

# GRI Index

## Index Key

✓	Disclosure addressed
NR	Not reported
NA	Not applicable

## Standard Disclosures – Profile

Profile Disclosure	Description	Page #	Inclusion	Comments
<b>1. STRATEGY AND ANALYSIS</b>				
1.1	Statement from the most senior decision-maker of the organisation	6-7	✓	
1.2	Description of key impacts, risks, and opportunities.	8-11, 38-39, 23-24, 54-55, 70	✓	
<b>2. ORGANISATIONAL PROFILE</b>				
2.1	Name of the organisation.	4	✓	
2.2	Primary brands, products, and/or services.	4	✓	
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries, and joint ventures.	4	✓	
2.4	Location of organisation's headquarters.	4	✓	Optus corporate office is located in Macquarie Park, North Ryde, Sydney, Australia.
2.5	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	4	✓	
2.6	Nature of ownership and legal form.	4	✓	
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	5	✓	

Profile Disclosure	Description	Page #	Inclusion	Comments
2.8	Scale of the reporting organisation.	4-5	✓	
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	GRI Index	✓	There were no significant changes during the reporting period regarding size, structure or ownership.
2.10	Awards received in the reporting period.	21	✓	
<b>3. REPORT PARAMETERS</b>				
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	5	✓	
3.2	Date of most recent previous report (if any).	5	✓	
3.3	Reporting cycle (annual, biennial, etc.)	5	✓	
3.4	Contact point for questions regarding the report or its contents.	5	✓	
3.5	Process for defining report content.	5, 18-19	✓	
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	4-5	✓	
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	5	✓	
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations.	5, GRI Index	✓	Currently we do track a number of performance indicators in our franchises. As such we have included performance information where possible. We are also working to establish CSR performance metrics for our franchises and outsourced operations that we will be able to report in the future.
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.	Throughout the report where relevant	✓	
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement.	Throughout the report where relevant	✓	
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	5	✓	
3.12	Table identifying the location of the Standard Disclosures in the report.	79-85	✓	

Profile Disclosure	Description	Page #	Inclusion	Comments
3.13	Policy and current practice with regard to seeking external assurance for the report.	GRI Index	✓	This report has not been externally assured. As part of our reporting journey we will seek to obtain external assurance of our report in the future.
<b>4. GOVERNANCE, COMMITMENTS, AND ENGAGEMENT</b>				
4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight.	13, GRI Index	✓	For further information see SingTel Corporate Governance Report at <a href="http://home.singtel.com/about/singtel/corporate_governance/corporate_governance.asp">http://home.singtel.com/about/singtel/corporate_governance/corporate_governance.asp</a> Also SingTel Annual Report 2008-09 (pp. 16, 60-65) at <a href="http://home.singtel.com/investor_relations/annual_reports/default.asp">http://home.singtel.com/investor_relations/annual_reports/default.asp</a>
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	GRI Index	✓	Chair of our highest governance body is not an executive office. For further details see SingTel Corporate Governance Report at <a href="http://home.singtel.com/about_singtel/board_n_management/board_of_directors/boardmgmt_boardofdirectors.asp">http://home.singtel.com/about_singtel/board_n_management/board_of_directors/boardmgmt_boardofdirectors.asp</a>
4.3	For organisations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	GRI Index	✓	See SingTel Corporate Governance Report at <a href="http://home.singtel.com/about_singtel/board_n_management/board_of_directors/boardmgmt_boardofdirectors.asp">http://home.singtel.com/about_singtel/board_n_management/board_of_directors/boardmgmt_boardofdirectors.asp</a>
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	GRI Index	✓	See SingTel Annual Report 2008-09 (pp.67-68) at <a href="http://home.singtel.com/investor_relations/annual_reports/default.asp">http://home.singtel.com/investor_relations/annual_reports/default.asp</a>
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives, and the organisation's performance.	GRI Index	✓	See SingTel Annual Report 2008-09 (pp.60-63, 71-74) at <a href="http://home.singtel.com/investor_relations/annual_reports/default.asp">http://home.singtel.com/investor_relations/annual_reports/default.asp</a>
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	GRI Index	✓	See SingTel Annual Report 2008-09 (pp.60-64) at <a href="http://home.singtel.com/investor_relations/annual_reports/default.asp">http://home.singtel.com/investor_relations/annual_reports/default.asp</a>
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organisation's strategy on economic, environmental, and social topics.	GRI Index	✓	SingTel complies with the ASX Principles for Good Corporate Governance. See SingTel Annual Report 2008-09 (pp.60-61) at <a href="http://home.singtel.com/investor_relations/annual_reports/default.asp">http://home.singtel.com/investor_relations/annual_reports/default.asp</a>

Profile Disclosure	Description	Page #	Inclusion	Comments
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	12-13 GRI Index	✓	Our Environmental policy includes vision and mission statement and our strategy for corporate responsibility includes a statement of mission for our workplace, marketplace, environment and community performance.
4.9	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	13, GRI Index	✓	At the Group level, SingTel complies with the ASX Principles for Good Corporate Governance. See SingTel Annual Report 2008-09 at <a href="http://home.singtel.com/about_singtel/corporate_governance/corporate_governance.asp">http://home.singtel.com/about_singtel/corporate_governance/corporate_governance.asp</a>
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	13, GRI Index	✓	At the Group level, SingTel complies with the ASX Principles for Good Corporate Governance. See SingTel Annual Report 2008-09 (60-63, 71-74) at <a href="http://home.singtel.com/investor_relations/annual_reports/default.asp">http://home.singtel.com/investor_relations/annual_reports/default.asp</a>
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	42-43	✓	
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses.	22	✓	
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organisations.	22	✓	
4.14	List of stakeholder groups engaged by the organisation.	19-20	✓	
4.15	Basis for identification and selection of stakeholders with whom to engage.	19-20	✓	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Throughout the report where relevant	✓	

Profile Disclosure	Description	Page #	Inclusion	Comments
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting.	18-19, GRI Index	✓	Key topics and concern that were raised through stakeholder engagement were used to determine our key issues for reporting. How we have responded to these issues has been disclosed throughout the report.

G3 DMA	Description	Page #	Report Status	Comments
<b>DISCLOSURES ON MANAGEMENT APPROACH (DMAS)</b>				
DMA EC	Disclosure on Management Approach – Economic	GRI Index	✓	See SingTel Financial Report at <a href="http://home.singtel.com/investor_relations/annual_reports/default.asp">http://home.singtel.com/investor_relations/annual_reports/default.asp</a>
DMA EN	Disclosure on Management Approach – Environment	16-17, 38, 52-53	✓	
DMA LA	Disclosure on Management Approach – Labour	15, 54, 69	✓	
DMA HR	Disclosure on Management Approach – Human Rights	15-16, 58, 69	✓	
DMA SO	Disclosure on Management Approach – Society	16, 37, 70, 73, 78	✓	
DMA PR	Disclosure on Management Approach – Product Responsibility	16, 23, 37	✓	

Performance Indicator	Description	Page #	Inclusion	Comments
<b>ECONOMIC PERFORMANCE INDICATORS</b>				
EC1	Direct economic value generated and distributed.	4, GRI Index	✓	Also see SingTel Financial Report at <a href="http://home.singtel.com/investor_relations/annual_reports/default.asp">http://home.singtel.com/investor_relations/annual_reports/default.asp</a>
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	42-43, GRI Index	✓	We have quantitatively estimated the financial implications of climate change for the organisation with regards to the potential costs of carbon credits as part of the proposed Carbon Pollution Reduction Scheme.
EC3	Coverage of the organisation's defined benefit plan obligations.	GRI Index	✓	Optus makes superannuation payments that comply with Australian law.
EC4	Significant financial assistance received from government.	24	✓	
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	GRI Index	✓	Optus complies with Australian law regarding local minimum wage.
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	GRI Index	✓	Optus considers the definition of local to mean the immediate geographic region to which an operation is based. We do not have a policy for preferring local suppliers. Instead we are developing a policy to select suppliers against corporate social responsibility criteria, regardless of their location.
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	GRI Index	✓	Optus does not have a common employment practice for granting preference to those in the local community. All Optus personnel are selected based on their ability to perform the specific role for which they apply which includes local based residents.
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	24, GRI Index	✓	These investments in network infrastructure were done primarily for commercial benefit.

Performance Indicator	Description	Page #	Inclusion	Comments
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts. For example, prices, bandwidth and processing power can all have considerable impacts on the productivity of individual enterprises, industrial sectors and the wider economy. It has also been asserted that the application of communications technology and computing can affect innovation and competitiveness. Other economic issues of particular importance to the communications sector are globalisation, the development of the "knowledge economy", and the impact of access to telecommunications products and services in a development context.	24	✓	
<b>ENVIRONMENTAL PERFORMANCE INDICATORS</b>				
EN1	Materials used by weight or volume.	48, GRI Index	✓	This is limited to paper use in our corporate operations and a component of the paper used in customer billing. We have established systems to track paper used for marketing purposes, which we will report next year. Packaging is tracked as part of our commitment to the National Packaging Covenant. Further details of the amounts that we use will be available next year as part of our progress update report submitted as part of this program.
EN2	Percentage of materials used that are recycled input materials.	46, GRI Index	✓	As we are not currently fully reporting EN1 we are unable to fully comply with this indicator.
EN3	Direct energy consumption by primary energy source.	42	✓	
EN4	Indirect energy consumption by primary source.	39	✓	
EN5	Energy saved due to conservation and efficiency improvements.	40, 42	✓	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	40-41	✓	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	40-41	✓	

Performance Indicator	Description	Page #	Inclusion	Comments
EN8	Total water withdrawal by source.	GRI Index	NR	While water use is tracked effectively at our head office we were unable to collect the data required for this indicator at our other major sites. This is the result of Optus not owning the building or offices it occupies so not having direct access to the water billing data. We will be working with the building owners to track this information for reporting in the medium term.
EN9	Water sources significantly affected by withdrawal of water.	GRI Index	✓	The water withdrawn as a result of our operations does not significantly affect the water body from which it is sourced. At our main site we harvest rainwater for use in our bathrooms and on our gardens.
EN10	Percentage and total volume of water recycled and reused.	38	✓	
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	GRI Index	NR	Optus does not maintain records along these lines. However, any network facilities that Optus does own or lease that are in, or adjacent to, protected areas and areas of high biodiversity value would have been subject to relevant Federal State and Local Government regulation, approvals and controls. There have been no breaches of any of those requirements in the reporting period. As a general proposition, our facilities have a negligible impact upon these areas once they are installed and environmental risk assessments and management plans are mandatory for all network installations.
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	50-51	✓	
EN13	Habitats protected or restored.	50-51	✓	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	50-51	✓	

Performance Indicator	Description	Page #	Inclusion	Comments
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	GRI Index	NR	Optus does not maintain records along these lines. However, any network facilities that Optus does own or lease that are in, or adjacent to, protected areas and areas of high biodiversity value would have been subject to relevant Federal State and Local Government regulation, approvals and controls. There have been no breaches of any of those requirements in the reporting period. As a general proposition, our facilities have a negligible impact upon these areas once they are installed and environmental risk assessments and management plans are mandatory for all network installations.
EN16	Total direct and indirect greenhouse gas emissions by weight.	43	✓	
EN17	Other relevant indirect greenhouse gas emissions by weight.	44	✓	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	44-45	✓	
EN19	Emissions of ozone-depleting substances by weight.	GRI Index	✓	Optus does not use ozone-depleting substances except for applications in air-conditioning a small number of chillers and domestic refrigerators. Optus has removed all CFCs and have HCFCs as refrigerants.
EN20	NOx, SOx, and other significant air emissions by type and weight.	GRI Index	NA	Optus is not involved in manufacturing or industrial processes that result in significant emissions
EN21	Total water discharge by quality and destination.	GRI Index	NA	Optus' operations and activities do not require extensive discharge of water. Main source for discharge is water used in bathrooms in our corporate offices. This water is discharged as part of the local sewage system.

Performance Indicator	Description	Page #	Inclusion	Comments
EN22	Total weight of waste by type and disposal method.	48	✓	Reported for our main site and operational activities.
EN23	Total number and volume of significant spills.	GRI Index	✓	Optus did not have any significant spills during the reporting period
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	GRI Index	NA	No international shipping of waste, Have very limited materials that are hazardous. Only obvious hazardous materials such as lead batteries are recycled in Australia.
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	GRI Index	NA	There are no water discharges from Optus' facilities or offices. There are no specific water bodies affected by runoff from sites.
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	46-47	✓	
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	46-47, GRI Index	✓	Packaging is tracked as part of our commitment to the National Packaging Covenant. Further details of the amounts that we used and recycled will be available next year as part of our progress update report submitted as part of this program.
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	GRI Index	✓	Optus did not incur any environmental prosecutions during the 2008-09 reporting period. Nor did we receive any notices, charges, fines or noise complaints.
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce.	44, GRI Index	✓	Air travel reported  Most of Optus' products are transported by wireless or cables where the energy component has already been accounted for.

Performance Indicator	Description	Page #	Inclusion	Comments
EN30	Total environmental protection expenditures and investments by type.	45, GRI Index	✓	Australian Wildlife Conservancy Investment. Optus offsets 50% of our carbon footprint for corporate facilities and offices by purchase of a combination of offset certificates. The cost of other environmental protection and investment is not currently tracked. In many cases these activities are considered are part of how we do business so they are not tracked for their environmental credentials.
<b>SOCIAL PERFORMANCE INDICATORS: LABOUR PRACTICES AND DECENT WORK</b>				
LA1	Total workforce by employment type, employment contract, and region.	55-56	✓	
LA2	Total number and rate of employee turnover by age group, gender, and region.	55	✓	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	GRI Index	✓	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations Comment: Employee benefits described in the My Reward section of this report (pp. 58-59) are provided to all full-time and part-time staff as per our Employee Partnership Agreement.
LA4	Percentage of employees covered by collective bargaining agreements.	58	✓	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	58	✓	
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	63	✓	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	63	✓	
LA8	Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	60,62-63	✓	

Performance Indicator	Description	Page #	Inclusion	Comments
LA9	Health and safety topics covered in formal agreements with trade unions.	GRI Index	✓	Health and safety topics covered in formal agreements with trade unions Comment: All of our Occupational Health and Safety policies and procedures are updated by our OH&S Team with input from employees and Health and Safety Representatives and comply with our legal obligations.
LA10	Average hours of training per year per employee by employee category.	65	✓	
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	64-65	✓	
LA12	Percentage of employees receiving regular performance and career development reviews.	65	✓	
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	GRI Index	✓	See SingTel Corporate Governance Report at <a href="http://home.singtel.com/about_singtel/board_n_management/board_of_directors/boardmgmt_boardofdirectors.asp">http://home.singtel.com/about_singtel/board_n_management/board_of_directors/boardmgmt_boardofdirectors.asp</a>
LA14	Ratio of basic salary of men to women by employee category.	58	✓	
<b>SOCIAL PERFORMANCE INDICATORS: HUMAN RIGHTS</b>				
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	GRI Index	✓	Currently to significant investments in the reporting period
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	GRI Index	✓	Optus will be screening suppliers on a number of social and environmental criteria
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	56	✓	
HR4	Total number of incidents of discrimination and actions taken.	58	✓	
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	58, GRI Index	✓	None of our Australian operations have been identified in which the right to exercise freedom of association and collective bargaining is of significant risk.

Performance Indicator	Description	Page #	Inclusion	Comments
HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour.	GRI Index	NA	This indicator is deemed not material as Australian laws prevent child labour and Optus is in compliance with Australian law. Optus does not use child labour.
HR7	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour.	GRI Index	NA	This indicator is deemed not material as Australian laws prevent forced or compulsory labour and Optus is in compliance with Australian law. Optus does not use forced or compulsory labour.
HR8	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.	GRI Index	✓	All employees have to do equal employment opportunity training every 2 years. All staff are required to complete as part of their induction training - Equal Employment Opportunity Employment Modules
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	GRI Index	✓	Zero complaints of discrimination based on violations involving rights of indigenous people and actions taken
<b>SOCIAL PERFORMANCE INDICATORS: SOCIETY</b>				
S01	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	31, 70	✓	
S02	Percentage and total number of business units analysed for risks related to corruption.	GRI Index	✓	Fraud Risk Management (FRM) has not been involved in any Strategic fraud risk assessments in the last 12 months.
S03	Percentage of employees trained in organisation's anti-corruption policies and procedures.	28	✓	Code of conduct
S04	Actions taken in response to incidents of corruption.	27	✓	
S05	Public policy positions and participation in public policy development and lobbying.	25-26	✓	
S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	26	✓	

Performance Indicator	Description	Page #	Inclusion	Comments
S07	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.	28-29	✓	
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	27	✓	
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	31	✓	
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	GRI Index	✓	No incidents.
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	33	✓	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	33	✓	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	25, 27	✓	
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	28-29	✓	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	28-29	✓	
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	28	✓	
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	27	✓	

## Telecommunications Sector Supplement

Performance Indicator	Description	Page #	Inclusion	Comments
<b>INTERNAL OPERATIONS</b>				
I01	Capital investment in telecommunication network infrastructure broken down by country/region.	24	✓	
I02	Net costs for service providers under the Universal Service Obligation when extending service to geographic locations and low-income groups, which are not profitable. Describe relevant legislative and regulatory mechanisms.	26	✓	
I03	Practices to ensure health and safety of field personnel involved in the installation, operation and maintenance of masts, base stations, laying cables and other outside plant. Related health and safety issues include working at heights, electric shock, exposure to EMF and radio frequency fields, and exposure to hazardous chemicals.	31, 64	✓	
I04	Compliance with ICNIRP (International Commission on Non-Ionising Radiation Protection) standards on exposure to radiofrequency (RF) emissions from handsets	31, 64	✓	
I05	Compliance with ICNIRP (International Commission on Non-Ionising Radiation Protection) guidelines on exposure to radiofrequency (RF) emissions from base stations.	31, 64	✓	
I06	Policies and practices with respect to Specific Absorption Rate (SAR) of handsets.	31	✓	
I07	Policies and practices on the siting of masts and transmission sites including stakeholder consultation, site sharing, and initiatives to reduce visual impacts. Describe approach to evaluate consultations and quantify where possible.	31	✓	
I08	Number and percentage of stand-alone sites, shared sites, and sites on existing structures.	31	✓	
<b>PROVIDING ACCESS</b>				
PA1	Policies and practices to enable the deployment of telecommunications infrastructure and access to telecommunications products and services in remote and low population density areas. Include an explanation of business models applied.	24, 35-36	✓	
PA2	Policies and practices to overcome barriers for access and use of telecommunication products and services including: language, culture, illiteracy, and lack of education, income, disabilities, and age. Include an explanation of business models applied.	35-36	✓	

Performance Indicator	Description	Page #	Inclusion	Comments
PA3	Policies and practices to ensure availability and reliability of telecommunications products and services and quantify, where possible, for specified time periods and locations of down time.	25	✓	
PA4	Quantify the level of availability of telecommunications products and services in areas where the organisation operates. Examples include: customer numbers/market share, addressable market, percentage of population covered, percentage of land covered.	5, 23	✓	
PA5	Number and types of telecommunication products and services provided to and used by low and no income sectors of the population. Provide definitions selected. Include explanation of approach to pricing, illustrated with examples such as price per minute of dialogue/bit of data transfer in various remote, poor or low population density areas.	35-36	✓	Types of products and specific examples provided. We were not able to provide an estimate of the number of products available this year however we will be looking to report this in the short term.
PA6	Programmes to provide and maintain telecommunication products and services in emergency situations and for disaster relief.	34-35	✓	
PA7	Policies and practices to manage human rights issues relating to access and use of telecommunications products and services.	31-32, 35-36	✓	
PA8	Policies and practices to publicly communicate on EMF related issues. Include information provides at points of sales material.	31	✓	
PA9	Total amount invested in programmes and activities in electromagnetic field research. Include description of programmes currently contributed to and funded by the reporting organisation.	31	✓	
PA10	Initiatives to ensure clarity of charges and tariffs.	32-33	✓	
PA11	Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost effective, and environmentally preferable use.	28, 31-33, 36, 46-47	✓	
<b>TECHNOLOGY APPLICATIONS</b>				
TA1	Provide examples of the resource efficiency of telecommunication products and services delivered.	43-44, 46	✓	
TA2	Provide examples of telecommunication products, services and applications that have the potential to replace physical objects (e.g. a telephone book by a database on the web or travel by videoconferencing)	46	✓	

Performance Indicator	Description	Page #	Inclusion	Comments
TA3	Disclose any measures of transport and/or resource changes of customer use of the telecommunication products and services listed above. Provide some indication of scale, market size, or potential savings.	46	✓	
TA4	Disclose any estimates of the rebound effect (indirect consequences) of customer use of the products and services listed above, and lessons learned for future development. This may include social consequences as well as environmental.	GRI Index	✓	We are currently trialing the use of the sophisticated teleconferencing facility Telepresence that uses the Optus Evolve Network. We will be monitoring the indirect impacts of the use of this facility in replacing face-to-face meetings and will report this in the medium term.
TA5	Description of practices relating to intellectual property rights and open source technologies.	GRI Index	NR	Optus is unable to report against this indicator as a result of an ongoing court case regarding copyright issues.