



OPTUS COMMUNITY AND ENVIRONMENT REPORT 2004



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This report has been prepared with reference to the Global Reporting Initiative's (GRI) 2002 Sustainability Reporting Guidelines, including the Telecommunications Supplement July 2003. 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 reported separately as part of the SingTel Full Financial Report.

Message from the Chief Executive

The telecommunications industry is unique in that it connects people in ways that were once never thought possible.

Optus connects communities through improved infrastructure. Since March 2002, Optus has spent A\$330 million on 400 new mobile base stations, approximately half of which are in rural and regional Australia. By the end of 2004, we will have added 100,000 square kilometres of coverage in these areas.

But improving community connectivity means much more than providing the right infrastructure. As a large company, we have a responsibility to give back to the places in which we operate. We do this by supporting a wide range of initiatives through sponsorship and community support, and maintaining sustainable business practices. Optus is pleased to present a detailed report on these activities in this, our fifth Community and Environment Report.

Our commitment to the community starts with our people. As the newly appointed Chief Executive of Optus, I take enormous pride in the company's achievements

over the past 18 months. This includes the introduction of an Enterprise Partnership Agreement (EPA) in 2003, which 87 per cent of staff voted for. The EPA includes increased paid parental leave, consideration of career breaks for up to three months of unpaid leave and a continued option for staff to buy or sell up to one week of annual leave a year.

Our impressive community support and sponsorship program demonstrates our commitment to the society in which we live and work. We have helped provide a free counselling service for young Australians in need, made it possible for students in regional Australia to watch live performances of Shakespeare from their school computers and enabled the nation's future tennis champions to take part in international competitions.

We also need to ensure that the work we do today does not adversely impact on the environment and the communities of tomorrow. That is why we are equally as committed to responsible environmental practices. In 2004 this included protecting sites that had significant archaeological value, analysing the risk of potentially contaminated soils and sponsoring environmental work to rehabilitate natural reserves and remove rubbish.

As always, we value feedback from our stakeholders. We encourage you to contact us so we can continue to improve our services and engage meaningfully with all Australians.

Paul O'Sullivan
Chief Executive
Optus

Executive Summary

This report aims to document Optus' community achievements in 2004 and demonstrate our best-practice environmental performance. It gives an overall picture of who Optus is and what we do.

Optus serves more than 6 million Australians each day and since 1992 has invested over A\$7 billion to construct telecommunication network infrastructure. As the company has evolved, we have developed initiatives to better meet the needs of our employees, our customers and the communities within which we operate. We have also sought to minimise our impact on the environment.

In 2004 Optus implemented new workplace programs including an Enterprise Partnership Agreement which gives staff increased choice and flexibility in employment benefits. We also introduced a staff opinion survey and new occupational health and safety initiatives.

As part of our commitment to supporting the community, Optus proudly supports groups such as the

Starlight Children's Foundation, arts organisations including the Bell Shakespeare Company and sports associations such as Tennis Australia. Optus is introducing new efforts to further support our communities, such as a workplace giving scheme which allows staff to make pre-tax donations to charity. We continue with other important community initiatives such as the Disability Action Plan and the Cultural and Linguistic Diversity Plan.

Optus' vision is to be: 'the outstanding provider of challenger telecommunications solutions in Australia and the region'.

Optus is keenly aware that the work we do must not adversely impact on the environment. In 2004, we reviewed and updated our Environmental Management System to better address the construction risks associated with the installation of telecommunications systems. Optus also continues to use innovative installation techniques to ensure that the visual impact of mobile infrastructure is minimised.

Ongoing environmental initiatives include implementing training programs and working closely with councils, governments and community groups to protect our nation's flora, fauna and heritage. We are also reducing our own resource consumption by installing more efficient air-conditioning and increasing solar power generation, and we continue to implement recycling and waste reduction strategies.

Optus' vision is to be: 'the outstanding provider of challenger telecommunications solutions in Australia and the region'. The demonstration of our corporate social responsibility will be one of our key performance objectives over the next three years.

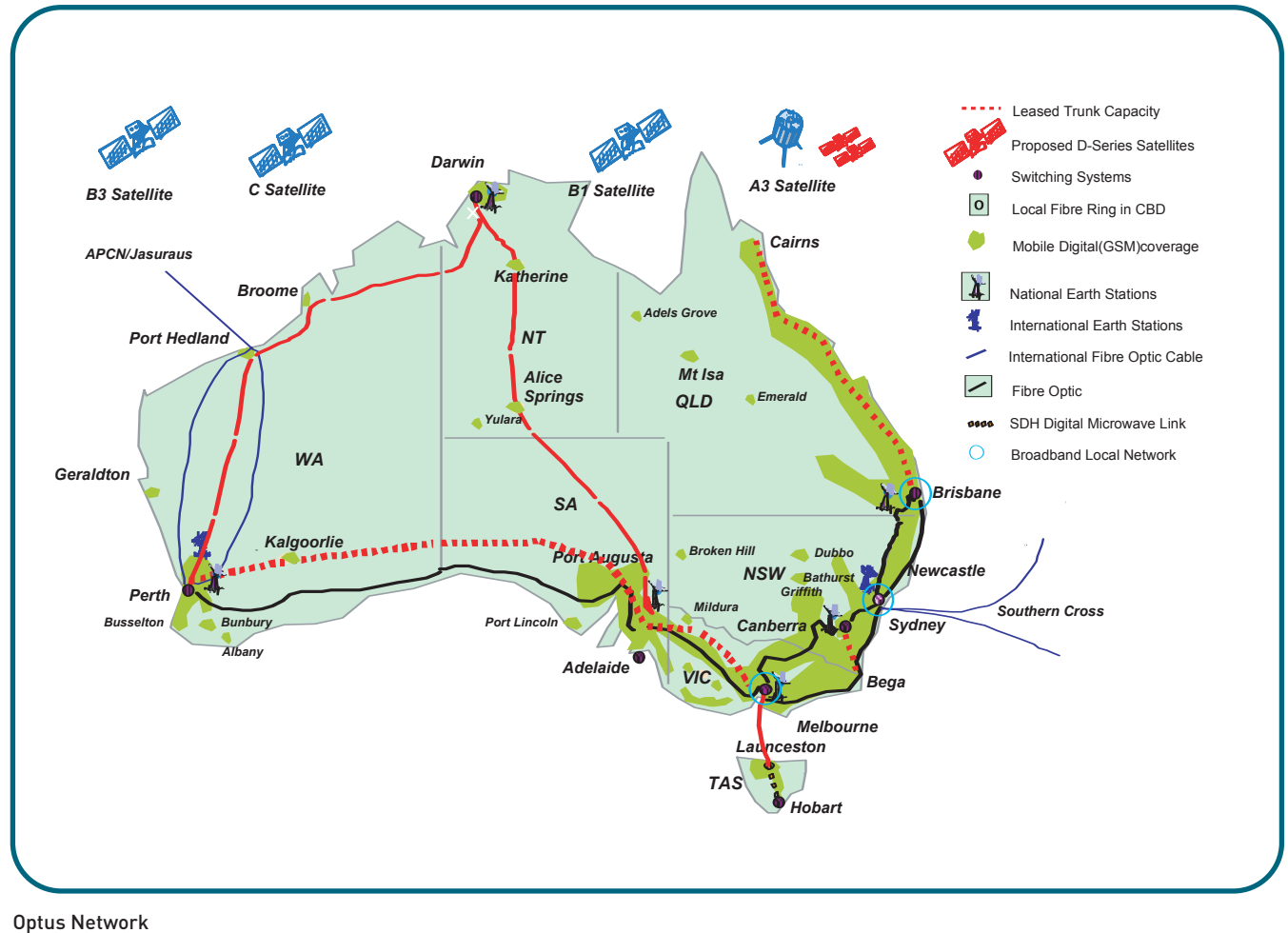
About Optus

WHO WE ARE AND WHAT WE DO

Optus is an Australian leader in integrated communications serving more than 6 million customers each day. The company provides a broad range of communications services including mobile, long distance, local and international telephony services, business network services, Voice over IP, broadband, Internet, satellite services and subscription television.

In 2001, SingTel became the parent company of Optus, paving the way for it to become a strong and strategic telecommunications player within the Asia Pacific region.

Optus is divided into five major business units: Mobile, Business, Small Business, Wholesale and Satellite, and Consumer and Multimedia.



About Optus

Since it commenced operations in 1992, Optus has invested more than A\$7 billion to construct its fixed, mobile and satellite networks, including central business district and suburban local access networks as well as optical fibre, national trunk, hybrid fibre coaxial and international undersea cables.

Our Mobile Business unit has captured around one third of the total Australian GSM mobile market and leads the market in mobile data take up.

These networks provide the company with an advanced technology system that delivers sophisticated communications, information and entertainment services.

Our Mobile Business unit has captured around one third of the total Australian GSM mobile market and leads the market in mobile data take up. Optus also holds a national 3G licence and is working to develop cutting-edge mobile data technology.

Optus Business is ready for the future with almost half its revenue now coming from data services. It is a leader in alternative access services, providing a new level of communications flexibility for businesses of all sizes.

The Optus Small Business unit meets the telecommunications needs of small to medium businesses in Australia, offering a range of services in one easy-to-purchase package and giving customers a single point of contact with Optus that makes doing business easy.

The Optus Wholesale and Satellite unit provides services and capacity to other telcos and communications companies. The unit unites Optus' wholesale and international operations, including satellite across the SingTel Group.

Our Consumer and Multimedia unit's key strength is its extraordinary range of services and products. These products include Optus Television, long distance and local telephony and high-speed Internet access.

WORKPLACE



Enterprise Partnership Agreement

In 2003, 87 per cent of staff voted in favour of the Optus Enterprise Partnership Agreement (EPA). The 2003 EPA offers choice, growth and flexibility in employment benefits. It includes increased paid parental leave of eight weeks, consideration of career breaks for up to three months of unpaid leave and a continued commitment to offering staff the opportunity to buy and sell up to one week of annual leave a year. In addition to the benefits provided by the EPA, staff also have access to family-friendly benefits, including parents' rooms in Melbourne and Sydney, parental leave seminars and annual 'Yes' days where staff and their families enjoy a picnic sponsored by Optus.

Staff Opinion Survey

Our web-based learning management system, MyLearning, is continually upgraded to ensure staff can easily identify, apply for and track their learning and development.

More than 80 per cent of staff completed an opinion survey in 2003. The survey was an excellent opportunity for management to identify ways of improving staff engagement. Some of the most important considerations highlighted by the survey were the need for 'real time' recognition of exceptional staff effort; increased visibility of career opportunities; and the simplification of cumbersome business processes that reduce staff effectiveness. As a result, 'spot' awards to recognise staff efforts have been introduced. The survey also prompted the launch of Career Choices, a website to help staff achieve their career goals. Staff also provided feedback on areas that could be improved to position Optus as an employer of choice.

The 2003 staff feedback survey centred on learning and development, which will be a major focus for Optus in 2004-05. Our web-based learning management sys-

tem, MyLearning, is continually upgraded to ensure staff can easily identify, apply for and track their learning and development.



The Career Choices website

Occupational Health and Safety

TRAINING

Occupational Health and Safety (OH&S) training is an important aspect of the OH&S management system and Optus provides a wide range of training programs. In 2004-05, a company-wide training needs analysis will be conducted to make sure training programs provide the most up-to-date health and safety information.

Online training for heat stress and stress management is being developed in 2004. OH&S training is also becoming fully integrated into MyLearning.

Safety

Optus is committed to promoting safety throughout the organisation. Safety initiatives in 2004-05 will include:

- reporting health and safety performance at executive meetings;
- providing safety leadership training for senior management;
- reviewing the company OH&S policy; and
- developing OH&S management plans for all business units, signed by the Managing Director.

OH&S Risk Management Review

Optus will review its OH&S risk management system in 2004-05. Following an audit in 2003 the following initiatives are being implemented:

- upgrading the Optus incident report form to an online process using the human resources program Employee Connect;
- piloting a risk-based decision making training program to continue the development of skills to manage risk in the workplace; and

- completing a full review of the safety management systems of all Optus suppliers and introducing the Accredited Contractor Induction Card.

Injury Management and Early Intervention

Throughout 2004-05, Optus will continue to focus on the impact of workplace injuries. Strategies include:

- continuing to introduce the Injury Management Training Program through all business units;
- implementing an executive contact model that incorporates Optus' executives in the rehabilitation process for seriously injured workers; and
- supporting 'return to work' coordinators who work in high risk business areas.

Health and Wellbeing Program

In 2003-04 Optus expanded its Health and Wellbeing programs and introduced a national 'healthy living and work-life balance' focus. The Health and Wellbeing website was launched in October 2003 and monthly topics range from physical activity to organic food, along with information about healthy living.

Occupational Health and Safety

In addition, 'Yes' days were run nationally. About 4,000 adults and children attended these family events, where Optus employees, their partners and their children enjoyed a day of fun, food and entertainment.

Health expos were run across eight major sites and were attended by more than 1,850 employees. The expos included blood pressure, glucose and cholesterol testing; body composition [analysis]; quit smoking [sessions]; low fat cooking demonstrations; and relaxation and de-stress sessions.

Optus' preferred gym and Employee Assistance Program (EAP) providers also attended the expos and offered employee gym discounts, EAP information, stress management advice and massages. Sites that did not have Health Expos were given health information packs.

The EAP is a counselling and advice service for employees and their immediate families providing professional assistance for any personal or work-related problems. The service, provided by independent external consultants, is confidential and aims to enhance employee well-being, both personally and in the workplace.

In 2004-05, Optus will continue to support these events and initiatives and will expand the Health and Wellbeing program to include the Global Corporate Challenge, local walking groups, and Flu Vaccination programs.

Corporate Games Participation

In March, 680 staff competed in the NSW Corporate Games. This great turnout meant that once again Optus won the Sport for Life award with the largest team in the event. Teams also competed in the games in Victoria and Queensland and in the winter event at Thredbo.

In NSW, 250 staff competed in the annual City to Surf run in August.



Optus Staff enjoy 'yes' Day at Luna Park

COMMUNITY



Community

The Optus philosophy is to give back to the community by providing support to a range of arts, community and sporting organisations.

The organisations we partner with reflect our values and strengthen the communities we operate within. These organisations are driven by common values of excellence and innovation, and share Optus' challenger spirit. We prefer to do fewer things better, providing deep and involved support to these organisations.

Our sponsorship and community initiatives deliver benefits through financial contributions, the provision of communications services, the contribution of management expertise, and most importantly, staff participation and support.

Optus takes great pride in its sponsorship and community activity and is committed to ensuring Australians have the opportunity to realise their full potential now and in the future.

Because we are a young organisation ourselves, Optus has chosen to focus on youth charities in our community activity.

Kids Help Line

Optus has been working with Kids Help Line (KHL) since 1999. KHL provides a free, professional counselling service for young Australians in need. In 2000, Optus supported the establishment of the world's first free Internet counselling service. During 2003 Optus' support for KHL has helped achieve:

- 93,843 more calls answered in 2003 (523,825 calls) than in 2002 (429,982 calls);
- an increase in the number of counsellors trained in web-counselling from 26 to 49;
- an increase in rostered online counselling hours from 120 to 272 hours per week;
- extended web-counselling hours during weekdays and an extension to Saturday hours;
- a 94 per cent increase in web-counselling contacts (6,108 contacts compared with 3,145 in 2002); and

- a 43 per cent increase in email counselling contacts (7,354 contacts compared with 5,148 in 2002).

Juvenile Diabetes Research Foundation

Optus has been involved with the Juvenile Diabetes Research Foundation since 2000. 'Walk To Cure Diabetes' is an annual event that helps raise money to fund essential research. In the 2003 financial year Optus increased its commitment, becoming a 'National Walk Leader.' Staff raised over \$50,000 for the foundation.

Starlight Children's Foundation

The Starlight Children's Foundation is dedicated to brightening the lives of critically, chronically and terminally ill children aged from 4 to 18. Founded in 1988, Starlight's magic touches around 220,000 children and their families each year through its wish granting and entertainment programs for children in and out of hospital.

Optus has been a supporter of Starlight for nearly 11 years, and each year participates in Star Day, the major fund raising event for the Foundation. Over the past year, staff have raised in excess of \$80,000 for these special children.

Optus Golf Challenge

In 2003, for the first time in its 13 year history, the Optus Golf Challenge was used to support two charities, the Starlight Foundation and Kids Help Line. Optus donated \$1,000 for every team entered in the event and, with 37 teams registered, each charity received \$18,500. Over the years Optus has raised close to \$437,000 for charity from the Golf Challenge.

Workplace Giving

Optus is introducing a Workplace Giving scheme to allow staff to make pre-tax donations to charity.

In 2004 Optus staff voted on which charities they wanted to be included in the program. This important initiative enables employees to be involved in Optus charity work and makes it easy for them to give to the charity they select.

Testimonial: Juvenile Diabetes Research Foundation (JDRF)

"JDRF's mission is to find a cure for juvenile (type 1) diabetes, an autoimmune disease, and its complications through the support of medical research.

"Our largest fundraising event, the annual Walk To Cure Diabetes, targets corporate organisations and their employees. Since 2000, Optus employees have participated in the Walk campaign and Optus executives have assisted JDRF to recruit other corporate organisations. Each year the support from Optus and its employees has made a critical contribution to the ongoing success of the event.

"In 2003, Optus increased its involvement and became a National Walk Leader. This involves encouraging and supporting the involvement of staff nationally, recruiting other organisations to participate in the Walk and making a cash donation. Optus and its employees contributed more than \$78,000 in 2003. This places Optus in the top 10 of all organisations participating in the Walk and is proof of the fantastic support it provides.

"Each year from August to November, Optus employees throughout Australia undertake fundraising activities for JDRF. At a national level, that's probably the most powerful thing Optus does for us. By encouraging and supporting their employees' active participation in the campaign, Optus makes a significant contribution to our activities.

"Optus' increased involvement with JDRF demonstrates it is committed, not only to helping find a cure for juvenile diabetes, but also to supporting the activities of its employees. The best thing about this partnership is how the company motivates and facilitates employee involvement right across the country to fundraise for JDRF."

James Clampett
Corporate Marketing Manager,
Juvenile Diabetes Research Foundation

Arts

Optus is committed to maintaining Australia's artistic and cultural life by supporting arts organisations. The institutions and artists Optus supports showcase some of Australia's finest artistic talent.

Bell Shakespeare Company

In June 2003, Optus announced its Principal Education & Youth Sponsorship of The Bell Shakespeare Company. Our support has enabled Bell Shakespeare to expand its education activities and reach more students in schools across Australia, including those in remote and rural areas.

Education and youth are critical to Bell's activities and this sponsorship encourages further development of their role as an educator, entertainer and community builder.

In April 2004 we assisted Bell by broadcasting an Actors at Work performance from a studio in Darwin to schools in outback Northern Territory. The performance was broadcast via Optus Satellite, using our Interactive

Distance Learning product. This was the first time the students had seen a performance of Shakespeare.

State Library of Victoria

Optus is strongly committed to supporting the business programs, activities and collections of the State Library of Victoria. This includes sponsorship of business events and the biannual Keith Murdoch Oration.

In February 2004, Optus was announced as presenting partner of Cirque du Soleil's 'Quidam' Australian tour.

Australian Brandenburg Orchestra

Optus is the Australian Brandenburg Orchestra's principal sponsor and this support has enabled the orchestra to grow from a fledgling arts organisation to one of Australia's most widely recognised cultural icons. In recognition of the high calibre of its performances in 2003, the orchestra was admitted to the Major Performing Arts Group of the Australia Council.

Cirque du Soleil

In February 2004, Optus was announced as presenting partner of Cirque du Soleil's 'Quidam' Australian tour. Cirque du Soleil has more than 50 performers from ten countries and its performance is a combination of acrobatic artistry, technical expertise, extravagant design and exceptional music, which is woven into a seamless whole by an emotional dramatic thread.

Company B Belvoir

Optus has been a major partner of this theatre company since 1998. In 2003, Optus increased its commitment and became the Company B Corporate Partner, making us the most significant corporate financial investor in the company.

Company B has helped build the careers of many of Australia's greatest actors, including Geoffrey Rush, Cate Blanchett, Jacqueline McKenzie and Richard Roxburgh. It has also produced some of the nation's most significant theatrical works of the last 20 years.

Testimonial: The Bell Shakespeare Company

"The Bell Shakespeare Company was established in 1990 with a donation of \$350,000 and a vision to produce Shakespeare by Australians for Australians. The company now turns over \$7 million annually and reaches a quarter of a million Australians each year. Bell Shakespeare today has two distinct but overlapping components; the production of Shakespeare and the delivery of a contemporary, challenging and energetic education program that is available to as many young Australians as possible.

"Optus is taking a leadership role and creating wonderful examples for other people to follow."

"Over the past two years we recognised that to make the education program work, we needed a corporate supporter. Optus filled that role when it came on board as our Principal Education & Youth Sponsor in 2003. Optus' support runs right through everything we do with young people including workshop touring



The Bell Shakespeare Company in action

programs, scholarships, teacher resources and student activities. Its support has also allowed us to expand an existing program which involves broadcasting Shakespeare performances via Optus satellite technology to regional schools.

"Thanks to Optus' support of this initiative, in 2004 students in the Northern Territory used their

Sport

computers to watch their first live performance of Shakespeare. They could then dial in, ask questions and watch the actors answer as if they were in the studio. It was an amazing experience for the actors, the students, the people in the studio and the Optus staff who witnessed it.

“This is an excellent example of leadership in partnerships; Optus is taking a leadership role and creating wonderful examples for other people to follow.”

Jill Berry
General Manager,
The Bell Shakespeare Company



Stuart Maxfield, Sydney Swans Captain

Jack Newton Golf Foundation

Optus is committed to developing the sporting talent of young Australians. This year, for the first time, the company supported the Jack Newton International Junior Classic by providing scholarships for two leading juniors to go to the United States to compete in the world junior golf championship.

The Optus Corporate Cup is held annually in each State capital and raises funds for junior golf and diabetes. In 2003 the event raised in excess of \$199,500 for junior golf.

Optus continues to support wheelchair tennis athletes with Wheelchair Scholarships Awards.

Tennis

Optus Team Tennis Australia aims to develop a team culture among players at every level, including juniors, the Davis Cup and Fed Cup teams and wheelchair players.

A record number of juniors are now travelling under the Optus Team Tennis Australia banner and achieving excellent results. In 2003, 120 players in 14 Optus Junior teams travelled to over 40 countries in Asia, Oceania and the US.

Optus continues to support wheelchair tennis athletes with Wheelchair Scholarships Awards. These provide vital funding that keeps Australia competitive on the world stage, as the country's isolation makes it hard for athletes to get tough competition on a regular basis.

Melinda Gainsford-Taylor

In 2003 and 2004, Optus and Melinda Gainsford-Taylor provided over 350 young athletes in regional NSW with the opportunity to participate in explosive speed clinics. Children from Gosford to Wagga experienced Melinda's unique coaching skills and expertise, a rare opportunity that was greatly appreciated by these kids.

AFL

Optus continues to support three Australian Football Teams. In 2003 the Sydney Swans, West Coast Eagles and Carlton Football Club players and coaches participated in several Optus community initiatives such as the Juvenile Diabetes Research Foundation Walk to Cure and the Kids Help Line child protection week launch.

Testimonial: Tennis Australia

"Tennis Australia is the governing body of the sport in Australia. Our role is to grow tennis through a range of events, such as the Australian Open, and through development and participation programs.

"The partnership also assists wheelchair athletes competing on the international wheelchair tennis circuit and helps fund our Wheelchair Scholarship Awards."

"Since 2000, Optus has provided financial and in-kind support to Tennis Australia, which also includes the supply of technology and infrastructure for events. Optus has also sponsored the international touring component of Tennis Australia through a partnership called 'Optus Team Tennis Australia'. This partnership subsidises the travelling costs of athletes from age 13 to 20+ so they can experience playing in different international environments and gain ranking points from a young age.



Optus supports tennis from grassroots through to elite levels

"The partnership also assists wheelchair athletes competing on the international wheelchair tennis circuit and helps fund our Wheelchair Scholarship Awards. Financial assistance is vitally important to wheelchair athletes because, while the global travel

Consumer Liaison Forum

commitments of wheelchair athletes and elite players are the same, the prize money is not.

“Tennis is a global sport and, as a result, travelling internationally is essential. While competing overseas is an expensive exercise, it is necessary if we want to keep our position in world tennis. Without the support from Optus our players really would be left behind.”

Peter Johnston
General Manager, Business Development,
Head of Men's Tennis, Tennis Australia

The Consumer Liaison Forum (CLF) was established in 1995 and provides Optus with external feedback and advice. Following a number of issues that were raised in 2003, the Community and Environment Manager met with three of the CLF members in 2004 to gain a deeper understanding of the issues they wanted addressed in this report.

The key themes identified by the CLF are transparency of decision-making, proactive engagement with a diversity of stakeholders, and employing stronger messaging to explain the positive initiatives that Optus had undertaken.

One concern raised last year involved wheelchair access to facilities. Although we comply with the Building Code of Australia, it was noted that this does not address access issues for older buildings and the CLF recommended that a more active approach be taken. Disability access is now included in Optus Corporate property guidelines for fit-out of all new facilities.

Another consistent message was that our stakeholder engagement was improving but many opportunities to engage with consumers and communities were not being fully explored. Stakeholder engagement is a

challenging task and Optus acknowledges that while we are getting better at it, we still have considerable work to do.

The CLF is a flexible and non-bureaucratic way for Optus to explore areas of interest to all Australian telecommunications consumers.

The CLF meets formally three times a year and has nine members who represent peak national consumer organisations. Out of session consultations where CLF members provide advice and input on issues related to their areas of expertise also occur regularly.

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

Cultural and Linguistic Diversity Plan

Optus launched its Cultural and Linguistic Diversity Plan in 2002 to help meet the company's obligations under the Racial Discrimination Act (1975) and the Australian Communications Industry Forum Code on customer information on prices, terms and conditions, to which Optus is a signatory.

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

Disability Action Plan

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

Billing options have also been expanded and braille bills are now available to customers of post-paid mobile, local direct connect and long distance telephone services.

The DAP has undergone several reviews and these have demonstrated Optus' progress against DAP action items. For example, over the past few years disability equipment has been provided to fixed line customers. As a result, Optus' direct connect telephony customers can now access two models of a teletypewriter and a volume control handset. Billing options have also been expanded and braille bills are now available to customers of post-paid mobile, local direct connect and long distance telephone services.

Copies of the DAP and its reviews can be found at www.optus.com.au/disability or can be obtained from Customer Service.



The Superprint 4425 TTY – one of the two TTY models available to our direct connect local telephony customers.

Code Compliance

Since 1997 Optus has been subject to a self-regulatory regime that fosters competition and is coordinated by the Australian Communications Industry Forum (ACIF).

Optus is a founding member of ACIF, actively participates in its processes and is strongly represented on its committees, reference panels and Board. Optus is committed to complying with registered ACIF Codes of Practice and is a signatory to the following Codes:

- Complaint Handling
- Credit Management
- Customer Transfer
- Calling Number Display
- Customer Information on Prices, Terms and Conditions.



Staff at an Optus Call Centre

ENVIRONMENT



Environmental Policy and Environmental Management System

Optus is committed to installing, operating and maintaining a high quality telecommunications network with minimal impact on the natural and built environment. Our Environmental Management System (EMS) continues to be refined to ensure this commitment is met.

The EMS was developed to provide a clear and concise package of policies and procedures to identify, manage and mitigate environmental risks. In 2004 the EMS was revised to better address construction risks associated with mobile phone infrastructure installation.

The EMS will continue to be reviewed and altered as necessary to maintain legislative compliance and include any advances in environmental best practise for the telecommunications industry. The EMS is available from the Manager of Environmental Affairs, whose contact details are at the end of this report.

ACTIVITY	Soil & Water Quality	Dust, Noise & Vibration	Flora & Fauna	Cultural Heritage	Visual Impacts	Waste	Energy Use & Greenhouse Gas Emissions
Inter-city Optic Fibre Cables	A	A	A	A	A	C	B
Suburban Cables	A	A	A	A	A	C	B
Mobile Telephone Network	A	B	B	B	A	B	A
Satellites	C	C	C	C	B	C	B
Microwave Links	C	C	C	C	A	C	B
Corporate Facilities	N/A	N/A	N/A	N/A	N/A	A	A

Optus prioritises environmental risk management when considering its key operational activities. The table above is a summary of those issues. It was reviewed and updated in 2004.

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

Environmental Audits

Ten environmental audits were carried out in 2003. Contractor Environmental Management Plans and environmental documentation were examined to make sure they complied with the EMS.

Overall the standard of contractor compliance was high, however, in some instances alterations were required to achieve compliance with Optus standards. During 2005 we will continue to undertake site and document audits to ensure consistency with the EMS.

Environmental Actions

Community Consultation

The ACIF Code for the Deployment of Radio-communications Infrastructure has been in place for just over a year. The Code is part of Federal regulations and requires all carriers to undertake a minimum level of consultation at every mobile phone base station site. Optus consults the community about the location of new base stations, and continues to refine its consultation processes to better comply with the Code.

Optus consults the community about the location of new base stations, and continues to refine its consultation processes to better comply with the Code.

One example from 2003 was the deployment of a new mobile base station at Harbord, NSW. Finding a suitable site in the area was difficult and the company concentrated on finding a solution that would meet the needs of the local community as well as fulfill technical requirements. The Harbord community had

previously made their negative opinions on base stations well known in response to carriers' activities in the area. Optus carefully considered the right design for the right location and consulted the local council and community about the proposed site.

The consultation exceeded the requirements outlined in the ACIF Code, and included letterbox drops in the local area, meetings with key community stakeholders, notifying politicians, as well as the creation of a website for the broader community. This was the first time Optus had used a website as a consultation tool. The site provided a broad range of information, an online feedback loop and direct links to independent information and external experts.

The base station was built with minimal interruption to the local community.

Optus Construction Works

Optus undertook approximately 360 underground cabling and mobile transmission construction projects across the country during 2003-04. This required working in a variety of locations, and Optus adhered to strict environmental standards and engaged in appropriate community consultation in works.

Training and Learning

Optus provided environmental training for over 30 staff and contractors and five external contracting firms. The need for the environmental training package to be more widely delivered at short notice was identified during the ongoing review of training requirements. An online eLearning package was commissioned and was rolled out in late-2004. This package will meet the demand for internal and external environmental training well into the future.

Protecting Flora, Fauna and Heritage

Optus is committed to protecting the nation's heritage and flora and fauna. Several specific examples of how this was achieved during 2003-04 are outlined below.

Parramatta. In the centre of Parramatta, NSW, Optus worked closely with the NSW Heritage Office, Parramatta Council and heritage specialists to ensure there was no impact on archaeological items at four Optus work sites.

Fire Risk. Before the 2003-04 summer fire season, Optus investigated fire risk at a number of its properties. At the major satellite facility at Belrose, in Sydney's northern suburbs, selective vegetation clearing was needed to protect the site. As the region is

known to contain Aboriginal rock carving sites and threatened species, the input of the landowner, the NSW Department of Lands, was sought. Optus proceeded only when it was satisfied there would be no adverse impacts.



Vegetation clearance at Belrose Earth Station after cultural heritage investigations

Contaminated Lands. While preparing to install cable in the Newcastle City area in New South Wales, Optus was made aware that there was a risk of finding contaminated soils. After consulting the Newcastle City Council, a risk analysis was conducted to identify the areas where there was the highest likelihood of finding these soils. Safety, mitigation and disposal measures were identified and incorporated into the site-specific Project Environmental Management Plan. During construction no contaminated soils were located, however dust minimisation methods were employed to reduce any pollution risk.

Optus sponsored environmental work by the Western Australian Department of Conservation and Land Management in the 625,000 hectare Nuytsland Nature Reserve.

WORKPLACE



Verandah restoration at the old telegraph station, Nuytsland Reserve, WA

Nuytsland Nature Reserve, WA. Following the upgrade of the Adelaide to Perth Optical Fibre Network, Optus sponsored environmental work by the Western Australian Department of Conservation and Land Management in the 625,000 hectare Nuytsland Nature Reserve.

The sponsorship helped the rehabilitation of Twilight Cove and included rubbish removal, closure and rehabilitation of unwanted vehicle tracks, and work on visitor facilities, signs and information boards. At the Eyre Bird Observatory, restoration work was carried out on

COMMUNITY

an historic veranda on the old telegraph station, a link with Australia's telecommunications history. In the Cocklebiddy area, access track maintenance, safety fencing and signs were installed to improve visitor safety and enjoyment of the area.

River Crossing, Wagga Wagga. The NSW Rail Authorities asked Optus to investigate relocating its fibre optic cable on the historic rail bridge over the Murrumbidgee River in Wagga Wagga as the bridge is due for replacement in 2005. To ensure the continued safe operation of the Sydney-Melbourne fibre optic cable, the cable was relocated away from any future construction areas.

To minimise disruption to the riverbanks and environmental damage, contractors used directional drilling to cross under the river without disturbing the riverbed. Previously disturbed sites were chosen for the bore entry and exit points to further minimise impacts. The cable was successfully relocated without impacting the Murrumbidgee River or its surrounds.

ENVIRONMENT



Rehabilitation and rubbish removal at Twilight Cove, WA

Minimising Visual Impact

Optus continues to use innovative installation techniques to make sure the potential visual impacts of mobile base stations are minimised.

A recent example of this is in Harbord, NSW, where an integrated light pole and antenna support was installed instead of a larger pole and headframe structure.



Integrated light pole and antenna support at Harbord, NSW

Environmental Compliance

INFRINGEMENTS

Optus received one infringement notice for an environmental breach during 2003-04. The Victorian Environment Protection Authority (EPA) issued a Minor Works Pollution Abatement Notice for exceeding Noise Guideline limits at a residential property near a mobile phone base station at Axedale, in the Bendigo region of Victoria.

Optus responded immediately by engaging an independent acoustic expert to investigate the source of the noise. A whistling sound was being created by wind blowing over small holes in the steel headframe that was drilled to assist the dip galvanising process during manufacture of the pole. After identifying the problem, the headframe was lowered and over 120 holes were

filled. This fixed the problem and Optus was issued with a Rescinded Notice from the Victorian EPA. Optus will now ensure future towers do not produce this noise.

Optus aims to return to a zero environmental infringement rate for the 2004-05 year.

Diesel Fuel Spills

No diesel spills or leaks were recorded during 2004.

Reducing Resource Consumption

Electricity

Optus continues to use the electricity management system it introduced in May 2002. During 2003-04, Optus used 170.7 gigawatt hours of electricity, a 13 gigawatt hour increase on the previous period. This reflects an increase in the number of base stations and other sites.

Optus has increased its solar power generation by 33 per cent (in megawatt hours) this year.

Solar Power

Optus has increased its solar power generation by 33 per cent (in megawatt hours) this year. The number of solar panels in use across the network rose from 1,360 in the 2003 period to 2,064 in the 2004 period. This increase was due in part to the deployment of eight new solar-controlled environmental vaults that regulate fibre optic signals on the major intercity cable routes.

Air Conditioning

More efficient air conditioning continues to be an important area for improved energy use. During the 2003-04 period, energy saving initiatives included:

- installing supplementary air conditioning at North Sydney and Silverwater, NSW, to focus on smaller zones for temperature control;
- altering software at Optus exchange sites in early 2004 to optimise free cooling; and
- installing a new chiller unit at the call centre in Albert Road, Melbourne, with an improved compressor and monitoring system.

Lighting

The fit-out program at Flinders St, Melbourne, Silverwater, Sydney, and on level 30 of the Optus building, North Sydney, included installing motion detectors with override switches in all large meeting rooms which turn lights off after five minutes if there is no movement. The number of ceiling lights was reduced as was the number of power outlets to minimise the use of non-essential appliances such as radios.

On level 13 of the Zenith Centre in Chatswood, NSW, a lighting survey is underway to determine whether modifications can improve energy efficiency.

Fuel

Optus has a fleet of 1,436 vehicles, 324 fewer than in

the 2003 reporting period. These vehicles use a variety of fuel types. Diesel is more efficient than petrol and is the preferred engine fuel for heavy vehicles and those travelling long distances. The least efficient vehicles were those run on LPG. However, this lower efficiency was offset by the lower price of LPG.

The fuel usage data obtained this year will be used to investigate whether fuel efficiency could be improved with a different fleet configuration.

In addition, generators used 139,230 litres of diesel to provide power for remote areas and backup power. This is an increase on last year and it reflects low tank levels for the 2002-03 period, the upgrading of tanks and fuel replacement at four major satellite sites. At these locations, tanks were refilled during the current reporting period to ensure their effective operation during maintenance or in emergencies.

Greenhouse Gas emissions due to our operations are principally a consequence of our energy consumption. As electricity is by far the most significant contributor to Optus greenhouse gas emissions, we have concentrated the majority of our initiatives on improving the efficiency of our electricity use. Even so, our total emissions increased by approximately 13,300 tonnes

Reducing Resource Consumption

equivalent of carbon dioxide since the last reporting period. This 8 per cent increase reflects a slower rate of growth than revenues, which grew at a rate of over 15 per cent over the same period

Water

In its leased buildings, Optus monitors water volumes by reviewing billing records. Water use in these facilities decreased marginally from 7,955 to 7,925 kilolitres over the last reporting period. Sewage volume monitoring on leased sites is based on billing records, but Optus-owned site sewage costs are consolidated into total building management costs and are not readily available.

CFCs

Optus is phasing out its use of the CFC gas R22 to ensure compliance with the national phase out of the gas. As such, it has reduced its use of the R22 since the 2003-04 period by replacing two chillers at the Rosebery Exchange, NSW, with compliant refrigeration. This has reduced annual CFC use by 192 kilograms.

Environment Report 2004 – Fuel Usage

	Diesel	LPG	Petrol	Diesel Other	Total
Number of Vehicles	67	276	1093	N/A	1436
Distance Traveled (km)	1,366,332	6,846,881	17,721,737	N/A	25,934,950
Total Litres	156,504	1,470,035	2,496,804	139,230	4,262,573
km/Litre	8.73	4.66	7.10	-	6.29

SOURCE	Quantity	Units	Conversion Factor*	Tonnes Equivalent of CO2
Petrol	2,497	kgCO2/kL	2.7	6.7
Diesel vehicles	157	kgCO2/kL	3.0	0.47
Diesel plant	139	kgCO2/kL	3.0	0.42
LPG gas	1,470	kgCO2/kL	1.8	2.65
Electricity	170,700,000	kgCO2/kWh	1.012	172,748.4
Total				172,758.6

* Conversion factors from the Australian Greenhouse Office "Factors and Methods Workbook," 2004.

Recycling and Reducing Waste

Lead Acid Battery Recycling

Optus recycled 164 tonnes of batteries in 2003-04 compared with 63 tonnes in 2002-03. This increase is due to multiple sites having batteries that reached the end of their life. The batteries provide backup power in exchanges, mobile sites and some customer premises.

Mobile Phones and Batteries

Optus continues to support the national industry-based program for mobile phone and battery recycling through the Australian Mobile Telecommunications Association. To date, more than 260 tonnes of mobile phone handsets, batteries and accessories have been collected for recycling in Australia. This has resulted in the recycling of some 40 tonnes of batteries containing cadmium.

This program is funded and managed by the industry and is the world's best practice for mobile telephone equipment recycling. The program operates in over 1,600 collection outlets at retail and corporate locations. More information on this program is available on the AMTA web site at www.amta.org.au.

White Goods

Optus considers the environment when purchasing whitegoods. To reduce energy consumption, the current company-wide upgrade of whitegoods will ensure that all units have a three star energy rating.

Increased efficiencies are expected as Optus replaces its printers, copiers and facsimiles with Multi-Function Devices (MFD). MFDs 'downpower' when they are not being used which saves energy. Copying units across the company have decreased by approximately 60 with the start of the MFD rollout.

Guidance regarding supply chain management is available in the Environment Management System. Application of these criteria resulted in more energy efficient devices in supply contracts generally, specifically in MFD supply.

Plastic Cups

Last year Optus used 64,000 plastic cups. This year, usage increased 3.5 times to 237,000 despite a target for a 40 per cent reduction. A review has found that figures for the current period may be more accurate than figures obtained for the previous reporting period. Another reason for the increase may be the installation of several water coolers in public spaces.

A significant increase in plastic cup usage at the Belrose satellite facility, and to a lesser extent at other sites, was a consequence of a substantial increase in visitor attendance. Optus will examine the use of disposable cups with a view to reducing consumption by 15 per cent in the next reporting period.

Paper Towels

Paper towel use has increased from 2,240 packages in the 2002-03 reporting period to 11,256 in the current period. This is almost a five-fold increase and has occurred since paper towel refilling was outsourced in new cleaning contracts. One aspect of these new contracts was the removal of laundered tea towels from kitchens for convenience and hygiene reasons. This increase was anticipated with the consolidation of bathroom and kitchen paper towel usage figures from a single supplier. However, Optus now has an accurate consumption figure.

Optus will investigate the increase with its suppliers and cleaners and aims to reduce this amount by 10 per cent in the next reporting period.

Toner Cartridges

Toner cartridge recycling increased slightly over the previous reporting period from 83 to 84 per cent. The

Recycling and Reducing Waste

target was to recycle 85 per cent of toners purchased. A delay in introducing coordinated, company-wide recycling resulted in the failure to meet the target.

Optus has begun an aggressive cartridge recycling program in partnership with Planet Ark and the target for 2005 is 90 per cent. The program has been rolled out across all Optus work sites and will be extended to staff to encourage the recycling of domestic toner cartridges as well.

Office Paper

Purchases of A4 and A3 office paper, including letterhead and other corporate stationary, were down from 289 tonnes in the last reporting period to 223 in this reporting period. This reflects the move to MFDs for copying and printing, a reduction in printer numbers, increased electronic storage and a concerted effort to reduce paper use for environmental and economic reasons.

Optus was aiming to achieve a 10 per cent reduction in paper use by setting printers to default to double-sided printing over the last reporting period. This target was exceeded notwithstanding delays to the introduction of the printer consolidation and MFDs.

The default double-side setting will be incorporated in the MFD rollout during 2004-05.

Office paper recycling occurs at all Optus facilities, however due to contractual rearrangements, we only have two months of data on paper collections. These indicated similar recycling rates as reported in previous years of about 95 tonnes.



We recycled over 90 tonnes of paper during the reporting period

Commitments to the Community and Environmental Targets

ISSUE	2004 TARGET	2004 OUTCOME	2005 TARGET	OFFICER RESPONSIBLE
Community and Environment Report	Further alignment with GRI Framework	Telecom supplement to the GRI was considered in preparation of this report	Move towards reporting in accordance with the GRI for 2004-05	Manager Environmental Affairs
	Increase stakeholder engagement in breadth and depth	Half hour interviews conducted with key members of the Consumer Liaison Forum	Investigate broader stakeholder engagement for 2004-05	Manager Environmental Affairs & Manager Corporate Affairs
	Improved description of staff as a reflection of the broader Australian community	Far more difficult than expected so focus on staff survey and other issues	Develop criteria for reporting description of staff	Corporate HR
Occupational Health and Safety (OH&S)	Enhance OH&S reporting	Reporting improved with LTIR and LTSR reported across company and within individual units	Restructure Safety Leadership Council by 04/04 Agree on specific divisional management plans by 08/04	Corporate OH&S
	Seek Level 2 Safety Achievement Business System (SABS) in South Australia	Level 2 SABS achieved	No further SABS targets set. Compliance being monitored.	Corporate OH&S
	Improved safety performance.	No target set.	Reduce lost time injuries by 22% and the severity of injuries by 18% Review and upgrade corporate OH&S Policy by 12/04	Corporate OH&S

Commitments to the Community and Environmental Targets

ISSUE	2004 TARGET	2004 OUTCOME	2005 TARGET	OFFICER RESPONSIBLE
Occupational Health and Safety (continued)	Improve OH&S management	No target set	Rollout Injury Management training 03/05 Implement training for Return to Work Co-ordinators 03/05	Corporate OH&S
	Review effectiveness of contractor management system implementation	Review commenced Web based induction training now fully automated	Finalise review	Corporate OH&S
	Implementation of the Optus Health and Wellbeing program	Program implemented as discussed in the Health and Wellbeing section of this report	Further development of Health & Wellbeing website	Manager Human Resources
Environment Management System	Summary of Environmental Policy document to be provided to all sites	Laminated copies provided to all sites	Audit display of environmental policy summary at sites	Manager Environmental Affairs
	Review content and implementation of the EMS	Revision completed and changes incorporated into training	Monitor effectiveness of revised EMS.	Manager Environmental Affairs
	Audit 10 contractor projects covering EMPs and site activities	All audits completed	Audit 10 contractor projects covering EMPs and site activities	Environmental Planner

Commitments to the Community and Environmental Targets

ISSUE	2004 TARGET	2004 OUTCOME	2005 TARGET	OFFICER RESPONSIBLE
Visual/ Landscape Ecology and Heritage	Develop tracking processes and make sure contractors are trained	Tracking process developed and contractor training undertaken	Implement contractor training using online system	Manager Environmental Affairs
	Tracking processes to be included in online training	Tracking process not yet online	Incorporate tracking processes with online training	Manager Environmental Affairs
	Environmental awareness training to be online by the end of March 2004	Training package rewritten Online training development substantially completed but not online by the end of March 2004	Complete online training by end of August 2004	Manager Environmental Affairs
Energy Use	Review SEDA agreement and future programs	SEDA involvement reviewed and decision made not to renew involvement.	No target.	Facilities Manager
	Monitor results of after hours air conditioning changes	Results reviewed with consistent savings over the 12 month period	Reviewed remainder of sites across entire corporate portfolio	Facilities Manager
	Assess effectiveness of whitegoods purchasing policy	Considerations in EMS used as part of a major photocopier/ printer replacement program. Evaluation ongoing	Conduct major review of existing and future whitegoods with a view to energy efficient replacements	Facilities Manager

Commitments to the Community and Environmental Targets

ISSUE	2004 TARGET	2004 OUTCOME	2005 TARGET	OFFICER RESPONSIBLE
Energy Use (continued)	No Target	N.A.	Audit present use of triphosphorus light tubes. Review opportunity of retrofitting energy efficient lighting to existing sites	Facilities Manager
	No Target	N.A.	Implement policy of energy efficient lighting at all new sites	Facilities Manager
Recycling, Waste and Resource Reduction	Continue existing waste audit program. Staff awareness program to be revived	Auditing completed but inconsistent formatting and methodology used Staff awareness continues as key success indicator	Review arrangements with cleaning contractors to implement a more consistent audit methodology	Administration Manager
	85% toner cartridge recycling	84% achieved	90% toner cartridge recycling	Administration Manager
	10% reduction in office paper usage	22% achieved	Further 10% reduction in office paper usage	Administration Manager
	10% reduction in paper waste in high volume print room	Insufficient data to determine outcomes, however services generally improved	Review efficiencies in high volume print room	Administration Manager
	Investigate viability of increased recycled paper content	Stationery tenders put on hold Q3 2004	Investigate viability of increased recycled paper content	Administration Manager

Commitments to the Community and Environmental Targets

ISSUE	2004 TARGET	2004 OUTCOME	2005 TARGET	OFFICER RESPONSIBLE
Recycling, Waste and Resource Reduction (continued)	40% reduction in plastic cup usage	Significant increase in plastic cup usage (3.5 fold)	15% reduction in plastic cup usage	Administration Manager
	10% reduction in wooden stirrers	Insufficient data available	Focus on more significant areas of resource reduction	Administration Manager
	Monitor water and waste water volumes	Limited data recovered from billing records in leased sites Information on Optus owned sites not available	Review contracts to increase visibility of water and waste water usage from building managers	Administration Manager
Chemicals and Fuels	Investigate presence of any remaining CFCs with a view to replacement or removal	The use of R22 was reduced by 192 kg by replacing two chillers at Rosebery which use a compliant refrigerant	Continue to phase out CFC's usage at end of equipment life	Administration Manager
	Continue to monitor fuel tanks with a target of zero spills or leaks	Tanks replaced at four sites as part of ongoing replacement strategy Zero leaks or spills	Continue to monitor fuel tanks with a target of zero spills or leaks	Facilities Manager
Electromagnetic Energy	Review 'Fact Sheet' content taking into account the most recent science in this area	Fact Sheets reconsidered through the industry association. Documents publicly available.	Engage with Government authorities to provide better educational tools for communities.	Manager Community Relations

Commitments to the Community and Environmental Targets

ISSUE	2004 TARGET	2004 OUTCOME	2005 TARGET	OFFICER RESPONSIBLE
Electromagnetic Energy (continued)	Zero non-compliance with ACIF Code	No notices or directions received from the Australian Communications Authority	Zero non-compliance with ACIF Code	National Site Acquisition Environment Manager
	Enhance Risk Communication strategies	New techniques used including web access for specific sites	Increased community consultation in compliance with ACIF code.	Manager Community Relations
	Add 300 sites to the National Site Archive database to provide EME information regarding our facilities to the public	Only 200 sites added due to delays in database access agreement Over 1,000 sites available to the public from all carriers	300 Optus sites to be added to NSA	Manager Mobile Networks

Challenge of the Electromagnetic Energy Debate

Optus recognises that some people in the community have concerns about the possible health effects of mobile phone base stations. Optus actively monitors Australian and international medical and scientific research into this issue.

It is Optus' view, on the basis of independent national and international expert opinion, that electromagnetic energy (EME) from mobile phone base stations does not have adverse effects on human health.

To help address community concerns about EME, Optus has worked with the Australian Communications Industry Forum (ACIF) to develop and implement the ACIF Code for Deployment of Radiocommunications Infrastructure. The Code has been in operation since October 2002. It requires the application of a precautionary approach to the deployment of radiocommunications infrastructure and obligates Carriers to consult with local government and the community regarding the siting of telecommunications infrastructure.

Optus has successfully implemented the Code, resulting in increased communication and consultation with the community. The Code also outlines a complaint handling procedure, however, Optus has not received any complaints regarding the processes they have followed under the Code.

We strive to improve the quality of our deployment processes to minimise the possibility of negative community responses while ensuring the best quality of service for our mobile customers.

When the Code had been in effect for approximately 18 months, a review of its operational aspects was undertaken by ACIF. Changes to the Code being considered include clarifying timelines for council comments on Carrier Consultation Plans, determining who is to be consulted and ensuring that the size of on-site signage was large enough to be easily seen by the community and interested parties.

Optus continues to ensure that staff and contractors undertake the Optus Radiofrequency Awareness Training are made aware of advances in research about EME. Awareness Training is an online, interactive program that takes about 45 minutes to complete. It contains four modules: Basic Science, Biological Effects, Australian Standards and Optus Safe Work Practices. There is a short test at the end of each module. All the test scores are automatically recorded and forwarded to the user's manager so they can be confident that their staff are aware of the practical management measures which need to be followed with regard to EME.

Optus acknowledges that within the community there are a variety of views about the deployment of telecommunications infrastructure generally, and Optus equipment particularly. We strive to improve the quality of our deployment processes to minimise the possibility of negative community responses while ensuring the best quality of service for our mobile customers.

Facing the Future

Optus' vision is to be: 'the outstanding provider of challenger telecommunications solutions in Australia and the region'. This vision will be achieved because Optus is committed to a sustainable future where we continue to provide quality services, grow our business and meaningfully engage with all our stakeholders.

Optus' corporate values support this move towards sustainability. Demonstrating our Corporate Social Responsibility will be one of our key performance objectives over the next three years.

We will do this by:

- improving community and environment reporting so stakeholders can see a more complete picture of Optus' activities;

- continuing to support worthwhile charities and programs such as Kids Help Line and Juvenile Diabetes;
- improving our engagement with key stakeholders, including staff, customers, shareholders and regulators;
- continuing to minimise our environmental footprint and maximise the efficiency of our resource consumption;
- expanding the scope and quality of services, especially to rural and remote areas; and
- setting challenging community and environmental goals and targets and then achieving them.

The future is politically, technologically and economically uncertain, but Optus is committed to being a company our grandchildren will respect and appreciate.



Feedback and Contacting Optus

Please contact Optus for more information, or if you wish to comment on this report.

Mail

Environment Affairs Manager
PO Box 1
North Sydney NSW 2059

Phone

02 9342 7800 (voice)
1800 500 002 (TTY)

E-mail

community.relations@optus.com.au

Web

www.optus.com.au

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