

When it comes
to communication,
anything is possible.

Optus Corporate Responsibility
Report 2009.





Contents

1	Introduction	3
	Our profile	3
	About this Report	4
2	Message from the Chief Executive	6
3	The year at a glance	8
4	Being 'yes'	12
	Our core values	12
	Governance	13
	Corporate Responsibility	14
5	Understanding our Corporate Responsibility issues and impacts	18
6	Awards and recognition	21
	Membership in industry organisations and Corporate Social Responsibility initiatives	22
7	Connecting Australia	23
	Providing access to communications	24
	The responsibility is ours	27
	Being there in your time of need	33
	How we are tracking	37
	Next year and beyond	37
8	Reducing our footprint	38
	Energy consumption and climate change	39
	Reducing the footprint of our products and services	46
	Waste and recycling	48
	Working together with our suppliers	49
	Vegetation and land management	50
	How we are tracking	52
	Next year and beyond	53
9	A positive workplace culture	54
	Fair go	55
	Healthy people make great things happen	60
	Advancing our talent	64
	My Optus experience	67
	How we are tracking	69
	Next year and beyond	69
10	Building better communities	70
	Community investment	70
	Connecting people is what we do best	73
	Optus people get engaged	75
	How we are tracking	78
	Next year and beyond	78
	GRI Index	79

When it comes to communication
anything is possible.

1. Introduction

Our profile.

Sing Tel Optus Pty Ltd (Optus) is a leader in integrated communications, serving more than 8 million customers every day. We are a champion of competition and have been instrumental in providing choice and competition for a broad range of communications services across Australia since 1992. Our goal is to make advanced communications technologies available and affordable for the benefit of all Australians.

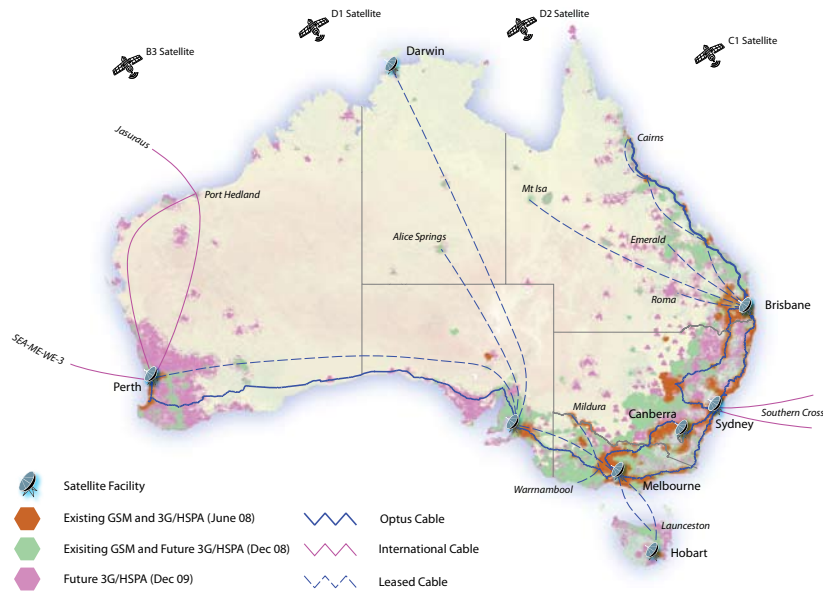
We provide a broad range of communications services including mobile, national, local and international telephony, business networking, voice over IP, broadband, internet, subscription television and the largest domestic fleet of satellites in Australia. These networks give us an advanced technology platform that delivers sophisticated communications, information and entertainment services.

Business Structure

Optus is a 100 per cent owned subsidiary of the SingTel Group. The customer face (CFU's) of our business is segmented into four units: Optus Business, Small and Medium Business, Optus Wholesale and Satellite, and Consumer. We have over 180 retail stores (including 177 franchises) across all major states in Australia. Our corporate office is based at Macquarie Technology Park in Sydney NSW where over 60 per cent of our people are based. We also have state based offices in all capital cities excluding Hobart.

Key Financial Results

Operating Revenue	\$8.321 billion (up 7.2 per cent from last year)
Operational EBITDA	\$2.067 billion (up 3.2 per cent from last year)
Underlying net profit	\$583 million (up 5.6 per cent from last year)



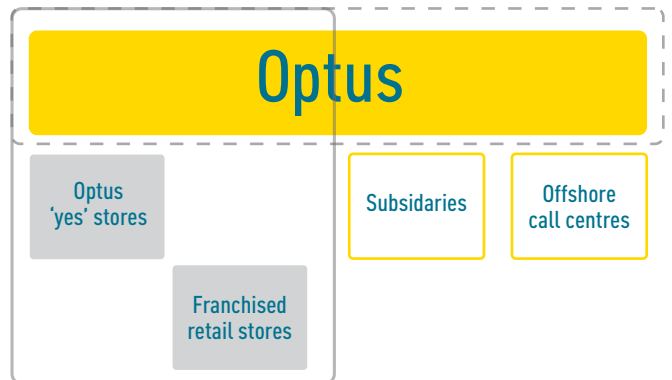
Reaching Further

By December 2008, we completed on schedule the rollout of our 3G mobile network to provide 96 per cent of Australia’s population coverage. Our 3G coverage now spans more than 680,000 square kilometres of Australia’s landmass with over 7.79 million mobile customers. Optus continues to invest each year in transmission, backhaul capacity and additional mobile site coverage. Coverage will be extended to 98 per cent of the population with our mobile network footprint planned to exceed 97 per cent population coverage by 31 March 2010.

Report Coverage

This report encompasses the performance of Optus’ Australian operations¹, including for the first time, our wholly owned Optus ‘yes’ stores, and where possible, franchised Optus ‘yes’ shops and Optus World stores. As part of our reporting journey we will continue to progressively expand the scope of our reporting.

¹The performance of Optus subsidiaries and offshore ventures has not been included in this report except in financial disclosures. We will look to include the sustainability performance of our subsidiaries and offshore ventures in the future.



About this Report.

This report covers the performance for the financial year ending 31 March 2009 and is aligned with the SingTel Group’s Annual Report and Accounts. To be transparent and accountable to our stakeholders we acknowledge this report needs to look forward as well as looking at what we have achieved and where we can improve. That is why we have included throughout the report key corporate responsibility targets and strategies for 2009-10 and beyond.

This Corporate Responsibility Report has been produced in accordance with the Global Reporting Initiative (GRI)

G3 Guidelines. Our reporting meets the requirements of the 'A' application level. The GRI Index can be found at the end of this report. While our reporting has been informed by this global standard, we have focused the report on our core material issues and those of our stakeholders.



An Optus corporate sustainability report is produced annually and is one of the many platforms through which we communicate with our people, customers, and the broader community on our workplace issues and the impact of our operations

on the environment, community and marketplace. For regular up-to-date communications on our corporate responsibility initiatives or to view our GRI Index please refer to our website www.optus.com.au/corporateresponsibility. We value your feedback and any questions you may have; please contact sustainability@optus.com.au



2. Message from the Chief Executive



Over the past 12 months we have faced some significant challenges and I am proud of how we rose to meet these head on – a true statement of who we are as a company.

With communication anything is possible.

This bold and positive statement holds enormous promise. Yet it is one that we believe illustrates the power of communications technology in connecting people. It illustrates what we have and will continue to make possible as the leading competitor in telecommunications, to drive a fair and competitive playing field for the benefit of all Australians.

Over the past 12 months we have faced some significant challenges and I am proud of how we rose to meet these head on – a true statement of who we are as a company.

In a year which many organisations found difficult due to the Global Financial Crisis, we achieved growth and profitability. We have laid the foundations for continued success – success that we shared with our customers, people and the communities in which we operate.

We made significant investments in Australian telecommunications, expanding our mobile network to reach 96 per cent of Australia's population and invested over A\$1 billion in telecommunications infrastructure. Our contribution to telecommunications in Australia, specifically our work in providing innovative business solutions no matter how remote the location, was recognised in 2008 when we were named 'Carrier of the Year' by ATUG the Australian Telecommunications User Group.

With the growth of our business, we increasingly appreciate the broader societal role Optus plays in the Australian landscape and therefore our need to strengthen our approach to corporate responsibility and report on our performance. Last year we launched our Corporate Responsibility Steering Group with the mandate to fulfil our commitment to conducting our business responsibly and ethically across our main focus areas: the environment, community, workplace and marketplace practices. In 2008-09 we continued to integrate corporate responsibility across all of our interactions with the community and we can report that corporate social responsibility was identified as a key driver of engagement across our company. Approximately 77 per cent of our people felt they were engaged in our corporate responsibility program throughout the year, a great

2. Message from the Chief Executive (CONT)

indicator of corporate responsibility becoming just the way that we do business.

Connecting people is what we do best and it plays a key role in our approach to corporate responsibility. Over the past year we have invested over A\$8.3 million in community programs and activities with a focus on supporting those that build social inclusion and help to reconnect disadvantaged youth.

Our technology was also employed in the fight against climate change. In Antarctica, our D1 satellite coverage of McMurdo enabled the collection and distribution of data to the scientific community working in the region. This data will soon include detailed information that will lead to substantial improvements in weather forecasts and monitoring, allowing for a deeper understanding of the climate changes occurring.

With extreme weather events likely to increase as the result of climate change we have been working to strengthen our network infrastructure and our disaster response. As we saw in the bushfires that devastated many Victorian communities in February 2009, our network infrastructure is at risk. Thanks to the remarkable commitment of our people and our innovative technological capability, we were able to reconnect over 3,000 people within the first week after the bushfires. We also supported our customers and communities impacted by the fires in the months that followed by zero-billing our customers for up to three months and donating over 1,000 pre-paid mobiles each with A\$1,000 of call credits. I also want to recognise the commitment and generosity of our people who donated A\$140,000 to the Salvation Army Bushfire Appeal. This figure was matched by Optus with over A\$390,000 in total being donated to help those who had lost so much in this devastating event.

I would like to take this opportunity to invite you to learn more about our corporate responsibility efforts over the past year. I also thank all our people for a fantastic year – one in which we have achieved some outstanding things together.



Paul O'Sullivan
Chief Executive



3. The year at a glance

This section of the report summarises our key statistics, achievements, challenges and opportunities of 2008-09 and our key commitments for 2009-10 across our workplace and the marketplace, environment and communities in which we operate.

KEY STATISTICS

Investment and Development of our Networks

- More than A\$1 billion was invested in Australian telecommunications infrastructure.
- Over 630 community consultations were undertaken as part of our network expansion; thus ensuring mutually beneficial outcomes.
- 3G mobile network extended to 96 per cent of the Australian population.

ACHIEVEMENTS

Customer Satisfaction

- Achieved an 89.3 per cent overall satisfaction rate in a survey of approximately 68,000 of our consumer customers.

Disaster Response

- Commended by the Premier of Victoria for our response to the devastating Black Saturday Bushfires. Thanks to the dedication of our people, we reconnected 3,000 people within one week; zero-billed any Optus customer affected by the fires for 3 months; and provided over 1,000 prepaid mobile handsets each with A\$1,000 of call credit.

Access

- Named 2008 'Carrier of the Year' by the Australian Telecommunications User Group (ATUG) for our work in providing innovative business solutions no matter how remote the location.
- Launched the first phase of our accessibility site (www.optus.com.au/accessibility) and launched a text version of our Optus Zoo website (www.optuszoo.com.au) to assist customers to view our websites in alternate formats or using different font sizes.

Marketplace

CHALLENGES & OPPORTUNITIES

Customer Safety

- To provide greater protection to our consumers with respect to internet and mobile content, we took a leading role in the development of two industry codes in 2008-09 – the Content Services Code and the Mobile Premium Services Code. These Codes set out detailed obligations and guidance regarding the provision of mobile and internet services to protect minors and vulnerable customers from a number of risks including inappropriate and illegal content and premium services.

Access

- The announcement by the Government in early 2009 that they will self-fund and build the National Broadband Network (NBN) was a positive outcome for Optus. Since the announcement by the Australian Government for a NBN, Optus has been advocating for a pro-competitive environment in its build and or provision that will ensure genuine open access arrangements. This announcement should enable us to provide competitive services on a sustainable basis and is consistent with our goal of giving households, schools and businesses across Australia broadband speeds equivalent to the world's best.

2009-10 KEY COMMITMENTS

Investment and Development of our Networks

- To invest approximately A\$1 billion in the development of Australian telecommunications infrastructure.
- Continue to extend our 3G mobile coverage beyond 96 per cent of the population to provide choice and competition in parts of Australia that have been traditionally served by one provider.

Customer Service

- Focus on ways to simplify and streamline the customer experience.

Disaster Response

- Implement a formal company wide disaster response plan.

KEY STATISTICS

Energy Consumption

- Around 80 per cent of our electricity consumption was used to power our network infrastructure.

Greenhouse Gas Emissions

- Total greenhouse gas emissions arising from our activities and operations were 286,496t CO2-e.

Sustainable Transport

- 45 per cent of our employees based at our head office commute to work by public transport, walking or cycling compared to 10 per cent of all other employees in the local area.

ACHIEVEMENTS

Greenhouse Gas Emissions

- Maintained our commitment to offset 50 per cent of our corporate office emissions.

Waste and Recycling

- Achieved a 92 per cent recycling rate of all waste generated at our head office in Macquarie Park, Sydney.
- Recycled approximately 5 tonnes of our customers' mobile phones through MobileMuster.
- Recognition for our contribution to helping the 'Close the Loop' program achieve the recycling milestone of more than one million cartridges being diverted from landfill through a Lexmark 'Close the Loop' award.
- Transitioned approximately 20 per cent of our eligible customers to online billing with a target to achieve 40 per cent of all eligible customer bills by end of 2009-10 (potential saving of up to 130 trees a month!)

Sustainable Transport

- Introduced further teleconferencing capabilities including Telepresence, a high definition video conferencing facility at our major corporate sites. This helped us to reduce our greenhouse gas emissions associated with our air travel by 13 per cent from 2007-08.

Environment

CHALLENGES & OPPORTUNITIES

Energy Use

- With our business goal to expand our networks to reach 98% of Australia's population, a focus on energy efficiency and environmental risk assessments will be essential to managing our environmental footprint.

Supply Chains

- As Optus does not generally manufacture products or undertake the construction of our networks, we are making key decisions about our environmental impact through our purchasing choices. To manage this risk we have had a stronger focus on our supplier base in 2008-09, and will implement two supplier screening initiatives that involve the inclusion of and assessment by environmental criteria next year.

2009-10 KEY COMMITMENTS

Greenhouse Gas Emissions

- Offset 50 per cent of the greenhouse gas emissions associated with our corporate sites.

Waste and Recycling

- Track and report the impacts of paper used for marketing purposes.

Supply Chains

- Develop and implement a supply chain code of conduct that includes corporate social responsibility criteria.
- Review our existing supply chain partners against our supplier code of conduct.
- Assess all new business against a supplier code of conduct.
- Review all existing construction contractors against our environmental prequalification criteria.

KEY STATISTICS

Workforce Profile

- Employed 9,525 full time equivalent employees.
- Achieved 14 per cent voluntary attrition rate (2 per cent decrease from 2007-08).

Diversity and Equal Opportunity

- Female workforce representation 34 per cent (14 per cent above industry average).
- Ratio of salary by gender: 51 per cent male, 49 per cent female.
- Coverage of our Employee Partnership Agreement 70 per cent.
- 38 per cent of our people utilise flexible working options

Training and Development

- Permanent employees received on average over 20 hours of training in professional development.

ACHIEVEMENTS

Diversity and Equal Opportunity

- Recognition by Vision Australia for our commitment to helping our people with low or no vision in the workplace through a "Making a Difference" Award.

Occupational Health and Safety

- Performed favourably against industry averages for lost time injury and lost time injury severity rates.
- Gained AS/NZS 4801 certification for Occupational Health and Safety Management Systems.

Employee Engagement

- Maintained a 73 per cent engagement score from the previous year in our annual employee satisfaction survey, showing a high level commitment from our people to work together to shape our company.
- Corporate social responsibility was identified by our people as the number one driver for engagement – an area that we ranked favourably in comparison to external norms.

Training and Development

- Averaged a 94 per cent positive satisfaction registered with the 2008 National Career Expos; thus raising awareness of existing tools and resources for individuals and leaders to support career development and planning.
- Created a single Optus Development Planning Process – "3Ps" (Prepare, Plan, Perform) with key tools and resources available to assist in each step.

Workplace

CHALLENGES & OPPORTUNITIES

Leadership

- Leadership is the key differentiator to creating the right culture needed within Optus to drive us to successfully meet our vision. We are currently validating the key leadership capabilities required in our leadership population. To support transition between one leadership level and another, we are building programs that focus development on the right skills, knowledge and behaviours for leading the Optus way. Currently, our suite of Leadership programs includes capabilities such as: Effective Performance Management, Recruitment Skills, Coaching, and Leading your People through Change.

Occupational Health and Safety

- In 2008 Optus achieved AS/NZS4801 certification of our Occupational Health and Safety Management System, across our Corporate, Networks and Consumer business units. This JAZ-ANZ certification was a requirement for building and construction works and provides the governance and external recognition of the Optus safety management systems. For 2009-10 Optus has a key objective of obtaining OH&S Accreditation under the Office of the Federal Safety Commission for building and construction works.

2009-10 KEY COMMITMENTS

Health and Wellbeing

- Continue to develop our 'My Wellbeing Program' with the aim of driving a healthy and productive workforce. Confirmed initiatives include Health Expos, the Corporate Challenge, "Butt out at Work" and a range of health and wellbeing seminars.

Occupational Health and Safety

- Implement best practice OH&S management, drive visible safety leadership and continue to provide a range of tools and programs to help meet our long term goal of zero injuries. A key prevention strategy to be implemented is the Fleet Safety Program.

Training and Development

- Continue the momentum of our career development program by increasing our leaders' skills in holding effective career discussions and the rollout of a National Career Expo to focus on individual development planning.

Employee Management Relations

- Renewal of our Employment Partnership Agreement.

Staff Engagement

- Focus on opportunities to further drive staff engagement.

45 per cent of our employees based at our head office commute to work by public transport.

KEY STATISTICS

Community Investment

- Optus' total investment in the community was A\$8.3 million. This included donations from our people and Optus franchises to a wide range of community programs, fundraising campaigns and events. This represents a 59.6 per cent increase from last year.

Employee Volunteering

- More than 15 per cent of our workforce took part in our national volunteering program (a 10 per cent increase from last year) providing over 14,200 hours in volunteer time. This equates to 1,898 working days or 5 working years for one person.
- Approximately 200 of our people participated in the Australian Business Community Network (ABCN) program, providing approximately 1,766 hours of mentoring to over 250 students across Australia.

ACHIEVEMENTS

Community Partnerships

- Launched our Connecting Communities Grants program to be able to say 'yes' more often to those in need. Over 23 community organisations received funding to support programs that help to reduce social isolation and reconnect disengaged youth.
- By leveraging our technology and market reach we helped our community partner the Australian Wildlife Conservancy (AWC) take their conservation message across Australia. One way we helped spread the word was through our microsite, www.optus.com.au/wildlife, which provides educational material and updates of AWC's work. This site grew to 30,000 members this year.
- Assisted one of our key community partners, Kids Helpline, develop a communications campaign to address the more proactive communicative role parents and carers can take in family relationships. Family relationships have consistently remained the number one reason young people contact Kids Helpline. As part of this campaign the jointly developed microsite www.talktoyourkids.com.au was launched.

Community

CHALLENGES & OPPORTUNITIES

Employee Volunteering

- While our national volunteering grew by 10 per cent in its second year we would like to get more of our people engaged and grow participation in this program even further

2009-10 KEY COMMITMENTS

Community Investment

- Increase community investment activities to support a wider range of programs that help young people reach their full potential in life as well as provide greater access to communications.
- Increase Optus people engagement in community giving programs.
- Develop a formal community giving policy as part of our disaster response plan.

'yes'

4. Being 'yes'



Being 'yes' is the guiding principle for what it means to work at Optus. It's a small word but a big promise and we think it speaks volumes about our core values and behaviours. Whether we are creating a rewarding and exciting work environment for our people, finding solutions to mitigate our impact on the environment, or providing products and services that add value to our customers and the community – 'yes' it is possible.

Our core values.

Customer Focus

- Listen to and anticipate our customers' needs.
- Simplify the customer experience.
- Treat each customer with dignity and respect.
- Deliver quality products and services to grow and sustain customer value.
- Satisfy our customers' needs.

Challenger Spirit

- Embrace change and challenge the status quo.
- Continue to break new ground and seek innovative ways to do business.
- Take calculated risks to meet business goals.
- Compete fairly and vigorously.
- Stay resilient even in tough times.

Teamwork

- Share information and resources across our teams, business units and companies.
- Recognise, respect and value diversity in the team.
- Value the contribution of each member of the team.
- Encourage open discussion and commit to a shared position.
- Consider how our actions impact the team and the group.

Integrity

- Honour commitments.
- Take accountability and responsibility for our actions.
- Treat everyone with dignity, fairness and respect.
- Conduct business with the highest ethical standards.
- Act in accordance with our core values.

Personal Excellence

- Achieve results with a high standard of performance.
- Take personal responsibility and actions for growth and development.
- Recognise individual potential and contribution.
- Maintain work and life harmony.
- Actively seek feedback to improve our performance.

Governance.

We aspire to the highest standards of corporate governance. Optus, as part of the SingTel Group, is listed on the Singapore Exchange (SGX) and Australian Stock Exchange (ASX). As such, we are guided by the SGX Code of Corporate Governance 2005 as well as the ASX "Good Corporate Governance Principles and Recommendations". Where one exchange has more stringent requirements, these will be observed.

Good corporate governance ensures our long-term success and enhances our performance. Governance at Optus is undertaken at a number of levels in an integrated process. Initially these were focused on financial activities; however this has been significantly broadened over a number of years to include legal compliance, risk management, environmental management and occupational health and safety amongst others. Some elements of our governance process include:

- Our Internal Audit Group that investigates and reports compliance across all policy areas.
- Our Internal Fraud Group that investigates potential internal and external cases of fraud. This is supported by an independent Whistleblower hot line for anonymous reporting of suspicious behaviour. Other areas that feed issues to our fraud group for investigation include our credit risk group.
- Environmental audits of construction activities to ensure compliance with our Environmental Management System and environmental legislations.

- Enterprise Risk Reviews to investigate and assess physical risks to major facilities.
- Occupational health and safety audits as a condition of our Self Insurance Licence.
- Mandatory training for all staff on an annual basis for compliance in relation to Trade Practices Act and equal opportunity issues.
- Policies in relation to ethics, financial management, occupational health and safety, procurement and environmental management.
- An Employee Code of Conduct.

The Board of SingTel is our highest governance body that is informed by our Risk Management Committee, and the Finance and Audit Committee among others.

For further information on our corporate governance, including a list of all our committees, see SingTel's Full Financial Report for 2008-09 including its Corporate Governance Report. This can be found at: http://home.singtel.com/about_singtel/corporate_governance/corporate_governance.asp

Corporate Responsibility.

For Optus, corporate responsibility is an integral part of how we do business every day. It makes good business sense as it also benefits the wider community, our customers, people and the environment in which we live and work.

As part of our strategy we have established a formal senior management structure to oversee and provide support and direction for these activities.

Corporate Responsibility Steering Group

Our Corporate Responsibility Steering Group, chaired by our Chief Executive, Paul O'Sullivan, provides leadership and strategic input to our Corporate Responsibility Strategy and ensures it continues to be integrated across the business. This Group meets twice a year and includes members of the Senior Leadership Team as well as key senior managers:



Paul O'Sullivan
Chief Executive



Andrew Buay
Managing Director,
Products & Delivery



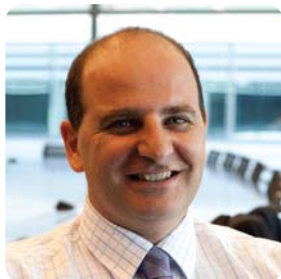
Murray King
Chief Financial Officer



Maha Krishnapillai
Director, Government
& Corporate Affairs



Michael Smith
Managing Director,
Consumer Marketing



Vaughan Paul
Director, Human
Resources



Jann Kohlman
Group Manager, Sponsorship
& Community Programs



Helen Maisano
Corporate Social
Responsibility Manager



Brent Gerstle
Environmental Affairs
Manager

The Corporate Responsibility Steering Group is supported by a Corporate Responsibility Taskforce made up of senior managers from each of our key Business Units.

The Taskforce is responsible for implementation and progress of our Corporate Responsibility Strategy across the business and will develop working groups to discuss ideas as well as undertake a range of agreed activities. These working groups include the Green Working Group and Community Investment Working Group.

Key corporate responsibility policies, codes and management systems

Governance

SingTel Code of Conduct

The SingTel Code of Conduct sets out principles to guide our people in carrying out their duties and responsibilities with the highest standards of personal and corporate integrity. The Code is available online at http://home.singtel.com/about/singtel/corporate_governance/Code_of_conduct.pdf

Ethics Policy

The SingTel Ethics Policy is an internal document that covers conduct in the workplace, business conduct, protection of SingTel's assets, confidentiality, non-solicitation of customers and employees, conflicts of interest and corporate opportunities. At induction, all Optus employees are expected to complete a module on the Ethics Policy, ensuring consistent awareness and understanding of expected conduct throughout the business.

People

Occupational Health and Safety Strategic Plan

The Optus Occupational Health and Safety (OH&S) Strategic Plan is an internal document that sets the direction and targets for all OH&S activities, outlines key objectives, training matrices, prevention programs and lead/lag performance targets for each business unit. These objectives are reviewed on a regular basis by both the business and the Safety Leadership Council.

Employee Relations Policy

Optus' Employee Relations Policy documents our commitment to developing and maintaining an employee relations climate which encourages and promotes open communication between employees and management. This accountability is an integral part of the leadership obligations for all Optus managers and supervisory staff. This is an internal document.

Anti Discrimination / Harassment Policy

Optus Anti Discrimination / Harassment Policy is an internal document that outlines our expectation for all workplace participants to treat each other with respect, courtesy and dignity. Optus is committed to providing a workplace that is free of all forms of:

- unlawful discrimination and harassment, for all existing and prospective employees, agents, contract workers, customers, suppliers and visitors at Optus workplaces; and
- bullying of any workplace participants including employees, contract workers and other people at Optus workplaces.

Flexible Working Arrangements Policy

Optus Flexible Working Arrangements Policy is an internal document that demonstrates our commitment to developing and maintaining a workplace and culture that encourages and supports the diverse nature of our people. As a leading employer, Optus understands the importance of attracting and retaining the best people.

We also recognise our people have a range of priorities both within and outside the workplace, and that achieving a healthy balance is important.

Electromagnetic Fields (EMF) Policy

The Optus EMF Policy is the guiding document that ensures the provision of a safe and healthy work environment and work practices for all Optus employees and contractors in regards to EMF. This internal document complies with the national standard of the Australian Radiation Protection and Nuclear Safety Agency (ARPANSA) and the international standard of the International Commission on Non-Ionising Radiation Protection (ICNIRP).

Marketplace

Disability Action Plan

Optus' Disability Action Plan (DAP), which was launched in 1999, outlines the themes and objectives of Optus' approach to Disability issues. The DAP continues to be instrumental in improving the way Optus meets the needs of consumers in Australia. Further information, including copies of the DAP, can be found at www.optus.com.au/disability or obtained from Customer Service.

Cultural and Linguistic Diversity Policy

Optus launched its Cultural & Linguistic Diversity Policy in 2002 to help meet the company's obligations under anti-discrimination legislation. The Diversity Policy focuses on removing barriers to accessing Optus' goods and services for customers, potential customers and staff, regardless of their race, colour, language or national and ethnic origins. Further information on the Diversity Plan can be obtained from Optus Customer Service or on Optus' website at:

www.optus.com.au/diversity

Financial Hardship Policy

The Optus Financial Hardship Policy was developed to assist those customers experiencing difficulty in paying their bill under their contract with Optus. Further information on our Financial Hardship Policy and program can be found on our website at: www.optus.com.au/financialhardship

Communications Alliance Telecommunications Consumer Protections Code (C628:2007)

The Communications Alliance Telecommunications Consumer Protections Code (C628:2007) is an amalgamation of six individual Codes that were developed by industry to provide consumer safeguards to telecommunications consumers.

The Code covers matters such as how we bill our customers, how we advertise our products and services, how we handle complaints, our debt collection practices, the information we include in our customer contracts and ensuring our contracts do not contain unfair terms, and how we manage transfers of customer accounts from one provider to another. The Code has been registered by the Australian Communications and Media Authority. A copy of the code can be obtained from the Communications Alliance website at: www.commsalliance.com.au/data/assets/pdf_file/0014/1346/C628_2007.pdf

Internet Industry Association Content Codes and Content Services Code of Practice

The Internet Industry Association Content Codes and Content Services Code of Practice guides Optus' approach to managing content issues. They deal with issues such as: methods of supervising and controlling children's access to internet content; how to make a complaint about content to the Australian Communications and Media Authority; and our requirements to take down prohibited or potentially prohibited content that is hosted on our networks upon direction from the regulator. Further information about these codes can be found on the Internet Industry Association website at: www.iaa.net.au/index.php?Itemid=33&id=3&option=com_content&task=section

Code for the Deployment of Mobile Phone Network Infrastructure (C564:2004)

The Code for the Deployment of Mobile Phone Network Infrastructure developed by the Communications Alliance guides Optus' approach to the installation of mobile phone network infrastructure. This code is intended to supplement the existing regulatory regime to promote best practice, to ensure consideration for health concerns surrounding electromagnetic radiation exposure, and specify standards for community and local government consultation. A copy of this code can be found on the ACMA website at: [www.acma.gov.au/webwr/telcomm/industry_codes/codes/c564_2004\(1\).pdf](http://www.acma.gov.au/webwr/telcomm/industry_codes/codes/c564_2004(1).pdf)

Environment

Environment Policy

The Optus Environment Policy is an internal document that outlines our commitment to and strategy for minimising our impact on the environment, and identifies key environmental issues for our organisation.

Sustainable Transport Strategy

The Optus Sustainable Transport Strategy is an internal document that was developed to promote increased travel choices for our people, with an emphasis on sustainable modes of transport.

Climate Change Strategy

The Optus Climate Change Strategy is an internal document that outlines our approach to climate change that includes staying informed of the scientific debate, monitoring the impacts of weather events on our network operations, and decreasing our carbon footprint. Our strategy is reviewed every two years (last reviewed in early 2009), or at such other shorter time if particular information or field experience indicates.

Energy policy

The Optus Energy Policy outlines our vision and commitments in achieving best practice for energy efficient consumption and in providing telecommunications services. This is an internal document.

Environmental Code of Practice for Packaging

The Environmental Code of Practice for Packaging, developed by the National Packaging Covenant, guides our approach to evaluating the environmental impact of new and existing packaging of our products. A copy of the code can be found on the National Packaging Covenant website at:

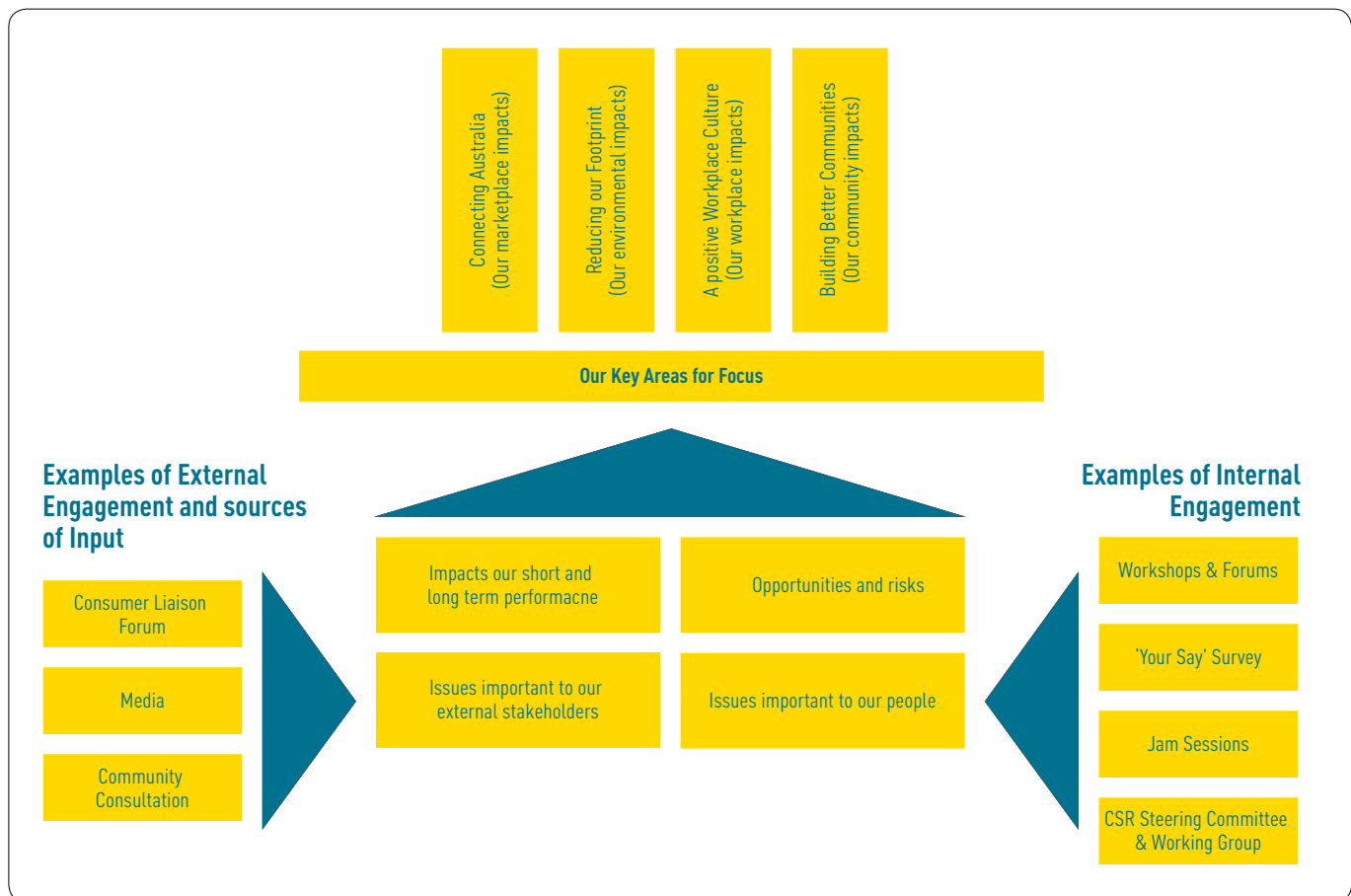
www.packagingcovenant.org.au/documents/File/ECOPP_and_Guidelines_25_May.pdf



5. Understanding our Corporate Responsibility issues and impacts

In determining what we should publicly disclose as part of our Corporate Responsibility Report we considered our key risks and opportunities, we talked to our people about what was important to them and we looked at the issues raised by our stakeholders including the broader telecommunications industry, the media, regulatory authorities and the community.

This approach is based on AccountAbility's AA1000 Assurance Standard's (2008) principles of Inclusivity, Materiality and Stakeholder Responsiveness, including the five-part materiality test. We chose these principles as it puts stakeholders at the centre of reporting, and at Optus, people are at the heart of what we do.



5. Understanding our Corporate Responsibility issues and impacts (CONT)



The issues identified through this process were considered our material issues or key areas of focus. Our achievements, challenges and opportunities against these have been discussed throughout the report in the sections that follow.

Marketplace Key Areas for Focus

Regulatory Compliance, Investment and Development of our Networks, Access, Customer Service, Responsible Marketing, Developing Products that Provide Value to Society, Customer Safety, Advocacy and Political Lobbying.

Environment Key Areas for Focus

Energy Use, Travel, Greenhouse Gas Emissions, Waste and Recycling, Suppliers, Biodiversity and Land Management

Workplace Key Areas for Focus

Wellbeing, Talent Management and Leadership, Training and Development, Reward and Remuneration, Diversity and Equal Opportunity, Organisational Culture and Occupational Health and Safety.

Community Key Areas for Focus

Community Investment, Community Partnerships and Workplace Volunteering.

Our Stakeholders.

Optus has many roles – employer, service provider, producer, seller, re-seller and purchaser, to name a few. In these roles we engage in a dialogue with our stakeholders to help inform our business decisions and future directions. We also have a range of communications events, which seek to engage our stakeholders. Below is a map of our key stakeholder groups, and the engagement activities undertaken with them in 2008-09 have been described throughout this report.

5. Understanding our Corporate Responsibility issues and impacts (CONT)



6. Awards and recognition



Across all sites, we recycle approximately 80% of all toner cartridges purchased, with this amount continuing to be improved.

Vision Australia's Making a Difference Award

- Highly Commended Certificate in the Large Business Category.

2008 Property Council of Australia Awards

- Award for Innovation and Excellence – Optus Centre Sydney (Best Business / Industrial Park).

2008 Australian Direct Marketing Association (ADMA) Awards – Microsite

- Bronze Award – 'Grrrr for what you want'.

2008 Australian Direct Marketing Association (ADMA) Awards – Telecommunications

- Silver Award – Optus Broadband Unplugged.

NSW Master Builders Association

- Award for Communications Buildings – Optus Technical Facility, Canberra.

Mobile Market Award (MMA) 2008

- Joint Award for Best Consumer Content Offering – So You Think You Can Dance Mobile content site.

2008 New South Wales Volunteers of the Year

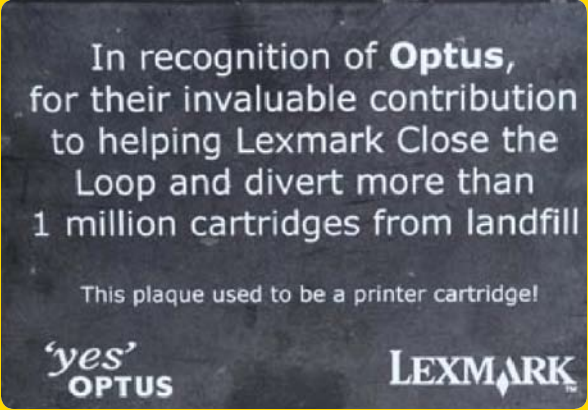
- Karen Carmichael (Optus IT) – Corporate Volunteer of the Year Award.

2009 Australian Telecommunications User Group (ATUG) Excellence Awards

- Carrier of the Year.

NSW Corporate Games

- Sport for Life Award.



In recognition of **Optus**,
for their invaluable contribution
to helping Lexmark Close the
Loop and divert more than
1 million cartridges from landfill

This plaque used to be a printer cartridge!

'yes'
OPTUS

LEXMARK

Lexmark 'Close the Loop' Award

Helping to divert more than one million cartridges from landfill as part of the Close the Loop program.

On the 25 March 2009, Optus was presented with an award in recognition of our invaluable contribution to helping Lexmark 'Close the Loop' and divert more than one million cartridges from landfill.

Optus, along with six other major organisations, was presented with the award, all having contributed to the recycling milestone. Lexmark works with Close the Loop Limited, a leading global recycler of imaging consumables, with the specific goals of recycling toner and inkjet cartridges with zero waste to landfill.

Membership in industry organisations and Corporate Social Responsibility initiatives.

Optus is a member of the following industry groups and associations:

- American Chamber of Commerce
- Australia Israel Chamber of Commerce
- Australian Business Arts Foundation
- Australian Business Community Network
- Australian Charities Foundation
- Australian Direct Marketing Association
- Australian Human Resources Institute
- Australian Information Industry Association
- Australian Institute of Management
- Australian Mobile Telecommunications Association
- Australian Subscription Television and Radio Association
- Australian Investor Relations Association
- Business Council of Australia
- Committee for Economic Development of Australia
- Communications & Media Law Association
- Communications Alliance Ltd
- Corporate Tax Association of Australia
- Earth Hour
- International Telecommunications Union
- Internet Industry Association
- Society of Australia
- London Benchmarking Group Australia and New Zealand
- Mobile Carriers Forum
- National Packaging Covenant
- Sponsorship Australia
- The Centre for Corporate Public Affairs
- The Sydney Institute.



7. Connecting Australia

We operate a mobile network with over 4,000 base stations; a fibre transmission network with over 10,000 kilometres of fibre; four satellites; an HFC network extending over 26,000 kilometres; a direct fibre network serving business customers with over 17,000 connections; and a ULL network with 366 exchanges around the country.

Communications technology touches all our lives in some way everyday. Whether you live in the city or rural Australia, access of and the ability to effectively use communications technology is becoming an increasingly important part of participation in society, and for business, as an effective means of operation.

We operate a mobile network with over 4,000 base stations; a fibre transmission network with over 10,000 kilometres of fibre; four satellites; an HFC network extending over 26,000 kilometres; a direct fibre network serving business customers with over 17,000 connections; and a ULL network with 366 exchanges around the country. This enables us to deliver a sophisticated technology platform capable of meeting today's requirements for fast and continuous service.

Our approach to the responsible design and delivery of our services recognises that we have an important part to play in ensuring our customers' health and safety, their privacy protection and the minimisation of environmental impacts.

7. Connecting Australia (CONT)

Key Areas for Focus	Key Actions in 2008-09
Regulatory compliance	Continued compliance training and awareness raising programs for our people
Investment and development of our networks	Invested over A\$1 billion in the development of network infrastructure
Access	Expanded our network to reach over 96 per cent of Australia's population Undertook over 630 community consultations as part of our network expansion to ensure community concerns were being addressed
Customer service	Roll-out of our front line Advancing Customer Experience Program and Customer Experience Transformation Program including the launch of Being 'yes' the new internal brand that supports this program
Responsible marketing	Undertook a review of staff training and awareness in marketing processes to implement improvements where gaps existed
Developing products and services that provide value to society	Increased our range of cost-effective products and services and were the first Australian operator to offer prepaid wireless broadband – allowing customers to pay exactly for what they need Supported the launch of www.mobileaccessibility.info that provides an easy way to review and compare accessibility features on mobile phones
Customer safety	Took a leading role in the development of two industry codes – the Content Services Code and the Mobile Premium Services Code which will provide greater protection to customers with respect to internet and mobile content
Advocacy and political lobbying	Liaised with the Australian government on numerous issues impacting the telecommunications industry including the effective use of taxpayer funding and design of rural and regional telecommunication programs, internet content filtering, and emergency call service arrangements

Providing access to communications.

Many more towns like Alice

Since our inception we have invested more than A\$15 billion in telecommunications infrastructure across Australia. In 2008-09 we continued the expansion of our services such as mobile and broadband internet into rural and regional Australia – areas that have traditionally been served by one provider. Alice Springs was amongst the many towns in 2008-09 to receive Optus 3G mobile coverage, as we expanded our network to reach 96 per cent of the population.

During this period Optus also secured Government funding to provide the best available broadband services to rural and remote areas of Australia, through the Australian Broadband Guarantee (ABG), for example via our Broadband Satellite service.

These rural and remote areas would otherwise be commercially prohibitive and uneconomical due to the low population densities and the significant distances involved.

Our contribution to the telecommunications landscape in Australia, specifically for our work in providing innovative business solutions no matter how remote the location, was recognised in 2008 with Optus being named 'Carrier of the Year' by the Australian Telecommunications User Group (ATUG).

ATUG sees Optus as a key player in Australia's communications sector, and the national 3G roll-out as an important contribution to bring competition and choice to customers. In particular, the award recognises our work in Antarctica, where our Optus D1 satellite coverage into McMurdo enables the

7. Connecting Australia (CONT)

collection and distribution of data to the scientific community working in the region. This data will soon include detailed information that will lead to substantial improvements in weather forecasts, severe weather monitoring and the detection of climate change. Refer to the Managing Our Footprint section of this Report to see how we responsibly manage the environmental impacts of our expansion into rural and regional Australia.

We plan to continue to invest significantly in Australian telecommunications infrastructure with investments in transmission, backhaul capacity and additional mobile site coverage. Our plan is to extend our 3G coverage to 98% of the population to provide choice and competition in parts of Australia that have been traditionally served by one provider.

How we are measuring up

Creating a positive customer experience is central to the way we do things at Optus. We are committed to ensuring our products and services are reliable and available to our customers. Consistent with that commitment, we endeavour to carry out network maintenance and upgrade activities in such a way that disruption to customers and the broader community is minimised. For example, network maintenance activities are carried out, where possible, at times (such as the early hours of the morning) when usage is at its lowest. We also focus on our customer service capabilities with a number of key initiatives being implemented, including:

- the inclusion this year of a customer focus component in the selection criteria of our general recruitment process;
- implementation of a Customer Experience Transformation Program which details how customer service will be driven in each division with core metrics and priorities;
- roll-out of our Advancing Customer Experience Program which provides frontline skills on customer experience fundamentals; and
- the launch of Being 'yes' – the new internal brand which supports the Customer Experience Transformation for Optus.

In addition, Optus has regulatory obligations under the Customer Service Guarantee to provide certain levels of service

in relation to the connection of home telephone services, meeting appointments made for these services, rectifying faults on these services and connecting specific call handling features. We report to the industry regulator on a quarterly basis regarding our performance in this area, and an extract of this report is published on our website.

To achieve our vision of leading in customer experience we track our customer experience across a number of areas including overall satisfaction, enquiry response times and fault resolution times. In 2008 we surveyed approximately 68,000 of our consumer customers with the results of our survey showing an overall satisfaction at 89.3 per cent. This is an excellent result on which we will strive to continuously improve. We also internally review our complaint statistics each month, to monitor trends and areas of consumer dissatisfaction.

We will continue to focus on ways to simplify and streamline the customer experience. This will include the launch of our 10,000 ideas competition in which we are calling on our 10,000 people to come up with 10,000 ideas for improving the Optus customer experience using multi media. It's our biggest internal competition ever held.

Helping to shape public policy

Optus takes an active role in helping to shape public policy issues that affect the telecommunications industry. Our objective is to create an open and competitive telecommunications market and we will advocate for this position in the development of relevant policy and legislation in government.

An essential component of this is to ensure Optus retains access to essential telecommunications infrastructure on reasonable terms. Recently we have been actively advocating for a pro-competitive broadband environment and encouraging the Federal Government to adopt pro-competitive regulatory initiatives to support its plan for a National Broadband Network. These pro-competitive reforms are focused on ensuring genuine open access arrangements which provides equivalence of access both on price and non-price terms and conditions.

7. Connecting Australia (CONT)

Optus also participates in public policy development and advocacy through our liaison with industry stakeholders and participation in industry forums such as the: Communications Alliance, Australian Mobile Telecommunications Association and the Internet Industry Association.

Optus liaised with Government and industry stakeholders on a range of key issues during the year, including:

- reform of legislation, such as the development of a national Consumer Law, the introduction of new obligations regarding component price advertising, the review of the Privacy Act and changes to credit legislation;
- the Productivity Commission's review into regulatory burdens on business operating in the communications sector;
- the development of Location Based Services;
- effective use of taxpayer funding and design of rural and regional telecommunication programs;
- policy for the development of a National Broadband Network (NBN);
- a review of emergency call service arrangements;
- requirements for identity checking of purchasers of pre-paid mobile products;
- regulations regarding the provision of internet and mobile content;
- internet content filtering; and
- regulatory issues associated with the deployment of mobile base stations.

Optus, in line with many other organisations, makes donations to political parties. In the interests of fairness, equal donations are made to each of the two main political parties. Donations over \$10,500 are disclosed to the Australian Electoral Commission on an annual basis, and details of these donations are made available to the public (www.aec.gov.au).

Competition is the key

The Australian Government announced a National Broadband Network (NBN) in April 2009, Optus has been advocating for a pro-competitive environment in its build and/or provision that will ensure genuine open access arrangements. The announcement by the Government that they will self fund and build the NBN was a positive outcome for Optus. This should enable us to provide competitive services on a sustainable basis and is consistent with our goal of giving households, schools and businesses broadband speeds that are equivalent to the world's best. This will have a profound impact on how Australians live, work and play, and Optus will be at the forefront of that revolution. Our strength will lie in our ability to innovate and to keep customers' needs at the heart of everything that we do.

Universal Service Obligation

The universal service obligation (USO) is a requirement placed on the telecommunications industry to fund a sole incumbent universal service provider to maintain services to ensure that all people in Australia have reasonable and equitable access to standard telephone services and payphones. Optus supports the fundamentals of the USO and for the 2008-09 period Optus' contribution to the USO totalled A\$28.8 million. The way in which universal service is delivered will change remarkably as the National Broadband Network (NBN) operating company takes on the obligation (instead of retail carriers); however the objective of the USO will remain relevant as Australia transitions to an NBN environment and beyond.

The responsibility is ours.

Responsible business practice

The communications sector in Australia is heavily regulated. Optus complies with a range of legislative requirements, policies and practices that support and protect human rights in the Australian telecommunications industry in areas such as:

- an individual's right to privacy and the protection of their personal information;
- the requirement for law enforcement and government agencies to provide us with warrants before interception of an individual's communications can be undertaken;
- agreements with law enforcement agencies to notify them of any internet content that we become aware of containing child pornography or child abuse material; and
- legislated agreements with regulatory agencies to remove any illegal internet content agencies become aware of.

Optus' focus on responsible business practice involves attention to compliance with formal Government imposed regulations and participation in self regulatory arrangements. This entails interfacing with the Government regulators (including the Australian Communications and Media Authority (ACMA), the Australian Competition and Consumer Commission (ACCC), the Office of the Privacy Commissioner (OPC) and the Australian Human Rights Commission (AHRC) and the self regulatory agencies (including the Communications Alliance previously known as the Australian Communications Industry Forum or ACIF) and the Telecommunications Industry Ombudsman (TIO).

Optus' approach to regulatory compliance has regard to the Best Practice principles embodied in the Australian Standard on Compliance Programs (AS 3806-2006). We have a dedicated set of resources tasked to undertake the regulatory compliance function. This team reports to the Director, Government & Corporate Affairs, head of the Corporate and Regulatory Affairs (CARA) Division, who has ultimate accountability for Optus' compliance. The Director of CARA directly reports to the Chief Executive Officer.

To ensure regulatory compliance across the business there is a focus on increasing awareness of compliance requirements

and educating the business on specific compliance matters. In addition, complaints are monitored to identify potential compliance risks and to isolate problems that could develop into systemic issues.

Optus was not subject to any significant fines for non-compliance with laws and regulations concerning the provision and use of products and services during the reporting period.

Privacy and complaint handling

Optus is committed to protecting the privacy of our customers and those individuals that deal with us. Optus, as an Australian telecommunications carrier, is bound by the Privacy Act 1988 (Cth) and the privacy provisions contained in the Telecommunications Act 1997 (Cth). Notwithstanding our legislative responsibilities, we understand that a respect for consumer privacy is good business.

Optus has a range of measures in place to ensure we meet our responsibilities with respect to protection of personal information. These include ensuring all our people are regularly trained on privacy, active information security protections and monitoring, and internal codes of conduct. We also accept and respect requests from individuals (including, but not limited to, our customers) not to have their personal information used for direct marketing purposes.

In the event that a privacy issue or other concern arises for an Optus customer or individual, then Optus has in place a well developed complaint handling process.

Optus has easily accessible methods for a customer to raise concerns, both through an escalation pathway within Customer Service and through a specialised group whose purpose is to deliver resolutions to complaints and enhance our customers' experience.

Optus Customer Service representatives are trained and actively encouraged to resolve a customer's concerns at first point of contact. Where a complaint is unable to be resolved at first contact, it can be escalated to a Team Leader or to a specialised complaint handling group that manages escalated complaints, including those referred directly from the Telecommunications Industry Ombudsman (TIO).

Optus' complaint handling policy exceeds the standards set out in AS/ISO 10002 Complaints Handling and is in line with Optus' Customer Experience vision. Optus' complaint handling policy and practice is designed to distinguish us as the market leader for excellence in customer service.

Our website contains further information about Optus' complaint handling and privacy policies.

Requests for information from Government Agencies and Law Enforcement Organisations

We consider our obligations to protect the privacy of customers of paramount importance. However, Optus must meet the requirements of the Telecommunications Act 1997 in relation to providing reasonably necessary assistance to the government, law enforcement and national security agencies (for example by providing customer information). We must also meet the requirements of the Telecommunications (Interception and Access) Act 1979 to provide interception of communications and access to stored communications when requested through warrants from law enforcement and national security agencies.

To this end, we have established a specialised team to deal with all requests for customer information from external law enforcement bodies and security agencies. This team, called the Law Enforcement Liaison Unit (LELU), has specific procedures designed to maximise the protection and security of customer information from unauthorised and/or accidental disclosure.

Any request for information is stringently assessed as to legal entitlement for a response. Responses which are considered to be lawfully appropriate and comply with the "reasonably necessary assistance" provisions of Section 313(3) of the Telecommunications Act 1997 ("The Act") are fully documented and made available for audit by representatives from the Office of the Privacy Commissioner (Cth) and/or the Australian Communications & Media Authority (ACMA). In addition, we provide a summary report of all releases of customer information to the ACMA annually in accordance with the reporting obligations contained in Section 308 of the Act.

Responsible marketing

To ensure Optus undertakes responsible advertising of its services and products, all our people are required to annually undertake an online training module on the Trade Practices Act 1974 (Cth). The Trade Practices Act contains consumer protection obligations that aim to promote fair, competitive and informed markets. Employees who might deal with competitors have an additional training module requirement relating to anti-competitive conduct that must also be completed annually.

Optus is subject to a self-regulatory regime, coordinated by the industry association, the Communications Alliance. The Regulatory Compliance team manages Optus' involvement in the Communications Alliance, including its participation in the development of industry Codes, Guidelines and Standards. In addition, the Regulatory Compliance team coordinates Optus' internal Code compliance activities. This includes codes relating to information provided to customers by their suppliers, through advertising materials.

Optus is also a member of the Australian Direct Marketing Association (ADMA). ADMA members are required to comply with the ADMA Direct Marketing Code that governs all aspects of direct and data-driven marketing. As part of this Code, Optus does not sell or disclose customer information to third parties for use in marketing lists, and abides by the commitments in the 'Do Not Call Register', which aims to protect consumers from unsolicited marketing calls.

During the year Optus was fined \$110,000 for alleged contraventions of the Spam Act 2003 (Cth). The alleged contraventions related to a promotional campaign undertaken in late 2007. In the campaign, Optus was not identified as the sender of approximately 20,000 text messages sent to our customers. It is a requirement of the Spam Act that the sender of electronic marketing messages is identified.

Optus takes its obligations under the Spam Act seriously, and takes care to ensure all marketing and advertising campaigns are carried out in accordance with the Spam Act and other marketing-related legislation. Only this campaign, out of the more than 200 marketing campaigns during 2007, encountered this problem.



We were disappointed the regulator considered we had contravened the Spam Act in this instance, but we used the opportunity to undertake a thorough review of staff awareness, training and marketing sign-off processes and to implement process improvements where gaps were identified.

Treatment of Animals

Optus has become well known for the use of animals in our marketing campaigns. Optus does not condone or support the mistreatment of animals in any way. To ensure the wellbeing and safety of the animals used in our advertising, we always comply with the New South Wales Department of Primary Industry Code of Practice for the Welfare of Animals in Films and Theatrical performances. The Code is a standard of practice which establishes guidelines for the use of animals in the film and television industry, corporate and educational productions, stage performances and commercial photography for advertising or promotion.

Optus is also using digital technology to portray animals that are used in our advertising. On the occasion that an animal is used in our advertising, we support the facilities and research bodies that are managing their care through financial contributions. In addition, we have established an ongoing partnership with the Australian Wildlife Conservancy (AWC), a not for profit organisation that helps conserve and protect endangered species of Australian animals. See the Australian Wildlife Conservancy section of this report for further information on our partnership.

When it comes to communication anything is possible

Whale Song

In March 2009 we launched a major brand campaign featuring the 'Whale Song'. This bold and positive brand campaign was designed to illustrate the power of communication and the importance of Optus' role in connecting people.

The inspiration for the campaign was based on research conducted by the University of Queensland. The University of Queensland had begun to decode whale communication using technology that was once used to detect submarines to show the power of language to connect with others.

The campaign shows the emotional heart of the Optus brand and uses nature in an inspirational way. Our business is about connecting people, enabling dialogue through the internet, mobile phone, teleconferencing, text messages, satellite and more.

The University of Queensland's pioneering research illustrates what can be achieved with positive thinking and determination together with innovation. Optus is a proud supporter of the Laboratory and is pleased to have contributed to the funding of this important research.

See www.optuswhalesong.com.au



Customer health and safety

Mobile Phones and Driving

More and more research is revealing the dangers of using mobiles while driving. Based on Woolcott Research commissioned by NRMA Insurance in February 2009, in New South Wales alone, police are catching an average of 14,000 motorists a year using handsets while driving and it is a figure that is growing despite the introduction of fines and demerit points. This research also indicates that 'Generation X' people are the biggest talkers behind the wheel, with more than half (52 per cent) admitting to using their mobiles while driving. With people becoming increasingly time poor, many drivers may also be using drive time for tasks other than just driving. While we have little control of what our customers do with their mobile phones, we try to encourage safe and responsible practices through our point of sales material and through the provision of hands-free attachments for mobiles. In addition, through our involvement with the Australian Mobile Telecommunications Association (AMTA) a tip sheet has been developed for consumers about mobile phones and driving safety. See <http://www.amta.org.au/>

Wireless Technology and Health

Radio communications technologies, such as mobile phones and wireless broadband have become an integral part of our everyday lives. Radio communications systems, like these, utilise electromagnetic fields (EMF) in the radio frequency part of the electromagnetic spectrum. There has been extensive research conducted worldwide to investigate possible health effects of radio communications and wireless technology. The general conclusion is there is currently no evidence to suggest exposure to low level electromagnetic fields is harmful to human health.

While we are often not the manufacturer of the consumer equipment such as mobile phones we sell, we ensure all of the products and infrastructure we deploy comply with the relevant health and safety regulations and standards set by Australian law. We also actively assist in the growing awareness of EMF by developing and dispersing educational materials through the Mobile Carriers Forum (MCF), the AMTA and through the community consultation process we undertake during the development and deployment of mobile base stations.

A key aspect of the telecommunications industry's contribution to the EMF debate is through support for research conducted by independent research bodies. We believe it is vital for Australia to retain its expert capacity to contribute to the global research effort and advocate for the ongoing implementation of the levy that supports this research, which is due for review by the Australian Government at the end of 2009.

As an industry we have provided approximately A\$9 million over 10 years for research into the impacts of EMF, with Optus contributing approximately 20% of this amount.

Mobile Technology Base Station Sites

To balance the needs of mobile users and community expectations about the deployment of mobile base stations, we take a careful approach to where mobile phone towers are placed. Whenever we install a new base station or transmission site we consult with the affected Local Council and community. Depending on the nature of the installation, community engagement ranges from advertisements in local papers, letterbox drops, door knocks, public forums, to the formation of a community consultative committee.

This year, as part of our network expansion, we undertook over 630 community consultations to ensure mutually beneficial outcomes. Locations of mobile base stations are also added to the National Site Archive which is hosted by the Mobile Carriers Forum (MCF). This is a publicly accessible archive of mobile telephone base stations and radio communication facilities in Australia to help keep the community informed.

In 2008-09 the 3G network was installed where possible using existing 2G infrastructure. New sites were constructed in rural areas where we had no existing infrastructure.

Customer protection

While technology can be a powerful tool for communication, it also has the potential for misuse. We believe that we have a role to play in assisting to educate our customers about online safety issues. Emerging issues associated with social networking sites, online security and inappropriate web

7. Connecting Australia (CONT)

content were some of the areas we worked closely on with the government, industry and the community this year. We hope to raise awareness of such issues with our customers so they can protect themselves online and feel confident and safe in using the technologies and services we provide, whether for communication, education, business or fun!

To help our customers protect themselves and their families from inappropriate content, we provide a range of internet and mobile security software packages. We are also participants in the Internet Industry Association's (IIA) "Family Friendly" ISP program. Australian ISPs that bear the "Family Friendly ISP" ladybird seal have agreed to comply with the IIA Content Codes of Practice. These Codes are registered with and monitored by the Australian Communications and Media Authority (ACMA). Family Friendly ISPs are required to meet certain requirements under the Codes, such as restricting Internet access to minors, educating customers about internet safety matters and ensuring customers can access internet content filters.



This year we took a leading role in the development of two industry codes – the Content Services Code (registered by ACMA in July 2008) and the Mobile Premium Services Code

(registered by ACMA in May 2009). These two codes, outlined below, have been designed to provide greater protection to consumers with respect to internet and mobile content.

- The Content Services Code sets out detailed obligations and guidance for parties involved with providing content that is available on mobile phones and the Internet related to the classification of that content and how to ensure children and other people are protected from being exposed to inappropriate and/or illegal content.
- The Mobile Premium Services Code (and its associated Guideline) contains extensive obligations and guidance regarding the provision of these services. These are aimed at protecting minors and vulnerable consumers by measures such as banning advertising aimed at minors and requiring consumers to actively opt-in twice to premium SMS subscription services.

Currently, for premium SMS services carried over our mobile network, we operate a strict conduct policy with providers of these services with whom we have commercial arrangements.

We actively enforced this policy in 2008-09 by imposing penalties on, and shutting-down, services of non-compliant providers. In addition, we are currently upgrading our mobile network to provide our customers with greater control over their use of premium SMS services. For example, once the upgrade is completed, customers will be able to limit their spend allowance for these services, including barring these services altogether. Importantly, parents will be able to limit their children's spending on premium SMS services or bar access completely.

Optus also works on consumer protection initiatives with industry organisations and government agencies on an ongoing basis. For example during the year we:

- contributed to the development of the Australian Mobile Telecommunications Association consumer tip sheets, which cover topics such as mobile phone bullying, camera phone etiquette, mobile phone spam and scams, the use of mobile phones while driving, and managing your mobile spend;
- contributed to the development of the 19sms.com.au website, (hosted by Communications Alliance) which provides consumer tips and assistance regarding mobile premium services;
- continued participation in the Australasian Consumer Fraud Taskforce's annual fraud awareness initiative; and
- participated in code development activities and worked with consumer organisations to ensure consumer rights are protected (for example, we are represented on the Communications Alliance Consumer Issues Reference Panel).

Product and service information

Optus is bound by many different pieces of legislation and regulation that prescribe the information that must be made available to customers about our products and services. These legal and regulatory instruments (see below) also prescribe requirements relating to the clarity of our charges and tariffs

Relevant legislation and regulation includes:

- Trade Practices Act.
- Telecommunications Act.
- Telecommunications (Standard Form of Agreement Information) Determination.

- Telecommunications Consumer Protections Code of Practice.
- State and Territory fair trading and contracts legislation.

In Australia, Customer Equipment (CE) regulatory labelling requirements fall upon the Australian manufacturer or the initial Australian importer of the CE, but not on the reseller. In the vast majority of cases, Optus is a reseller of CE – which must already be affixed with the required regulatory labelling by its Australian manufacturer or its initial Australian importer before they supply such CE to Optus.

In the rare instances where Optus happens to be the Australian manufacturer or the initial Australian importer of CE, Optus has an established process in place to ensure such CE complies with regulatory labelling requirements.

All of Optus' mass market products and services are made available to customers through Standard Forms of Agreement (SFOAs). Our SFOAs are publicly available documents, and can be accessed on our website at:

www.optus.com.au/standardagreements

There were no instances of non-compliance in the reporting period, whereby Optus received a warning or fine from a regulatory agency in relation to the provision of product and service information or labelling requirements.

Being there in your time of need.

Low income products and financial hardship

With the economic downturn, we recognise there is a greater focus on value for money and ways to control spend. We provide a wide range of telecommunications products and services to enable customers to choose options that are appropriate for their individual circumstances.

As an example, several Optus products are offered on a pre-paid basis, which enables customers to manage their expenditure levels. Other products and services have control features built-in, such as the ability to bar certain call types for telephony services, or the ability to choose an internet contract plan which throttles access speeds once a certain data limit is reached – rather than charging excess usage fees.

This year we increased our range of cost-effective products and services; becoming the first major operator in Australia to offer prepaid wireless broadband with new pricing and expanded product offerings. We also introduced an industry first, 'yes' Timeless mobile plans providing unlimited national calls and standard national SMS to any network in the country. We believe our broadband initiatives allow our customers to pay for exactly what they need, and deliver real savings back into the household budget.

This year we also released an IOU service for our customers who run out of pre-paid credit on their mobile phone. An A\$3 credit is provided to enable the phone to stay in use until further credit can be purchased. When the user next recharges, the A\$3 is subtracted from the user's balance.

Optus has in place a financial hardship program to assist those customers who are experiencing difficulties paying their bills. We work with customers on a case by case basis to determine their eligibility for the hardship program. Eligible customers have access to a range of measures to assist them in managing their debts, such as extended payment timeframes. In 2005-06 the average number of hardship cases per month was approximately 80. This increased to an average of 200 per month in 2006-07 and since that time it has successively reduced to approximately an average of 130 cases per month.



Our response to the the bushfire tragedy highlighted what we are made of – where teamwork, innovation and commitment to our customers and community are more than just words they are fundamental to how we operate.

Helen Maisano, Manager – Corporate Social Responsibility.

One of the members of our Consumer Liaison Forum (CLF) is a representative of the Australian Financial Counselling and Credit Reform Association (AFCCRA). This CLF member provides input into our hardship program and associated policies.

Further information on our Hardship program can be found on our website at: www.optus.com.au/financialhardship

In 2009-10 we will remain focussed on offering innovative and affordable services.

Disaster response

On 7 February 2009, now known as Black Saturday, Victoria was struck by the worst bushfires ever experienced in Australia's history.

Throughout the weeks that followed this tragedy, we worked diligently with government and emergency services around the clock to ensure our networks were functional and communications not disrupted. In that first week, thanks to the dedicated work of our people, we were able to restore all our services to the fire affected regions and in doing so helped over 3,000 people reconnect. During the restoration, multiple groups across the business worked collaboratively using all our technological capability to ensure the continuation of telecommunications services in these difficult circumstances. We also assisted our customers impacted by the fires by providing free mobiles and accessories, call credits and zero rated bills.



“The swift and generous support offered by Optus in these already difficult times is a testament to Australians’ strength and unity in times of crisis, and will be remembered by all Victorians.”

Hon John Brumby, MP Premier of Victoria

“I’ve never been involved in such a 100% effort from so many people”.

Peter Bull, Law Enforcement Liaison Unit Manager, Optus

As part of our response to the Black Saturday Fires we:

- provided over 1,000 Prepaid Mobile handsets each with \$1,000 of call credits to people in Whittlesea, Traralgon, Yarra Glen, Healesville, Morwell and Diamond Creek;
- “zero-billed” any Optus customer affected by the bushfires on all their services for up to 3 months;
- made available a generator to allow those in the area to keep mobile phones charged, and also provided a supply of mobile phone chargers;
- made a corporate donation of \$250,000 to the Salvation Army Bushfire Appeal; and
- launched an employee appeal which raised an additional \$140,000 from our people.

In the first week of March 2009, Victoria again faced significant bushfire threats requiring immediate and innovative use of SMS technology. Over 1.5 million text messages advising of the risks were sent to people who were likely to be in the areas under threat. While this and our response to the Black Saturday bushfires showed that we could innovatively and quickly provide a disaster response, it has also highlighted our need to formalise a Disaster Response Policy and Plan.

In 2009-10 we will formalise our Disaster Response Policy and Plan.

Overcoming barriers to access

Optus has both a Disability Action Plan and a Cultural & Linguistic Diversity Policy. These guide our approach to ensuring the accessibility of our products and services for both existing and prospective customers.

Optus gains input into the development of policies and practices to overcome barriers for access and use of telecommunications products and services via our Consumer Liaison Forum (CLF). The CLF is a group of consumer representatives whose organisations have an interest in telecommunications issues. The consumer representatives who make up the Forum are representatives of peak body consumer and small business organisations.

CLF members, who also represent people with disabilities, assisted us in the development of our Disability Action Plan, and contribute to the Plan’s ongoing implementation. Similarly, CLF members also assisted in the development of Optus’ Cultural & Linguistic Diversity Policy.

Issues discussed at Optus’ CLF meetings are primarily telecommunications matters of interest to residential and small business consumers, including emerging technologies and accessibility of products, services and equipment. During the year, for example, members were provided with updates on the following topics:

- Optus’ Corporate Social Responsibility Strategy.
- Our key community partnerships, including information on the awareness campaigns with key partners such as Kids HelpLine.
- The National Broadband Network.
- The release of Government discussion papers, including those on the new Australian Consumer Law and the review of Telecommunications Code development processes.
- Optus products and services, such as Optus Wireless Telephony and Optus Naked DSL.
- Internet security initiatives, including Optus’ own activities in this area, and a presentation from ACMA on their Cybersmart Detectives Program, which aims to educate school-aged children on how to protect themselves online.
- Mobile Premium Services.

During 2008, with the assistance of members of the CLF Diversity Sub Committee, we reviewed and updated our Cultural and Linguistic Plan into a Policy. The purpose of the change was to develop a concise diversity policy document that could be published as part of a multi-page diversity website that includes a definition of cultural and linguistic diversity, details on past activities and how current activities are managed, and current updates.

7. Connecting Australia (CONT)

The CLF also considers rural and remote access issues with one of the member organisations specifically representing people from these areas. Of particular interest is telecommunications infrastructure and the ability of telecommunications and technology to bring a wide range of benefits to isolated communities, such as improved educational opportunities.

Accessibility is also ensured at Optus through our involvement with the development of, and compliance with industry codes of practice. Consumer protection codes of practice

are developed through the Communications Alliance, which includes consumer representatives on its Reference Panels and Code committees, and also by the Internet Industry Association (IIA). Consumers are also given an opportunity to provide input into codes of practice through the public consultation process, in which all codes to be registered with the regulator must have a period of public consultation.

When it comes to communication anything is possible

Improving accessibility

Choice, when it comes to telecommunications products and services, is important for everyone in the community, including those with particular needs or a disability.

Optus' objective is to continue to remove barriers to access to our products and services. Our focus over the past year has been to:

- improve access to our websites www.optus.com.au and www.optuszoo.com.au and launch the first phase of www.optus.com.au/accessibility that will provide accessibility updates, for example how best to view the Optus website in large font view; and
- assist the Australian Mobile Telecommunications Association (AMTA) – of which Optus is a member – and the Mobile Manufacturer's Forum (MMF) launch www.mobileaccessibility.info. This site allows customers to easily compare the accessibility features of mobile phone handsets. The Mobile Accessibility site was launched in June 2009.

We also supported demonstrations of a new real time text conversation service over the Internet, called 'text-over-IP', by Tedicore (Telecommunications and Disability Consumer Representation). The demonstrations showed the use of text-over-IP on Blackberry handsets and Optus Mobile data services.



How we are tracking.

Key Areas for Focus	2008-09 Key Commitments and Performance Indicators	Results
Customer Safety	Completion of 10 desktop audits and 3 site inspections to ensure compliance with EMF codes of practice.	✓
	Contribute to the ongoing public education and research (through funding support) into EMF.	✓
Investment and Development of Networks	Roll out our 3G Network to reach 96 per cent of the Australian population.	✓
	Invest approximately 1 billion in the development of our telecommunications infrastructure.	✓

Next year and beyond.

Key Areas for Focus	2009-10 Key Commitments and Performance Indicators	Long Term Commitment
Customer Safety	Completion of 10 desktop audits and 3 site inspections to ensure compliance with EMF codes of practice.	Minimise the potential risks associated with mobile communications technology.
Investment and Development of Networks	Roll out our 3G mobile network to reach 98 per cent of the Australian population.	Increase competition in Australian telecommunications.
	Invest approximately A\$1 billion in the development of our telecommunications infrastructure.	
Disaster Response	Develop a organisation wide policy for our disaster response to communities in need.	Agreed approach to address community needs.

8. Reducing our footprint



Optus is committed to reducing our environmental footprint by implementing best environmental practice in the management of our operations, processes, products, services and suppliers. We want to manage our business in a way that has a positive impact on the environment. Over the last 12 months we have made significant steps forward with major achievements including:

- Finding ways to reduce energy consumption in our offices and networks.
- Progressively transitioning our customers to online billing (potential saving of up to 130 trees a month!).
- Recycling approximately 5 tonnes of mobile phones through MobileMuster.
- Saving the equivalent of 10 x Olympic sized swimming pools worth of water by using harvested rainfall at our Macquarie Park Campus.
- Expanding our high-speed video-conferencing facilities to enable our people to conduct face-to-face meetings between Sydney and Melbourne without getting on a plane.

Our organisation-wide Green Task Force oversees the implementation of our Environmental Policy that provides guidance on the ways to protect the environment, conserve resources, and eliminate or minimise adverse environmental impacts and risks.

8. Reducing our footprint (CON'T)

Key Areas for Focus	Key Actions in 2008-09
Energy use	Established an Energy Efficiency Team to oversee the investigation and implementation of energy efficiency opportunities across the business. Implemented a range of energy efficiency initiatives across our networks, corporate sites, data and service centres, and stores.
Travel	Continued the implementation of our Sustainable Transport Strategy that aims to increase travel choices with an emphasis on sustainable modes of transport. Upgraded our teleconferencing facilities at our two major offices based in Sydney and Melbourne to facilitate face to face communication without the need for air travel.
Greenhouse gas emissions	Responded to the Carbon Disclosure Project. Continued to focus on ways to increase energy efficiency across our operations. Maintained our commitment to offset 50 per cent of the greenhouse emissions associated with the operation of our corporate offices.
Waste and recycling	Increased access to parts and phone recycling bins. Transitioned customers to online billing. Decreased the packaging requirements for a number of our major products.
Suppliers	Worked to determine how we could address corporate responsibility issues more broadly in our supply chain and piloted a request for information process with our top six suppliers to assess whether we were getting the right information.
Biodiversity and land management	To complement the business focus on the expansion of our 3G mobile network training for field staff was focused on rural and regional construction issues including indigenous and cultural heritage, flora and fauna, erosion and sediment control and restoration/revegetation of natural habitats. Conducted 11 environmental audits of our network installation projects.

Energy consumption and climate change.

Electricity use

Currently around 80 percent of our electricity consumption is associated with the operation of our networks. Other key sources of electricity use are our corporate offices, service centres and retail stores.

In 2008-09¹, we consumed approximately 296,297 MWH of electricity. This contains a calculated amount of un-metered

consumption of 36,467 MWH, representing the load consumed by our Hybrid Fibre Coaxial (HFC) network.

While in comparison with the previous year's performance a 5 per cent decrease can be seen, it is expected consumption will increase next year as a result of improved electricity data capture associated with the Optus network expansion.

With our business goal to expand our networks to reach 98 per cent of Australia's population, a focus on energy efficiency will be essential to managing our environmental impact.

¹The consumption data presented is for June 2007 to July 2008. This period has the most accurate electricity consumption data available to Optus. Data abnormalities in invoicing were found by Optus in October 2008 which were raised and subsequently resolved with the third party provider. However, these invoice abnormalities adversely affected Optus' ability to collate and record electricity consumption data from October 2008 to March 2009. Consequently, the electricity use component was reported for the period of 1 July 2007 to 30 June 2008, instead of our standard reporting period of 1 April 2008 to 31 March 2009.

8. Reducing our footprint (CON'T)

Energy Efficiency Opportunities

To ensure energy reductions are achieved across the business, we established an Energy Efficiency Team to oversee the investigation and implementation of energy efficiency opportunities. Representing people from across the business including management, the team met several times throughout 2008-09.

The following are examples of initiatives that were either undertaken or investigated this year to improve the energy efficiency of our networks, corporate sites, data centres and service centres.

Networks

- Assessment of the viability of renewable energy generation through solar and/or wind to power our Hybrid Fibre Coaxial (HFC) cable network that consumes approximately 10-15 per cent of our total energy use annually. Currently 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. Solar panels at our base station in Elphinstone in Victoria provided 9.5 MW hours of energy for use on this site.
- Lighting upgrades at our Rosebery Exchange – savings are projected to be 1,091 GJ within 2 years.
- Time schedules changes for air conditioning equipment at the Rosebery Exchange – savings are projected to be 2,592 GJ within four years.
- Modification and introduction of outside air through outside air cycle systems to keep equipment and transmission rooms at optimal temperature – savings are projected to be 934 GJ within four years.

Corporate Sites

- An office lighting project involved the replacement of a 2x fluoro tube light fitting, operating at approximately 90W, with an energy efficient 1x fluoro tube reflective light fitting operating at approximately 33W. It is estimated this project has reduced our CO₂-e per annum by approximately 2,500 tonnes.
- Motion detectors were installed in meeting rooms to turn off lights when rooms are unattended.

The following were undertaken in collaboration with Stockland, the owners of our head office at Macquarie Park:

- A car park lighting trial where 730 tubes were switched off with no detriment to light levels.
- Air-conditioning management in timing and efficiency.
- Motion detectors are installed in meeting and storage rooms to turn off lights when rooms are unattended.

These initiatives amongst others have to-date resulted in an annual decrease of approximately 4-6 per cent in base building electricity consumption at our Macquarie Park site.

Energy saving initiatives such as those undertaken at our Macquarie Park campus have been included in our standard building specifications and will be used in all future developments.

Data Centres

A project to consolidate six of our major data centres into two was completed in 2008. This was done using best practice data centre design to reduce the electricity requirement for cooling and included server virtualisation and increased on-site back-up storage.

Service Centres

In our Service Centres, we have instituted end of day shut down policy for all test equipment; this ensures power saving when units are not in use. During the summer months we also turn off all non-essential lighting.

Sustainable transport

We have a vision to make our peoples' journey to work as simple as possible whilst reducing impacts on the environment and the local community. To achieve this, our Sustainable Transport Strategy focuses on increasing transport choices with an emphasis on accessing Optus by sustainable modes of transport, such as public transport and cycling. While initially developed to manage the relocation of over 6,000 of our people (approximately 60 per cent of our total workforce) to our head office in Sydney's Macquarie Park in mid 2007, the Strategy now forms an integral part of our operations nationally and encourages cycling, walking, car pooling and public transport initiatives.

8. Reducing our footprint (CON'T)

Key to successfully encouraging our people to take more sustainable forms of transport has been the recognition that the way a person chooses to travel to work is often influenced by factors not directly related to that work trip. For instance the need to collect children from childcare, or pick up shopping on the way home, or working irregular hours, are often cited as reasons for driving to work. In response to this, we have developed and promoted a number of initiatives which both support our people in reducing the number of commute trips they need to make and broadens their choice of transport mode (enabling people to leave their car at home). The latest initiative we have implemented is the availability of a share car provided by 'GoGet' parked at the Macquarie Park Campus for all our people to book and use. This enables those who do not drive to still have access to a car while at work or for use to get home if working back late.

Other transport initiatives include:

- Events, such as National Ride to Work Day – More than 300 people took part in Optus Ride to Work Day Breakfasts in Sydney, Melbourne and Perth in 2008.
- Car Parking Levy – A charging mechanism to allocate parking according to needs, with priority given to ride sharers (car pooling). All residual car park revenue (after car parking lease and management costs) is reinvested in the implementation of the Transport Strategy.
- Ride Share Scheme – Over 315 groups are now registered to our Sydney car pool, equating to about 700 people sharing a ride to work on a regular basis (over 10 per cent of employees). Significantly discounted parking rates for ride share parking spaces, the guarantee of a dedicated parking space for ride share groups, on-line registration and matching service, availability of ride share etiquette 'guidelines' and FAQs, ride share promotional campaigns, availability of an 'Emergency Ride Home' facility have encouraged the uptake of this scheme.
- Public Transport Reimbursement and TravelPass Loan Metcard Discount.
- Use of video-conferencing and teleconferencing facilities to reduce the need for air travel.
- Subsidised direct bus routes from Sydney City and Parramatta to our Macquarie Park Campus.
- An onsite childcare centre, gym and a convenience store at our Macquarie campus.

Our Sustainable Transport Strategy has proven to drive continuing success in shifting our people to make more sustainable transport choices. This success is no more evident than at our Macquarie Park Campus, where monitoring data shows that approximately 45% of our people are taking active modes of transport such as cycling, public transport or walking to work. This is compared to 10% of all other employees in the local area (based on 2006 Australian Bureau of Statistics data).

Outcomes of workshops, focus groups, regular meetings of our bicycle consultation group, and our annual sustainable transport survey will be used to inform the transport initiatives to be undertaken during 2009-10.

Fuel Use

Optus runs a fleet of vehicles for operational purposes. Since 2006 the fuel efficiency of our vehicle fleet has increased by 56 per cent. This has resulted in a 37 per cent decrease in fuel use while maintaining a similar level of total kilometres travelled. This significant improvement was the result of an overhaul of our fleet in 2007 to introduce more fuel efficient vehicles.

We expect to have similar travel requirements next year as a result of our business objective to expand our networks to 98 per cent of the Australian population. Continuing the focus on a fuel efficient fleet will be important for minimising the impacts of our travel. Next year we will be undergoing a review of our fleet to ensure we have the most suitable vehicles for the purpose for which they are used. The evaluation includes an environmental component which assesses fuel consumption and resulting greenhouse gas emissions.

We also use diesel power generators at our main facilities for instances such as power failure. In 2008-09 total fuel consumption from this source was 379.82kL. This is an increase of 78 per cent from 2007-08.

8. Reducing our footprint (CONT)

Our Vehicle Fleet Profile

	2005-6	2006-07	2007-08	2008-09	% Change from 2005-06
Total Number of Vehicles	690	549	544	501	27% decrease
Total Distance Travelled (km)	20,878,344	19,809,074	21,943,197	20,543,673	1.6% decrease
Total Fuel Consumption (litres)	2,467,417	2,150,822	1,669,658	1,555,681*	37% decrease
Fuel Efficiency (km/litre)	8.46	9.21	13.14	13.50	60% increase

* Includes the fuel consumption for 12 vehicles for which fuel type and kilometres travelled is not recorded.

Fuel Use 2007-2009

Fuel Type	2007-08 Consumption (Litres)	2008-09 Consumption (Litres)	Percentage Change from 2007-08
Petrol	1,502,483	1,187,476	21% decrease
Diesel (transport)	167,175	334,139	100% increase
Diesel (generators)	213,200	379,817	78% increase

Climate change and greenhouse gas emissions

In a very short time, the threat of climate change has become the most significant issue in our society. It has been widely recognised that our climate is changing, and will continue to change in ways that will impact the way that we operate our business and live our lives. Predicted increases in the frequency and intensity of major and minor storm events will necessitate that we develop a network that is resilient to weather events. In addition, the likely price for carbon through a domestic carbon trading scheme provides economic incentives to continue to drive energy efficient technology.

We have a reasonable understanding of our carbon footprint and have been publicly reporting this in our annual Corporate Responsibility Report, and prior to this, in our Community and Environment Report since 2005. We also provided a response to the Carbon Disclosure Project this year as part of the SingTel Group and we will be reporting our carbon and energy

profile at the end of 2009 as part of the requirements of the Australian Government's National Greenhouse and Energy Reporting (NGER) Act.

Climate Change Risks

The manifestations of climate change such as higher temperatures and more frequent and intense weather events, pose physical risks to our network infrastructure that span metropolitan, rural and regional Australia. The design criteria for our facilities provide for significant safety buffers to withstand these changes, and in addition, assessments are undertaken to determine whether rebuild or redesign of network elements is required in high risk areas. Continued high quality customer service is a key business commitment, so network improvements will be undertaken to ensure services are provided securely.

8. Reducing our footprint (CON'T)

With an increased frequency and intensity of extreme weather events, there is likely to be an increased demand for services and uninterrupted supply, particularly from emergency services depending on mobile communications for their response. As we experienced in the Victorian bushfires in early 2009, where many of our base stations in the fire affected area were destroyed, redundancy in the system through the use of complimentary and developing technologies such as transportable base stations, satellite trailer and a separate system that connects to the network through a satellite mobile handset, will have increasing operational importance. The ability to respond innovatively and quickly to assist the community is a key part of our disaster response approach. Significant work has been and will continue to be undertaken following the Victorian bushfires to formalise our disaster response plan (see the Being There in Your Time of Need section of this report).

A further emerging risk to the business is the cost associated with increased energy consumption, particularly electricity, as used in operating the network and air-conditioning of exchange equipment. Our emissions footprint is substantially dependent on usage by our customers. We see a clear opportunity to actively manage and improve the energy efficiency of our operations to offset this risk through implementing a range of energy efficiency initiatives in our networks and corporate offices (see the Energy Use section of this report for examples).

Climate Change Opportunities

Optus is committed to playing its part in Australia's efforts to tackle climate change. As a telecommunications provider we foster and develop telecommunications products and services that can help individuals, businesses and communities to minimise their carbon footprint.

Modern efficient telecommunications can provide alternatives to physical travelling for business meetings by using video-conferencing or general teleconferencing. The growth of broadband communications and internet services also enable remote working and teleworking. Companies are increasingly choosing to reduce their travel related greenhouse gas emissions are working with us to find telecommunications solutions.

The provision of these solutions will be facilitated by the availability of high speed data systems by either wireless or cable delivery. We already have systems in place, and will continue to investigate opportunities for cost efficient delivery platforms.

Our Greenhouse Gas Emissions Profile

In 2008-09, our total GHG emissions arising from Optus' activities and operations were 286,496t CO₂-e. In line with the methodology outlined by the National Greenhouse Energy Reporting (NGER) Act our carbon emissions profile was calculated based on our Scope 1 and Scope 2 greenhouse emissions. Scope 1 emissions are those generated directly by Optus and sources include petrol use in our vehicle fleet and diesel generators that are used in the field. Our Scope 2 emissions are those that occur indirectly as a consequence of the purchase and consumption of electricity. For the purpose of this report we have combined these to show the total greenhouse gas emissions arising from our annual operations.

Greenhouse Gas Emissions Profile 2005-2009

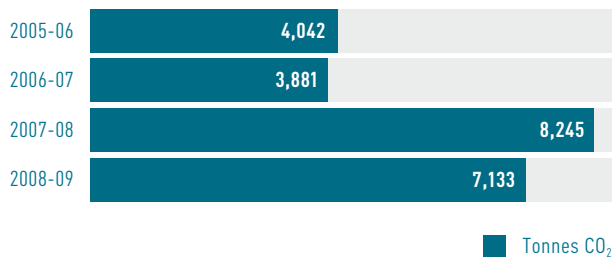


Our biggest emissions impact was associated with the electricity required to run our Australia wide network infrastructure, data centres and corporate offices. While we are working to improve the energy efficiency of our operations, we cannot draw conclusions about the reasons for the five per cent decrease in our total carbon emissions profile in 2008-09 from the previous year as a result of the issues associated with electricity use data capture in the reporting period.

While not required by the NGER methodology, we also track our greenhouse gas emissions arising from our business related air travel. In 2008-09 our emissions associated with our air travel were 7,133 t CO₂-e and included domestic and international travel.

8. Reducing our footprint (CON'T)

Greenhouse Gas Emissions Associated with Air Travel 2005-09



Following a significant increase in air travel from 2006-07 to 2007-08, we have worked to reduce our air travel through the use of communications technology such as video-conferencing and general teleconferencing. As a result of a decrease in air travel from last year, we have been able to reduce the greenhouse emissions associated with our air travel by 13.5 percent. These emissions form part of our Scope 3 profile which are made of greenhouse gas emissions from sources that occur as a consequence of our activities but are not necessarily owned or controlled by us.

Carbon Offsetting Commitment

A target of offsetting 50 percent of the greenhouse gas emissions created as a result of corporate offices by November 2007 was set and this continues to be achieved. In 2008-09 the greenhouse gas emissions created by our corporate energy consumption was approximately 37,200 tonnes CO₂e. As per our commitment to offset 50 per cent of those emissions, 18,600 tonnes of offsets were obtained from a combination of the following:

- Australian Wildlife Conservancy – Renewable Energy Certificates generated from our contribution to their Scotia Solar Panel Project.
- Green Power purchased from Lake Bonney Wind Farm.
- Gondwana Link Western Australian project.
- New South Wales Greenhouse Gas Abatement Certificates surrendered.

When it comes to communication anything is possible

Experience the virtual world for work

In 2008 Optus successfully completed one of the first Australian implementations of a multi-point Cisco TelePresence solution to aid communications between our Sydney and Melbourne offices. Cisco TelePresence is a high-definition video conferencing system which simulates an 'in-person' meeting experience over a converged (voice and data) network – in this case the Optus Evolve IP network. TelePresence allows us to replace face-to-face meetings with virtual meetings and as a result significantly reduce our carbon footprint as well as travel costs. Optus is using the TelePresence solution to monitor its success in replacing face-to-face meetings between our two major corporate office sites and will report the results next year. Based on the success of this initiative TelePresence will be rolled out to further corporate sites.

The use of communications technology, such as TelePresence, helped us reduce the greenhouse gas emissions associated with air travel by 13.5 percent in the past year.

When it comes to communication
anything is possible



Earth hour

Optus has been supporting Earth Hour since it launched in Sydney in 2007. Held annually in March in Australia, Earth Hour involves turning off all sources of power use in your home and workplace for one hour.

In 2008-09 we turned off the lights in 59 of our retail stores across Australia. We will continue to support Earth Hour as a voice against the risks of climate change in 2009-10.

Reducing the footprint of our products and services.

Every time we interact with a customer we are telling them something about what corporate responsibility means to us – whether this is how we package our products, the way we bill our customers or the way we advertise our products and services.

We hear you could do with less paperwork

In 2008 we launched an initiative to encourage customers to go online to receive their bills online and save paper. This system of billing puts customers in control by providing online access to view and pay bills; setting up bill reminders with an email or sending an SMS when the latest bill is available online; and the ability to set up regular payment options, thereby taking the stress out of making payments on time and helping customers avoid late fees.

To encourage the uptake of online billing we have introduced a Paper Invoice Fee (PIF) of \$2.20. For some of our customers however it is not possible for them to receive their bills online, so where possible, our paper and envelopes are sourced from Australian or internationally recognised environmentally accredited manufacturers. Examples are the use of paper manufactured from pulp that is sourced from sustainable/renewable fibre resources and is accredited through the Forest Stewardship Certification (FSC), Program for the Endorsement of Forest Certification (PEFC) or the Sustainable Forestry Initiative (SFI).

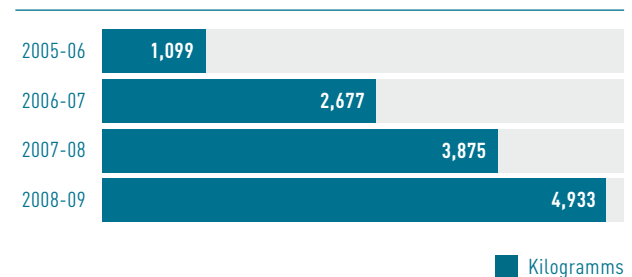
It is estimated we have the opportunity to save up to 130 trees per month if we transfer our customers to online billing. This equates to approximately 2.5 sq km per year of deforestation. Currently just under 20 per cent of all eligible bills are online. We are working to achieve a target of 40 per cent by the end of 2009-10.

MobileMuster

Since 1997, Optus has been a member of MobileMuster – a recycling initiative entirely operated and funded by the mobile phone industry. While Optus is not involved in the manufacturing of telecommunication equipment we do act as a distribution channel for mobile phone handsets and a range of accessories. As a result we play an important role in ensuring these items do not end up in landfill.

With over 3,000 collection points across Australia including Optus retail stores, MobileMuster aims to achieve a significant shift in consumer behaviour away from storing or disposing of old mobiles to recycling them. This year over 50 tonnes of mobile phones were collected from this industry led initiative with the collections from Optus stores contributing approximately five tonnes. This is a 27 per cent improvement on our last year's contribution.

Optus Retail Contribution to MobileMuster Collections 2005-2009



Parts recycling

To fill a gap of the MobileMuster program, our mobile Service Centre arranged for an onsite recycling bin to collect spare mobile parts. This has proved to be a great success with a 440 litre bin worth of mobile parts being saved from landfill at one site on a weekly basis.

Packaging

Another key area of influence where we have to reduce the environmental impact of our products is in the minimisation of product packaging. Our primary product packaging includes paper and cardboard, shrink wrap and blister packs. Pre-paid kits also include a SIM card which is housed in a plastic credit card style holder and sealed in a foil envelope.

8. Reducing our footprint (CON'T)

As a signatory to the National Packaging Covenant, we are committed to continually improve our packaging. This is a voluntary initiative across the consumer packaging supply chain to reduce the adverse effects of packaging of goods and services on the environment. There are a number of ways we are achieving this, including:

- reviewing consumer packaging and distribution practices to identify improvement areas
- establishing appropriate reporting frameworks and systems to capture consumer packaging data
- liaising with suppliers to identify packaging savings opportunities
- reviewing product labelling to assist the consumer in appropriately disposing of packaging
- adopting the Environmental Code of Practice for Packaging through the establishment of a specific committee, ensuring the principles of the Code are fully understood, communicated and considered in all relevant actions.

The focus of our work this year was to reduce both type and volume of packaging in a number of our mobile and broadband products, particularly for DVD's and SIM cards.

This included:

- actively working with our fixed broadband vendors to reduce package sizes and non-essential plastics (one project with a supplier of networking and storage equipment to small business is hoped to reduce the use of non-essential plastics in packaging by up to 1.5 tonnes per year!); and
- the development of a SIM pack that is 75 per cent smaller, and as a result, enabling us to ship more per delivery and reduce packaging requirements. The ability to ship more per delivery also reduces the greenhouse gas emissions associated with travel.

Optus store design

As the face of our company, Optus Yes stores are being progressively upgraded to reduce their environmental impact. Some aspects of our store design rolled out in 2008-09 include:

- the use of in-store digital media for advertising. This directly reduces the volume of posters and other paper materials sent to each store for advertising purposes, thus saving paper and potentially reducing our carbon footprint through the decreased need for transport; and
- installation of smarter energy efficient lighting solutions. The reduction in energy use is equated to approximately a decrease in 30 per cent per square metre across our 120 stores.

Waste and recycling.

Corporate recycling initiatives

While the biggest impact we can have on reducing our waste, in particular our e-waste, is through the work we do with our customers in programs such as Mobile Muster, we also do our bit. This year we:

- achieved a 92 per cent recycling rate of the materials disposed of at our head offices at Macquarie Park. This included co-mingled, wet/food materials, paper and electronic equipment;
- recycled 97 per cent of our printer toners and cartridges through Close the Loop (a 17 per cent increase from last year). This amount exceeded our 90 per cent recycling target. We also encouraged our employees to bring their home toner and printer cartridges to work for recycling;
- worked with Sims Metal to collect and recycle e-waste which includes old computer monitors and printers. This year, we collected approximately 160kg of equipment, which was taken to recycling centres where it was stripped and separated for raw materials recovery;
- donated over 3,100 pieces of old computer equipment to Work Ventures including desktop and laptop computers, displays and printers. Work Ventures is a not-for-profit organisation that has developed a computer refurbishment and recycling program to help narrow the digital divide that exists in disadvantaged and isolated communities. As part of this program Work Ventures partners with leading companies and government departments to provide quality affordable computer equipment to low income households, carers, schools and non-profit organisations across Australia;
- in partnership with our waste distribution service provider, purchased a waste compactor. Use of this compactor reduced our waste volume by 50 per cent, halving our transport needs and associated greenhouse gas emissions; and
- recycled 295,980 kg of the commercial batteries used as part of our mobile network and exchange infrastructure.

Printer and Toner Recycling 2005-2009



From Billboards to Burma – Optus Reaches Out

Ever wondered what happens to all those billboards you see once a campaign is over? Working with the Outdoor Media Association (OMA) and the Overseas Disaster Resources Charity, old Optus billboard advertising vinyls will soon be used to build temporary shelters and flooring in disaster affected countries. Our first shipment of vinyls headed off to Burma in 2008. This is another example of our Corporate Responsibility in action, combining our recycling conscience with an innovative way of reaching out to those most in need.

Paper use

Office paper, another material resource used in our corporate operations, is recycled at all of our corporate facilities. Working with our suppliers we now have the ability to accurately track the amount of paper we are purchasing and recycling. In 2008-09 we recycled a total of 183 tonnes in our corporate offices. There are a number of benefits that arise from recycling rather than using virgin resources, including savings in GHG emissions, energy and water. The recycling of 183 tonnes of paper saved approximately: 73 tCO₂-e of GHG emissions (that equates to 18 cars permanently removed from the road) and 4,300 thousand litres of water.

This year we have started to track the paper used in our marketing campaigns. In 2009-10 our paper used for marketing purposes will be reported.



“Ethical business practises and working in partnerships with our supply chain partners is integral: not just to Optus, but also to me personally. It is a fantastic challenge to develop a practical application to the Optus core values, and see those translated into a Supply Chain policy that all of us operate within.”

Tanya Harris, Category Manager – Supply Chain CSR.

Working together with our suppliers.

During procurement of goods and services, key decisions are made about the direct and indirect impacts we will have on the environment, our staff, the supplier’s staff, and the broader community. To ensure we are purchasing products and services that align with our commitment to reduce our environmental footprint, we have introduced a number of initiatives to help our people in their purchasing decisions. These include:

- The Optus Environment Management System requiring consideration of energy efficiency in contracts for supply of goods.
- Environmental Management Pre-Qualification being a standard requirement for all new Optus Networks construction contractors prior to being approved as a supplier. A trial of the system was undertaken in early 2008 and it found that many companies were not aware of their environmental risks. Optus has used this as an opportunity to engage with them and provide advice as to how they can improve their environmental management.

This year we worked to determine how we could address corporate responsibility issues more broadly in our supply chain and piloted a request for information process with our top six suppliers to assess their internal policies and practises, and to investigate if we are getting the right information to accurately assess the supplier’s performance in this area.

“Ethical business practises and working in partnerships with our supply chain partners is integral: not just to Optus, but also to me personally. It is a fantastic challenge to develop a practical application to the Optus core values, and see those translated into a Supply Chain policy that all of us operate within.” Tanya Harris, Category Manager – Supply Chain CSR.

In 2009-10 we will undertake a further assessment of all construction contractors against our environmental pre-qualification criteria.

In 2009-10 we will develop and roll out a supplier code of conduct, conduct a review of our supply chain against our assessment criteria and launch a supply chain policy for new business.

Vegetation and land management.

This year Optus Networks continued a large-scale project to increase the capacity of our 3G mobile services. This involved connecting fibre optic cables to hundreds of mobile sites around the country. The installation and maintenance of our network facilities (such as fibre optic cables, pits, manholes, mobile base stations, and radio and satellite dishes) poses an environmental risk with potential adverse impacts on local biodiversity and land management.

Our Environmental Management System (EMS), based on the international standard ISO14001:2004, provides a guiding framework for all our construction and expansion activities and ensures the continual improvement of our environmental performance. In addition, Environmental Management Plans (EMPs), Environmental Risk Assessments (ERAs), regular awareness raising and training initiatives, and rolling audits ensure compliance with this key management system and Optus' key environmental commitments.

Training and awareness

To keep our people up-to-date on the latest in land access issues when rolling out or maintaining our network, Optus annually implements a range of national training initiatives including:

- Environmental awareness and due diligence training for construction and maintenance staff including contractors.
- Targeted skills enhancement training for employees with environmental responsibilities (such as Project Co-ordinators and Quality Controllers).

In 2008-09, to complement the business focus on the expansion of our 3G mobile network, training for field staff was focused on rural and regional construction including: aboriginal cultural heritage; flora and fauna; natural areas of environmental significance; erosion and sediment control; and restoration/revegetation of natural habitats.

Regulation and compliance

Network facilities must comply with the Telecommunications Act 1997, the Telecommunications Code of Practice 1997 and the Telecommunications (Low-impact Facilities) Determination 1997. These pieces of regulation require Optus to carry out a number of actions during network deployment and operations, including doing as little damage to fauna habitat and vegetation as possible.

In general, facilities are planned to avoid 'areas of environmental significance' as far as practicable. However, if an area is determined as an 'area of environmental significance' under federal or state legislation and the installation in this area cannot be avoided, Optus undertakes detailed environmental assessments and obtains the relevant planning consents or permits prior to installation. This allows for the installation and maintenance work to be undertaken in a way that minimises disturbance to these areas.

To ensure regulatory compliance, Optus undertakes rolling environmental audits across our business. This year, 11 environment audits were carried out on a number of our installations, targeting the work of our construction contractors. Below is a summary of improvement opportunities identified from these audits:

- More care to be taken when working close to trees and bushland so that impacts to vegetation, including roadside vegetation, is minimised.
- Correct installation of sediment control and stormwater runoff measures.
- More attention to detail when completing the site specific Environmental Management Plan.

The findings of these audits have been incorporated into our annual training program for field staff to ensure continual performance improvements.



Track up Mount Stradbroke, QLD in the vicinity of the planned Optus underground cable installation.



Aboriginal artefacts found along the track by the representative Aboriginal group which Optus consulted with for the installation of cable up to the tower on Mount Stradbroke, QLD.



A section of the proposed fibre optic cable route in Tamworth which underwent a botanical investigation.

Impacts of our installation activities

The following is a snapshot of some of the environmental and cultural heritage issues that were encountered during our 2008-09 installation activities, and a description of the actions taken to mitigate potential negative impacts.

- In Yerrinbool NSW, Optus Networks became aware of the presence of a threatened orchid (*Genoplesium baueri*) adjacent to the proposed worksite. The preferred option was to redesign the route to avoid the region. However, as no practical engineering solution was available due to the remoteness of the site, Optus made a decision to install the conduit by directional drilling at additional cost, instead of trenching to minimise potential environmental impacts.
- In Tamworth NSW, Optus Networks engaged a professional Botanist to inspect the proposed cable route to ensure there would be no impact on the grassy white box and yellow box woodland, an endangered ecological community listed in the area. As a result of the botanical study, adjustments were made to the route.
- In Mount Stradbroke QLD, Optus Networks' contractors had started construction of a fibre optic cable route that had not yet been assessed by Optus for environmental and land access issues. The contractor contacted Optus with a question regarding the vegetation clearing that would be required. Work was stopped immediately until such time as environmental and land access clearance could be given. The environmental assessment resulted in a significant route change to avoid impacts to noted endangered and 'of concern' remnant vegetation. Furthermore, the local representative Aboriginal group was consulted regarding the proposed works and the route was subsequently inspected by their representative. Aboriginal artefacts in the form of shaped stone tools were found in the area and an agreement was established to determine how work would progress with their involvement as cultural heritage monitors. No further concerns were noted during construction.

8. Reducing our footprint (CON'T)

How we are tracking.

Key Areas for Focus	2008-09 Key Commitments and Performance Indicators	Results
Energy Use	Energy efficient lighting or systems installed across the Optus corporate property portfolio.	✓
	Ongoing review of air conditioning system operation and efficiency management.	✓
	Raise staff awareness to personal energy efficiency practices.	✓
Greenhouse Gas Emissions	Achieve 50 per cent carbon neutrality at corporate site.	✓
Biodiversity and Land Management	Construction staff to complete training annually.	✓
	Audit 10 contractor projects, to ensure compliance with our Environmental Management Plan.	✓
	Zero diesel spills or leaks.	✓
Material Use	Recycle 90 per cent of toner cartridges.	✓
	Report on waste audit results.	✗
	Divert over 90 per cent of waste generated at our head office.	✓ Over 92 per cent of our waste was diverted at this site.
	Improve and report on paper recycling rates.	✓
Product Responsibility	Increase the uptake of on-line billing.	✓ Achieved a 20 per cent uptake for eligible customer bills.

Next year and beyond.

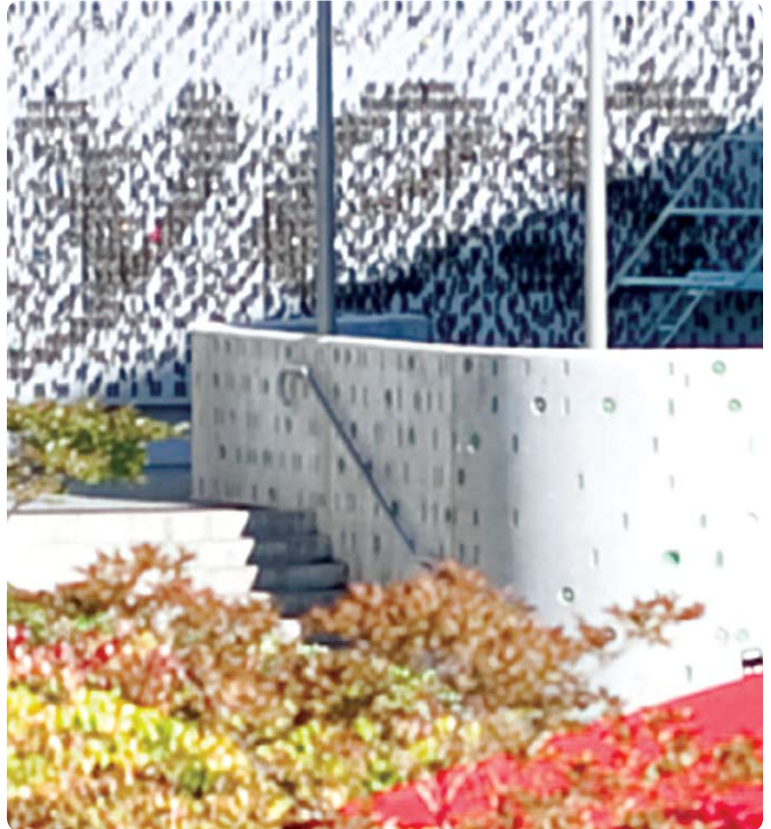
Key Areas for Focus	2009-10 Key Commitments and Performance Indicators	Long Term Commitment
Energy Use	Achieve 50 per cent carbon neutrality at corporate site.	Improve the energy efficiency of networks and corporate offices.
Greenhouse Gas Emissions	Investigate the possibility of solar panel technology to power our retail site in North Ryde, Sydney.	Minimise our greenhouse gas footprint.
Biodiversity and Land Management	Construction staff to complete training annually.	Minimise the environmental impacts of our network and installation activities.
	Audit 10 contractor projects, to ensure compliance with our Environmental Management Plan.	
	Zero diesel spills or leaks.	
Material Use	Track and report paper used for marketing purposes.	Decrease environmental impacts of our operations.
	Report on waste audit results.	
Product Responsibility	Achieve a 40 per cent uptake of eligible customers accessing their bills online.	Decrease environmental impacts of our operations.
Supply Chain	Supplier Code of Conduct rolled out to all existing supplier relationships.	Minimise corporate responsibility risks in our supply chain.
	Conduct a review of 100 per cent of established suppliers to determine compliance with the Code of Conduct.	
	Assessment of all new suppliers against the Supplier Code of Conduct.	
	Conduct a review of all construction contractors against our environmental prequalification scorecard.	

9. A positive workplace culture

The diversity of our people enables us to better understand and meet the needs of our diverse customer base and the broader community.

Our people are at the heart of what makes us different from our competitors. We aim to recruit and retain the best talent as well as create an environment where diversity is valued. Through our professional development and health and wellbeing programs, we encourage our people to develop and make the best of how they work, live and contribute to the community.

Over the past year the economic downturn presented challenges for us, like many organisations, to look at how we were spending and identify where savings could be made. We responded by focusing on our execution, by being innovative as well as being disciplined on the cost front. Cutting costs however did not mean 'cutting corners'. In 2008-09 we continued with our training, talent development and wellbeing programs. Our people are the key to our success and we invest in them for the long term.



9. A positive workplace culture (CON'T)

Key Areas for Focus	Key Actions in 2008-09
Wellbeing	Organised Family Days and Health Expos in Sydney, Melbourne, Canberra, Brisbane, Adelaide and Perth. Grew our sporting program to include the Global Corporate Challenge. Flu vaccinations provided to over 2,100 of our people. Developed business continuity plans for the Swine Flu Epidemic and restricted travel to affected international locations. Continued our Employee Assistance Program.
Occupational health and safety	Developed and implemented Health Safety Management Arrangements (HSMA) a key consultative process for occupational health and safety issues across the business. Achieved AS/NZS4801 certification of our occupational health and safety management system across our Corporate, Networks and Consumer business units.
Talent management and leadership	Reviewed the Optus Talent Strategy to have a stronger focus on succession planning. Delivered our Strategic Leadership Experience, a formal development program designed to assist our functional leaders in their roles and development. Revised our Performance Development Review process to include a separate rating for leadership.
Training and development	Held Career Development Expos in all states. Ran training in presentation and communication skills, leading change and achieving career goals. Professional development reviews held with all staff bi-annually.
Reward and remuneration	Continued to offer a number of incentives designed to recognise and reward high performance.
Diversity and equal opportunity	Conducted online training in diversity and equal opportunity. Continued to promote flexible working practices to support our people's life choices.
Organisation culture	Launched our Engagement Champions program. Trialled more interactive methods of communicating with our people. Held our annual employee satisfaction survey 'Your Say'.

Fair go.

Workforce profile

Our diverse workforce of nearly 10,000 employees spans across all major capitals of Australia. In 2008-09 we employed 9,525 full time equivalents (FTEs) through our corporate sites, divisions and subsidiaries, as well as a number of staff through our Optus owned 'yes' stores.

Percentage Workforce by Employment Type

	2007-08	2008-09
Full-time	93%	93%
Part-time	5%	5%
Casual	2%	2%

A large percentage of our workforce is employed on full time basis; however over the last two years we have had an increasing number of staff using flexible work practices. As at November 2008, approximately 38 per cent of our people were utilising flexible working practices.

9. A positive workplace culture (CONT)

Voluntary Attrition

Voluntary attrition is an important indicator of job satisfaction. The average voluntary attrition rate for our Australian operations was 14 per cent for 2008-09. This is a 2 per cent reduction on last year and is the lowest since 2004-05.

Across our call centres we have also achieved a 3 per cent reduction in attrition, which is in line with the industry average for call centres.

We recognise that in addition to our programs aimed to retain highly skilled and committed people, this decrease in voluntary attrition was partly attributed to the current insecurity in the job market as a result of the Global Financial Crisis. We will continue to track voluntary attrition as a key measure of the success of our workplace initiatives.

Voluntary Attrition 2004-2009

2004-05	15%
2005-06	15%
2006-07	17%
2007-08	16%
2008-09	14%

Diversity and equal opportunity

Recognising, respecting and valuing diversity are key Optus values. Our family of nearly 10,000 employees is a rich mix of nationalities, experience and expertise. The diversity of our team enables us to better understand and meet the needs of our diverse customer base and the broader community.

All of our people are required to complete our online diversity and equal opportunity training and awareness raising module every two years. In 2008-09 this equated to over 3,000 hours of training in diversity and equal opportunity.

We are on track to meet our target of 100 per cent completion of this course within the two year period. For the 2007-2008 offering of our equal opportunity employment online training, we had a participation rate of 72.46 per cent.

We track our diversity through a number of indicators including gender and age groups. The following is a summary of how we performed against our indicators and, where possible, industry standards.

Workforce Indicators (Percentage of Total Workforce)

	2007-08	2008-09
Female	35%	34%
Female in Executive Positions	15%	16%
Age Group		
16-29	39%	16%
30-49	44%	63%
50+	17%	21%

When it comes to communication anything is possible

Using technology to make a difference.

As a telecommunications provider we have the unique opportunity to assist our people with special needs in the workplace. In 2008 we were recognised by Vision Australia for our commitment and innovative approach to helping our people with low or no vision to enable them to fully participate in the work of their choice.

Each year Vision Australia publicly recognises and congratulates organisations, community groups and individuals for going that extra step and considering the needs of people who are blind or have low vision. Figures released by Vision Australia show a staggering 63% of the potential labour force who are blind or have low vision are unemployed – almost five times the national average.

Optus was awarded a 'Highly Commended' Certificate in the Large Business Category of Vision Australia's 2008 Making a Difference Awards. In receiving this award we were recognised for our willingness and innovation in modifying our systems to accommodate the extra needs of our people who are blind or have low vision.

We achieved this by modifying our databases to improve their compatibility with Zoomtext, a magnification and reading software program for the vision impaired.

"This is a great example of applying a practical solution to an everyday challenge, enabling many members of our community to continue living the lives they choose." Vision Australia.

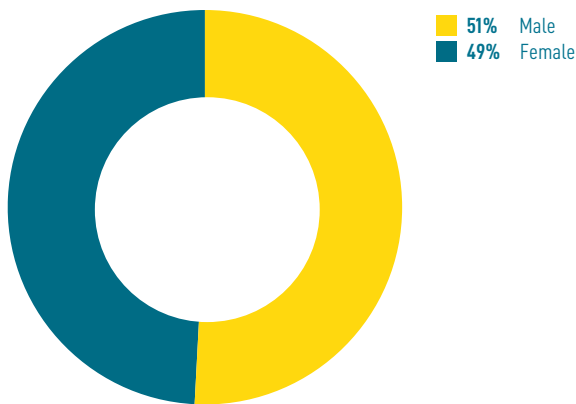
Optus also provides special services for customers with low vision and blindness including Braille billing and large font bills. See Connecting Australia for further details.

"The attitude at Optus is one of openness, and readiness to accommodate the extra needs of our clients through modifying their own systems and processes in order to enable our clients to fully participate in work."

Vision Australia



Ratio of Average Salary by Gender



- According to the Australian Bureau of Statistics women constitute less than 20% of the ICT labour market. Our workforce is notably higher than the sector average, with around 35% of being represented by women. In addition, our female employees receive on average equivalent pay to our male employees and this has been the case in previous years. This ratio of average salary is also consistent across our Executive and Non-Executive population.
- With the average age of our workforce being 37 years we continually look for ways to attract new talent. A comprehensive talent review is in place to ensure our talent pool of high and emerging potential is constantly tracked and refreshed. Programs such as our three-year engineering cadet program and a graduate program ensure we are up-skilling the next generation.
- Recognising our people have a range of priorities both within and outside the workplace, we offer flexible work practices to develop and maintain a workplace and culture that encourages and supports the diverse nature of our people and their life choices. Flexible work practices include options such as telecommuting, part-time work, job-sharing, and flexible hours.
- Optus promotes freedom of association with employee trade unions. We are committed to not discriminating in any way against any employee or potential employee because of membership or non-membership of any Trade Union or other Employee Organisation. This is consistent with our overall stance regarding non-discriminatory work practices.

Claims for Discrimination

There was one claim for discrimination in 2008-09. This claim was received externally from the Human Rights and Equal Opportunity Commission (HREOC). This claim has yet to be heard, and therefore no ruling has been made.

Workplace relations

We are committed to developing and maintaining a culture which encourages and promotes effective relationships between our people and management. All managers are responsible for fulfilling our employee relations philosophy, by developing and maintaining a climate of mutual respect, trust and open communication and representing the interests and concerns of their people to senior management. Our Human Resources team is responsible for assisting managers in achieving their accountabilities and help to recommend and implement appropriate programs in support of these objectives.

These obligations form a key part of our Employment Partnership Agreement (EPA). Our EPA reflects our commitment to promoting a positive workplace culture. Coverage of our EPA is approximately 70 per cent of our workforce.

In 2009 our EPA will be renewed in consultation with our people.

My reward

We recognise the importance of attracting and retaining the best people, so we provide competitive and innovative salary packages and benefits that demonstrate our pay for performance value proposition and integrated work-life benefits. In addition to salary, we offer a number of incentives designed to recognise and reward high performance:

Flexible Salary Packaging

Our people can tailor their remuneration to suit personal needs and circumstances. Salary packaging allows staff to choose how much remuneration is taken in cash and how much is packaged towards other benefits such as novated lease cars, shares, childcare and superannuation, as well as tax and financial advice.

9. A positive workplace culture (CON'T)

Reward 'yes' Program

The Reward 'yes' Reward and Recognition Program is our internal recognition process that allows many 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 our people can give immediate, non-monetary recognition to others – for example e-cards 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 thank people for contributing to Optus' success by celebrating employment anniversaries in a consistent manner across Optus.
- 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: immediate, quarterly and annual recognition.

Optus Products and Services

Optus provides our people with a variety of free or discounted Optus products and services, including those that help facilitate our flexible work arrangements:

- Free Broadband or wireless broadband.
- Free mobile access or discounted mobile plans.
- Discounts on home phone packages.
- Discounts on mobile phones.

The discounts provide a cost saving to our people, as well as a means to share in the Optus retail success.

Employee Referral Program

The Employee Referral Program rewards our people who refer talented candidates to us. The program recognises our people can play an important role in the recruitment process – after all, our people have a strong understanding of the company, its culture and values, and what it takes to be a success in a high performance and dynamic environment.

If Optus employs a referred candidate and that candidate stays with Optus for three months, the referring employee will become eligible for a reward. The reward for successful referral will be paid in the form of points credited to the employee's Reward 'yes' account.

In 2009-10 we will continue to work closely with our people to develop a fair and supportive workplace that promotes a positive workplace culture, and one which focuses on the customer experience we provide.

Healthy people make great things happen.

My Wellbeing

We believe healthy, balanced people make great things happen!

We take a proactive approach to our peoples' health, safety and wellbeing through a range of innovative and flexible programs. These are aimed to support our people in their professional and personal lives. Wellbeing initiatives such as our Employee Assistance Program (EAP), flu vaccinations, family days, sporting events and health expos form a part of our 'My Wellbeing', our targeted health, safety and wellbeing program.

Highlights of our My Wellbeing Program in 2008-09 included:

- The Optus Family Days attracted more than 10,000 employees and family members to a range of entertaining venues in each state.
- More than 30 per cent of our people took part in our annual Optus Health Expos in February and March 2009 which provided medical screening tests, bone density checks, iridology, massage, healthy cooking and health provider information.
- Our flu vaccination program provided over 2,100 of our people nationally with vaccinations.
- Expanding the sporting program through participation in the Global Corporate Challenge which attracted 40 Optus teams nationally.
- Business Continuity Plans were developed by each Division for the Swine Flu (Influenza A [H1N1]) Epidemic, and travel was restricted from early May 2009, to affected international locations.

Feeling a little off colour lately?

VACCINATION

20 April to 5 May 09

IS YOUR BEST DEFENCE.

Check out the dates for your site on the Health and Wellbeing website.

PEAK
Optus Health and Wellbeing

Book your flu vaccination online
<http://fluvac.optus.com.au>

yes

In 2009-10 we will continue to develop our 'My Wellbeing Program' with the aim of driving a healthy and productive workforce. Our commitments so far include: The Global Corporate Challenge, annual Health Expo, health and wellbeing seminars, Year of the Blood Donor and Bleed on Board blood donation van at our North Ryde Campus, Butt out at Work, flu vaccination program, as well as a wide range of offerings at the onsite gymnasium at our main campus.

Employee Assistance Program

The Employee Assistance Program (EAP) is a counselling and advisory service we offer our people and their immediate families. It provides professional assistance for any personal or work-related problems. The service, run by external consultants, is confidential and aims to improve employee wellbeing. Throughout 2008-09, 1,369 hours of counselling was provided and was accessed from all business units across Optus, showing a good awareness of the program across the organisation.

9. A positive workplace culture (CON'T)



We will continue to promote EAP direct and online counselling services to our people as a key means of ensuring health and wellbeing.

Sporting Initiatives

Global Corporate Challenge

The Global Corporate Challenge (GCC) is a corporate health and wellbeing initiative developed specifically for the workplace. The event was created to address the emerging health issues resulting from longer workdays, sedentary occupations and little or no exercise in people's personal lives. The program's appeal is that it increases fitness and supports individuals to be active, healthy, and more productive in a fun environment. Our inaugural launch of this program in 2008 saw 308 people participate. The NELUNE Foundation was our community beneficiary of the event, with a donation of A\$9 to The NELUNE Foundation for each of our people participating in the event.



Corporate Games

In 2008-09, Optus continued to strongly promote the Corporate Games events, with most of our state offices participating in a fun run or similar event. In New South Wales, the Corporate Games event was held in March 2009. More than 300 organisations participated, with Optus represented by a team of 327 people. We were proud to be awarded the Sport for Life Grand Award for the 17th year and collected an impressive 18 medals with close second for a Medallist award. The Sport for Life Grand Award is presented to the organisation entering the most participants. It recognises the effort and commitment it takes to organise a large team and the organisation's contribution to fitness, health, company spirit and morale.

Family Days

Optus Family Days are annual events for our people and their families, held to show our appreciation for their dedication and commitment throughout the year. These events are held in every major city around Australia. Seven Family Days were

...results indicate a significant reduction in workplace injuries over the 12-month period.

held in 2008 with a total of over 9,600 people attending. The NELUNE Foundation was a beneficiary of these events, with total close to two thousand dollars being raised.

Health Expos

We encourage our people to take control of their health. Our annual Health Expo hosts a range of talks, health screenings and programs for health management. This year, Health Expo's took place at our Sydney, Melbourne, Canberra, Brisbane, Adelaide and Perth corporate sites.

Activities at the 2008-09 Expo included:

- Blood pressure and total blood cholesterol screenings.
- Blood glucose screenings.
- Lung function screening.
- Skin checks.
- Iridology.
- Reflexology.
- Massage.

Around 21 per cent of staff attended the expos, with 76 per cent of these stating they would like to make a change to their health and wellbeing status as a result of the Expos, and 97 per cent saying they would attend again. Health Expos will continue to be run annually as a means of helping our people to monitor their own health and wellbeing.

Safety is everyone's business

Our safety philosophy is that all work-related injuries and illnesses are preventable. Creating and maintaining a safe and healthy working environment for our people, contractors, customers and visitors is of paramount importance to us. We have an overall strategy for zero lost time injuries and

we will achieve this through continuous improvement. Key components of our strategy across our business are internal and external auditing, process improvement and driving leadership around a safe working culture.

Our annual Occupational Health and Safety (OH&S) targets are set to realistically drive the business towards zero injuries. Performance against target is reviewed on a monthly basis in business unit meetings and by the Safety Leadership Council, providing a high level of governance.

In 2008-09 we continued to meet our annual OH&S target reductions for workplace Lost Time Injury Rates (LTIR) and Lost Time Severity Rate (LTSR). We achieved an 8.5 per cent reduction in 2007-08 LTIR, bettering our target of 8.6 to achieve an LTIR of 4.5. A 13.2 per cent reduction from our 2007-08 LTSR was achieved against a target of 15.2 to achieve a LTSR of 14.3 in 2008-09. Both results indicate a significant reduction in workplace injuries over the 12-month period.

The effectiveness of our OH&S systems was also demonstrated when measured against Australian government national indicators of self-insurers OH&S performance. For key indicators of OH&S, we showed an ongoing and improved performance that was generally better than the average industry performance. This performance has been consistent since the commencement of our self-insurance licence which was obtained in 2005.

Consultation, education and awareness were key mechanisms through which we were able to drive improvements in our OH&S performance in 2008-09. Following extensive engagement with our people, a key consultative process implemented was the Optus Health Safety Management Arrangements (HSMA).



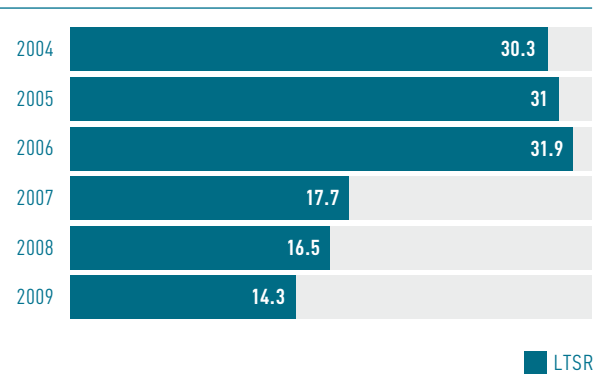
“Achieving AS/NZS 4801:2001 certification of our OH&S Management system is an important achievement, providing external verification to the business, community, and key stakeholders that our health, safety and wellbeing programs are operating at best practice.”

Elizabeth Wotherspoon, National Health, Safety & Compensation Manager.

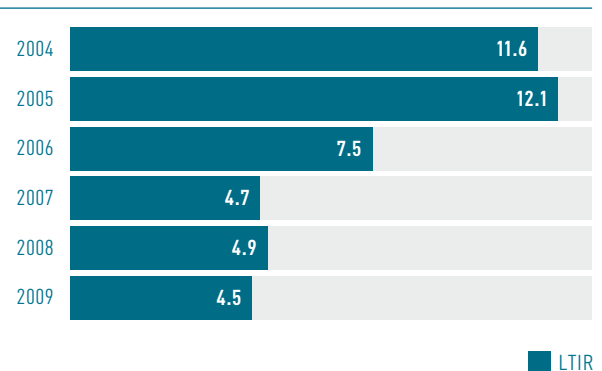
Our OH&S consultation, training and education

- 100% of our workforce is covered by an OH&S consultative framework either through our National OH&S Committee, Safety Leadership Council, Business Units workgroup meetings/formal OH&S committees or OH&S as an agenda item in team meetings.
- 50% of our workforce is covered by formal OH&S committees with elected and trained health and safety representatives (HSR) across the Optus business.
- To ensure the safety of our building and construction contractors, it is a requirement that OH&S risks and hazards are addressed at all project kick-off meetings.
- OH&S education and training is provided to all our people through a suite of 10 core training modules and a range of online and classroom based safety training opportunities.

Lost Time Severity Rate 2003-2009



Lost Time Injury Rate 2003-2009



In 2009-10 we aim to reduce Lost Time Injury Rate (LTIR) by 14 per cent to achieve a rate of 3.8, and reduce Lost Time Severity Rate (LTSR) by 27 per cent LTSR to achieve a rate of 10.4.

AS/NZS 4801:2001 Occupational Health and Safety Management System

In 2008 we achieved AS/NZS4801 certification of our OH&S Management System, across our Corporate, Networks and Consumer business units. This JAZ-ANZ certification was a requirement for building and construction works and provides the governance and external recognition of our safety management systems. Optus will require annual surveillance auditing to maintain certification along with a range of internal auditing. In 2009-10, Optus intends to obtain OH&S Accreditation under the Office of the Federal Safety Commission for building and construction works.

Electromagnetic Fields (EMF) Exposure

Our Networks business division maintains telephony and data services to residential, commercial and corporate customers. As a result, a number of our people and contractors are required by the nature of their roles to be regularly exposed to low levels of Electromagnetic Fields (EMF) emitted from the deployment of our mobile communications technology.

Our approach to managing EMF includes setting design standards and work place practices based on Australian and International EMF standards. We also have a representative from our Networks division on the Mobile Carriers Forum (MCF) EMF Steering Committee. The Mobile Carriers Forum is a division of Australian Mobile Telecommunications Association, the peak industry body for the telecommunications industry and is dedicated to managing the social and environmental implications of mobile infrastructure deployment and network operations. Working with this Committee helps to ensure all our OH&S/EMF policies are in line with industry best practice. See the Mobile Technologies and Health section of this report for further details of our approach to managing the health risks of EMF in the community.

In 2009-10 we will continue to implement best practice OH&S management, drive visible safety leadership, and provide tools and programs supporting health and wellbeing. A key prevention strategy for implementation in 2009-10 is a Fleet Safety Program, to drive positive and measurable advancement in accident prevention and driver safety and OH&S Accreditation for building and construction works.

Advancing our talent.

My career choices

Optus is committed to creating a high performing organisation to meet our vision of outstanding customer experience. To this end we have a range of programs focused on developing talent, leadership, and capability.

Capability encompasses individual development. Core gaps are identified as part of the professional development review process, and leaders guide their team members through the Optus development planning process (3Ps – Prepare; Plan; Perform) to help them identify the right type of development activity to build their capability in performing their role, and in some cases, bridge the capability gap between performing their current and next role. In principle we follow the 70:20:10 learning and development philosophy. For example, 70 per cent of activities should be experiential – with direct application to daily tasks in their role; 20 per cent of activities are through relationships – e.g. coaching, mentoring, peer support etc; and 10 per cent of activities comprise formal education. This philosophy helps to reinforce the link between return on investment in learning and development and selecting the right activity.

Career advancement opportunities are available for all our people, including opportunities to move from the retail to the corporate area of our business. We have a large number of career development initiatives that we run as part of our 'My Career Choices' program. These are targeted at different levels of professional development, to enable our people to achieve their personal and professional career goals. In 2008-09 this program included training courses in presentation and communication skills, leading change, and achieving career goals, as well as Career Expos and the Optus College that support formal and on-the-job learning.

Our Career Development Expos were held in all states. These events featured:

- Career Coaching Clinics.
- Interview Skills workshops.
- Representatives from higher education institutions.

9. A positive workplace culture (CONT)

- “Area of interest” chat rooms where people could find out about roles in different functional areas.
- Learning and development booths.

Optus was a finalist in the 2008 Australian Institute in Training and Development awards for our initiatives in career management including our intranet site, Career Expos and individual development planning process.

A further achievement in our career development program during 2008-09 was the completion of nationally recognised qualifications by 86 of our people undertaking education and training at the Optus College. To mark this occasion, graduation ceremonies were held in Melbourne and Sydney where certificates were awarded in Frontline Management, Project Management and Telecommunications Engineering. The commitment each person made to complete the assessment requirements whilst maintaining a focus on their day-to-day roles truly demonstrated the value of personal excellence.

In 2008-09, our permanent staff each received on average 20 hours of classroom-based training and undertook 0.7 hours of online training across a range of topics.

Professional Development Reviews

Decisions on learning and development are discussed formally twice a year with all our people as part of our professional development review process. This process provides our people with feedback on their achievements against their objectives and seeks to measure individual performance, both at a behavioural and job requirement level. It also allows employees and managers to identify strengths and areas for development. The goal is for 100 per cent of all employees to have a professional development review bi-annually.

All leaders are encouraged to attend workshops on building an individual development plan as part of the professional development review process to work with employees to set new objectives for the next 6-12 months. The workshops aim to provide leaders with how they can provide assistance to their employees, with the aim of all employees completing an individual development plan. Individual development plans are actively used to discuss and formulate career and personal

goals, with the intention of individual development plan discussions occurring on a regular basis.

Leadership

Leadership is the key differentiator to creating the right culture needed within Optus to drive us to successfully meet our vision. We are currently reaffirming the key leadership attributes required in our leadership population.

Our Talent Management strategy enables us to deploy capable leaders across the organisation (local or regional) to achieve our vision and business objectives. Optus identifies talented leaders through two key diagnostics – performance (professional development review), and potential to be in a more senior leadership role (through the use of an Agilities tool that measures: change, learning, results, and people skills). This allows us to have targeted accelerated development planning, and succession planning.

To support transition between one leadership level and another, we are building programs that focus development on the right skills, knowledge, and behaviours, for leading the Optus way. Currently, our suite of Leadership programs includes capabilities such as: Effective Performance Management, Recruitment Skills, Coaching, Leading your People through Change.

Our leaders are measured based on their capability to lead and develop their teams and receive regular feedback on their leadership styles through 180 and 360 degree feedback tools

A number of key programs were initiated in 2008-09 to support the development of the next generation of our leaders.

- The Optus Talent Strategy was reviewed to have a stronger focus on succession planning. One component of this strategy was a formal development program, the Strategic Leadership Experience. This program is designed to assist functional leaders with a greater understanding of their leadership strengths and areas for development. The program helps prepare leaders for the challenges of strategic roles and is delivered as a hands-on business simulation in which participants make crucial decisions

9. A positive workplace culture (CON'T)

and observe how these decisions impact on the business and the organisation. Forty of our people took part in the program this year that was run through the Macquarie Graduate School of Management.

- The first of a series of Leadership Forums were run to provide insights to external best practice. A number of our leaders were given the opportunity to attend an address by visiting INSEAD (a leading international business school) Professor Anil Gaba on the topic "Understanding the Paradox of Control".
- Approximately 600 Optus leaders participated in the launch of our redeveloped Upward Feedback tool. The tool will allow us to assess areas of leadership strength and development with the ability to review norm data across various demographics. Leaders were asked to attend a "What Now" Development Planning workshop following on from the use of the tool. The output of this information will be used as input to the professional development review process with a particular focus on individual development planning.
- Our 'Leaders of Tomorrow' program identifies people with the potential to be effective Team Leaders and guides them through a series of formal development programs, on the job projects and job rotations. This learning is further supported through a range of online leadership programs in areas such as project management, financial management, strategic planning and team development, and now also a dedicated Leaders of Tomorrow intranet site. The organisation-wide program runs for approximately 18 months and provides participants with a variety of learning methods like formal training, self study, and on the job experience. This year we had 67 participants, with 36 per cent of participants being female.
- The Performance Development Review Form was revised to reflect People and Leadership as well as Business key performance indicators. The driver for this was to highlight the importance of leadership by having a separate rating. The leadership rating will determine 30 per cent of a leader's performance.

To emphasise the importance of people management and development, we:

- integrate our People plan into our business planning process;
- measure our leaders on their effectiveness;
- require our leaders to achieve people development goals; and
- reward our managers who demonstrate exemplary people management practices through annual awards

My Optus experience.

Our staff engagement initiatives and values based 'Being Yes' program, are some of the ways we help ensure the Optus values of teamwork, integrity, challenger spirit, personal excellence and customer focus are central to how we operate. This year we undertook a range of engagement activities with our staff including the launch of our Engagement Champions program. Our aim was to use more innovative and interactive methods to communicate with our people and provide greater engagement with our Executive and leadership teams.

Employee engagement

Intranet

Our intranet provides a focal tool for everyone at Optus. The Home page is updated daily with the latest company news including the latest campaigns and initiatives across products, strategy, corporate social responsibility and sponsorships. The Home page links to sites for each of the Optus businesses and allows us to communicate important information, remain responsive to changing needs and environment, and act as a point of reference for policies, processes and internal opportunities.

Optus Jams

Optus Jams are interactive dialogue sessions held weekly across the organisation. The purpose of Optus Jams include demonstrating the importance of our values in guiding business decisions; engaging employees in business operations; gathering themes and trends to formulate some collective views about what the group can do to make positive changes; sharing discussion and knowledge around topics to create a stronger focus on what needs to change and get everyone talking the same language; and to encourage open, honest and transparent dialogue across all parts of the business.

Our Chief Executive and Senior Leadership Team also conducted Jam Sessions where they talked informally to smaller groups of people. Whenever possible, we produce videos and webcasts and post them on our intranet. Periodically we also broadcast via satellite to provide a televised update from our CEO and Senior Leadership Team to all Optus sites across Australia.

Your Say

Employee satisfaction is a key measure of the success of our initiatives to create a positive workplace culture. Since 2005, we have engaged with our people to obtain feedback on how we can improve as an employer through our annual employee satisfaction survey, 'Your Say'. In 2008 a 'Your Say' survey was conducted by Towers Perrin-ISR across Optus. This enabled us to compare our results against other Australian, global telecommunication and global high performing companies.

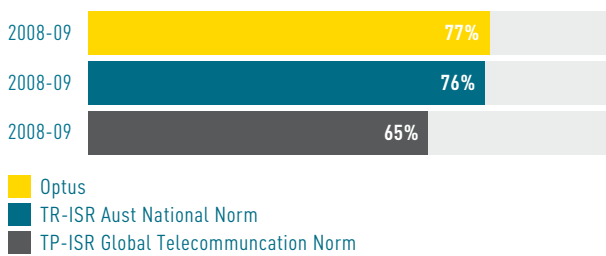
A panel of senior leaders facilitated the first quarterly forum with Engagement Champions to review progress against 'Your Say' action planning across Optus. The second quarterly event will take place in July 2009.

Results from the 'Your Say' survey are distributed to the leadership team, who shares the feedback with their managers and staff on the strengths, opportunities and areas requiring attention. Workshops and detailed action plans are also created by our leadership team to improve our working environment, and quarterly forums provide an opportunity to review our progress against identified actions and to maintain the focus on activities. Key outcomes of the survey are outlined below.

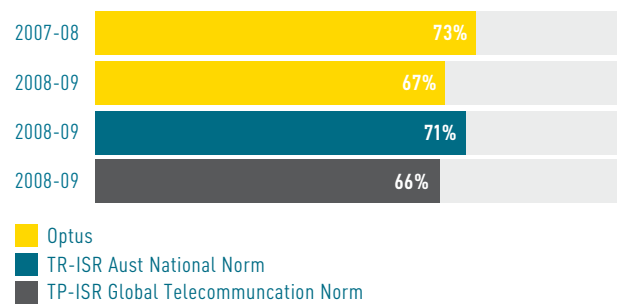
- 85 per cent of our employees at Optus took the opportunity to provide feedback, an increase from the previous year.
- Our engagement score of 73 per cent remained steady from the previous year, indicating a high level of commitment from our people to work together to shape our company.
- Corporate responsibility was identified as the key driver of engagement across Optus – and an area where Optus ranked favourably in comparison to external norms.
- In comparison to both the Australian National Norm (ANN) and Global Telecommunication Companies Norm (GTCN) the Optus Corporate Social Responsibility score of 77 per cent was above the norms by 3 per cent and 8 per cent respectively.
- Other strengths identified in the survey include values and objectives, work environment and performance management.
- A range of activities have been put in place across the company to address the 'Your Say' survey from 2008.

Corporate responsibility was identified as the key driver of engagement across Optus – and an area where Optus ranked favourably in comparison to external norms.

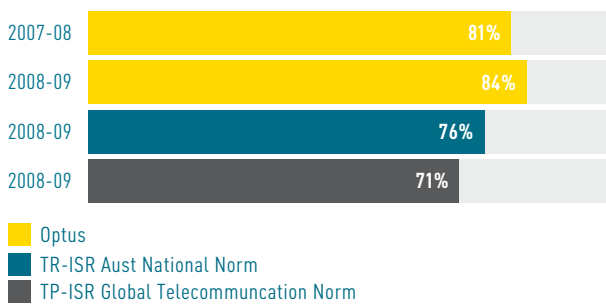
I am a proud contributor of Optus contribution to the community and society



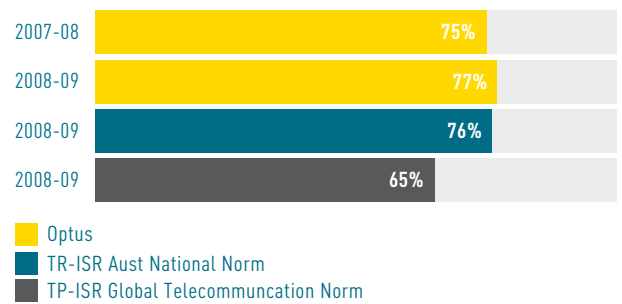
In my experience, all employees are held to the same standards of ethical behaviour



Optus leaders support diversity in the workplace



Employees are treated with respect here regardless of their role



9. A positive workplace culture (CON'T)

How we are tracking.

Key Areas for Focus	2008-09 Key Commitments and Performance Indicators	Results
OH&S	Reduce Lost Time Injury Rate (LTIR) by 8.6 per cent to achieve a rate of 4.5. Reduce Lost Time Severity Rate (LTSR) by 7.8 per cent to achieve a rate of 13.2.	✓ ✓
	Achieve and better Comcare Commission Indicator (CI) targets for 2008-09.	✓
	Develop national OH&S audit policy and program.	✓
	Develop national OH&S Committee.	✓
Emergency Management	Upgrade emergency management system to improve functionality.	✓
Health & Wellbeing	Achieve 1,000 members for our main campus onsite gym and range of classes and onsite physiotherapy programs.	✓
	Extend the Health Expo program to include our Western Australian operations.	✓
	Continue the rollout of beyondblue and Employee Assistance Program (EAP) training.	✓
	Extend our sporting program to include the Global Corporate Challenge.	✓

Next year and beyond.

Key Areas for Focus	2009-10 Key Commitments and Performance Indicators	Long Term Commitment
OH&S	Reduce Lost Time Injury Rate (LTIR) by 14 per cent to achieve a rate of 3.8. Reduce Lost Time Severity Rate (LTSR) by 27 per cent LTSR to achieve a rate of 10.4.	Zero workplace injuries.
	Achieve OH&S Accreditation under the Office Federal Safety Commission for building & construction works.	
	Implement Fleet Safety Program.	
	Achieve and better Comcare Commission Indicator (CI) targets for 2009-10.	
Health & Wellbeing	Maintain 1,000 membership for our onsite gym and increase offerings across our major campus.	A healthy workplace and workforce.
	Pilot Quit program and Butt out at work.	
	Continue to run Health Expos and sporting program nationally.	
Employee Engagement	Better the Australian National Norm (ANN) for employee engagement by 2 points in our Your Say survey.	A highly engaged workforce.



10. Building better communities



...together with our people and Optus Stores, we invested a total of A\$8.3 million towards a variety of community programs

The heart of Optus' business is communication. We provide technology and services that help keep people connected. It is for this reason we align our key community investments and partnerships with programs and organisations that connect disengaged youth to enable them to reach their full potential in life as well as provide access to communications to those who are isolated due to disadvantaged circumstances.

This year, together with our people and Optus Stores, we invested over A\$8.3 million towards a variety of community programs, launched our new program Connecting Community Grants, and enabled more than 15 per cent of our people to volunteer their time to a community cause of their choice.

Key Areas for Focus	Key Actions in 2008-09
Community Investment	<ul style="list-style-type: none"> Launched the Connecting Communities Grants Program. Launched the Bushfire Appeal to enable our people to show their support to the Victorian communities devastated by the Black Saturday Bushfires. Grew support for our workplace-giving program, Answering the Call.
Community Partnerships	Continued to support our 13 community partners with a key focus on programs that are helping to assist disengaged youth and reduce the causes of social isolation.
Workplace Giving and Volunteering	Continued to grow our workplace-volunteering program, increasing the number of volunteering opportunities available including those that provided professional development opportunities for our people.

Community investment.

Our contribution to community programs ranges from financial contributions, in-kind and project specific costs, employee mentoring, volunteering and fundraising. Our retail stores are also involved in fundraising and facilitating customer donations to our selected community partners.



We measure our contributions using the London Benchmarking Group (LBG) model. This model provides us a standardised way of determining and valuing our inputs, as well as measuring the outputs and outcomes of our community investment.

Below are some of the ways that Optus, our people and franchises have supported a range of community organisations to achieve their goals this year.

Connecting community grants

In 2008 we launched a Connecting Communities Grants program to be able to say 'yes' more often to those in need. In line with our community investment focus areas, grants are awarded to community organisations that help reduce social isolation and reconnect disengaged youth. This year funding was granted to 23 community organisations from metro and regional areas of Australia to enable them to continue to deliver positive social outcomes. Grant recipients included the Rural Housing Network, Youth Enterprise Trust, Jobsupport, Youth Focus and Barnados Australia. Each of these recipients have projects that aim to provide youth and socially isolated individuals with new opportunities and skills, access to education, or the ability to strengthen support networks to reconnect disengaged young people into community life.

Rural Housing Network

Project: Homework Club

Rural Housing Network is a leading provider of social and community housing services that helps to address homelessness and housing affordability by using strong client, community and corporate partnerships. It has become apparent there is a lack of services for young people who are disadvantaged and need positive peer support and academic support outside the main school system. Unless these young people are encouraged, they can become invisible in their community and disengaged. It is the positive mentors and workers from the community who help these young people to be a part of the community by reengaging them in a flexible program that targets their needs.

Youth Enterprise Trust

Project: YET Wilderness Program

Youth Enterprise Trust (YET) is an independent charitable organisation established in 1991. YET assists disadvantaged young people (aged 16 – 24 years) through a personally challenging and intense program that begins in the wilderness of the Carnarvon Ranges in Central Queensland, before moving to semi-rural South East Queensland for practical follow-up. The program seeks to assist disadvantaged young Australians in the transition to healthy and self-reliant young adulthood.

Jobsupport

Project: Open Employment for People with Disability

Jobsupport is the primary organisation in Sydney specialising in placing, training and maintaining people with a significant intellectual disability in open employment (not sheltered workshops or activity programs). Young people with significant intellectual disability have limited options after school: sheltered workshops, post-school activity programs and open employment. It is difficult for people with significant intellectual disability to maintain a job in open employment without Jobsupport's assistance. Jobsupport has 40 clients a year on a waitlist and will utilise the funds to place waitlisted clients.

Youth Focus

Project: Fresh Minds

Youth Focus provides assistance and treatment to youth through a range of youth suicide early intervention and prevention services. The roadmap to address the prevention of youth suicide, depression and self-harm comprises youth counselling, family counselling, peer support camps and programs, mentoring, group work and community education talks and presentations. The Fresh Minds program will provide a rural community with a resource to trial early intervention based services to young people (12-18 years) who are at risk of suicide, depression or self-harm. The resource will provide services on-site or on an outreach basis according to the individual needs of the client. The project connects and assists socially isolated individuals or disengaged youth with a focus on evidence based strategies to ensure requests for counselling are met.

Barnardos Australia

Project: Yalmambirra Learning Centre

The Yalmambirra Learning Centre is a multi-faceted and holistic program that aims to reconnect 5-18 year olds who are at risk of disengaging with their family, community, education, training and employment and who are at risk of suspension and or dismissal from school. The project encompasses two crucial aspects of child welfare work; it will provide intervention in the short term and prevention in the longer term. The Yalmambirra Learning Centre will bring disengaged and socially isolated youth in Wellington together in a supportive and nurturing environment. The learning centre staff and volunteer community members (including indigenous adults) will provide positive role models and facilitate links with other Barnardos and community services and supports.

Answering the call

This year, a total of A\$320,000 was donated towards our 13 charity partners by our people through our workplace giving program, Answering the Call, which is matched by Optus dollar for dollar.

Our 13 charity partners represent a range of causes from environment, health, disadvantaged youth, animals, children and overseas aid and development. There has been a steady increase in giving since the program began in 2005 – which allows our people to donate to their favourite charity pre tax. Highlights of some of what our charity partners have achieved with our support in 2008-09 can be found in the sections that follow. For further information on our charity partners and our Answering the Call program, go to the Optus website.

Bushfire Appeal

In the aftermath of the devastating Black Saturday Bushfires in February 2009, we launched a Bushfire Appeal Fund to enable our people to express their support. The generosity of our people was tremendous with over A\$140,000 donated in a very short time and our SingTel colleagues in Singapore also contributed to the appeal. In addition to the funds raised Optus gave a company donation of A\$250,000 with all proceeds going to the Salvation Army for their relief and rebuilding efforts. For further information on our response to the Black Saturday Bushfires see the Being there in Your Time of Need section of this report.

Starlight Children's Foundation

Each year Optus supports the Starlight Children's Foundation through a Starlight Day campaign and our 2008 program was a huge success. We raised an impressive A\$73,586 through fundraising at our Optus sites and Optus stores and over 240 Optus staff volunteered over 1,200 hours to help make the campaign possible. All funds raised will go towards Captain Starlight and their quest to bring smiles to the faces of ill and hospitalised children. This year we included fundraising through Star Parties in addition to selling their merchandise in our stores. The parties proved to be a great success amongst our people with 18 Star Parties held.

Our franchises

Throughout the year our Franchises hold a number of fundraising events and conduct in-store fundraising activities to support local and national community organisations such as the Starlight Children's Foundation.

In 2008-09 our Franchises raised over A\$370,000 for Starlight Children's Foundation through their annual ball and raised an additional A\$30,000 through the selling of merchandise for the annual Starlight event.

The Optus World Community Fund also contributed more than A\$40,000 to local community events and activities across Australia.

Connecting people is what we do best.

The focus for our community partnership programs is in assisting disengaged youth and reducing the causes of social isolation. Social isolation can be caused by a range of factors including physical, emotional and geographic. Disengaged youth are young people who due to poverty, lack of education, homelessness, and limited employment opportunities have become disconnected from society. To help address these issues Optus facilitates the building of social networks, increase participation in community or family life and leverages telecommunications capability to enable access to health and education services.

Kids Help Line

Kids Help Line is Australia's only free, private and confidential, telephone and online counselling service for young people aged up to 25. During 2008, Kids Help Line answered almost 300,000 telephone, web and email contacts from young people in need.

As a leader in delivering innovative communications solutions for business, Optus is committed to supporting and expanding Kids Help Line services through facilitating greater interactivity between counsellors and young people. Optus has worked with the Kids Help Line for nearly ten years to provide technological and financial support, such as real-time web counselling and free calls to the Help Line from Optus mobile phones. The aim of the Optus and Kids Help Line partnership is to socialise the Kids Help Line contact points (phone number, e-mail and web) with kids to be as accessible as possible to young Australians who need to talk with someone.

Each year, we have conducted a large advertising campaign to assist Kids Help Line. In the past this was to drive awareness of the phone number and the kinds of issues that Kids Help Line can assist with. Last year the campaign focussed on parents and carers to address the more proactive communicative role that parents can take in family relationships. Family relationships have consistently remained the number one reason young people contact Kids Help Line. Parents struggle to find time to balance work and family and sometimes do not know how to best communicate with their children. A small change in how parents communicate with their children

makes a huge difference. Optus and Kids Help Line have jointly developed a website to address these insights and provide a resource to assist parents www.talktoyourkids.com.au

Pro Bono Marketing Support

We also ran a pilot program to provide Kids Help Line with pro bono marketing support from volunteers within our Consumer and Corporate Marketing teams. The purpose of the program was to provide our people with the opportunity to work on a community project, broaden their marketing skills, inspire new ideas and further demonstrate Optus' commitment to corporate responsibility.

The pilot project successfully provided Kids Help Line with:

- primary research and case studies on the benefits and challenges of using a brand ambassador; and
- consultative advice in the development of a brand ambassador strategy for Kids Help Line.

We aim to continue to increase the awareness of the Kids Help Line valuable services to young people in need and looking at how we can use our products and technology to be able to do this.

Australian business community network

Optus is a founding member of the Australian Business and Community Network (ABCN) which was formed in 2005 to educate, equip and challenge members to use their business skills and resources collaboratively for greater positive social impact, specifically in the area of education by engaging with high school students and educators.

This year 192 Optus staff mentors participated in ABCN programs throughout Australia, providing approximately 1,766 hours of mentoring to over 250 students. Optus sites including the Optus World Store in Perth, a call centre and our Media Solutions studio – to name a few – opened their doors to Year 10 and 11 students around Australia as part of the ABCN's Annual Career Choice Day. Students from schools including Sunnnybank High (QLD), Chester Hill High (NSW), John Forrest Senior High (WA) and Epping Secondary College (VIC) were amazed and inspired by the diversity of careers available at Optus. Our people from across Networks, IT, Consumer and

10. Building better communities (CON'T)

Human Resources supported the day by sharing their own career journeys to broaden students' awareness of the career choices available to them. As a founding member of ABCN, Optus was one of the many leading organisations participating in the Career Choice Day, which provided over 1,400 students with a glimpse into the real world of work and careers.

The ABCN partnership also provides personal and professional development opportunities for our people. In 2008-09, two of our people were also seconded to ABCN as a professional development opportunity. Karen Carmichael, Optus General Manager, IT Commercial won 2008 Corporate Volunteer of the Year for her work with Lurnea High School as part of this program.

Youth Off The Streets

Through our support of the McIntosh House, Youth Off The Streets' semi-independent living and mentoring program we are helping to get Australian youth off the streets. A recent study by the Australian Government on homelessness highlighted that of the 100,000 Australians who are homeless each night, 46,000 are under 24 years, with almost one in four homeless people under the age of 18.

McIntosh House assists young people to develop the skills, self-esteem and positive social connections necessary to live drug and crime free lives and to help them achieve their personal goals. The young people entering the program are at a point in their personal development where they are ready to pursue further education, training or employment and wish to begin the process of reintegration into mainstream society.

Funds raised by Optus in 2008-09 contributed to the McIntosh House sport and recreation program, life skills program and to general household expenses like meals, and toiletries for the residents. Some highlights for residents included the weekly life skills workshops, which enabled them to gain insight into a wide range of topics and learn new skills. In 2008, 18 young people went through the program, with many now moving in to training, employment, reconnecting with their family or moving into independent housing

Our volunteering efforts also increased in 2008-09, with Optus people participating in the Youth Off The Streets mentoring

program, which provides valuable support, inspiration, direction and motivation to the young people of McIntosh House. Over 45 Optus people volunteered their time to Youth off the Streets in 2008-09 including painting, renovations, fundraising and holding social events for the youth, including BBQ's.

Wesley Mission

This year, we engaged the Business Service of the Wesley Mission to undertake the landscaping and gardening at our environmentally award winning Macquarie Park Campus in New South Wales. The challenge of finding suitable employment opportunities for people with disabilities is great. By employing the services of Wesley Mission we see a unique opportunity to play a role in assisting people with disabilities in sustainable employment. Wesley Business Service is an activity of the Wesley Mission that exists to provide training and employment opportunities for people with disabilities so that they can enjoy an improved quality of life. Their services provide employment and training opportunities for 120 people with disabilities. For people with a disability we believe it important to provide opportunities where they can confidently use their skills and the property maintenance industry is a great fit for those preferring physical activity.

Bell Shakespeare

The Bell Shakespeare Company is a national touring Shakespeare theatre company committed to taking their productions and educational experiences across Australia.

As principal education and youth sponsor, Optus is associated with Bell Shakespeare's Actors at Work, School Performances and Productions, Student Workshops, Teachers' Master classes, Shakespeare in Action (an outreach program for disadvantaged youth), and Optus under 27s (a young adult ticketing policy that provides an allocation of \$25 seats for under 27s).

In 2008, Bell Shakespeare Education reached 92,244 students and teachers across Australia, with 623 specialised education activities such as school performances, student workshops, regional access workshops, teacher workshops, forums and Actors At Work performances. The Actors At Work teams gave a total of more than 550 performances. Through the continued

10. Building better communities (CONT)

innovative use of transport and technology supplied by Optus, Bell Shakespeare Education took diverse programs to students who too frequently miss out on live interactive opportunities. Further outcomes of the technological support provided by Optus in 2008-09 included 5,126 users accessing online resources including podcasts and a discussion board. This represents a steady increase in student and teacher interaction with Bell Shakespeare since the introduction of these online resources in 2006.

Australian Wildlife Conservancy

Our partnership with Australian Wildlife Conservancy (AWC) is our major community environmental partnership.

2008-09 was very productive for the Optus AWC partnership – one that has reaped some very positive returns for Australia's threatened wildlife. The partnership gathered momentum with two new projects being added to the conservation portfolio, with results across all conservation projects continuing to be outstanding. Examples include:

- Optus assisted with the acquisition of around 20,000 acres of desert wilderness at Kalamurina Wildlife Sanctuary – now the largest private reserve in Australia.
- August 2008 saw the launch of a new project where Optus helped to fund AWC's first biological survey of Piccaninny Plains. The results confirmed the exceptional significance of this property for the threatened fauna of Cape York.

In addition to providing direct financial support for our on-ground projects, Optus has played a key role in helping AWC to raise public awareness about Australia's threatened wildlife through a range of innovative communication channels linked to the Optus website and customer network. The www.optus.com.au/wildlife microsite has now grown to 30,000 members who can download educational material and track our progress online.

By leveraging our technology and market reach, Optus has taken AWC's conservation message to several million Optus customers around Australia, recruited hundreds of new donors for AWC and generated a significant level of donations. Most importantly, it is demonstrating how we can make a real difference for Australian wildlife.



Brent Gerstle offering environmental expertise in Laos.

Optus people get engaged.

Optus provides opportunities for our people to support through paid volunteer time causes they are passionate about. In 2008-09 more than 15 per cent of our people contributed their time either as a team effort or as individual for various community programs – a 10 per cent increase from last year, providing in total over 14,200 hours of support (this equates to 1,898 working days or 5 working years for one person!). Activities throughout the year ranged from cleaning or painting a community centre, mentoring young people, running a training course or workshop, looking after animals, planting trees, or cooking a meal at homeless shelters.

Our national volunteering program enables our people to take one day paid volunteering leave a year, and in 2008-09 we increased the number of volunteering opportunities that we made available such as engaging our people in the local North Ryde community where 6,000 of Optus employees are based. Our expansion of volunteering opportunities will continue in the next 12 months.

Optus lends environmental expertise to Laos

Optus Environmental Affairs Manager Brent Gerstle set off to Laos to provide his expertise on a renewable energy project for rural and remote communities through CARE International. "This is a great project to apply some in-stream hydro techniques for power which will free up large amounts of



“When I mention the Laos Project, people have been really impressed with Optus’ commitment to volunteering and corporate responsibility. And it’s a fantastic personal development opportunity for me!”

Brent Gerstle, Manager – Environmental Affairs.

labour, particularly for women, in these remote areas,” said Brent. Brent was awarded the secondment as part of the 2009 Optus International Corporate Volunteering Program. Open to Senior Managers, the program provides an exciting and effective opportunity for Optus people to make a difference in developing countries in the Asia Pacific region. “When I mention the project, people have been really impressed with Optus’ commitment to volunteering and corporate responsibility,” said Brent. “And it’s a fantastic personal development opportunity for me!”

Corporate volunteer of the year

Optus’ IT Commercial Director, Karen Carmichael has been awarded the title of 2008 NSW Corporate Volunteer of the Year. The award recognises Optus, and Karen for her volunteering with the Australian Business Community Network and the outstanding work she has done (along with other Optus colleagues) with Lurnea High School in Sydney’s south-west. “This program is about making a heart felt difference to students where it really matters – expanding their horizons to move beyond the circumstances that threaten to limit them, so they may reach their full potential.”

Help for better homes farm

A nine-strong team from Optus used their Volunteer Leave to help out at the Canyonleigh Better Homes Farm in Sydney’s Southern Highlands. The Farm is home to young people who have been rescued off Sydney’s streets, or would have wound up in a Juvenile Justice Centre. They live on the farm and go to

school there, as well as performing some community support, such as Landcare, where they learn additional skills. The team enjoyed the day’s work and the opportunity to learn a bit more about Youth Off the Streets.

Optus connects with the Philippines community

In a first for Optus, in 2008 we took our community programs focus offshore in a joint community initiative – the Community Scholars Program. Our Corporate Social Responsibility (CSR) and Consumer Care teams are working with the Management and staff of 24/7 Customer (our Philippines outsource partner), together with World Vision Philippines, to assist with the development and educational needs for 50 disadvantaged children in the local community of Dasmarinas, Cavite, Philippines. Staff from 24/7 are volunteering their own time once a month over a 12 month period to facilitate workshops and learning activities. The official launch of the program, facilitated by World Vision Philippines, was attended by our Outsource Operations Manager, as well as 20 staff from 24/7. At the first learning workshop, 24/7 staff participated in English communication skills training aimed at improving the children’s listening skills, grammar and pronunciation in a fun way. As part of the program, we will be exploring how our Australia-based call centre people can also get involved.

“This program is about making a heart felt difference to students where it really matters – expanding their horizons to move beyond the circumstances that threaten to limit them, so they may reach their full potential.”

Karen Carmichael, 2008 NSW Corporate Volunteer of the Year.



Bushcare and national tree day Bushcare

Optus staff from our corporate campus in Sydney volunteered their time with the local Ryde Council Bushcare group to help with the regeneration program along Shrimptons Creek in Booth Reserve, North Ryde. This reserve is located in the immediate vicinity of the Optus Centre. In total, there were 3 groups participating, a total of 19 staff and 107 hours of time volunteered in September, October and December 2008.

National Tree Day

Staff from the Land and Environment Group of Optus joined in on the annual National Tree Day activities on Sunday, 27 July 2008. The team helped plant native seedlings to revegetate a reserve on Lambert Street in Cammeray NSW.

10. Building better communities (CONT)

How we are tracking.

Key Areas for Focus	2008-09 Key Commitments and Performance Indicators	Results
Community Investment	Ongoing improvement in reporting and measuring our community investment data.	✓
Community Giving	Achieve 5 per cent staff participation in workplace giving.	✓
	Increase support of programs across Australia that help to decrease social isolation and provide support for disengaged youth.	✓
Workplace Volunteering	Achieve 4,000 hours of staff volunteering in community activity.	✓ Surpassed target achieving more than 14,200 hours in staff volunteering for various community programs.

Next year and beyond.

Key Areas for Focus	2009-10 Key Commitments and Performance Indicators	Long Term Commitment
Community Investment	Increase community investment activities to address disengaged youth and provide solutions for social isolation.	To provide lasting impacts in the community to help build inclusive and connected communities.
Community Giving	Increase Optus people engagement in community giving programs.	
Workplace Volunteering	Achieve 20 per cent participation in volunteering programs.	

GRI Index

Index Key

✓	Disclosure addressed
NR	Not reported
NA	Not applicable

Standard Disclosures – Profile

Profile Disclosure	Description	Page #	Inclusion	Comments
1. STRATEGY AND ANALYSIS				
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	✓	
2. ORGANISATIONAL PROFILE				
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	✓	
3. REPORT PARAMETERS				
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.
4. GOVERNANCE, COMMITMENTS, AND ENGAGEMENT				
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 http://home.singtel.com/about/singtel/corporate_governance/corporate_governance.asp Also SingTel Annual Report 2008-09 (pp. 16, 60-65) at http://home.singtel.com/investor_relations/annual_reports/default.asp
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 http://home.singtel.com/about_singtel/board_n_management/board_of_directors/boardmgmt_boardofdirectors.asp
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 http://home.singtel.com/about_singtel/board_n_management/board_of_directors/boardmgmt_boardofdirectors.asp
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 http://home.singtel.com/investor_relations/annual_reports/default.asp
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 http://home.singtel.com/investor_relations/annual_reports/default.asp
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 http://home.singtel.com/investor_relations/annual_reports/default.asp
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 http://home.singtel.com/investor_relations/annual_reports/default.asp

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 http://home.singtel.com/about_singtel/corporate_governance/corporate_governance.asp
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 http://home.singtel.com/investor_relations/annual_reports/default.asp
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
DISCLOSURES ON MANAGEMENT APPROACH (DMAS)				
DMA EC	Disclosure on Management Approach – Economic	GRI Index	✓	See SingTel Financial Report at http://home.singtel.com/investor_relations/annual_reports/default.asp
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
ECONOMIC PERFORMANCE INDICATORS				
EC1	Direct economic value generated and distributed.	4, GRI Index	✓	Also see SingTel Financial Report at http://home.singtel.com/investor_relations/annual_reports/default.asp
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	✓	
ENVIRONMENTAL PERFORMANCE INDICATORS				
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.
SOCIAL PERFORMANCE INDICATORS: LABOUR PRACTICES AND DECENT WORK				
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 http://home.singtel.com/about_singtel/board_n_management/board_of_directors/boardmgmt_boardofdirectors.asp
LA14	Ratio of basic salary of men to women by employee category.	58	✓	
SOCIAL PERFORMANCE INDICATORS: HUMAN RIGHTS				
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
SOCIAL PERFORMANCE INDICATORS: SOCIETY				
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

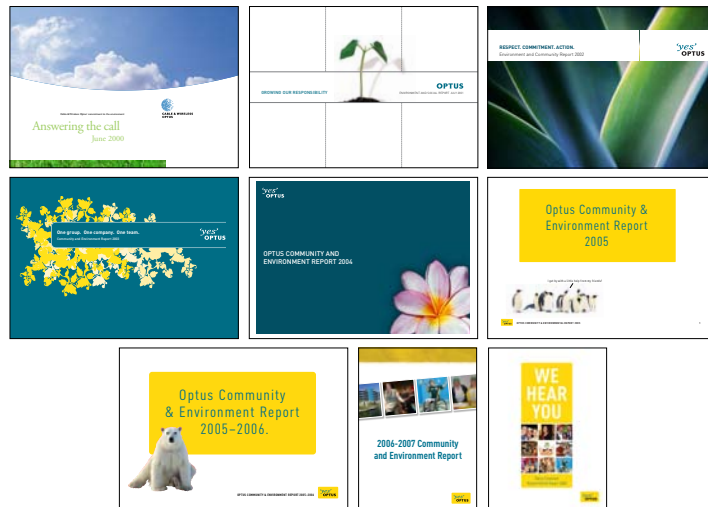
Performance Indicator	Description	Page #	Inclusion	Comments
INTERNAL OPERATIONS				
I01	Capital investment in telecommunication network infrastructure broken down by country/region.	24	✓	
I02	Net costs for service providers under the Universal Service Obligation when extending service to geographic locations 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	✓	
PROVIDING ACCESS				
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	✓	
TECHNOLOGY APPLICATIONS				
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.

Find out more

Visit our website to view all our reports
www.optus.com.au



Get in touch

We welcome your feedback on our CR performance and your views on this report. Please contact us at sustainability@optus.com.au