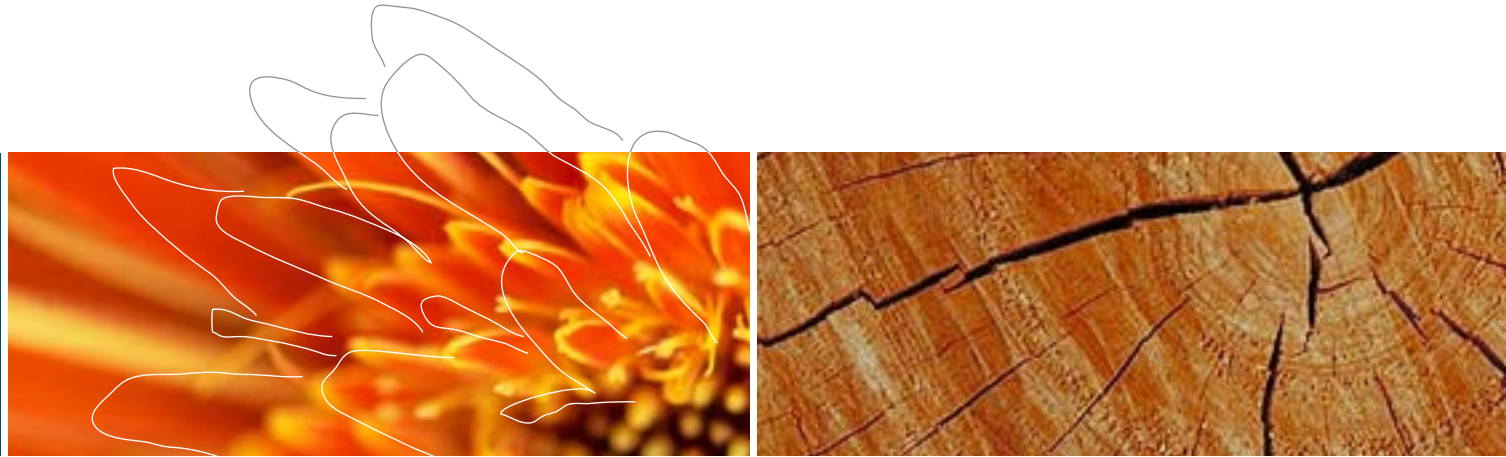


RESPECT. COMMITMENT. ACTION.

Environment and Community Report 2002

'yes'
OPTUS

CONTENTS



This report has been prepared with reference to the Global Reporting Initiative's (GRI) June 2000 Sustainability Reporting Guidelines. GRI's mission is to promote international harmonisation in the reporting of relevant and credible corporate economic, environmental and social performance to enhance responsible decision making. Financial reporting is presented separately from this document.

Message from the Chief Executive	2	Uniting family and friends	25
Optus in the Australian community and environment	3	Protecting landscape, heritage and ecology	26
Optus people and values	5	Minimising visual impact	28
Consumer initiatives	7	Challenge of the EME debate	29
Optus Environmental Policy	9	Facing the future	30
Compliance, environmental audits, and external reviews	10	Feedback and contacting Optus	31
Environmental training	11		
Reducing resource consumption	13		
Recycling and reducing waste	15		
Working with communities	17		
Environmental targets and commitment to the community	19		
Working for communities	23		

MESSAGE FROM THE CHIEF EXECUTIVE



We are part of the **community** we serve and we are working hard to make sure we meet the community's expectations and operate in an environmentally and socially responsible way.

This is the third Optus Environment Report reviewing our public commitment to protecting the environment and the concept of sustainability. For the second year, information on meeting our social responsibilities has also been included.

Optus serves more than five million customers every day with a broad range of communications services. We are part of the community we serve and we are working hard to make sure we meet the community's expectations and operate in an environmentally and socially responsible way.

I am delighted to report that this year, in part due to our improved Environmental Management System and training program, we have had no incidences where environmental laws or regulations have been breached.

This result could not have been achieved without the commitment and vigilance of our staff and contractors who now face the challenge of maintaining this record.

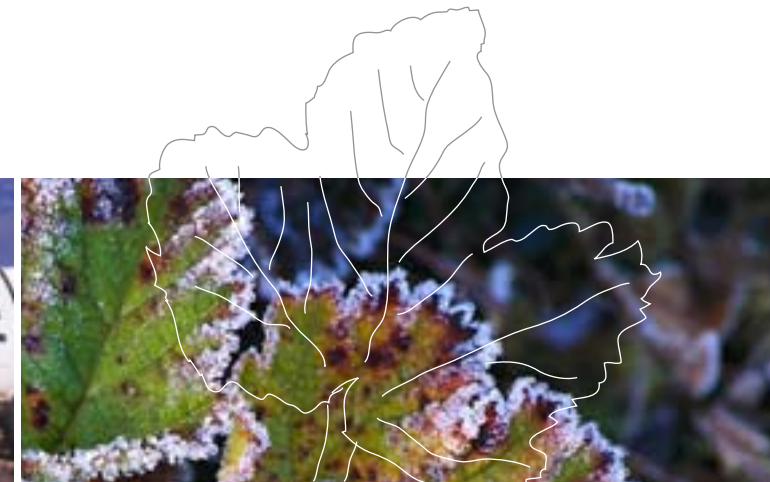
While our Environmental Management System will continue to be reviewed and improved, more attention is now being given to our internal activities to minimise energy use and reduce resource consumption. This will include considering environmental issues in the supply of goods and services in all our contracts.

Just as we have improved our environmental performance we have also been working hard to meet our social and community obligations. These too are reported here.

Our determination to meet the community's expectations and values will continue as will our open reporting of our actions in these areas.

Chris Anderson – Chief Executive
Singtel Optus Pty Limited

OPTUS IN THE AUSTRALIAN COMMUNITY AND ENVIRONMENT



The change of ownership has not altered our commitment to being environmentally and socially responsible or our **commitment** to the principles of sustainability.

Optus started providing telecommunications services to the Australian community in 1992. The company has had a change of ownership since the last report and Optus is now wholly owned by Singapore based, Singapore Telecommunications Limited (SingTel). The change of ownership has not altered our commitment to being environmentally and socially responsible or our commitment to the principles of sustainability.

Optus aims to be a world leader in managing environmental issues associated with the development and operation of a major telecommunications network.

We hope to achieve this by continuing to install, develop and maintain a high quality telecommunications network that has minimal impact on the natural and built environment.

The extent and range of our telecommunications services are outlined on the map on the next page.

We recognise that we cannot construct and operate our communications network unless federal, state, local government authorities and the community have confidence in our environmental planning and management processes.

Consideration of the environment is included in planning, designing, constructing and operating our telecommunications network and is driven by connecting our policy, management systems, reporting and implementation procedures.

This annually produced Environment and Community Report meets our commitment to public reporting. We report on the effectiveness of past environmental targets and identify future targets based on an assessment of our environmental performance. We also report any environmental incidents that occurred during the year. This year there are none to report.

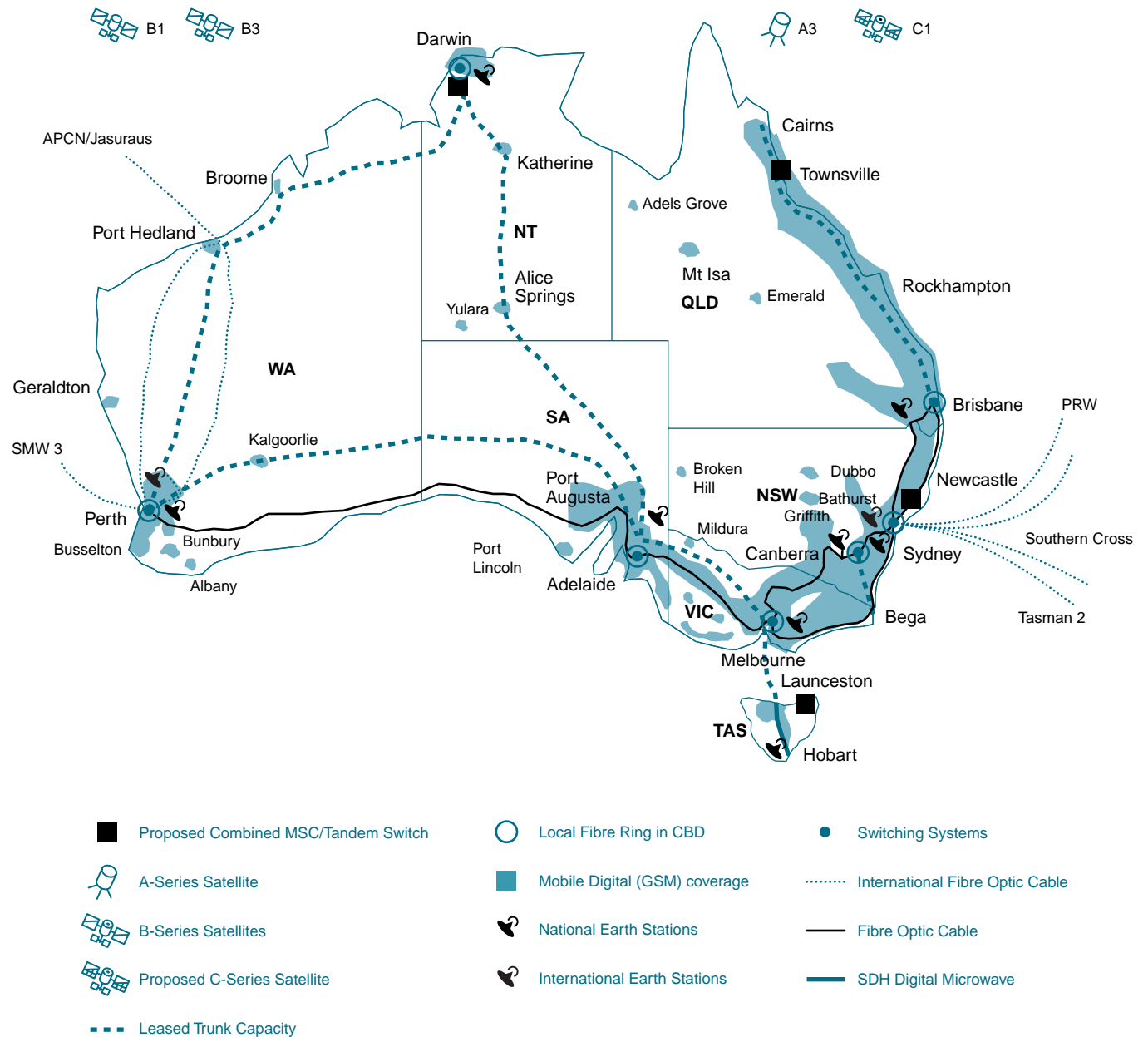
OPTUS IN THE AUSTRALIAN COMMUNITY AND ENVIRONMENT (CONTINUED)

The Optus Environmental Policy underpins our environmental performance by identifying the key principles to be considered in our environmental management activities.

These key issues are, in turn, included in our Environmental Management System (EMS) that establishes our approach to construction and operational activities. The EMS provides guidance on the processes and procedures for our people and contractors to ensure that the objectives of our Environmental Policy are met.

Action Plans are another link in our environmental planning. These plans provide guidance for each construction project and operational site. They identify the detailed responsibilities and obligations for our people and contractors in implementing the Optus EMS.

Our environmental policies and management systems are subject to review. This ensures that our commitment to continuous improvement for environmental management best practice is maintained.



OPTUS PEOPLE AND VALUES



We aim to provide telecommunications services that improve our customers' lives and businesses; create value for shareholders; and provide opportunities for our staff.

Our vision is to be the outstanding provider of challenger telecommunications solutions in Australia and the region. We aim to provide innovative telecommunications solutions to enhance our customers' lives and businesses; create value for shareholders; and provide valuable opportunities for our staff.

Optus has identified four key company values.

- Act as One – one group, one company, one team.
- Challenger Thinking – think and act like a Challenger, showing innovation and leadership.
- Take Ownership – agree goals, exceed expectations and recognise successes.
- Personal Renewal – respect individual differences, develop professionally and personally.

To better understand the needs, aspirations and challenges faced by our people, a detailed web

based people opinion survey was conducted over the months of July and August. The survey was completed by 79 per cent of our people. The Optus Executive team are currently analysing the results of this survey and will be developing strategic action plans to address specific areas as appropriate. The outcomes of the survey will also be communicated to employees. The survey forms one of the communication tools that we use across the organisation including feedback tools, employee broadcasts and electronic newsletters. The survey will be conducted annually.

OCCUPATIONAL HEALTH AND SAFETY

Occupational Health and Safety is an important and integral part of the way that Optus manages its business both internally and with its contractors. The Optus OH&S Corporate program was implemented in 1992. It has been substantially reviewed over the years in line with legislative and business needs.

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OPTUS PEOPLE AND VALUES (CONTINUED)

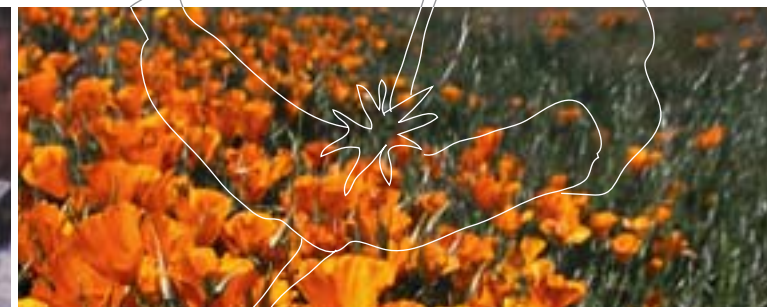
In 2002 OH&S initiatives are being developed across all lines of the business to reduce the number of injuries and minimise lost time associated with those injuries. As a result, over the last quarter the lost time injuries rate has fallen by 12.8 per cent. Initiatives have been developed across the high-risk workgroups that are focused on health promotion and fitness. Auditing of OH&S Management Systems has enabled improved systems across the technical workforce. OH&S Corporate has also developed core OH&S training modules and a number of on-line training programs aimed at improving OH&S awareness at induction for employees and contractors.

The Optus OH&S Leadership Council has been developed. The Council is made up of Senior Executives who are accountable for developing strategic OH&S initiatives across the organisation. Next year there will be more detailed reporting on the outcomes.

OPERATION WIN THROUGH

Optus currently employs more than 8,500 permanent staff and contractors. In October and November 2001, in one of a series of cost cutting measures taken by the company, Optus made 970 staff and contractor positions redundant. To help these people through this difficult time Optus provided a counselling and assistance program for affected staff and their families.

CONSUMER INITIATIVES



Optus set up its Consumer Liaison Forum (CLF) in 1995. It has proven to be an effective way to better understand our customers' issues and needs.

Optus set up its Consumer Liaison Forum (CLF) in 1995. It has proven to be an effective way to better understand our customers' issues and needs, as well as providing consumer representatives with an opportunity to learn more about our products, policies and procedures. The forum has 10 members from peak consumer organisations that meet three times each year.

PEOPLE WITH DISABILITIES

The Optus Disability Action Plan aims to remove barriers to access goods and services for customers and potential customers. It is a proactive approach to meet our obligations under the Disability Discrimination Act (1992). The plan was introduced in December 1999 and is regularly reviewed. Its actions and strategies are reported at the CLF meetings. One of the major achievements of the plan has been the progress made towards introducing equipment that ensures equity of access to Optus communication products. Our Disability Action Plan is available on the Optus public website at www.optus.com.au

SUPPORTING CULTURAL AND LINGUISTIC DIVERSITY

In July 2002 Optus launched its Cultural and Linguistic Diversity Plan to make sure customers and potential customers have access to goods and services regardless of race, colour, or national or ethnic origin. The Plan will help Optus meet its obligations under the Racial Discrimination Act (1975).

An Optus working group, in consultation with appropriate peak consumer groups, developed the plan. Its three key objectives are:

- To achieve a corporate culture that values diversity.
- To improve accessibility to information about Optus, its products and services for people from diverse cultural and linguistic backgrounds whether they are customers, employees or members of the community who communicate with the company.

CONSUMER INITIATIVES (CONTINUED)

→ To make sure confidentiality is protected and only information that is essential to the business relationship between the customer/employee is requested and that our information handling procedures give due regard to relevant privacy considerations.

The Plan is consistent with other Optus corporate policies and will be regularly monitored and reviewed. This Plan is available on the Optus public web-site at www.optus.com.au

OPTUS ENVIRONMENTAL POLICY



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

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

The Optus Corporate Environment Plan was formally adopted in 1992 and substantially revised in 1997. A further review was completed last year following improvements to our Environmental Management System (EMS). These improvements included a significant training program for operational people and contractors. The scope of the EMS has also been expanded to include guidelines for buying goods that use minimal packaging, are energy efficient and reduce raw material consumption along with other considerations. This action is an early stage of Optus adopting a wider approach to life cycle analysis.

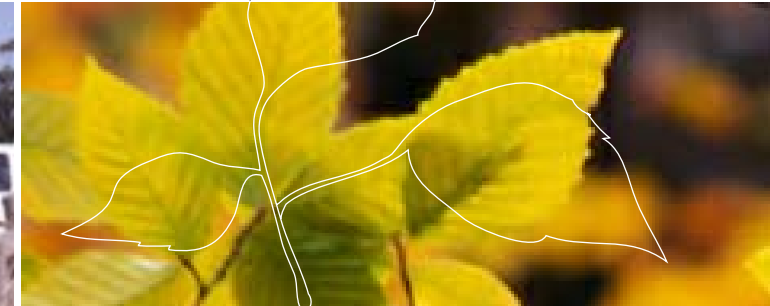
When tendering for work, our contractors are required to demonstrate compliance with the Optus EMS. Contractors are also expected to provide evidence of their own environmental management

system at the tender/bidding stage, including whether this is certified or developed in accordance with an internationally recognised environmental performance standard, such as ISO 14000.

Our EMS will continue to develop and be refined. It is recognised that the audit protocol needs to be expanded to cover areas such as the deployment of mobile telephone infrastructure, energy use, and the environmental impact of operating facilities. The EMS has been tested to make sure it complies with telecommunications and other relevant environmental legislation. An environmental audit action timetable is being developed to address these issues.

The EMS is available from our Environmental Affairs Manager. Contact details page 31.

COMPLIANCE, ENVIRONMENTAL AUDITS, AND EXTERNAL REVIEWS



There were no prosecutions, notices or breaches of any pollution laws over the period of this report.

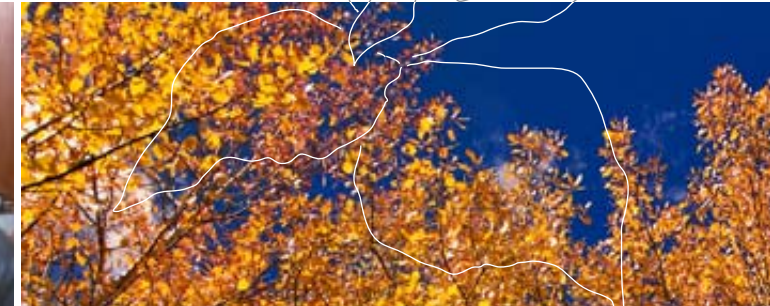
There were no prosecutions, notices or breaches of any pollution laws over the period of this report. This excellent performance is in some measure due to the improved EMS, increased training, and auditing.

Optus audits its construction projects and its operational sites. As part of the EMS, we must verify the processes and performances of our contractors. To achieve this, we undertake audits of a project's specific Environment Management Plan (EMP), which is a requirement under our EMS. We also do environmental audits of site construction activities to make sure all areas of the EMP are being met.

A total of 14 audits of our contractors EMPs and field inspections were undertaken over the year. A further 10 audits of contractors is a target for next year. Optus staff are responsible for these audits.

As part of our risk management program, 33 risk audits of our major operational sites were completed during the year. A significant part of these audits is the environmental performance of each site. No substantiative examples of non-compliance were identified. External specialist consultants undertake these audits of operational sites.

ENVIRONMENTAL TRAINING



This year, more than 200 of our own people as well as contractors and subcontractors received appropriate environmental awareness training.

All Optus people involved in construction activities receive environmental and OH&S training, as part of their induction to Optus. To reinforce the importance that we place on our performance in this area, our mandatory occupational health and safety-training people receive environmental training as part of their induction to Optus.

The improved EMS includes the need for environmental training for our operational people and our contractors. This year, more than 200 of our own people as well as contractors and subcontractors received appropriate environmental awareness training.

To date training has occurred in Queensland, New South Wales, Victoria and Western Australia, with all major Optus construction and field operations groups contained within Network Operations Division being targeted. On a national

basis, staff involved in all major projects were subject to environmental training. More than 150 individual employees of contractors and sub-contractors have also been trained.

Our people and contractors at all the audited projects reported an increased level of environmental awareness as a result of the training provided.

In the 2001 Environment Report we provided information about an incident that led to Optus being fined by the Victorian Environment Protection Authority. The incident resulted from an inappropriate action taken by a subcontractor. This incident led Optus to identify the need to develop a system that would meet due diligence obligations and avoid environmental damage.

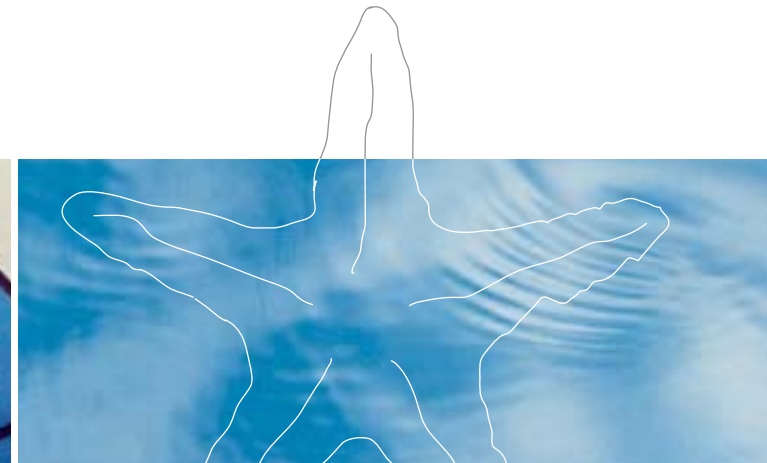
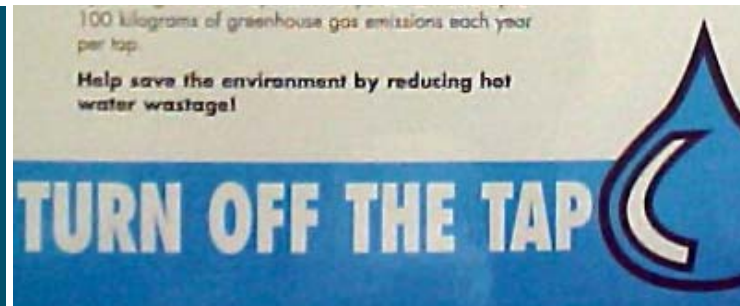
ENVIRONMENTAL TRAINING (CONTINUED)

A key aspect of the system was the need to exercise further direct control over the manner in which contractors and subcontractors undertook their work, in order to minimise the risk to the environment. The steps identified to reduce these risks included:

- developing appropriate management plans (EMS and EMPs);
- identifying environmental risks prior to construction;
- increasing inspection, surveillance and monitoring;
- ensuring the installation of appropriate control measures;
- continual assessing of risk management during construction; and
- environmental training for Optus staff and contractors.

These issues have been substantially addressed and will be subject to closer review in the coming year.

REDUCING RESOURCE CONSUMPTION



FUEL USE (APRIL 2001 – MARCH 2002)

Fuel type	No. vehicles	Approx. Fuel volume (L)	Approx. total Km	Fuel av (L/100k)
Petrol	936	1,814,000	20,500,000	11.3
LPG	430	948,000	4,270,000	22.2
Diesel (vehicles)	55	118,000	843,000	14.0
Diesel (other)	NA	153,000	NA	NA
Totals	1421	3,032,000	25,613,000	NA

ENERGY

Apart from the physical impact of our construction activities, the major environmental footprint of Optus operations is the use of electricity and fuels for energy. A number of energy-efficiency initiatives have been implemented and more are planned. Unfortunately, data from the existing management systems have not been collected for long enough to provide meaningful measures for yearly consumption or comparisons. Even so, in raw numbers Optus used approximately 159 GWh (gigawatt hours) of electricity in the 2001 to 2002 year. During the coming year we plan to put in place management systems that will allow accurate

assessment of total electricity use as well as a breakdown of data for detailed consideration of individual sites. With more comprehensive data we will be able to identify more clearly the areas where further efficiencies can be made and will closely monitor the actual results of planned improvements.

Perhaps our most cost effective energy efficiency program last year involved a series of reviews of after hours air-conditioning requirements. On four floors of the Optus Centre at North Sydney, shutting down air-conditioning will reduce running time by about 13,000 hours annually. This is about a 13 percent reduction in energy use for these floors.

At the East Burwood (Victoria) and Palmerston (Northern Territory) satellite facilities, air-conditioning control systems were upgraded which appear to have reduced the air-conditioning requirements by half although efficiency gains for longer term operation have not yet been quantified.

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REDUCING RESOURCE CONSUMPTION (CONTINUED)

Optus' fleet vehicles use petrol, LPG and diesel. Petrol use was reduced by approximately 20 per cent from last year, largely due to fewer fleet vehicles and reduced construction activity. Diesel fuel use was also about 20 per cent down on the previous year. Diesel is also used at all our major facilities for back-up power generation. Our data does not presently allow meaningful annual comparisons but we hope to be able to provide improved information next year.

SOLAR ENERGY USE

We are upgrading our fibre optic cable services between Perth and Brisbane to increase the cable's data carrying capacity. Additional capacity means that more power is needed to run the system. Last year Optus committed to increasing its solar power generating capacity at eight of its remote optic fibre cable regenerator sites on the Nullabor Plain between Adelaide and Perth. This was achieved with the installation of a further 592 photovoltaic (PV) panels. Energy generation has more than doubled from 49MWh to 108.3 MWh a year and 1360 PV panels are now generating power at the sites.

Optus has also trialled a solar-powered mobile phone base station with 55 square metres of PV panels near Elphinstone in Victoria. This has been operating efficiently for two years and has validated the potential use of these systems at other mobile phone base station sites in remote locations.

AWARD FOR ACTION TO REDUCE GREENHOUSE GAS EMISSIONS

In October 2001, Optus won a bronze Energy Smart Green Globe Award. Optus is a member of the NSW Sustainable Energy Development Authority's Smart Business Program and our energy-efficient measures have saved more than 500 tonnes of greenhouse gas emissions.

WATER

Optus leases most of its buildings and water costs are included in the lease agreements. Consequently, there has been little business incentive to focus on our water use and conservation. We have installed some water efficiency systems at the call centre at Gordon, to reduce hot water use and power consumption. Due to the variable use and changing staff numbers at the facility it has not been possible to accurately quantify the benefits of this project.

CHEMICALS AND FUELS

CFCs – Optus has very little need to store and handle chemicals. Having installed non-Halon based systems for fire suppression, the only issue regarding chemicals involves refrigeration where R22 is sometimes used as a refrigerant in chillers. During 2003 we will complete a detailed audit of our facilities to determine the type, quantity and distribution of any CFCs Optus may still control.

Diesel storage – Optus has significant volumes of diesel fuel stored underground at most of its main facilities. This is for electricity generators when, and if, there is a local power failure. A continuous process of audits and monitoring has been in place for over five years and this will continue. Over this reporting period there have been no diesel spills or leaks which is consistent with our ongoing target of zero diesel escape.

RECYCLING AND REDUCING WASTE



Our commitment to reducing waste and conserving resources continues to achieve [results](#).

PLASTIC CUPS

Our use of plastic cups decreased last year by almost 90 per cent after glasses in staff kitchens replaced them. Reception areas are the only places where plastic cups are still in use. In 2000, Optus used 206,000 plastic cups. This number was reduced to 19,500 in 2001 after more than 3,500 glasses were bought.

PAPER TOWELS

Cloth tea towels were placed in our staff kitchens last year to reduce the use of paper towels. As a result, paper towel use has dropped by 48 per cent. In 2000, Optus bought 20,608 packets of paper towels but this has dropped to 12,032 packets in 2001.

TONER CARTRIDGES

Optus recycled 4925 fax, printer and photocopier toner cartridge units last year, 925 more than in 2000. We bought 7242 toner cartridges between April 2001 and March 2002 and it is anticipated that the recycling rate can be increased. How this will be achieved is under investigation as some toner cartridges are not recyclable.

RECYCLING AND REDUCING WASTE (CONTINUED)

OFFICE PAPER

During this reporting year Optus bought more than 288 tonnes of A4 and A3 office paper but recycled 355 tonnes of paper. This indicates that our internal paper-recycling program is working well with much of the paper used internally, along with paper coming into the company, being recycled. Last year, we recycled 300 tonnes of paper. The increased volumes may also be partly associated with culling of files due to a review of archived material.

To help reduce paper use and hardware running costs, the majority of our network printers have been adjusted to automatically print on both sides of the paper.

Following the change of ownership it was necessary to change much of our stationery such as letterhead paper. The old paper was made into note pads and large envelopes were over-printed for use in the internal mail system.

MOBILE PHONE RECYCLING

Optus is a keen participant in the joint Australian Mobile Telecommunications Association and Planet Ark mobile phone recycling program. Since its launch in 1999, the program has recycled over 100 tonnes of mobile phones and batteries in Australia with over 77 tonnes collected in the 2001 to 2002 year. This is a great success for Australia on a world scale, and is being funded jointly by the mobile phone operators` and manufacturers.

In other areas, our commitment to reducing waste and conserving resources continues to achieve results, for example:

- Industrial grade lead acid batteries were replaced at a number of sites under the arrangement that the supplier of new batteries takes back the old batteries for recycling. Over 162 tonnes of lead acid batteries were recycled in Australia in the 2001 to 2002 year.
- With the upgrade of the Adelaide Perth fibre optic cable, a major replacement of the battery system was required. Following this 624 nickel cadmium batteries weighing almost 30 tonnes were sent to Sweden for recycling.

- We have continued to separate and recycle aluminium cans in all our major office buildings, however records have not been kept. It is expected this would be of similar volumes to last year where it was estimated 150 kilograms were recycled.



WORKING WITH COMMUNITIES



Optus ensured that none of our people who were **volunteer** fire fighters during the disastrous December 2001 bushfires were disadvantaged because of their commitment.

INFORMATION AND COMMUNICATION TECHNOLOGY TRAINING

During January 2002, Optus worked with the NSW Department of Education and Training on a e-Summer School program to bring information and technology (ICT) training to more than 200 Year 9-11 school students from disadvantaged areas. Optus provided \$125,000 for ICT training in Lidcombe, Mt Druitt, Petersham, Wagga Wagga and Kempsey.

The e-Summer Schools training courses were run by TAFE NSW and provided training for talented students from disadvantaged areas who have the potential for a career in information technology. The schools provide students with an opportunity to gain new skills. About 16 e-Summer schools from across NSW were conducted including Western and South-Western Sydney, the Hunter, Illawarra and other major regional centres.

BUSH FIRES

As part of our response to the disastrous bushfires in NSW in December 2001, Optus wanted to ensure that it was providing employees with the ability to assist the community where possible. Our volunteer fire fighters who had been absent from work because they had been fighting fires were able to claim this as fully special paid leave. In addition, employees who had been on annual leave but had spent it fighting fires were able to have their annual leave re-credited for the period.

Following the December 2001 bushfires in NSW, Optus sent 100 prepaid mobile phones and \$10,000 worth of recharge cards to the NSW Rural Fire Service for its firefighters and affected families.

We also provided portable power generators and mobile base stations to restore mobile phone services in fire-damaged areas quickly while permanent repairs were made.

WORKING WITH COMMUNITIES (CONTINUED)

NEW TECHNOLOGY AND REGIONAL EDUCATION

Optus has received Federal Government funding to establish shared broadband interactive distance learning communications infrastructure. The system will provide educational services to about 3,700 students in 547 regional and remote locations in NSW and the Northern Territory. The students include those that use School of the Air services, distance education and those in remote indigenous communities.

The technology will mean that students will be able to interact with their teacher and other students, and for the first time they will be able to see demonstrations in real time.

RURAL DOCTORS IN NEW SOUTH WALES

Working with the NSW Rural Doctors Network, Optus and The Health Channel are providing broadband satellite internet and television receivers in more than 70 doctor's homes in the state's outback. The equipment was in place by August 2002, meaning that these rural doctors are able to access the latest in medical training and professional information easily and quickly, dramatically improving their access to information.

ENVIRONMENTAL TARGETS AND COMMITMENT TO THE COMMUNITY



ISSUE	2002 TARGET	2002 OUTCOME	2003 TARGET	OFFICER RESPONSIBLE
Environment and Community Report	Broader reporting of community initiatives	Contained in this report	<p>Developing some appropriate benchmarks and targets for community issues</p> <p>Benchmarking the 2002 report against United Nations Environment Program sustainability reporting ingredients</p> <p>Consider closer alignment with GRI (Global Reporting Initiative) framework</p> <p>Increase stakeholder engagement in report preparation</p>	Manager Environmental Affairs and Manager Corporate Affairs

ENVIRONMENTAL TARGETS AND COMMITMENT TO THE COMMUNITY (CONTINUED)

ISSUE	2002 TARGET	2002 OUTCOME	2003 TARGET	OFFICER RESPONSIBLE
Occupational Health and Safety	Develop corporate strategic plan 02/03 and OHS Management Plans in high risk areas	Complete. Strategic and Management Plans implemented	Reporting on company OH&S initiatives/programs in next years report External Audit of OH&S Management System for at least one Division of the company	Corporate OH&S
Environmental Management System	Finalise review of Corporate Environmental Plan by end September 2001 Finalise review of Environmental Management System by end December 2001 Finalise and refine internal audit program	Complete. Recast as Environmental Policy and incorporated into EMS Complete. The document is available on web-site. Training for staff and contractors undertaken 14 audits under EMS checklist completed	Provide short summary of Environmental Policy for display at all major operational sites Seek feedback from stakeholders as to applicability and implementation of EMS Review audit checklist on basis of comments from completed audits Undertake 10 audits of contractor projects covering EMPs and site activities	Manager, Environmental Affairs Environmental Planner Environmental Planner
Visual/landscape ecology and heritage	Ongoing training of operational staff to ensure knowledge of their environmental responsibilities and increase their awareness of methods to minimise environmental impacts	Complete. Over 20 training sessions conducted for over 150 senior and operational staff. Contractors provided training materials	Ensure appropriate training of contractor staff including audits. Improved records of training attendees. Investigate possible on-line training systems	Environmental Planner

ENVIRONMENTAL TARGETS AND COMMITMENT TO THE COMMUNITY (CONTINUED)

ISSUE	2002 TARGET	2002 OUTCOME	2003 TARGET	OFFICER RESPONSIBLE
Energy Use	Maintain our involvement with Sustainable Energy Development Authority (SEDA) to investigate and implement opportunities for improved energy efficiency	Remained involved with SEDA. Received Bronze Award in the SEDA Energy Smart Business Awards	Maintain involvement with SEDA and implement programs e.g. triphosphorous lighting, lighting sensors in meeting rooms	Facilities Managers / Corporate Property
	Continue the progressive installation of energy efficient lighting systems in 6 floors of Optus Centre Sydney	14 floors Complete. Approximate energy savings of 1,060 MWh		
	Continue to seek opportunities for use of solar power facilities in remote areas	Significant upgrade of solar energy capture on the Adelaide to Perth cable	<p>Seek opportunities for further use of solar power in remote locations</p> <p>Review after hours air-conditioning schedules</p> <p>Review purchasing criteria for whitegoods with a view to considerations of recyclability and energy efficiency</p>	<p>Deployment managers</p> <p>Facilities Managers</p> <p>Administration Manager</p>

ENVIRONMENTAL TARGETS AND COMMITMENT TO THE COMMUNITY (CONTINUED)

ISSUE	2002 TARGET	2002 OUTCOME	2003 TARGET	OFFICER RESPONSIBLE
Waste/chemicals/ fuels	<p>Clarify timetable for removal of ozone depleting substances and develop management plan to meet those timelines</p> <p>Continue to monitor fuel tanks with a target of zero leakage or spills</p> <p>Incorporate waste audits as a requirement of new office cleaning contracts</p>	<p>Estimate of 2 tonnes of CFCs being used by Optus. Timetable for removal not developed</p> <p>Monitoring continued. Zero spills. One underground tank replaced with double skin tank</p> <p>Included in cleaning contracts and 2 audits undertaken</p> <p>Greater than 65 per cent toner cartridge recycling</p>	<p>Detailed audit to determine specific type, quantity, and location of all CFCs</p> <p>Continue to monitor fuel tanks with a target of zero leakage or spills</p> <p>Further 5 waste audits to be done</p> <p>Greater than 75 per cent toner cartridge recycling</p>	Facilities Managers
Electromagnetic Energy	<p>Continue to monitor and address safety issues in an open manner and in accordance with community concerns and advances in technology</p> <p>Monitor international scientific and medical developments</p> <p>Provide information to interested parties</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Finalisation of ACIF Code ensures a regulatory requirement that information must be made available</p>	<p>Continue to monitor and address safety issues in an open manner and in accordance with community concerns and advances in technology</p> <p>Monitor international scientific and medical developments</p> <p>Provide information to interested parties as part of the broader implementation of the ACIF Code</p>	Manager Environmental Affairs

WORKING FOR COMMUNITIES



Optus is committed to being an **active** member of the community by encouraging excellence and providing support services in a range of fields including junior athletics, wheelchair tennis, children's health and uniting families.

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KIDS HELP LINE

Kids Help Line (KHL) is Australia's only free, national counselling service for young people aged 5 to 18. It began as a telephone counselling service in Queensland and progressively expanded into other states and territories, becoming a national service in May 1993.

In 1999, Optus joined together with Kids Help Line to launch the world's first internet counselling service – offering young Australians not just the existing telephone counselling, but also the option of e-mail and live web counselling. This year Optus will become Kids Help Line's major sponsor and has extended its contract until the end of 2003.

Optus' support of Kids Help Line extends to staff involvement in volunteering for fundraising activities to raise funds over and above Optus' sponsorship commitment.

In June 2002 more than \$650,000 was raised by the Kids Help Line Radiothon and gala night. The money was raised with assistance of 200 Optus volunteers who ran the call centre and collected money at a Sydney Swans AFL match.

Over the last three years (May 1999 – May 2002), Optus has raised over \$1.7 million through fundraising, allowing the service to respond to over 200,000 contacts from young people. The Kids Help Line can be contacted on **1800 55 1800** or at **www.kidshelp.com.au**

WORKING FOR COMMUNITIES (CONTINUED)



THE STARLIGHT CHILDREN'S FOUNDATION

Optus has supported the Starlight Children's Foundation, one of Australia's leading children's charities, for nearly 10 years. The foundation brightens the lives of many seriously ill children and their families by granting wishes and providing entertainment in and out of hospitals throughout Australia.

Optus staff raised more than \$70,000 this year by selling Starlight merchandise inside and outside the company. Overall, Optus and Optus World Stores contributed more than \$200,000 to this year's Star Day campaign through various staff activities and company sponsorship.



THE MEL GT EXPLOSIVE SPEED CLINICS

This is an initiative of Optus' ambassador and retired Australian sprinter, Melinda Gainsford-Taylor. This program trains young athletes from nine and 16 years, to 'explode' off the mark, accelerate quickly and maintain top speed over distance. These clinics are designed for young athletes, regardless of their sport, to learn important running techniques. They are deliberately held in regional areas where access to top facilities is limited.



WHEELCHAIR TENNIS SCHOLARSHIP AWARDS

Optus is playing a role in the continued success of Australia's tennis teams in international competition through its partnership with Tennis Australia. The partnership helps to nurture talent at all levels of team tennis including Federation Cup, Davis Cup, Junior Davis Cup, Junior Federation Cup and wheelchair tennis.

Optus has annual \$10,000 Wheelchair Scholarship Awards for the best male and female wheelchair tennis players. The 2001 winners were David Hall and Daniela Di Toro.

Optus is also providing incentive funding to build depth in the Australian Wheelchair Team by awarding and encouraging players who compete on the International Wheelchair Tennis Circuit. Players who improve their world rankings will receive financial assistance in amounts ranging from \$1,000 to \$6,000.

UNITING FAMILY AND FRIENDS



We are proud to be a part of the [Welcome Wall](#) experience and of those communities who have embraced and accepted Australia as home.

To acknowledge the experiences and challenges faced by people who migrate to Australia, the Australian National Maritime Museum, with the support of Optus, established the Welcome Wall in 1997. The wall represents the diversity and cultural tolerance of Australia.

To date more than 10,000 names of migrants have been recorded on the wall's bronze panelling. Ceremonies are held at the Welcome Wall twice a year to unveil the latest names and their own piece of Australian history. Our people volunteer to represent Optus at each unveiling ceremony. We are proud to be a part of the Welcome Wall experience and of those communities who have embraced and accepted Australia as home.

PROTECTING LANDSCAPE, HERITAGE AND ECOLOGY



In all development projects, the **Land and Environment Group** is involved as early as possible to make sure that any potential environmental or regulatory constraints are identified and addressed.

Optus is committed to protecting the environment. It has a Land and Environment Group that assist the Wireline Deployment and Field Operations work groups involved in developments that require land access. The Land and Environment Group's role is to make sure that these developments satisfy stringent environmental assessment and that development only occurs in areas where this can be done in an environmentally sensitive way.

The Land and Environment Group is also responsible for the regulatory and environmental processes for wireline, fibre optic cable, Business Network Services and Hybrid Fibre Coax Network projects to make sure they comply with the Telecommunications Act (1997), Code of Practice (1997), Low Impact Facilities Determination (1997) and all other relevant environmental laws.

In all development projects, the Land and Environment Group is involved as early as possible to make sure that any potential environmental or regulatory constraints are identified and addressed.

ARCHAEOLOGICAL/HISTORICAL MONITORING

Our policy is to protect cultural heritage sites in the vicinity of any construction projects. During installation of the Old Hervey Range Road - Townsville fibre optic cable, Optus had a skilled heritage conservation person on site throughout the installation.

Local traditional owner representatives also checked the area to identify any special or specifically significant cultural heritage sites. After the cable alignment was varied slightly it was agreed that a representative of the traditional owners would also monitor construction activities.



DIAL BEFORE YOU DIG

For the past year Optus has been a member of the national Dial Before You Dig program. This service helps the community to avoid damaging underground cables and pipes. Australia's major services providers are cooperating to provide the program, which means that anyone planning excavations need only make one phone call before work begins to receive information on underground services anywhere in Australia.

UPDATE ON OSPREYS

The relocation of a pair of nesting ospreys from an Optus mobile phone tower in Mackay, Queensland, to a special new nesting cradle has proved successful. Two osprey chicks were hatched and the family is apparently comfortable in the new home.

Optus has also assisted the New South Wales National Parks and Wildlife Service with the design of nesting cradles for ospreys.

Ospreys are fish hawks with a large wingspan that inhabit coastal areas.

UPDATE ON THE SOUTHERN HAIRY-NOSED WOMBAT

Last year's Environment and Social Report highlighted the actions that we had taken to protect the Southern Hairy Nosed Wombat after the Optus Adelaide-Perth fibre optic cable was put underground through their habitat.

This work has continued and surveys completed this year by Dr Glenn Shimmin of Adelaide University, indicate that a relatively stable warren density appears to have been reached. It is now considered likely that few new wombat tunnels will be dug in the near future. Instead, it is thought that the wombats will extend existing tunnels and add more branches and entrances.

The Optus funded research has resulted in exciting new findings to Australian science by establishing that wombats have a definite burrowing season, with very little activity outside this time. This not only improves our understanding of wombats behaviour, but also assists Optus in developing management strategies to protect the cable while minimising the impact on other wildlife.

MINIMISING VISUAL IMPACT

We work closely with communities and local councils to **minimise** potential visual impacts of our facilities through early community consultation, liaison with local councils and development of industry codes.

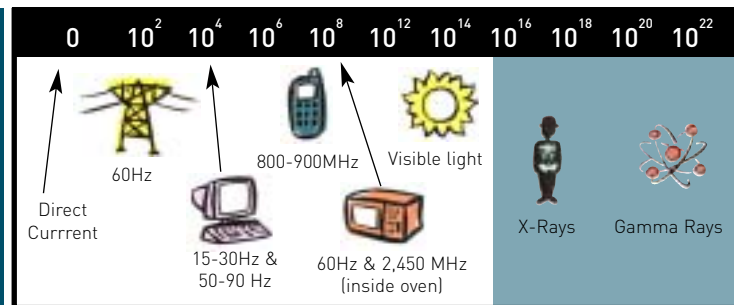
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TEAM EFFORT WINS URBAN DESIGN AWARDS

The City of Melbourne with Optus as one of its partners, were proud winners of the Joseph Reed award for excellence in urban design for their innovative Info Hubs at the 2002 Victorian Architectural Awards. We needed housing for our mobile phone cells and the Council wanted to provide more accessible tourist information points in central Melbourne. Optus and the City of Melbourne combined their efforts and came up with Info Hubs that housed both the mobile phone cells and the new information kiosks in a neat and unobtrusive design.



CHALLENGE OF THE EME DEBATE



We believe on the basis of independent, national and international expert scientific reviews, that electromagnetic energy (EME) from mobile phone base stations does not have adverse effects on **human health**.

At Optus we acknowledge that some people are concerned about possible health effects associated with mobile phone base stations. While research is continuing, we believe on the basis of independent, national and international expert scientific reviews, that electromagnetic energy (EME) from mobile phone base stations does not have adverse effects on human health. We will continue to monitor the medical and scientific research and keep an open mind. Further discussion of the Optus position was presented in last year's report.

NEW CODE URGES OPENNESS

Optus was closely involved in developing a new 'Code for the Deployment of Radiocommunications Infrastructure' that requires carriers to take a 'precautionary approach' to locating radio communications infrastructure near any sensitive sites. The working group that developed the Code included representatives of Local Government, community groups, Unions and industry. In the final vote, the Code was agreed unanimously.

The Code was published in April 2002 and, when registered by the Australian Communications Authority, will be legally binding on all telecommunications carriers. Under the Code, we must explain and justify why, for example, a proposed site near a school or a day care centre, is necessary.

The development of the Code took nearly two and a half years and the group developing it received almost 150 public submissions. The Code was developed to complement the technical standard for radiofrequency exposure limits set by the Australian Radiation Protection and Nuclear Safety Agency.

FACING THE FUTURE

Benchmarking, setting meaningful targets, and considering the broader social implications of the company's operations are areas that Optus will be grappling with in the future.

There is always room for improvement and as a consequence of our changing business, Optus is shifting the focus of its environmental management. With much of our major network construction completed, such as fibre optic cables from Cairns to Perth and significant parts of the mobile network, we are now moving to more sophisticated consideration of our internal activities such as, minimising energy use and generally reducing resource consumption.

In last year's report we said we would investigate the usefulness of life-cycle analysis for our activities. We now believe that the best way forward is to more broadly address supply chain management as a step towards a longer-term goal of life-cycle analysis. This is reflected in the ongoing improvements to the Optus EMS to require consideration of environmental issues in the supply of goods and services in all our contracts.

Construction activities will continue, and environmental considerations are now incorporated

in contracts, training, supervision, and auditing of these projects.

An important new direction is, in part, demonstrated by this report where public reporting of environmental and community issues are more open and transparent with Optus generally moving towards 'Triple Bottom Line' (TBL) reporting. TBL reporting refers to the three dimensions of a company's performance – the financial, environmental and social aspects of its activities.

It is acknowledged that for long-term sustainability companies need to align with community expectations and be able to demonstrate corporate social responsibility. TBL is one of the ways this can be achieved.

A real challenge for all corporations is to address the social dimension of their actions. Benchmarking, setting meaningful targets, and considering the broader social implications of the company's operations are areas that Optus will be grappling with in the future.

FEEDBACK AND CONTACTING OPTUS

For more information, or if you want to discuss our Environment and Community Report 2002, we would appreciate hearing from you.

Mail Environmental Affairs Manager
PO Box 1
North Sydney NSW 2059

Phone 02 9342 7800

E-mail community.relations@optus.com.au

Web www.optus.com.au