrate them.

Just as we look out for our people, we look out for our customers and the communities in which we operate. One area we would like to highlight in this report is our employee participation in community programs. Our people's participation in our workplace giving program saw an increase of 39.2%. With Optus matching the generosity of our people, over \$190,000 was donated to our charity partners to a range of programs such as "Reconnect", an early intervention program aimed to reducing homelessness amongst young people and increasing communication between young people and their families.

We are proud of our partnership with Australian Business Community Network and during this reporting period 14 Optus people participated in the GOALS program, mentoring young people from disadvantaged schools. We aim to expand our involvement in this program nationally in the coming year.

Optus also encourages its employees to actively connect with their local communities. We have piloted a new program whereby every employee can take a day of paid volunteer leave each year to help their local community.

From the arts to sport, we continue to be out there helping Australian culture to thrive. Our program to foster junior tennis – which has helped put four Australians in the world's top ten juniors – evolved this year to include both able-bodied and wheelchair players.

Optus, in conjunction with our stakeholders, achieved many milestones in corporate social responsibility for the 2006/07 period. I would like to thank all the stakeholders involved for their contributions, ongoing support and for travelling with us on our journey.

We look forward to updating you on our progress in the 07/08 report.

A handwritten signature in blue ink that reads "Paul O'Sullivan". The signature is stylized and fluid.

Paul O'Sullivan  
Chief Executive

# Executive Summary

Significant progress was made in 2006–07 in Optus' corporate social responsibility goals.

We continued to implement policies to make Optus a great place to work. For instance, we introduced even more flexible working arrangements. These include better IT support for people working from home and extending the Career Break Policy to four months, whereby employees can take extended unpaid leave to balance their life and work needs.

To foster our leaders of the future, and continue to build a sustainable company, we introduced a consistent process to identify, develop and manage our talent across the business. This year we also launched our 'Reward Yes' recognition program, which allows our people to recognise the great efforts made by their colleagues.

Within our Optus Business Division, we have prioritised our 'Women in Optus' initiative to overcome gender inequality across sales and senior roles. During the review period, the initiative was launched with five mentor/mentoree partnerships across the business units.

When it comes to wellbeing and safety, we included completion rates of Occupational Health and Safety compliance training as performance indicators in all business process review meetings. Online training was enhanced by the inclusion of a wider range of training modules for high-risk areas such as environmental management, laser use and information security.

During this reporting period, Optus cut its lost time injury rate by 37.4 per cent from the previous year, and its lost time severity rate by 45 per cent.

In December 2006, our long term Employee Assistance Program – a counselling and advisory service for employees and their immediate families – was augmented with the introduction of an online counselling service.

As a company, we connect millions of Australians every day and we are dedicated to giving back to the community through our community partnerships and programs and a range of art and sport sponsorships.

One very practical connection between youth and community which we fostered was through teaming up with the City of Wodonga and the Wellington Shire Council in Victoria to launch a youth communication project called Information to You (i2u). The innovative initiative makes use of Email-to-SMS technology to tell young people about the many programs, events and activities these bodies support and raise their level of engagement in the community.

Our support for both culture and sport continued strongly. For instance we served as the presenting partner for Cirque du Soleil's 2006–07 run of Varekai, in which more than 50 performers from ten countries created a fantasy set in a magical forest.

As part of the company's AFL support, Optus staff and customers were given the chance to experience a team training session, joining Sydney Swans in New South Wales and Carlton Football Club in Victoria to get professional tips and test skills against their favourite players.

On the environment front, a number of initiatives have been implemented to better manage our environmental performance. These assist us in minimising the environmental impact of rolling out and maintaining our network.

During this reporting period, no environmental infringements occurred and no noise complaints were received.

Optus' work on energy efficiency has been recognised by the Australian Greenhouse Office. Our corporate National Facilities Manager Roger Walker was asked to present to the 113 federal government agencies on our lighting projects. Roger chairs the demand group of the Low Energy High Rise project of the engineering faculty of the University of Sydney. We believe this work will have a positive global impact on the energy efficiency of office buildings.

If you have any ideas as to how Optus can further enhance our contribution, just let us know via:

**[community@optus.com.au](mailto:community@optus.com.au)**

# About Optus

## Who We Are and What We Do

Optus and our parent company SingTel contribute to Australia both as an employer and an investor.

We provide permanent employment directly to 9,897 people and create tens of thousands of jobs indirectly through our suppliers and business partners in Australia.

Since 1992, we've invested more than \$10 billion in the construction of fixed, mobile and satellite networks. We continue to invest around \$1 billion every year in infrastructure.

We're investing up to \$800 million in our new 3G network, which will create a national footprint covering 650,000 square kilometres across Australia and 96 per cent of the Australian population. It replicates the coverage of Optus' existing national 2G mobile network.

We will build and launch a third D-series satellite, cementing our position as a market leader with the most extensive satellite fleet in operation in Australia and New Zealand.

As at 31 March 2007, 270 exchanges and approximately 93,000 subscribers provisioned with services on ULL\*.

### Our Vision

That by 2010, Optus will lead Australia in providing an outstanding customer experience.

### Our Values

Customer Focus, Challenger Spirit, Teamwork, Integrity and Personal Excellence.

## Our presence

Optus franchised stores:	146
Optus owned stores:	3
Total retail staff:	Approximately 2,000

## Our services

Total Broadband customers:	781,000
Number of pre-paid mobile customers:	3,797,000
Number of post-paid customers:	2,940,000
Optus Business voice minutes:	1.348 billion
Wholesale domestic voice minutes:	350 million
Total HFC customers:	510,000
Total Internet customers:	1,047,000
Total local call customers:	692,000
Total long distance customers:	736,000

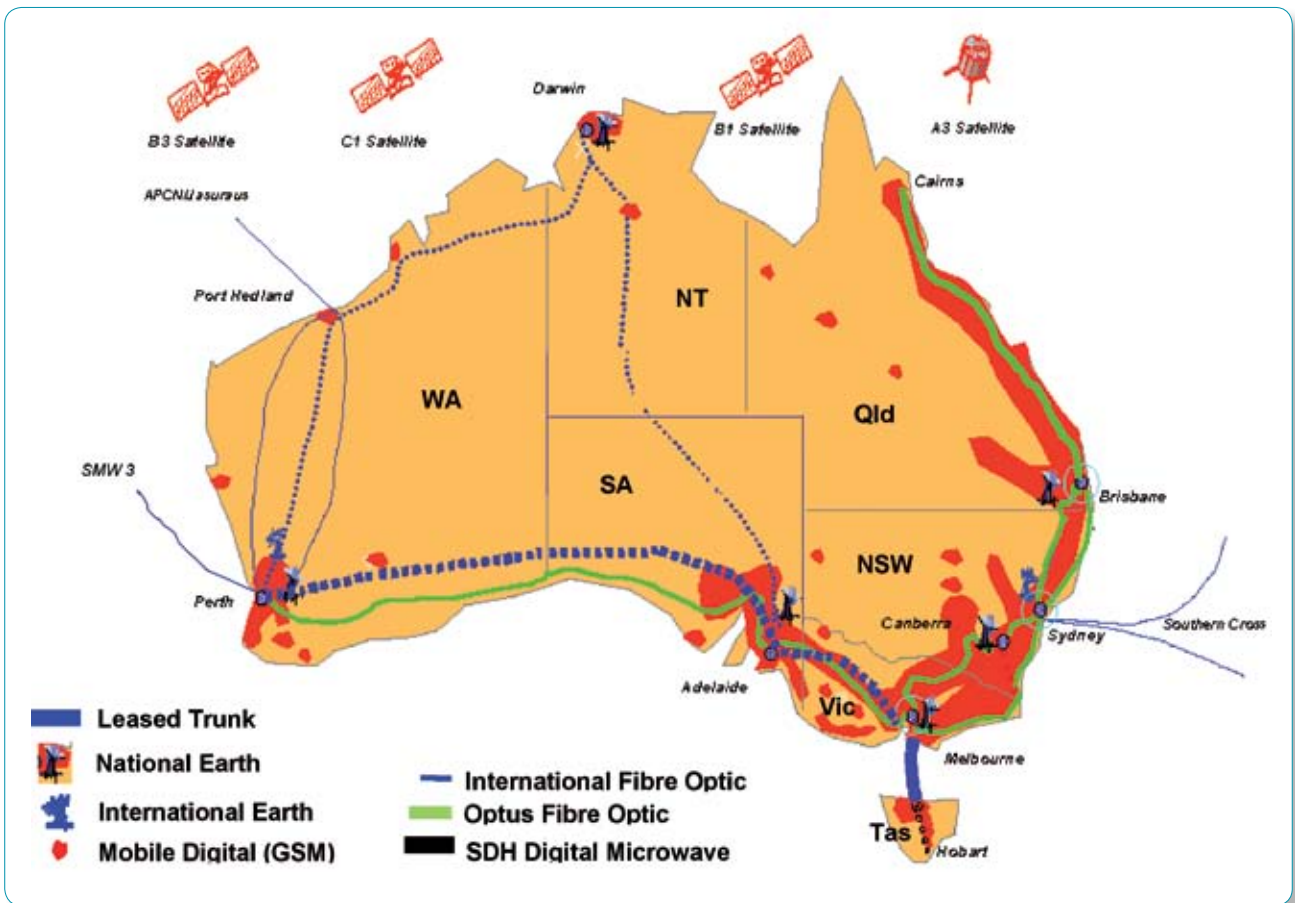
## Our network:

Capital expenditure on network infrastructure:	\$1 billion
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Figures are accurate as at 31 March 2007.

\*Includes wholesale ULL subscribers

# Network Summary



## **Our Commitment to Corporate Social Responsibility**

We are well into our journey to be an industry leader in corporate social responsibility (CSR) by 2010.

As part of building CSR as a core component of the Optus culture, we have created a new role with a dedicated focus on developing and integrating the CSR strategy across the group and implementing community initiatives.

We focus on four key areas: environment, people, customer and community. While this report is mainly focussed on efforts in the community, environment and our people, we are working towards expanding our future reporting to include all of our areas of focus.

We are also developing systems to be able to better capture our community investment and staff engagement activities and we will continue to monitor and report our progress in addressing our current and future goals and challenges.

As a large company, there are challenges integrating and implementing a full CSR strategy and while we have much more to do, we have made some good progress this year with many initiatives that are gaining momentum.

Internally we are educating our people about CSR through a range of communication platforms including the CEO Forum.

# Working With Our Stakeholders

## Consumer Liaison Forum

The Consumer Liaison Forum (CLF) was established in 1995 and provides a mechanism for Optus to better understand key consumer issues. Based on consultation with Optus' Community and Environment Manager, the key themes identified by the CLF in relation to Optus community and environment initiatives are:

- transparent decision-making;
- proactive engagement with a range of stakeholders; and
- employing stronger messaging to explain the positive initiatives Optus undertakes.

The CLF's members represent peak national consumer organisations. Consultations where CLF members provide advice and input on issues related to their areas of expertise occur regularly and the group meets formally once a year.

Since its inception, the CLF has helped Optus better understand the issues that matter to consumers. It also gives consumer representatives an opportunity to raise concerns and learn more about Optus' products, policies and procedures. The CLF is a flexible and non-bureaucratic way for Optus to explore areas of interest to Australian telecommunications consumers.

## Cultural and Linguistic Diversity Plan

Optus launched its Cultural and Linguistic Diversity Plan in 2002 to help meet the company's obligations under the Racial Discrimination Act (1975).

The plan focuses on removing barriers to accessing Optus' goods and services for customers, potential customers and employees, regardless of their race, colour, language or national and ethnic origins. Further information on the plan can be obtained from Optus Customer Service or on the website at [www.optus.com.au/diversity](http://www.optus.com.au/diversity)

## Disability Action Plan

Optus launched its initial Disability Action Plan (DAP) in December 1999. The plan was developed through consultation with disability organisations and CLF members. The DAP aims to remove barriers to access for customers, potential customers and staff.

A review of the DAP was held in 2006, which resulted in a new version of the DAP being launched. The 2006 DAP outlines the themes and objectives of Optus' approach to disability issues, whereas the specific work items undertaken to achieve those objectives are now detailed in

a new document called the Register of Current Items. This document is shared among the members of the CLF and is updated as required.

The DAP continues to be instrumental in improving the way Optus meets the needs of consumers in Australia. For example, disability equipment is available to all fixed line residential customers.

During the year Optus discontinued its standard volume control phone and moved to offering a cordless phone, in accordance with market demand. However, in line with the principles under the DAP, Optus also introduced a new corded phone with volume control and large keys for those customers that require it. In addition, the Optus website continues to comply with international Website Accessibility Guidelines. Billing options include large-font bills for customers on the Optus mobile and cable network, as well as braille bills for post-paid mobile, local direct connect and long distance telephone customers.

Copies of the DAP can be found at [www.optus.com.au/disability](http://www.optus.com.au/disability) or obtained from Optus Customer Service.

## Regulatory Compliance

Since 1997, Optus has been subject to a self-regulatory regime that fosters competition and is coordinated by the Communications Alliance.

As a founding member of the Communications Alliance, Optus participates in its processes and is strongly represented on its committees, reference panels and board. Optus is committed to complying with the Industry Codes of Practice developed by the Australian Communications Industry Forum (ACIF), a division of the Communications Alliance.

Another area that is important to the community is customer privacy. Optus upholds its customers' right to have their information handled in accordance with the relevant privacy legislation. As part of its commitment to privacy, Optus has developed and implemented the Optus Privacy Policy, which outlines how Optus handles customer information. Visit [www.optus.com.au/privacy](http://www.optus.com.au/privacy) for more information.



## Workplace

### Our People

People are at the heart of what makes Optus different from its competitors.

We are creating a working environment that will attract and retain those people who can live Optus' Values of Personal Excellence, Teamwork, Integrity, Customer Focus and Challenger Spirit. The recognition and understanding of these values by our people continues to grow and helps to determine their actions and decisions.

Optus' employment statistics for 2006–07 were as follows:

- The Optus workforce was 34 per cent female and 66 per cent male.
- Executive posts were 15 per cent female and 85 per cent male.
- The average age of Optus employees was 36.
- Annual employee turnover was 16.6 per cent, including call centres.
- Overseas secondments: Total 12.

### Employment Partnership Agreement 2006 (EPA)

The EPA is the Federal Certified Agreement that we negotiate and agree directly with our employees. The EPA is an important part of our overall employee offering as it provides the minimum set of terms and conditions for about 7,000 of our people. It is also an embodiment of our employee relations philosophy of having our people managers (and therefore the Company) deal directly with our people and their issues and concerns.

During the year, we held a series of presentations and discussions with all staff covered by the EPA. Everyone had the opportunity to discuss the proposed agreement, as well as ask questions about the EPA or company policies.

After this consultation process, an online vote was conducted in September 2006 where 92 per cent of people voting said 'yes' to the agreement being registered for a further three years.

### Policy Initiatives

We continue to implement policies that align with our human resources vision of providing choice, growth and flexibility for employees. The policies and benefits we deliver will assist in helping us to attract and retain the best possible talent.

We continued our successful programs that allow staff to buy and sell annual leave and negotiate flexible salary packaging for items such as laptop computers and PDAs. We also extended the ability to benefit from these policies to our 'fixed term contract' employees.

A revision of our Flexible Work Practices Policy was undertaken during the reporting period, looking at ways to incorporate better IT support for our people working from home. We also reviewed additional company benefits to support this initiative. Tools are available for all people managers to help them manage formal and informal flexible work arrangements and also ensure that employees have considered all relevant work and personal issues.

We have extended our Career Break Policy to four months. We will approve applications for extended unpaid leave to support employees seeking leave for the purpose of balancing their life and work needs, whether those needs are family related, or for travel, study or other purposes.

We introduced a policy that gives people the opportunity to 'flex down' long service leave by selling two weeks long service leave. The flexing long service leave policy provides eligible employees with flexibility to manage their work and individual lifestyles by providing the opportunity to decrease the amount of long service leave they have accrued and taking the value of this leave as salary.

In addition to parental leave for the primary carer, permanent full-time and part-time employees may take childcare leave. Childcare leave is unpaid leave available to an employee who has taken parental leave as the primary carer and allows them to spend additional time with their child following their birth or adoption.

In line with our drive for flexible working practices we give people the opportunity to return to work part-time following parental leave or childcare leave.

We have changed our existing parental leave payment practice to allow for paid parental leave to be paid as instalments over two, four or eight successive pay periods.

## **Talent and Potential Review (TAP)**

To build a sustainable company, we need to focus on identifying talent and potential through succession and individual development planning. We have introduced a consistent process to support how we identify, develop and manage our talent across the business. This process, called TAP, allows visibility for those people most likely to develop into leaders. The criteria used for selecting individuals, includes both performance and potential.

Once employees are identified by way of the TAP process they receive specific development opportunities in the following 12–18 months.



Optus Reward 'Yes'.

## 'Your Say' Survey

We ran an employee engagement 'Pulse Check' in early 2005 to obtain further feedback and insight from our people about how we can improve as an employer and remain a successful and respected business. The results of the survey have been passed on to staff and each of the areas is now working on an action plan to improve performance

## Childcare Services

We continue to partner with Childcare provider ABC Learning Pty Ltd and have maintained our leases for childcare sites in Adelaide and Sydney. We now have an option on a centre in Brisbane with a centre in Melbourne. In consultation with ABC Learning, Optus is assessing other childcare opportunities in the Macquarie Park area, as childcare was not available to all parents who registered for a place in our corporate campus.

## Reward 'yes' Program

To maintain our culture of compliance, we developed an online compliance calendar that sets out the courses employees must complete and the timeframe for completion.

This year we launched our 'Reward Yes' reward and recognition program. This program is our internal recognition process that allows any of our people to

recognise the great efforts made by others. There are two sides to the reward and recognition system: informal and formal recognition.

Informal recognition offers tools by which Optus people can give immediate, non-monetary recognition to others. Informal recognition is about recognising people for good performance within their job requirements. This includes:

- Ecards; and
- Postcards

Formal recognition combines public recognition with tangible rewards, in the form of reward points. There are two separate formal recognition programs:

- 'Yes' Milestones thanks people for contributing to Optus' success by celebrating employment anniversaries in a consistent manner across Optus; and
- Reward 'yes' recognises and rewards people for going above and beyond job requirements and demonstrating one or more Optus Values or leadership. The program is broken into three tiers, for immediate, quarterly and annual recognition.



**Members of the Optus Cadet Program.**

## Optus Cadet Program

The highly successful Optus Cadet Program initiative combines practical work experience with study for formal qualifications through South Western Sydney Institute of TAFE. Targetting school leavers, the three-year program is designed to grow the future engineering talent of Optus by developing young people as highly-skilled, motivated telecommunications engineers who embrace the Optus culture and values.

Now in its 14th year, the Optus partnership with TAFE NSW is widely recognised as the world's best practice in terms of vocational training in the Information, Communication & Technology sector.

The partnership commitment by both organisations is to deliver industry relevant training using state-of-the-art equipment and facilities at the Optus Technology Education Centre located at Lidcombe College. With the benefit of being paid while they learn, Optus cadets are exposed to leading-edge telecommunications technologies through a balanced approach to learning, combining theoretical and practical industry based experience.

## Technical Success Profiles

Success Profiles are tools to assist individuals and their managers to better manage their development and career potential at Optus. Each profile identifies the behaviours,

knowledge, skills, experiences and personal style attributes that are critical for effective performance in a particular role. They can be used as a self-assessment tool to support the development of Optus people wanting to improve their performance in their current role or to progress their career at Optus.

The Technical Success Profiles were developed and launched in May 2006 to support the role profiles in the Networks space. They are also supported by development guides that highlight the range of development opportunities that are available to address specific development gaps identified through the self-assessment tool.

## Return to work from parental leave

There were many initiatives that contributed to this key issue during the reporting period. Our parental leave seminars are conducted on a regular basis and teach participants how to source and select an appropriate childcare facility, managing child/parent separation, strategies for staying in and developing their career as a parent and other handy tips.

These seminars are targeted at both mums and dads who are about to go on parental leave, already on parental leave, or recently returned from parental leave. Partners are also able to attend. In the reporting period we developed the program working with trial partner, Diversity Dimensions to conduct about 82 per cent of all seminars in a rotation throughout states where Optus is located.

## Parents' forums

These forums have also been conducted on a regular basis to ensure people with childcare responsibilities have a place to discuss issues that affect them in work and life. One obstacle was educating people managers on the return to work policies available for employees returning from parental leave. Tools and resources are available for managers on the intranet to allow them to better manage their employees returning from parental leave.

## Women in Networks

Over the past 12 months, Women in Networks (WIN) has organised speaking events where more than 100 women within Networks have attended. The topics range from Intuitive Thinking to Managing an International 24-Hour Support Centre. The WIN forums promote discussion, ideas and self-initiated programs for the development of women working in Networks.

## Optus Business 'Women in Optus'

This initiative was prioritised due to the lack of gender equality across the sales and the senior roles within the Optus Business business unit. During the review period, the program was launched with five mentor/mentoree partnerships across Optus Business. Female mentorees were selected using a talent identification process (a performance and potential matrix) from our Tier 3 leaders

in Optus Business. Mentors attended a Mentor Readiness Development program in November 2006 to ensure a high-quality experience for all the participants. The program was launched on 19 December 2006 at a lunch hosted by the managing director of Optus Business and attended by mentors, mentorees and sponsors. The first round of feedback was sought from participants in February 2007, and all partnerships have commenced meetings.

## Exit Interviews

In our previous reporting period, Optus had engaged Retention Partners to conduct an exit interview pilot study with our IT staff. Based on the feedback Optus received from Retention Partners, and evaluating the pilot, Optus has expanded the trial to incorporate all areas of Optus, excluding our Consumer Call centre.

Retention Partners produce a quarterly report for Optus, meets with the Optus HR director and HR manager to discuss the results and get a sense of what people are saying. These reports are distributed to all HR GMs with a breakdown for their business unit, including a gender breakdown.

We offer all employees access to a counselling and advice service, the Employee Assistance Program (EAP). The EAP is for employees and their immediate families to seek professional assistance for any personal or work related problem. The service is provided by external consultants who are independent of Optus. The counselling is confidential

and aimed at enhancing the wellbeing of our people – personally and professionally. During the reporting year we enhanced this service by providing ‘EAP direct’, an online service for people to supplement the well-established face-to-face service.

## Transformation Champion Network

In 2005, Optus Business conducted an end-to-end review of its strategy and business model in order to identify opportunities for improving profitability while the telecommunications industry was entering a period of intense competition and technology change.

The project revealed a number of hard truths about our business. The case for change was compelling and would require major initiatives impacting our people, processes and technology. To implement the new strategy, the Optus Business Transformation kicked off in 2006.

The Transformation Champion Network (TCN) is a major communication channel and avenue for change management within Optus Business Transformation. The TCN is a powerful change management channel that is helping Optus Business achieve their success goals.

Transformation champions are people who demonstrate the following characteristics:

- Good communicators;
- Business knowledge;
- Influencing skills;
- Team players;
- Respected members of the team;
- Ability to generate excitement or commitment;
- Demonstrate ‘challenger thinking’; and
- Acceptance of transformation.

Our Transformation champions act as a two-way communication channel between Optus Business and the Transformation Management Office, fostering understanding and acceptance of transformation impact in terms of customer and employee experience.

For Optus Business, TCN offers an outlet for our high-performing and high-potential staff to contribute to improvement in our organisation and culture as well as developing their own change management and leadership skills.

## Occupational Health and Safety (OH&S)

The Optus OH&S Management system adopts a continuous improvement philosophy for its key elements. Optus OH&S strategy aligns with the Optus Financial year, commencing 1 April. At the start of each calendar year, Corporate OH&S set the targets and strategy for the coming 12 months.

To ensure a clear vision and direction for the business, Optus' OH&S strategy is developed and approved by senior management. In March 2006, Corporate OH&S set the targets for the next 12 months. This was then cascaded into each OH&S management plan which sets the strategy, direction and targets for the business unit, including training matrices and improvement programs.

The outlined objectives are regularly reviewed by the business and the Safety Leadership Council (SLC). The SLC met frequently over the past 12 months and achieved its main objective of driving a wide range of OH&S initiatives throughout Optus.

Consistent with the previous reporting period, OH&S performance indicators were included in all business process review meetings in 2006–07. This year, however, targets broadened to include online OH&S compliance training completion rates, which were driven and measured

across all business units as part of the company-wide training program, with some business units linking compliance training to performance review.

In 2006–07 the contractor OH&S management system was reviewed and Optus made upgrades to the policy, procurement process and online contractor induction training. Online training was further enhanced to include a wider range of training modules for high-risk areas such as environmental management, radio frequency, laser use and information security.

An extensive tender process to procure an internal OH&S auditing supplier was also undertaken. SAI Global Limited was the successful supplier and it commenced internal SafetyMAP audits in August 2006 at key sites in New South Wales and South Australia.

OH&S consultation processes were reviewed across the organisation with the aim of improving consultative frameworks. Completion of this process is a critical target for 2007–08 in line with Commonwealth OH&S legislation requirements.

In July 2007, Optus' corporate head office will move to a central campus in Macquarie Park, Sydney. The six low-rise office buildings will house 6,000 Optus staff. The site offers on-campus areas for work and leisure, including an on-site gymnasium, landscaped gardens and childcare and retail services. Corporate OH&S has worked to ensure a healthy



**Optus technician working on a mobile GSM base-station.**

living program will extend across the campus in all areas, including risk assessments for all high-hazard zones and the site emergency management system.

## Self-insurance Licence

Optus Administration Pty Ltd is the main employer of SingTel Optus Pty Ltd, and has been operating under a workers' compensation self-insurance licence since June 2005. Since the commencement of this licence, Optus Administration Pty Ltd has implemented a range of initiatives in prevention, claims management and rehabilitation to ensure compliance with licence conditions.

Optus believes that all work-related injuries and illnesses are preventable and is committed to creating and maintaining a safe and healthy working environment for our people, contractors, customers and visitors. The Optus keystone to achieving a safe and healthy work environment is a focus on continuous improvement across three areas across the organisation: auditing, improving internal processes and driving safety leadership.

In the last 12 months, we have significantly improved audit outcomes; there have been no material non-conformances at external audits. This demonstrates a sophisticated system compliant with licence conditions. These combined activities have resulted in an ongoing reduction in workplace lost time injuries in 2006–07.

Optus exited the State OH&S schemes in March 2007 to be covered under the Commonwealth OH&S Act 1991. In preparation for this move an implementation plan was developed by Corporate OH&S to ensure a smooth transition to the new legislation. The implementation plan identified a number of key areas that required upgrade to ensure compliance. These areas include incident notification, training, plant review, policy upgrade, consultation review and upgrade of existing OH&S management plans to meet recent legislation changes. We made the necessary adjustments and successfully transitioned to the Commonwealth OH&S Act 1991 in March.

## OH&S Targets

At the commencement of each financial year, Optus develops OH&S objectives and targets. More than 80 per cent of OH&S objectives were achieved in 2006–07, driving the business to significantly reduce workplace lost time injuries and days lost.

In 2006–07, Optus met and bettered both its lost time injury rate (LTIR) and lost time severity rate (LTSR) company-wide. We achieved a 37.4 per cent reduction of the previous year's LTIR, and a 45 per cent reduction of the previous year's LTSR.

These improvements can be attributed to increased safety management across all business units, company-wide prevention programs and our self-insurance program, which commenced in June 2005. Our progress can also

Getting It Right. Making It Simple.

**Optus 'yes' Days**  
A great day for you and your family

Feel the difference

- Relax with family and friends
- Enjoy a range of great foods
- Entertainment, fun and rides
- Exciting theme park venues

Register online:  
[mediasolutions.optus.com.au/optusyesdays2006](http://mediasolutions.optus.com.au/optusyesdays2006)

**AJC Randwick Racecourse, Sunday 5 November 2006.**  
Family day event is held between 10am-2pm, Optus registration closes at 12pm.

Guests are invited to make a gold coin donation to support the Optus charities on entry to the event.

'yes' Day Poster.

be attributed to the early intervention and return to work activities by both the Corporate OH&S team and business. We aim to continue to improve our OH&S performance in 2007-08.

The effectiveness of our people and systems are ultimately visible in Optus' outstanding performance when measured against Commission Indicators. According to Comcare, for the six months ending 31 December 2006, our ongoing and improved performance in Commission Indicator reporting is better than the scheme and licencees' average performance.

## Health and Wellbeing

In 2006-07 Optus continued to encourage healthy living and life balance through a range of national health initiatives. We engaged Peak Health Management to supply and oversee our health and fitness programs for the new Macquarie Park, Sydney campus. The new location will include an on-site health club and gymnasiums with state-of-the-art fitness equipment and a range of classes, massage and health services. All health services will be provided via salary sacrifice in line with our flexible work program.

Peak Health Management has also redesigned the Optus Health and Wellbeing website. The site has a new look, an improved layout and a wider range of information for employees and their family members providing monthly health articles, newsletters and health discounts.

The new Optus Health and Wellbeing program will continue to consist of sub-programs such as annual 'Yes'(family) Days, influenza vaccinations, health expos, the executive health medical program and continuing business unit health and wellbeing initiatives such as walking groups, yoga programs, Fitness First briefings and corporate games.

### OPTUS FAMILY DAYS

Optus 'Yes' Days are day-long annual family events run across Australia. They were a huge success again this year. From Randwick Racecourse in Sydney to Luna Park in Melbourne and Wet 'n Wild in Queensland, Optus staff and their families enjoyed a memorable day with more than 10,000 attendees nationally. 'Yes' Days give Optus employees, their partners and children an opportunity to enjoy a day of fun, food and entertainment.

### THE EMPLOYEE ASSISTANCE PROGRAM

The Employee Assistance Program (EAP) is a counselling and advisory service for employees and their immediate families that provides professional assistance for any personal or work-related problems. The service, run by external consultants, is confidential and aims to enhance employee wellbeing, both personally and in the workplace. Throughout 2006-07 there was a strong utilisation rate of the EAP, with 1,150 hours of counselling provided and a utilisation rate of 7.26 per cent. Employees from a range of business units across the organisation used the EAP service, indicating a strong awareness.



Internal flu vaccination poster.

In December 2006 Optus' online counselling service, EAP Direct, was launched for Optus employees and families. Use of the service has grown, with 152 users in the first two months since launch. In addition, independent counselling and psychology company Davidson Trahaire Corpsych facilitated EAP and Manager Assist training sessions across New South Wales, South Australia and Victoria.

### FLU VACCINATION PROGRAM

The Flu Vaccination Program commenced in 2005 at selected sites in most states. In 2006, Optus fully subsidised the cost of the program for all permanent Optus employees. An online booking program was developed that allowed staff to undertake a self-service booking for each site. This new process continues to be very successful and provides a more efficient and streamlined service. In 2006–07, there was an increase in employee take-up, with 1,353 booking online and receiving vaccinations.

### DEALING WITH MENTAL HEALTH IN THE WORKPLACE

In 2005, Optus, along with other major Australian organisations, collaborated with the University of Queensland on an innovative research study – the Work Outcomes Research and Cost Benefit Project (WORC Project).

In this project, 20 per cent of Optus employees completed a general health and emotional wellbeing survey. The WORC Project supplied Optus with a report on the general

physical and mental health status of our employees. This report outlined the incidence of a variety of disorders and benchmarked them against national averages.

Based on the outcomes of this report, Optus has developed a range of mental health initiatives, such as posting detailed information on the Optus website about coping with depression and partnering with beyondblue, a national, not-for-profit organisation working to address mental health and substance misuse disorders. This year, we continued to develop these initiatives, and we worked with beyondblue to provide line management training in managing depression in the workplace.

### CORPORATE HEALTH PLAN

In 2005, Optus appointed health insurance provider GMHBA as our preferred provider of services under the Corporate Health Plan. This followed an extensive tender process to achieve competitive pricing and service excellence. All Optus staff who transferred to GMHBA before July 1, 2005, had their annual benefit limits reset. We hosted information sessions at major Optus locations during May 2005 and June 2006 to give staff more information about the program.



Optus Corporate Games winners.

#### ATHLETIC PARTICIPATION

Optus has continued to promote the Corporate Games events, with most states participating in a state fun run or similar event as part of the Optus Health and Wellbeing program.

In August 2006, 180 Optus people, their families and friends joined over 60,000 other participants in the 36th City to Surf in Sydney.

Optus was once again a central supporter of the New South Wales Corporate Games event, held 22–25 March 2007. More than 300 organisations participated, and we were the most successful, entering a team of 580 people. Optus won the Sport for Life Grand Award for the 15th year and also won the Medallist Award after collecting an impressive 62 medals and the Division 9 award for most entries.

At the Australian Corporate Games held in Victoria in November 2006, Optus had 241 participants, a 24 per cent increase on the previous year. Our company was strongly represented in most sports. Several teams also competed in the Corporate Games in Brisbane, and Adelaide employees represented Optus at the annual City to Bay run.

## The move to our new campus at Macquarie Park, Sydney

Optus is due to begin its corporate head office move into its purpose-built campus at 1 Lyon Park Road, Macquarie Park in July 2007. Over 6,000 employees will be housed there, making it the largest single-tenant corporate facility ever seen in Australia.

Optus recognises the scale and challenge of moving its people from nine sites around Sydney into one 24-hour operational campus. We also recognise the potential implications of introducing a 'small town' into the local community.

As a result, and in line with our development application requirements, we have been developing a number of innovative sustainable travel and public transport options to minimise our environmental footprint. Macquarie Park has been identified as a strategic part of the State's Metropolitan Strategy, with the NSW Government investing billions of dollars to support infrastructure improvement in the area.

Our commitment as a long-term tenant represents a tremendous boost to the Macquarie Park area. We will continue to work with our strategic partners and other stakeholders to support and develop innovative and sustainable services in the Macquarie Park area that will benefit not only Optus people but the whole community.



**Optus Campus, Macquarie Park.**

## Overall Facts

- The largest single-tenant corporate facility in Australia
- Consolidating nine locations into one campus
- Eight hectare site
- Six low-rise buildings connected by transparent covered walkways
- 84,000 sqm building area
- State of the art amenities and leading edge technology
- Campus-wide wireless facilities
- 3,000 sqm of 'front of house' (our external visitor and reception area)
- 2,002 car parking spaces are available for Optus employees, in two levels of undercover basement parking with direct lift access to all floors
- On-site childcare centre with spaces for up to 86 children of Optus staff
- On-site gym
- 1,000 sqm of on-site food, beverage and convenience facilities
- 50,000 sqm of landscaped outdoor facilities.

## Travel

Optus is committed to supporting sustainability – that means doing whatever we reasonably can to ensure future generations have a healthy world to live in.

Optus has developed, and now follows, an Environmental Management System. This system defines policies to manage environmental risks. Optus has also developed an Integrated Transport Strategy to manage staff travel to Macquarie Park campus and minimise our environmental footprint. This is focussed on increasing travel choices, improving access by sustainable modes of transport and managing the demand for single-occupancy car use.

Sustainable transport minimises emissions of carbon dioxide and other pollutants. It can refer to walking, cycling, and public transport and also ride sharing (car-pooling).

The Integrated Transport Strategy is made up of a number of different initiatives:

- Optus, in partnership with our developer Stockland and the State Transit Authority (STA), is providing a free rail transfer bus for employees as an interim travel option until the rail line is open.
- Employees can access a one off 30 per cent-off public transport allowance to subsidise their public transport travel.



**Optus Campus, Macquarie Park.**

- A cycle working group has been established to represent the views of Optus cyclists and ensure appropriate facilities and infrastructure are available for cyclists.
- Macquarie Park station will only be a 7–10 min walk from the new Optus campus once complete.
- Casual parking is available in the basement carpark for permanent Optus employees who wish to travel to work by car on an occasional, ad hoc basis.
- Optus is encouraging ride-sharing, with discounted parking spaces for anyone sharing a ride to work with another Optus employee.
- Ride-share groups also get priority in parking space allocation. Parking for motorbikes and scooters is free of charge.
- Teleworking and flexible work practices are being encouraged and facilitated to reduce the need to travel.

## Looking After Our People

### CHILDCARE

When the Macquarie Park Campus opens in July 2007, the childcare centre on campus, wholly managed and operated by a reputable external childcare organisation, will be available exclusively to Optus staff. Salary packaging for childcare will be available.

### HEALTH AND WELLBEING PROGRAM

Peak Health Management have been contracted by Optus to manage our national Health and Wellbeing program including the intranet site, our Macquarie Park gym and our Health Expo program.

There are many facilities offered onsite and externally to our campus for the health and wellbeing of Optus employees.

### FLEXIBLE WORK POLICY

Flexible Work Options is one tool we use to help people achieve a work/life balance. It includes things such as varied start/finish times, part-time work and working remotely. With our move to Macquarie Park, we will work with staff, where possible, to explore Flexible Work Options that might work for them in the new environment.

## SALARY PACKAGING

Optus will provide its employees with the flexibility to package part of their salary. Benefits that can be packaged include:

- On site gym membership
- On site child care
- Food and beverages (excluding alcohol) from the campus eateries that is consumed on-site;
- Superannuation
- Novated lease cars
- Laptops/PDAs
- Financial/personal taxation advice.

Salary packaging may result in savings for employees

## Environmental Sustainability

We are committed to minimising our environmental footprint. Our campus will have a 4.5 star rating (out of 5) under the SEDA Australian Greenhouse Rating.

Environmentally-friendly features of our Campus will include:

- Rainwater harvesting for toilet flushing and irrigation
- 6-star energy rating on fridges
- 4.5-star energy rating on fridge-freezers
- AAA water rating or above on all installed water fixtures
- Water-flow reduction devices on all showerheads and taps

- 3.5-star greenhouse-scored hot water system
- Hot water delivered to a maximum of 50°C
- Anti-graffiti coating on most ground level facades and vertical surfaces
- Environmentally appropriate waste management practices
- Stormwater management systems
- Great cycling facilities, including secure parking for bikes, showers and lockers.

## GARDENS

The water for all grounds is supplied by the on-campus 1.6 million litre underground water tank, meaning limited city water supplies have to be used to maintain our grounds.

## BEYOND MACQUARIE PARK

We will offset 50 per cent of carbon emissions from all Optus corporate offices nationwide from November 2007, halving the effect that our office operations have on the environment.

## RECYCLING AND WASTE MANAGEMENT

At Macquarie Park our aim is to recycle over 90 per cent of everything we throw away.

- There are paper-only recycling bins at each desk.
- General waste and recycling bins are in every town square (in kitchens and utility areas) on every floor.
- Our food outlets will be recycling whatever they can too.



A green campus.

# Community

## Our Approach

Optus is committed to helping build better communities.

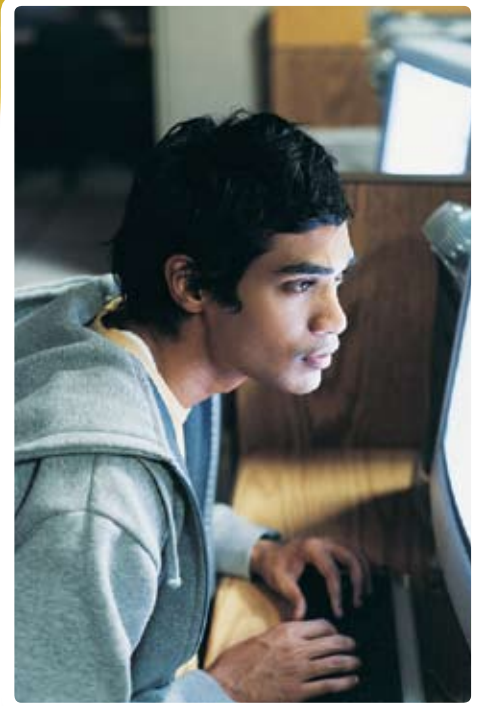
As a company, we connect millions of Australians every day and we are dedicated to giving back to the community through our community partnerships and programs, as well as a range of art and sport sponsorships.

We contribute both financially and in-kind, as well as through our technical and marketing expertise.

We encourage our people to connect with their local community and we developed new initiatives in 2006–07 to enable them to do so through programs such as Optus Volunteering. We prefer to do fewer things better, providing deep and involved support to our community partners.

## Community Partnerships

Optus continues to invest in the community through long-term partnerships with organisations such as Kids Helpline and the Starlight Children’s Foundation. We support activities that focus on youth issues.



Kids Helpline.

## Kids Helpline

Optus is making it easier for kids to get the help they need. We have worked with Kids Helpline (KHL) since 1999, supporting the establishment of the world’s first free real-time online counselling service. Through our marketing activities we continue to raise awareness of KHL’s telephone and online counselling.

Young people between five and 25 years can make a free landline call to KHL at any time of day, seven days a week, on 1800 55 1800. While mobile calls to this number normally incur a cost, calls from Optus mobile phones are free.

KHL is staffed by approximately 80 paid, professionally trained and supervised counsellors. Callers and online clients can choose to talk to a male or a female, and are also able to call back or re-connect to the same counsellor over a period of time as they work through their issues.

The principal values underpinning counselling at KHL are empowerment and child-centred practice. Empowerment involves helping each caller or online client to clarify their concerns, formulate opinions, develop strategies for positive change and identify and understand the consequences of particular courses of action.

During 2006 over 607,000 calls and online contacts were made to KHL. Counsellors spoke with children and young people about a range of issues from everyday topics such



**Starlight Foundation.**

as family, friends and school to serious issues including bullying, suicide, self-injury, mental health and abuse.

Optus is committed to expanding the KHL service through facilitating greater interactivity between counsellors and young people online. Our support continues to ensure more children and young people are able to access support when they need it most.

## Starlight Children's Foundation

The Starlight Children's Foundation is dedicated to brightening the lives of critically, chronically and terminally ill children aged from four to 18. Founded in 1998, Starlight reaches around 220,000 children and their families annually through its wish granting and entertainment programs for children in and out of hospital.

In 2006-07, Optus volunteers worked on Starlight Day, the organisation's largest fundraiser. All Optus World retail stores and franchisees (149 retail stores) across Australia participated on the day and held fundraising activities throughout May. Over \$72,000 was raised in this way, which included merchandise sales.

This was the twelfth year that Optus has participated in Star Day and over 417 Optus staff volunteers helped to make it a great success.

Beyond Starlight Day, Optus World franchisees in Queensland are involved in activities to support Starlight via staff and customer engagement. This involved all 33 Queensland stores.

This culminates in, the Optus World Starlight Masquerade Ball. Held on February 3 2006 in Brisbane, it raised \$40,000 to grant 8 seriously ill kids their Starlight wish.

## Employee Involvement

What matters to our people, matters to Optus. We encourage our employees to actively participate in making their local communities stronger and better. We promote our workplace-giving program nationally and launched Volunteering for the first time in 2006-07.

Our corporate values of Customer Focus, Challenger Spirit, Teamwork, Integrity and Personal Excellence are demonstrated in our people's personal lives, so it is not surprising that there is an abundance of generosity, goodwill and community engagement with our community partners and the wider community.



Youth Off The Streets.

## Workplace Giving

Since the launch of our Workplace Giving Program in 2005, our staff have donated \$163,000. With Optus matching the generosity of our employees (up to \$100,000), our total contribution has been \$327,800, with a 39.2 per cent increase from 2005 to 2006.

Staff Contributions	Optus Match	Total
2005: \$68,500	\$68,500	\$137,000
2006: \$95,400	\$95,400	\$190,800 (39.2% increase)

Through the Answering the Call program, Optus supports nine charities that have been selected by our people. The Optus Matching money goes to specific projects that help build better Australian communities. Our charity partners are Assistance Dogs, Australian Juvenile Diabetes Research Foundation, Kids Helpline, Mission Australia, RSPCA, Starlight, The Cancer Council Australia, The Salvation Army and Youth Off the Streets.

Here are some brief examples of how our Workplace Giving Program assisted communities in the 2006–07 period.

### HELPING FAMILIES AND YOUNG PEOPLE 'RECONNECT'

The Salvation Army Youthlink, Reconnect, is an early-intervention project for 12- 18-year-olds and their families. The program aims to prevent family breakdown

and homelessness by focussing on improving family relationships and strengthening ties to education, training, work and community. Reconnect aims to improve family relationships and communication.

### HELPING YOUNG PEOPLE TO SUCCEED

Mission Australia's Triple Care Farm is a unique three-stage residential program for young people experiencing chronic homelessness, substance abuse, mental illness or acute behavioural problems. Triple Care Farm gives up to 18 young people aged between 16 and 24 a chance to develop emotionally, socially and vocationally in a safe and secure environment.

With funds raised through the Workplace Giving Program, Optus supported two young people in the Triple Care Farm program during 2006–07.

Youth Off the Streets received over \$33,000 from Optus and its people during this period, for its McIntosh House project. This program aims to mentor severely disadvantaged adolescents who are ready to pursue further education, training or employment so they can reintegrate into mainstream society.

### SUPPORTING AUSTRALIANS WITH DISABILITIES

Our financial contribution helps Assistance Dogs Australia carry out its ambitious training program to place at least 30 dogs per year with disabled recipients. Assistance Dogs are



**Volunteering – Farmers for a day.**

trained over two years to perform tasks such as opening and closing doors, turning lights on and off, pressing pedestrian crossing buttons, retrieving and picking items off the floor – tasks that are difficult or impossible for people confined to a wheelchair.

An Optus employee has volunteered to train an Assistance Dog called Nakita for two years and staff are now accustomed to seeing her in the office.

#### **PROVIDING ASSISTANCE TO PEOPLE WITH CANCER**

The Cancer Council Australia received over \$34,000 from Optus and our people during this year. The money has helped fund various projects such as the provision of key cancer information and support services such as financial assistance programs for the Australian community. In addition to our workplace-giving contributions our staff supports the Cancer Council's fundraising initiatives such as Australia's Biggest Morning Tea.

## **Volunteering**

In October 2006, Optus piloted a Volunteering Program for Victoria-based employees. The program allows our people to take a day of paid volunteer leave to support activities that range from planting trees to cooking meals for disadvantaged people. This proved very successful, with approximately 60 Victorian-based Optus people volunteering. The program is planned to launch nationally in the next financial year.

#### **Volunteering – farmers for a day**

*Optus employees are not scared to get their hands dirty for a good cause. A team from the Southern Region of Optus Business Sales recently decided to take their Volunteering Leave together – down on the farm. With the assistance of Melbourne Cares, the team helped Collingwood Children's Farm (CCF) with setting-up of their Farmer's Market Day.*

*CCF provided two team leaders to turn the Optus people into instant Farmer Browns. They harvested fruits and vegetables, weeded the vegetable patch, fed goats and sheep, set up stalls for the market and even did some hard labour digging irrigation trenches.*

*Kath Roberts, Regional Account Manager, said it was "a fantastic team-building activity, working together and feeling really good about our achievements for the day, and knowing that what we did made a difference."*



ABCN focussing on education.



## Mentoring: Australian Business and Community Network

Optus is a founding member of the Australian Business and Community Network (ABCN). ABCN is a group of 23 leading national businesses creating practical, innovative programs with students and teachers in areas of high need to build stronger communities and sustainable futures.

ABCN focuses on education as a critical area for businesses to invest in for three reasons. First, future skills shortages are likely to affect Australian competitiveness and the supply of skilled young people into the workforce is vital for success. Second, a significant proportion of the Australian population falls into high-risk categories where literacy and numeracy problems are higher than average. Third, businesses can provide the type of skills and resources necessary to enhance the capabilities of professionals and students in the education sector.

ABCN works in conjunction with the NSW Department of Education to deliver programs in a select group of schools in Sydney's south-west. This area is one of the most economically disadvantaged districts in Australia, with high concentrations of refugees and unusually high unemployment rates. The majority of students come from non-English speaking backgrounds. The proven links between low socio-economic status and educational achievement led ABCN to focus its initial activity in this region.

Major achievements in 2006–07 included:

- 14 Optus people participated in GOALS, a growing opportunities and learning skills program – each mentoring a Year 9 student for one year.
- GOALS students demonstrated strong behavioural and academic improvements, increased motivation to commit to school and now have greater aspirations.
- Optus mentors participated in the pilot of the SPARK reading program for primary school students.
  - SPARK students trebled reading levels and demonstrated stronger reading confidence.
- Partners in Learning facilitated knowledge sharing between three Optus business leaders and school leaders and generated resource audit projects including the Optus IT Day at Lurnea High School.
  - 25 Optus people from IT visited Lurnea High School for a day and ran workshops for students.
  - An interactive visual arts piece involving 100 students was designed and delivered by Optus people.
  - Students filmed the day for a short documentary and music video.
  - Two students completed work experience in the Optus editing studio to produce the documentary and music video.



Connecting youth and community.

## Connecting Youth and Community

The City of Wodonga and Wellington Shire Council in Victoria have teamed up with Optus to launch a youth communication project called Information to You (i2u). The innovative initiative makes use of Email-to-SMS technology to tell young people about the many programs, events and activities that the council supports and raise their level of engagement in the community.

The project is being used for a range of purposes such as delivering safety messages, the promotion of health programs and education and training opportunities.

To help promote the scheme, the councils are partnering with Optus to deliver an SMS competition at planned youth festivals.



Cirque Du Soleil, Varekai.

## Sponsorships

Optus sponsorships reflect the diverse interests of the community. Encompassing the arts and sport, our sponsorships help support Australia's rich artistic diversity and help develop our sporting talent.

### Arts

#### Cirque du Soleil: Varekai

Cirque du Soleil uses a combination of acrobatic feats, technical expertise, extravagant design and exceptional music to weave a seamless whole held together by an emotive narrative thread. Optus served as the presenting partner for Cirque du Soleil's 2006–07 run of Varekai in Australia, in which more than 50 performers from ten countries transported the audience to a magical forest full of fantastical creatures where all manner of strange things were possible. Varekai means 'wherever' in the Romany language of the Gypsies.

Through this sponsorship With Cirque du Soleil, Optus customers and staff were able to take advantage of an early ticket window to purchase seats prior to the general public. Our customers and our people appreciated this exclusive opportunity.

#### Bell Shakespeare Company

In June 2003, Optus became the Principal Education and Youth Sponsor of the Bell Shakespeare Company. The partnership enables Bell Shakespeare to further expand its educational activities and to reach more students each year.

Thanks to the support of Optus and the NSW Department of Education, Bell Shakespeare's Actors At Work performance is broadcast from the Interactive Distance Learning Studio at the Dubbo School of Distance Education to primary and junior secondary students on remote homesteads via the Optus satellite. Senior students viewed the production in small rural schools and other isolated locations through our satellite and video-conferencing technology.

Bell Shakespeare's Actors At Work program is the cornerstone of the company's education activities. Four young and dynamic actors tour schools and, with minimal sets and props, deliver a one-hour performance creating a unique opportunity for students to see professional actors interpret Shakespeare's rich language and timeless characters. Students see how Shakespeare's words come alive and how his characters' dilemmas resonate with their own view of the world around them.



**Bell Shakespere,  
Romeo and Juliet.**

### **Bell Shakespeare Company – opening eyes to the world of love**

*"Before I watched the Actors at Work production 'Love's Magic', I thought I knew what Romeo and Juliet and A Midsummer Night's Dream were about, but in the end they were not at all what I had expected. I learnt a lot more about love. I am glad now that I have seen it because it has given me great insight into the background messages of the stories.*

*I think the performance is a great way to introduce Shakespeare's works to kids my age because the actors make it fun and something to enjoy. Even now I might see something or read something and it will make me think about the plays and how much they have influenced the world today. So I think the production was a great success and I really enjoyed watching it."*

*Hannah Woerle*

*Year 8 Student,*

*Dubbo School of Distance Education*

### **Australian Brandenburg Orchestra**

Optus is entering its seventh year as a partner of the Australian Brandenburg Orchestra (ABO). We have helped this fine orchestra in its pursuit of musical excellence and to grow its audiences both here and abroad.

Optus also helped our local community gain access to the ABO. Working with our new neighbours in North Ryde, Optus sponsored the Ryde Eisteddfod String Quartet competition. This allowed the four girls of the winning quartet to experience the magic of the ABO.

### **Company B Belvoir**

Company B engages Australia's most gifted and promising directors, actors and designers, and performs from its theatre in Belvoir Street, Surry Hills and at major arts centres and festivals at home and overseas. Our organisations share a mission to provide intelligent and challenging alternatives for customers and audiences.

The Optus Community Access Performance Program is a joint initiative of Company B and Optus and consists of the Unwaged Performance Program and the Charitable Tickets Program.

Company B aims to provide access to its work to those who cannot afford to pay. Through the Unwaged Performance Program, one mid-week matinee of each show (between six



Comany B Belvoir,  
'Keating'.

and seven performances each year) is performed free-of-charge for unemployed people. Only a healthcare card is needed to enter.

Usually held on the last Thursday of the season, unwaged performances are promoted through community radio, Centrelink, community housing, refugee and medical centres, The Sydney Morning Herald and street press. These performances have an average attendance of 280.

The Charitable Tickets Program provides 600 tickets per annum to community groups and charitable organisations nominated by Optus. These tickets are available on the first Saturday matinee performance of each Company B production at either the Seymour Centre or new Company B Theatre. These can be used across three to six performances (i.e. 100 tickets to all six shows or 200 tickets to three shows). The tickets can be used by charities for fundraising activities or as rewards for staff and volunteers.

### **Company B and Optus.**

#### **The arts and business working together**

*"Now in its ninth year, our corporate partnership with Optus is an exceptional example of arts and business coming together to achieve common goals. The relationship has steadily strengthened since 1999, and Company B is proud to have Optus as our Corporate Partner.*

*"As our principal sponsor, our relationship with Optus is the backbone of our corporate support, and we feel very grateful to have found a business partner that cherishes our work and provides such concrete support. Optus shares our artistic ambitions to challenge the 'norm' by questioning political policy and social consciousness - much of our work can be challenging, brave and intelligent, and we are lucky that we have found in Optus a corporate partner that understands that innovation and creativity are also part of any successful business.*

*"For the second year, our partnership incorporates the Community Access initiative, which enables community groups, as well as the most financially disadvantaged members of the community, to attend Company B performances. The power and joy of live theatre is the most human and direct of art forms, and we are passionate in our belief that theatre should be enjoyed by the masses, not just the minority. This program attracts overwhelmingly positive audience feedback and is a welcome addition to the many aspects of our growing partnership".*

*Vicki Middleton  
General Manager, Company B*



The Sydney Swans.

## Sports

Optus understands that in Australia we love our sport! That's why we are active in AFL and tennis. Our partnership with tennis is the broadest tennis sponsorship in the country. It encompasses elite competition and takes the development of young Australian sporting talent seriously. Our backing enables emerging tennis stars to find success in Australia and abroad.

### AFL

Optus continues to support the Sydney Swans and Carlton Football Club. In 2006, Optus staff and customers were given the chance to experience a unique team training session. Customers joined teams and coaches at the Sydney Cricket Ground and the MC Labour Park in Melbourne to get professional tips and test skills against their favourite players. Guests were given their own authentic guernsey and talked footy with the players over food and drinks afterwards.

We also held a match day on 3 September 2006 and invited students and their families from one of our Australian Business and Community Network schools to train with some of the Sydney Swans players before they played Carlton in an important game late in the season. The families stayed on to enjoy a barbecue before joining the rest of the AFL crowd to watch the game.

## Tennis

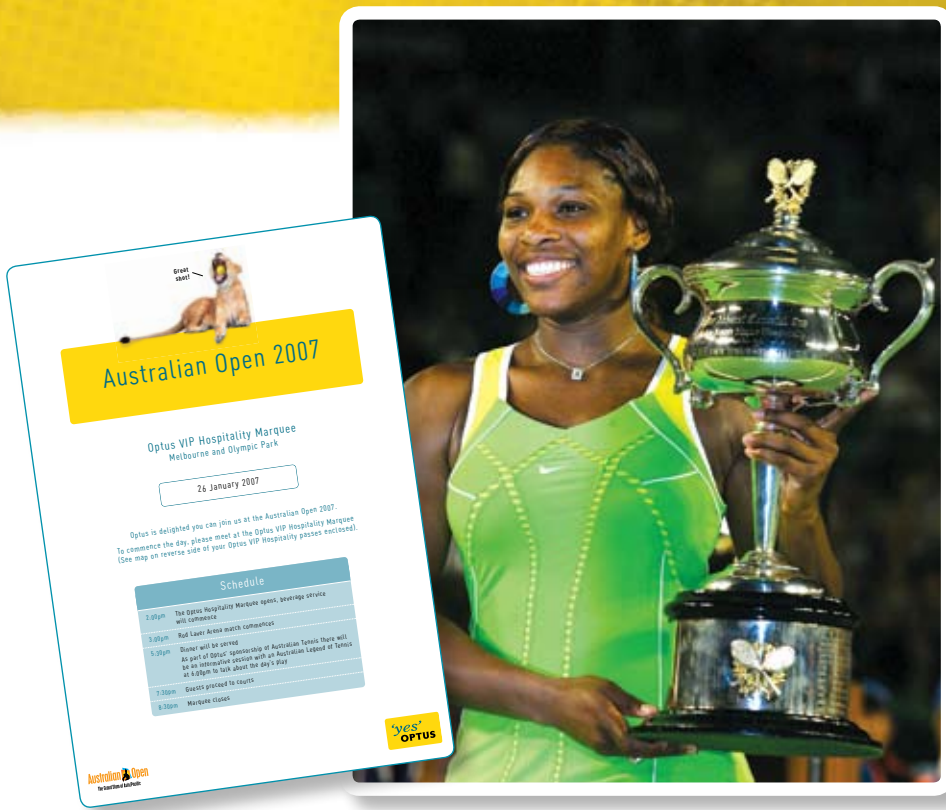
Optus and Tennis Australia have a strong and successful relationship. Optus Team Tennis Australia develops and supports players at grassroots junior levels and all the way through to the elite events of the Australian Open and the Davis and FedCups.

Central to the juniors program is the Optus High Performance Player Program, which brings talented juniors together and focuses on building a team culture and future tennis champions. In 2006, this program evolved to include both able-bodied and wheelchair tennis athletes within the same program structure.

A record number of juniors traveled under the Optus Team Tennis Australia banner and have achieved excellent results. Australia has four of the world's top ten junior players; the amount of travel required to be ranked on the list would not have been possible for many young athletes without Optus' support.

We also support 82 Optus High Performance Players, all of whom are either full or part-scholarship holders in Tennis Australia's national programs.

All Optus High Performance Players are aged between 13 and 18 and have met stringent selection criteria based on results, rankings and participation.



Serena Williams wins the 2007 Australian Open. Photo courtesy of Getty Images. Inset: Optus Itinerary.

Optus High Performance Players are provided with a wide range of services including coaching support, strength and conditioning training, sports psychology and access to Tennis Australia's international training bases.

### Tennis Australia and Optus – putting the bounce in our champions

*"Optus continues to be a valued supporter of tennis in this country, assisting Tennis Australia in our goal of getting more people to play tennis more often. Their sponsorship encompasses grassroots junior development through to elite competition.*

*"The Optus Junior Tour, a national series of more than 100 events for children aged 10–18, includes the Optus National Championships, which give our top young players the chance to compete at a national level on the three Grand Slam surfaces; grass, clay and hardcourt. Regular information nights are conducted at these events, and the players and their parents are inspired by prominent guest speakers such as Tony Roche, Todd Woodbridge and John Fitzgerald.*

*"In 2006, Optus also became a sponsor for our National Player List, which includes approximately 100 full- and part-scholarship holders at the National High Performance Academies around Australia.*

*"At the elite level, across all age groups, Optus Team Tennis Australia supports our international touring teams. The Optus 12-and-under Trans Tasman Team won in New Zealand in 2006 and at the 16-and-under level, the Optus Junior Davis and Federation Cup Teams will represent Australia at the world final in Spain. The Optus Australian Davis Cup Team will contest the semi-final in Argentina, and the Optus Australian Federation Cup Team has been successful in two rounds of qualifying this year, promoting them back into the World Group.*

*"The continued support of Optus for tennis in Australia ensures our future champions receive the levels of coaching and international competition required to compete on the world stage."*

*Steve Wood  
CEO, Tennis Australia*

### Optus Golf Challenge

In 2006, we celebrated the 16th successful year of our annual charity Optus Golf Challenge. In that period entry fees have raised over \$500,000 for two of our community partners, Kids Helpline and Starlight Children's Foundation. This year a record \$41,000 was raised.

# Environment

## Environmental Policy and Environmental Management System

Optus is committed to installing, operating and maintaining a high-quality telecommunications network with minimal impact on the natural and built environment.

Our Environmental Management System (EMS) is periodically refined to ensure this commitment is met. In 2006–07 the EMS underwent a complete review with the aim of maintaining legislative compliance and adherence to environmental best practice for the telecommunications industry.

Editing and revision focused on:

- refining Optus' key environmental issues
  - defining the general responsibilities of Optus and contractors and subcontractors
  - defining the role of project-specific environmental management plans (EMPs)
  - setting up action plans for each of the identified environmental management issues
  - updating the list of relevant legislation.
- including the new Optus Networks EMP Template, the new Environmental Audit Checklist for Construction Sites, and the new EMP Checklist for use by Optus engineering staff managing construction contractors

Optus will continue to review and alter the EMS as necessary. It is available from the Manager of Environmental Affairs, whose contact details are included at the end of this report.

Optus prioritises environmental risk management as each issue relates to its key operating activities. The table following summarises our ratings of these issues in 2006–07.

**TABLE 1 KEY ENVIRONMENTAL ISSUES**

ACTIVITY	SOIL, EROSION AND WATER MANAGEMENT	DUST, NOISE AND VIBRATION	FLORA AND FAUNA	CULTURAL HERITAGE	REHABILITATION AND RESTORATION	NOXIOUS / INVASIVE SPECIES	HAZARDOUS MATERIALS	VISUAL IMPACTS	WASTE	ENERGY USE AND GREENHOUSE GAS EMISSIONS
INTERCITY OPTIC FIBRE CABLES	A	A	A	A	A	A	B	A	C	B
URBAN / SUBURBAN CABLES	A	A	A	A	A	A	B	A	C	B
CABLE NETWORK FACILITIES (ex. CEVs)	B	C	B	B	C	B	A	B	C	B
MOBILE TELEPHONE NETWORK	A	B	B	B	B	B	B	A	B	A
SATELLITES	C	C	C	C	C	C	C	B	C	B
MICROWAVE LINKS	C	C	C	C	C	C	C	A	C	B
CORPORATE FACILITIES	N/A	N/A	N/A	N/A	N/A	N/A	B	N/A	A	A

A = KEY ISSUES    B = IMPORTANT ISSUES    C = MINOR ISSUES

## Environmental Audits

Eight environmental audits were carried out by Optus Networks during 2006–07. Most of these were in Sydney urban areas, with one in Newcastle, and were on typical construction activities including the installation of underground cables, conduits and telecommunications pits. One audit was conducted of a coastal excavation to unearth the vault holding the landing point of a major submarine cable.

Summary of audit results:

- Most of the contractors' environmental management plans (EMPs) were generic, with few details regarding project-specific control measures and were often unsigned.
- Records management has improved on last year as all except one contractor had copies of their environmental documentation available on site.
- Management of stormwater and sediment control still require further improvement. Sediment controls such as silt fences, silt traps, bunding and barricades were often incorrectly or inadequately installed.
- Spill kits were often not present.

A summary of the results of the audits, as well as site photographs, are routinely passed on to the Optus employee

in charge of managing the construction contractors, to make them aware of the issues and look for signs of improvement on subsequent jobs. The results of the 2006–07 audits further reinforce a number of current environmental management initiatives.

## Environmental Actions

### Initiatives for Improved Management of Environmental Performance by Construction Contractors

A number of new initiatives have been developed and implemented by Optus Networks' Land and Environment Team during 2006–07, with assistance from various groups and individuals, to better manage environmental performance by our contractors. These initiatives not only assist Optus in managing our corporate environmental risks, they also enable us to minimise our impacts on the environment when rolling out and maintaining our network.

## Environmental Management Supplier Accreditation

Optus has developed an environmental management accreditation process which will form part of the Optus Contractor Management System. This is the direct result of the highlighting of contractor deficiencies in the audits referred to in the 2005-2006 Community and Environment Report, as well as through observations and reviews of current practices and contractor documentation. Civil contractors who currently work for Optus have been approached and are now required to complete an accreditation checklist to demonstrate competence and experience in managing environmental issues. Results are currently being gathered and reviewed as part of the process.

This will bring our environmental requirements in line with existing OH&S requirements for our suppliers. Contractors who fail to meet Optus' minimum environmental standards will not be awarded further work until such concerns have been addressed. The process allows us to improve control over the selection of contractors from an environmental perspective.

## Standardised Environmental Management Plan Template

Project-specific Environmental Management Plans (EMPs) are standard requirements for all Optus construction projects, including new network installations and maintenance activities on the existing network. As plans are typically prepared by our contractors, they arrive in many different formats, are often not project-specific, frequently contain general environmental management and policy information rather than environmental controls specific to the site, and may not always conform to Optus standards.

To address these issues, Optus' Land and Environment Team has developed a Networks template to standardise EMPs across all Networks' construction projects around Australia. Training on the new template is already underway for Optus Design and Build teams, Fibre Assurance groups and external civil contractors. It is anticipated that use of the EMP template will be a mandatory requirement for all optical-fibre build projects in the near future, with other construction projects such as maintenance activities following shortly thereafter.

## Training and Learning

To fulfil the objective of providing a comprehensive environmental awareness and land access training package to relevant staff across the country, Optus Networks' Land and Environment Team has commenced rolling out the 2006–07 version of the face-to-face training. The training package has been refined since the 2005–06 roll-out, with an additional focus on the new Optus EMP Template and an increased focus on site-specific environmental issues at Optus construction sites.

By mid-2007 when the roll-out will be completed, over 150 Optus staff in Adelaide, Brisbane, Canberra, Melbourne, Perth and Sydney, and remotely for staff in Darwin, will have attended. In addition, a targeted training package is being provided to all primary construction contractors involved in facility installation activities for Optus Networks across Australia, with the strong support of the Optus Contract Management area.

In the coming year, particular attention will be paid to improving the understanding and application of appropriate erosion and sediment control measures by Optus' Design and Build teams and Fibre Assurance groups.

In addition, the Land and Environment Team's Enviro-News newsletter continues to be published to focus attention on specific environmental or land access issues. Topics covered in 2006–07 include:

- reporting on the successful negotiations of an agreed process with Sydney City Council facilitating new cable network deployment in numerous heritage conservation areas of the former South Sydney area;
- fire ants in Queensland;
- statutory notification requirements for the installation of new network; and
- the new Optus EMP template.

## Agreements with Councils

In July 2006 Optus Networks began discussions with a small number of targeted councils in NSW and Victoria about agreements to simplify the coordination and notification of minor works activities with minimal impact on the environment. A few agreements have already been concluded and others are close to being finalised.

## Protecting Flora, Fauna and Heritage

All projects involving the installation of Optus Networks' facilities (such as fibre-optic cable, pits, manholes and radio or satellite dishes) external to property boundaries are assessed by the Optus Land and Environment Team to check that they conform to the telecommunications legislation. This includes searching national, state and local heritage lists to confirm that the proposed installation will not impact these items or areas.



Advertisement,  
Australian Financial Review,  
10 June 2006.

When facility installation in areas deemed 'environmentally significant' under the telecommunications legislation cannot be avoided, Optus obtains development consent or undertakes detailed environmental assessments to permit network deployment in a manner sensitive to the particular local conditions.

Several archaeological studies were commissioned for underground cable installations in areas of potential archaeological significance such as Parramatta. The purpose of these studies was to confirm that the proposed Optus installations would not have a significant impact on any archaeological relics and to satisfy state planning law requirements.

## Environmental Compliance

### Infringements

There were no new environmental infringements during the reporting period, and no noise complaints were received.

An infringement on 4 August 2004, when 8,000 litres of diesel was spilled at our major facility at Campbellfield in Melbourne, was finally resolved. The infringement was reported in previous Community and Environment Reports. The diesel escaped into the stormwater drain and was contained in a detention basin about 1 kilometre from the site.

The diesel was contained, collected and the area cleaned within 12 hours.

The final orders for the infringement were handed down on 2 October 2006 in Broadmeadows Magistrates Court. No conviction was recorded against Optus due to the mitigating circumstances, but Optus was ordered to pay \$30,000 to Merri Creek Management Committee Inc to be used for the purposes of creek improvements. We were also ordered to publish an advertisement (as shown above), in the Melbourne Age, the Australian Financial Review, the Herald Sun, and the Hume Leader. We were also required to publish this statement in the news section of the Optus public website for a period of 30 days. All orders were complied with.

Significant engineering changes have been implemented at Campbellfield, and management processes have been changed across our fuel handling facilities to ensure this type of event is avoided in future.

### Optus Satellite Earth Station Belrose

The periodic clearing of a firebreak around this facility by an Optus contractor was brought to the attention of the NSW Department of Lands by an adjoining land occupier. For some time Optus had periodically cleared a buffer around the facility, but regulatory change has meant that the clearing of public land for any purpose without lawful authority is now considered an offence under the Crown Lands Act 1989.

In addition, this area is one of the few known habitats of an endangered plant species, *Grevillea caleyi*, and any removal of this plant, intentional or not, is an offence under the Threatened Species Conservation Act 1995.

To resolve the issue, Optus consulted extensively with representatives of the Department of Lands and the Rural Fire Service and put in place a procedure for future fire break assessments and clearing that will satisfy legislative requirements as well as protect this significant Optus facility.

No action was taken against Optus and the Department of Lands expressed satisfaction at how Optus dealt with the issue.

## Reducing Resource Consumption

### Earth Hour

On Saturday, 31 March 2007 between 7:30 and 8:30pm, Optus participated in Earth Hour. This involved turning off all lights in our unattended corporate facilities and using reduced lighting where operations continued, mostly at call centres. Although this initiative by the World Wildlife Fund was based in Sydney, we extended this nationally. This resulted in lights switching off at:

- 18 sites;
- representing 109 office floors; and
- 119,027 square metres of office space.

### Toner cartridge recycling

We purchased a total of 2,899 cartridges and toner bottles over the period – significantly less than the previous year (3,797). This was largely due to improved record-keeping which resulted in the elimination of double counting. Also supply chain management was streamlined so that significant stocks previously held were no longer necessary.

We recycled 2,344 cartridges and toner bottles, which is an 81 per cent recovery rate. We will be looking to increase this rate next year to our target of 90 per cent recovery.

### Office paper consumption and recycling

Optus used about 211 tonnes of office paper, which is a decrease of about 21 per cent from last year. This result is similar to the 2004 consumption of 221 tonnes, as against last year's 266.8 tonnes. This is probably due to the office printers being programmed to default to double-sided printing, as well as increased staff awareness and commitment to environmental responsibility.

Although we don't have consistent data across all Optus sites, a number of typical sites do have records of paper recycling, which averages about 13.5 kg of paper recovered per person per year. Across all Optus staff this would indicate a recovery of about 130 tonnes of paper.

## E-Waste Reduction

We recycled 4.1 tonnes of used office equipment. This included 13 monitors, 19 computers and 44 printers. This equipment was taken to recycling centres where it was stripped and separated for raw materials recovery.

Optus continues to be actively involved in MobileMuster, a national industry-funded program for the collection and disposal, by resource recovery, of mobile phones batteries, mobile phones and accessories. From 1999 to March 2007, 419 tonnes of mobile phones, handsets, batteries and accessories have been collected by the program. This included 2.45 million batteries and handsets. For more information about this scheme and information about where to drop off your phone, go to [www.amta.com.au](http://www.amta.com.au)

## Fuel

Over the year there was a reduction of 71 vehicles, although the overall kilometres travelled increased by 800,000 compared to previous years. The increase is a reflection of the broader footprint of our network into more remote areas and it is expected that this trend is likely to continue over the next few years. For all types of fuels, the kilometres per litre improved due to the rationalisation of the fleet and removal of the less efficient vehicles.

#### ENVIRONMENT REPORT 2007 – FUEL USAGE

	Diesel	LPG	Petrol	Diesel (other)	Total
Number of vehicles	67	5	1,274	NA	1,346
Distance travelled (km)	1,462,150	108,433	34,461,349	NA	35,916,932
<b>Total litres</b>	<b>158,803</b>	<b>18,493</b>	<b>3,987,293</b>	<b>140,042</b>	<b>4,404,631</b>
<b>Km/litre</b>	<b>9.21</b>	<b>5.86</b>	<b>8.64</b>		

At all of our key facilities there are generators for back-up power in the event of a power failure or emergency. These generators need to be tested and run under load on a monthly basis to ensure they will be operational when required. Over the year 140,042 litres of diesel was used which is a reduction of over 30 per cent on the previous year.

## GREENHOUSE GAS EMISSIONS

Fuel & Electricity	Amount	Conversion factor	Tonnes CO2eq
Diesel transport (litres)	158,803	2.5	397
Diesel generators (litres)	140,042	2.69	377
LPG (litres)	18,493	1.6	30
Petrol (litres)	3,987,293	2.5	9,968
Electricity (kWh)	239,547,441	1.012	242,422
<b>Total</b>			<b>253,194</b>

Electricity consumption is very close to the usage of last year, and is within the range of accuracy of the data. There are about 9,300 small facilities associated with the HFC cable network that are not metered, but from which an average usage can be calculated. We estimate that the HFC network uses about 35,031 MWh of electricity which is about 15 per cent of our total electricity consumption.

Although not a generator of greenhouse gas (GHG), we have extensive arrays of solar panels producing electricity for our Adelaide to Perth fibre optic cable. We annually produce about 600 MWh of this renewable electricity to power the network.

## AIR TRAVEL

	Kilometres	Conversion factor kg/km	Tonnes CO2eq
Domestic	13,884,174	0.18	2,499
International	12,567,070	0.11	1,382
<b>Total</b>	<b>26,451,244</b>		<b>3,881</b>

Domestic travel was down by about 2M kilometres compared to last year, while international was up by about 1.5M kilometres. Our total net reduction in GHG emissions from air travel was 161 tonnes CO2eq.

## GREENHOUSE GAS TOTAL EMISSIONS

<b>Fuels</b>	<b>10,772</b>
Air Travel	3,881
Fuel and Electricity	253,194
<b>Total</b>	<b>257,075</b>

## Energy Efficiency Initiatives

We have converted our whole Melbourne head office to Envirolite lighting. This project will reduce our carbon emissions from the site by over 300 tonnes of greenhouse gas per annum. Nationally, we have completed our rollout of movement sensors connected to the lighting in all our office meeting rooms.

The engineering faculty of the University of Sydney has a centre of excellence for the development of engineering solutions which has commenced a special project: Low Energy High Rise. This looks at the barriers to the uptake of energy efficiency in existing buildings. Our Corporate National Facilities Manager chairs the demand group of this project and we believe the energy efficiency work we are leading in office lighting will assist in solutions for this problem and have a positive global impact on the energy efficiency in office buildings.

Over the next financial year we will be looking to roll out the Envirolite lighting to 50 per cent of our offices and will work with our landlords to have this implemented. This lighting has demonstrated that it is the most energy-efficient available and improves the office conditions for staff with a more even spread of light and the elimination of glare.

Our work on energy efficiency has been recognised by the Australian Greenhouse Office and our Corporate National Facilities Manager was asked to present to the 113 federal government agencies on our lighting projects. The work we are doing is leading-edge and we have received a letter of commendation from the Australian Greenhouse Office.



## Community, Environment and OH&S Goals

Area	2007 Goals	Results	2008 Goals
<b>Reporting</b>	Continue to enhance reporting, focusing on new community engagement initiatives.	Achieved. We have improved our reporting on community investment activities and new initiatives.	Improve our community investment data collection.
	Improve systems for data recovery, particularly in recycling.	Improved systems for data recovery, particularly in fleet and energy management.	Improve data collection systems with a focus on office recycling.
	Increase alignment with GRI reporting criteria.	Increased alignment with GRI reporting criteria, particularly in relation to community issues.	Continue to increase alignment in areas of community, environment, workplace and marketplace.
<b>Community</b>	Trial Optus Volunteering program with staff in Victoria.	Successful trial implemented and completed.	Roll out Volunteering Program nationally, providing staff with one day of volunteering leave per year.
	Increase participation in Workplace Giving program.	39.2% increase achieved.	Evaluate Workplace Giving Program in consultation with our employees. Employee engagement with local community at new North Ryde Campus.
<b>OH&amp;S</b>	Upgrade OH&S reporting to new online system.	Completed.	Upgrade incident notification system.
	Continue reporting targets in BPR meetings.	Completed.	Continue reporting targets in BPR meetings and trading meetings.
	Conduct OH&S reporting in trading meetings.	Completed.	
	Sign off business unit OH&S management plans for 06/07 by July 2006.	Completed.	Develop HSMA in line with legislation change across all Business Units.
	Increase promotion of OH&S through monthly articles in @ttitude and key OH&S messages.	Completed.	Continue to promote OH&S through a range of media and the company newsletter.
	Complete advanced level safety map version four in Customer Field Services.	Completed.	Verification audits to be completed annually by July 07.
	Complete tender and contract for external auditing company.	Completed.	Internal prevention audit program to be extended across Qld, Vic and SA sites Sept 07.

Area	2007 Goals	Results	2008 Goals
<b>OH&amp;S (cont')</b>	Roll out internal audit program once tender is finalised.	Completed safety map audits at two sites in NSW and SA	Internal audit in claims management and rehabilitation in Sept 07.
	Achieve Comcare Licensee audit requirements.	Completed Comcare audit in prevention, claims management & rehabilitation	Prevention Desktop audit by Comcare in March 08.
	Achieve LTIR and LTR company target reductions.	Target achieved and bettered with 37% reduction in LTIR, and 45% reduction in LTR	Achieve LTIR and LTR company target reductions.
	Achieve Comcare Commission Indicator (CI) targets.	Achieved and bettered CI targets	Achieve targets.
	Complete consultation process rollout and upgrade according to legislative changes.	Commenced consultation programs in Consumer and Networks and these will continue to be rolled out across the business in 2007	Finalise consultation review in line with Commonwealth OHS legislation.
	Upgrade all OH&S policies as per legislative changes.	Commenced and ongoing over 2007-08	Ongoing.
	Review Electromagnetic policy and process.	Completed	Upgrade online training program.
	Conduct ongoing monitoring of compliance training.	Completed and score-carded	Ongoing annually.
	Develop a range of online OH&S training programs on issues such as heat/UV and trenching.	Completed	Online training programs to be upgraded in line with legislation changes.
	Achieve self-insurance licence renewal.	License extension for four-year term completed	Meet all conditions of License.
	Obtain Tier 2 status or above in workers' compensation, prevention and rehabilitation.	Achieved	Achieve Tier 3 status in workers compensation, prevention and rehabilitation.
	Complete rollout: Injury Management Training.	Completed	Complete rollout OHS Legislation training.
Conduct annual audit of claims management, prevention and rehabilitation in March 2007.	Completed		

## Community, Environment and OH&S Goals (cont')

Area	2007 Goals	Results	2008 Goals
<b>OH&amp;S (cont')</b>	Upgrade external online contractor induction training.	Completed.	Upgrade emergency management policy, training and process.
	Revise contractor policies and processes.	Completed.	Upgrade emergency management policy, training and process.
<b>Health and Wellbeing</b>	Continue rollout of beyondblue training and EAP training.	Completed in two business Units.	Continue rollout of beyondblue training and EAP training.
	Re-tender Health and Wellbeing Program and on-site gym at North Ryde.	Achieved. Peak Health Management was the successful supplier.	Achieve 600 members for onsite gym.
	Extend Health and Wellbeing program intranet offerings.	Intranet site revamped with extended offerings.	Introduce health expos program nationally in March 08.
	Continue flu vaccination program, 2006.	Completed.	Administering annual flu vaccination program in April-May 2007.
	Continue participation in Corporate Games.	Completed.	Continue participation in Corporate Games.
<b>Environment Management System</b>	Continue to include environmental considerations in ERR audits.	20 ERR reports prepared which included environmental issues.	Continue to include environmental considerations in ERR audits.
	Complete an overview review of EMS by November 2006.	EMS substantially revised and simplified. Environmental Management Plan templates included.	Complete an overview review of EMS by 11/07.
	Audit 10 contractor projects, reviewing the EMP and site activities.	Audits completed on 8 projects.	Audit 10 contractor projects, reviewing the EMP and site activities.
<b>Visual/Landscape, Ecology and Heritage</b>	Construction staff to complete mandatory training.	Over 150 staff and contractors attended face to face environmental training presentations.	Construction staff to complete mandatory training.

Area	2007 Goals	Results	2008 Goals
<b>Energy Use</b>	Investigate each corporate facility with the view to implementing energy efficient lighting.	Completed lighting retrofit at Optus Centre Melbourne, halving power for lighting for this site. Installed movement sensors connected to the lighting in all corporate office meeting rooms nationally.	Upgrade lighting in 50% of all offices nationally to Envirolite lighting, reducing lighting power consumption for sites by 66%.
	Continue with tube replacement program and recycle old tubes.	Envirolite contract includes 100% recycling of all lighting components including tubes.	Continue with tube replacement program and recycle old tubes.
	Investigate further energy-saving initiatives.	Consultant reports commissioned for energy management for Macquarie Park campus.	Install movement sensors in all Optus Campus meeting rooms.
	Rollout staff awareness program of 'turn it off' if you don't need it.	Messages sent to all staff regarding energy efficiency and recycling activities.	Inclusion of personal energy-efficiency techniques in Macquarie Park induction training.
<b>Recycling, Waste and Resource Reduction</b>	Recycle 90% of toner cartridges.	Recycled 81% of toner cartridges and bottles.	Recycle 90% of toner cartridges.
	Review waste contract administration with a view to auditing.	Contract for Macquarie Park campus involving detailed waste auditing programs.	Report on waste audit results.
	Continue to consider recycled paper content.	Quality and cost issues still mitigate against converting to recycled paper.	Continue to consider recycled paper content.
	Continue with detailed waste management planning for Macquarie Park.	Plans and facilities in place. Target of 90% of all waste from site recycled.	Report on recycling rates.
<b>Chemicals and Fuels</b>	Zero diesel spills or leaks.	Zero diesel spills or leaks.	Zero diesel spills or leaks.
<b>Electromagnetic Energy</b>	Assist in developing and dispersing educational materials.	Ensured information was freely available through MCF and the community consultation process.	Assist in developing and dispersing educational materials.
	Continue to ensure compliance.	No compliance breaches.	Continue to ensure compliance.

## Community, Environment and OH&S Goals (cont')

Area	2007 Goals	Results	2008 Goals
<b>Electromagnetic Energy (cont')</b>	Continue to monitor and ensure compliance with ACIF community consultation requirements.	Limited number of complaints by the public to the regulator but no non-compliance identified.	Continue to monitor and ensure compliance with ACIF community consultation requirements.
	Add a further 500 sites to the National Site Archive (NSA).	Added about 520 sites.	Add a further 500 sites to the NSA.

## Feedback and Contact Details

We welcome your feedback on this report.

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For further information, please visit our community and environment website which includes an online version of this report: [www.optus.com.au](http://www.optus.com.au)  
or email us on: [community@optus.com.au](mailto:community@optus.com.au)

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