

Optus Sustainability Report 2026

1 April 2025 - 31 March 2026
(Financial Year 2026)

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OPTUS

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Acknowledgment of Country

Optus acknowledges the Traditional Custodians of the lands, waters and skies across Australia. We pay our respects to Elders past and present and honour the strength and continuity of the world’s oldest living cultures.

We recognise that connection and communication have always been central to First Nations communities. We are committed to learning from this legacy and to supporting a future where connection is accessible, safe and inclusive for all.

Artwork – ‘Community and the Ocean’

Like ocean currents that carry life and stories across distances, telecommunications connect people, ideas and cultures. Both shape how communities grow and belong, reminding us that every connection—seen or unseen—has the power to unite.

The Yarrabah community shares a deep cultural bond with the ocean, central to identity, stories and life. This collaborative work reflects respect for sea Country, shell life as storytellers, and water as a life-giving force—honouring resilience, culture and ongoing custodianship.

Artists

All artists are from Yarrabah Arts Centre: Edna Ambrym, Christopher Harris, Valmai Pollard, Michelle “Mickey” Yeatman, and Philomena Yeatman.



A message from our Chairman and CEO

This Sustainability Report reflects a year of heightened responsibility for Optus, a year that tested our organisation in significant ways. It reinforced that operating one of Australia’s most critical communications networks – critical national infrastructure – brings with it profound obligations to our customers, our stakeholders and the broader Australian community. It also confirmed something fundamental: sustainability is no longer defined by ambition alone. It is defined by discipline, accountability and how an organisation performs under pressure.

Over the past year, expectations of Optus have rightly increased. Customers, regulators, stakeholders and the community expect us not only to compete strongly as Australia’s leading challenger telecommunications provider, but to do so responsibly, reliably and with integrity embedded into how we operate every day. Meeting that expectation, and earning trust rather than assuming it, has shaped how we have led the organisation through FY26.

Facing hard truths – and leading through them

There have been several serious incidents at Optus in recent years, including the disruption to Triple Zero services in September 2025. These events should not have happened, and we apologise for them without reservation. They shook public confidence, and our reputation was rightly impacted. At the same time, we have not shied away from the hard truths: when trust is damaged, it cannot be restored through words alone. It requires transparency, accountability and sustained action over time.

Our focus has been on addressing root causes, not managing issues at the margins. We have strengthened governance and execution by resetting leadership accountabilities, elevating legal, compliance, security and risk, and investing deeply in network resilience and IT foundations. Accountability and risk awareness are now embedded more clearly across frontline operations, executive management and Board oversight. These changes are structural, not temporary, and they reflect a deliberate commitment to do things differently - and better.

A focused strategy, tested through delivery

Importantly, this leadership approach has extended beyond incident response. During FY26, Optus has been operating under a refreshed five-year sustainability strategy - one shaped by experience, heightened expectations and the realities of operating critical national infrastructure.

The strategy reflects a more focused and disciplined framework, centred on the three areas where we believe we can make the most meaningful difference.

This report marks the first full year of delivering against that framework.



Embedding sustainability into how Optus operates

Sustainability at Optus is not separate from how the business is run. It impacts how we allocate capital, how risk is assessed, how performance is measured and how success is defined. It is also evident in how we think about network reliability and resilience in the face of climate change; how we approach digital inclusion, safety, privacy and trust; and how we set expectations for our people, partners and suppliers to operate to the standards Australians expect.

As an operator of critical national infrastructure, reliability and resilience are not optional. Connectivity underpins Australians’ access to emergency services, healthcare, education, employment and social connection. FY26 reinforced the huge responsibility we carry to ensure our network performs when it matters most. That responsibility also extends to preparing for a changing climate, strengthening disaster readiness, and working with partners across industry and government to improve end to end resilience for the benefit of all Australians.

Equally, sustainability is about how people experience Optus, particularly in moments of vulnerability. That means customer outcomes, fairness, digital safety and trust must be designed into systems and processes. Simplifying systems and clarifying accountability are not just operational imperatives, they are essential to acting responsibly when the stakes are highest.

Delivering better outcomes for our customers starts inside the organisation. Cultural change takes time, but it is being actively driven through leadership expectations, incentive structures and governance, supported by independent assurance and transparency, and reinforced by how decisions are made, priorities are set and people are supported to do the right thing.

Looking ahead with confidence and resolve

We are clear eyed about the road ahead. Telecommunications networks are complex, and risks cannot be eliminated entirely. At the same time community expectations continue to rise, and scrutiny will remain intense – and rightly so.

What must continue to improve, and is improving, is how we prevent issues, how quickly we detect and escalate them, and how we respond with care, clarity and accountability when they occur.

This Sustainability Report is a reflection of our progress and commitment, the lessons learned and a clearer sense of direction. It sets out how Optus is embedding sustainability into the fundamentals of its operations, as a core discipline that underpins long term performance, trust and confidence in the services Australians rely on.

To our people: thank you for your professionalism, resilience and commitment during a demanding year. The work you do - often in complex and challenging circumstances - is essential to the service Optus provides to Australia every day.

To our customers, communities, partners and stakeholders: thank you for your continued engagement and for holding us to account. Trust must be earned through action, and that is the standard by which we will continue to judge ourselves.

As we look ahead over the remaining years of our current sustainability strategy, we do so with confidence and optimism. The path has not been linear, and progress is never without challenge. But we are confident Optus has the right people, guided by clear values, operating within stronger systems and governance. That combination of resilience, discipline and untapped potential gives us confidence that our best work lies ahead and that Optus will continue to play a constructive, responsible role in shaping a more inclusive, sustainable and connected future for Australia.



John Arthur
Chairman



Stephen Rue
Chief Executive Officer

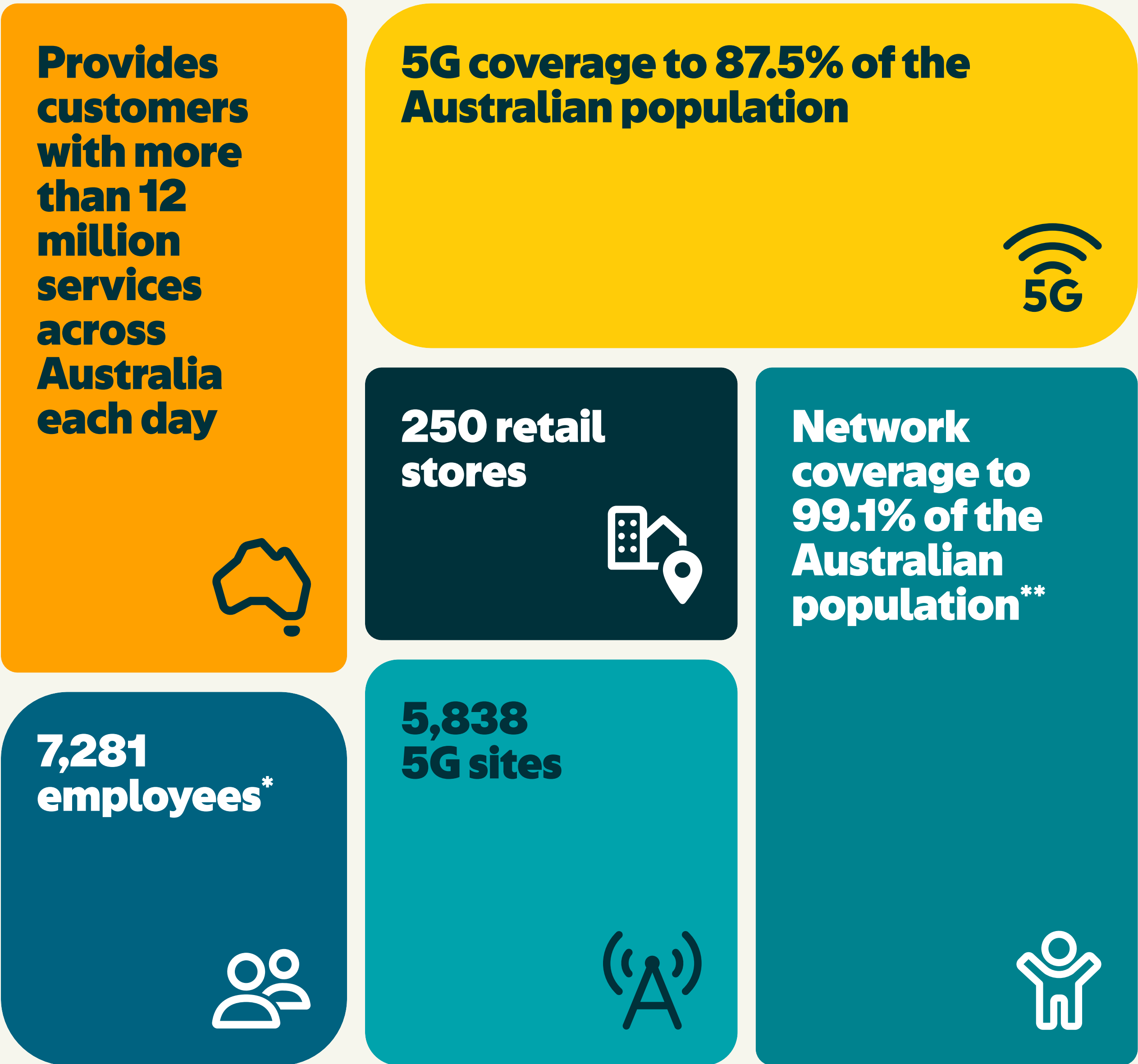
About Optus

Optus is Australia’s second largest telecommunications provider, with a network that reaches 99.1% of Australians and connects around 12 million customers and businesses across the nation. Backed by some 7,000 employees, 250 retail stores across the country, award-winning 5G and human support available 24/7, we offer a wide range of services, including mobile and home phone plans, internet and broadband, satellite services and business solutions that help make life easier and better for our customers and the nation.

We’ve built a network with the power to inspire positive change. Now we’re also committed to building a stronger Optus, listening to our customers’ needs and investing in our people, partnerships, communities and technology to create a better, connected future for Australia.

*These numbers include casual, regular and fixed term employees, including those with less than 1 year working in our business.

**Our network coverage maps for ‘Coverage Layers – Outdoors’ on our [website](#) do not include external antenna coverage.



About this report

Welcome to the 27th annual Optus Sustainability Report, which outlines our sustainability performance against our 2030 sustainability strategy for the financial year 1 April 2025 to 31 March 2026 (FY26).

Additional information on our sustainability performance and reporting, including the Singtel Group's Sustainability Report 2026, can be found on this page. We appreciate and invite feedback from our stakeholders on our Sustainability Report and broader sustainability reporting suite. Please contact us via sustainability@optus.com.au

Our sustainability reporting suite:

Singtel Group's Sustainability Report 2026

Optus is a subsidiary of Singapore Telecommunications Limited ('Singtel') and is part of the Singtel Group.

This report describes the Singtel Group's sustainability areas of focus, entity-specific sustainability data about subsidiaries in the Singtel Group (including Optus), and information relevant to standards such as the Science Based Targets initiative, the Global System for Mobile Communications Association, and the Global Reporting Initiative.

Optus' Modern Slavery Statement 2025

This statement describes how we identify, manage and monitor potential modern slavery risks across our operations and supply chain, and how we collaborate with our suppliers and partners to mitigate shared modern slavery risks.

Optus' Innovate Reconciliation Action Plan (RAP)

Our Innovate RAP describes our commitment to reconciliation with First Nations people, recognising past successes, acknowledging past failures, and continuing to listen and learn.

Optus' Employee Conduct and Whistleblower Policy

This policy describes our expectations for employee conduct and outlines the channels available to our stakeholders to report suspected misconduct, including our whistleblower process.

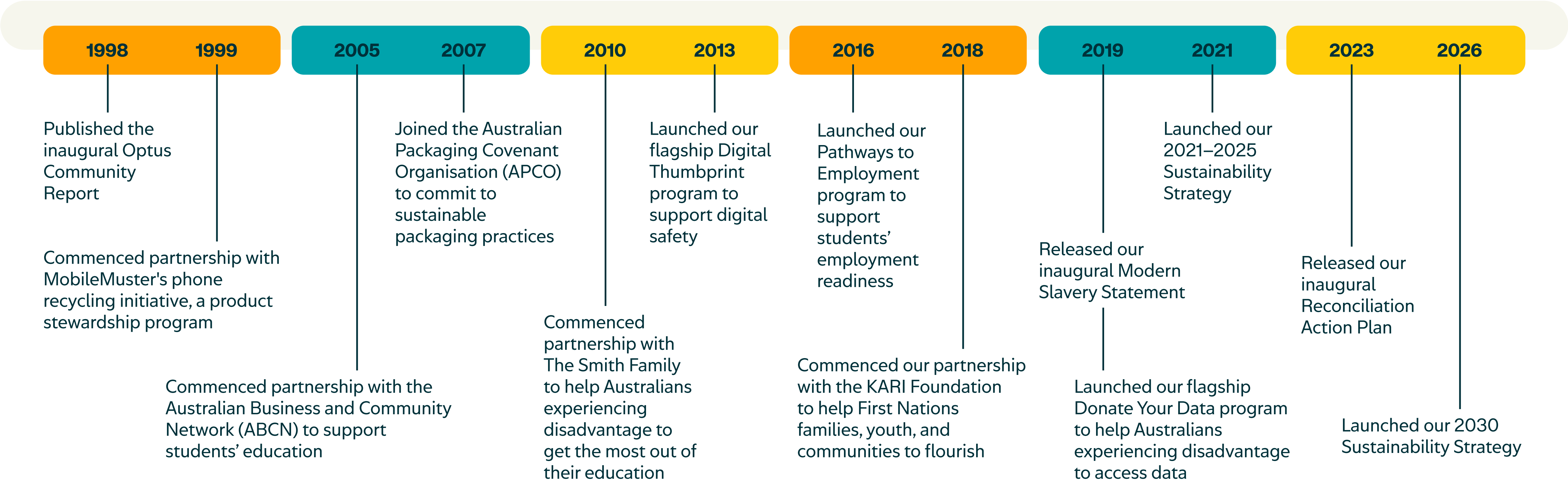
Optus' Privacy Policy

This policy describes our procedures for handling and protecting customer information, including how we collect, use, hold and share customer data. It also incorporates our Credit Reporting Policy, which explains how we handle customer credit information.

Optus' Tax Transparency Report 2025

This report describes our approach to tax governance, including the taxes we pay and our commitment to tax transparency as a signatory to the Board of Taxation's voluntary tax transparency code.

Our sustainability journey



Our 2030 sustainability strategy

At Optus, our 2030 sustainability strategy guides us to make responsible choices today to champion a more sustainable future.

Our 2030 sustainability strategy commits us to goals that we will progress through engagement with our customers, people, partners and suppliers. Our strategy was developed following a sustainability materiality analysis, which supported our assessment of the financial and non-financial impacts of priority sustainability topics on our business and stakeholders.

Our 2030 sustainability strategy pillars are:

- **Digital Empowerment:** Enabling Australians to achieve, thrive and belong in the digital world.
- **Responsible Business:** Acting with integrity and being accountable in our decisions, conduct and everyday actions.
- **Healthy Planet:** Caring for our planet by reducing our impact on the environment.



Our 2030 sustainability strategy targets

This is our first year of reporting against our 2030 sustainability strategy, and we are proud to share our progress outlined on this page.

Optus has not set local GHG emissions reduction targets. Optus contributes to the Singtel Group’s Science Based Targets (SBTs) to reduce absolute Scope 1 and 2 GHG emissions by 55% by FY30 and reduce absolute Scope 3 GHG emissions by 40% by FY30, both from an FY23 base year.

Pillar	Target	Progress in FY26
Digital Empowerment	Help connect and educate 750,000 Australians experiencing vulnerability from FY26 to FY30.	 We have helped connect and educate 203,710 Australians.
Healthy Planet	Reuse and recycle 750,000 mobile phones, tablets, modems, and streaming devices from FY26 to FY30.	 175,799 customer devices reused and recycled through takeback programs.
Responsible Business	Achieve \$14m spend with First Nations suppliers from FY26 to FY30. Achieve employee engagement within the Australian Top Quartile.	 We spent \$1.88m with First Nations suppliers.  Employee engagement was 6 points below the Australian Top Quartile.
 On track to meet target  Making progress, but behind target  Not on track to meet target		

A previous version published on 15 July 2026 incorrectly stated FY26 value spent with First Nations suppliers as \$3.74m. This has been corrected above.

Key highlights of our FY26 sustainability performance

Digital Empowerment



Digital Thumbprint

- Expanded our Digital Thumbprint program by 101% compared to FY25, helping more young people and families achieve, thrive, and belong in today's digital world.
- Supported 12,984 students to address key concerns related to Generative AI and online safety.

Donate Your Data

- Enabled 12,497 additional participants to take part in our Donate Your Data program and access more than 12.2 million GB of data donated by 200,214 Optus customers.

Healthy Planet

Resilience

- Deployed 147 new portable generators to restore power during extreme weather events.
- Equipped 10 new mobile sites with permanent generators in disaster-prone areas, remote locations, and sites that are difficult to access.

Climate & Collaboration

- Reducing our Scope 1 and 2 (market-based emissions) by 17% YoY.
- Provided carbon accounting education for 64 small and medium-sized enterprises.

Circularity

- Recycled 98% of e-waste from our operations and reused and recycled 175,799 devices from customers.
- Eliminated single-use plastics in Optus-branded modems and handset packaging by more than 90%.

Responsible Business

Pathways 2 Employment

- Increased student participation by 85% compared to FY25 to help more students develop job-ready skills.
- Contributed more than 360 volunteer hours through 92 Optus mentors and 11 workshop facilitators.



Partnership with the KARI Foundation

- Supported 80 First Nations students through scholarship programs that cover essential education-related costs across 13 schools.
- Mentored 37 First Nations Year 10 students in their final years of high school providing tailored advice across five schools in NSW.

Sustainability governance

How our 2030 sustainability strategy and performance is monitored:

In FY26 we streamlined our sustainability governance to clarify and formalise Board and Executive Committee roles and responsibilities, as outlined on this page.

¹ Singtel Optus Pty Limited (Optus) board, which serves as the head operating entity of the Optus group.

² The Optus board approves this report. The board of Singapore Telecom Australia Investments Pty Limited, which serves as the holding company of the Optus group, approves the statutory sustainability report that aligns with the new Australian Sustainability Reporting Standard.



Our focus on ethics and compliance

Our sales misconduct remediation program

We are taking action to make things right for customers, following Federal Court proceedings in September 2025 by the Australian Competition and Consumer Commission (ACCC) against Optus for sales misconduct between August 2019 and July 2023. This misconduct involved the sale of Optus products (such as a phone, iPad, tablet or any accessories) and services, such as connecting to a mobile network.

Our customers who have been sold an Optus product or service that they did not want or need, or could not afford, or could not use where they lived, may be eligible for a refund. Optus has worked with financial counsellors and independent experts to make sure this process is fair, simple and accessible in every community.

To get support or make a claim, please call Optus on 1300 082 820.



How we are supporting vulnerable customers

Our customer support teams, whether they are based in our retail stores, call centres or online centres, are committed to delivering responsive and tailored customer service.

When our customers are facing vulnerability, our dedicated Specialist Care team can step in to provide heightened support. These teams have the expertise, delegated authority and resources available to provide vulnerable customers with the nuanced and compassionate support they need, when they need it most. Heightened support can be of particular benefit to our customers who are experiencing domestic and family violence, bereavement, homelessness, financial hardship, disability, accessibility issues or managing the impacts of natural disasters.

This year our Specialist Care team supported 28,212 customers to stay connected, representing an 8% increase in customers supported compared to FY25. We also have a Financial Hardship team that works exclusively with customers who are experiencing financial hardship. In FY26, the Financial Hardship team supported 63,060 customers, representing a 105% increase in customers supported compared to FY25.

Optus Triple Zero call failures

Optus acknowledges the serious and tragic nature of the events of 18 September 2025 when human errors and failures in processes during a network upgrade resulted in a number of calls to Triple Zero in South Australia, Western Australia, the Northern Territory and far western New South Wales not connecting to emergency services.

While conducting welfare checks on customers who could not connect to Triple Zero, we learned that some of the calls involved households where a person tragically passed away. Optus apologises unreservedly for this failure that resulted in a number of customers being unable to get through to emergency services in their time of need. We offer our sincere and heartfelt condolences to the families and friends of the people who passed away.

Following the outage, Optus took several immediate actions, including:

- Monitoring Triple Zero call volumes by state and territory, 24 hours a day, seven days a week, to promptly detect any deviations from normal call patterns.
- Implementing a new compulsory escalation process for any customer reports of Triple Zero call failures received through our customer call centre.

Optus is cooperating fully with the Australian Communications and Media Authority, the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts, and other relevant authorities. We are committed to engaging constructively with key stakeholders to improve our own operations and processes, as well as the broader structure and operation of telecommunication networks in Australia.

An independent review, led by Dr Kerry Schott AO, was commissioned by the Optus Board to identify the technical, operational and governance factors involved and assess our incident response and notification processes. On 18 December 2025, Optus released the [report](#) from Dr Schott’s independent review, which included 21 recommendations. The Optus Board has accepted all the recommendations and is progressing with their implementation. Optus established a dedicated work program to implement the recommendations, complemented by comprehensive cultural reforms which are underway to further strengthen accountability, transparency, risk responsibility and a customer first mindset at all levels of the organisation.

Additionally, Optus appointed Kearney, a leading global consulting firm, to provide oversight, quality assurance, and verification as we improve our mobile network management, processes, and services to meet required standards.

Optus remains committed to improving the reliability, resilience and customer experience of our communication services for Australians. Australians should be able to trust that calls to Triple Zero will connect when it matters most, and we take that responsibility seriously. While no network is infallible and outages can occur due to factors such as severe weather, power loss, or technical faults, our focus remains on minimising disruption risks, responding swiftly if issues arise, and protecting the integrity of Triple Zero emergency systems.

For more information, visit our [website](#).

Our focus on ethics and compliance

We remain focused on maintaining robust processes, policies and internal controls that promote ethical behaviour, uphold our values and ensure compliance with applicable laws and regulations. In FY26, there were two instances where we unfortunately did not meet the expectations of our stakeholders:

- In September 2025, Optus was ordered by the Federal Court to pay to the Commonwealth of Australia a pecuniary penalty in the amount of \$100 million and pay the Australian Competition and Consumer Commission’s (ACCC) legal costs of \$1.5 million, due to Optus’ unconscionable conduct and improper sales practices between August 2019 and July 2023.

Optus has also entered into an Enforceable Undertaking to implement changes to improve Optus’ sales practices and better support customers, particularly those who are vulnerable.

Optus has taken steps to remediate affected customers and has in place a remediation program for customers who have been impacted by similar improper sales practices.

Further information about that remediation program is available on our [Sales Misconduct Update page](#).

- In November 2025, Optus Mobile Pty Limited paid a penalty of \$826,320 to the Australian Communications and Media Authority (ACMA) for failing to comply with telecommunications anti-scam rules, leading to some consumers experiencing financial losses and identity theft. An investigation found Optus, operating as Coles Mobile, breached anti-scam rules on 44 occasions in September and October 2024.

The investigation found that scammers exploited a vulnerability in a third-party identity verification system used by Optus.

Our whistleblower process

The Optus Whistleblower process is covered by the Singtel Group Whistleblower Policy. This policy sets out the channels where employees and external parties can, in confidence, raise concerns about suspected fraud, corruption, misconduct and/or other wrongdoing without fear of reprisals. It also includes details of Optus’ [Whistleblower Hotline service](#), which is independently managed by an external service provider.

This year we received 72 whistleblower complaints via our Whistleblower Hotline service and other whistleblower reporting channels, representing a 9% increase compared to FY25. Of the cases considered this year (which include the 21 cases that were carried forward from FY25), 24 were substantiated and 51 were not substantiated.

Tax governance and transparency

We recognise the vital role tax contributions play in supporting public funding and uplifting communities. This is why we are committed to maintaining high standards of tax governance and compliance with applicable tax laws in the jurisdictions where we operate.

We acknowledge the need for sensible and useful disclosure of tax information which strengthens public trust in the corporate sector. As a signatory to the Board of Taxation’s voluntary tax transparency code, we have published Tax Transparency Reports annually since FY18. Our most recent Tax Transparency Report is available [here](#).

Our data privacy safeguards

We are committed to protecting the privacy and security of our customers and the personal information they entrust us to handle with care across our networks and systems. We carefully manage access privileges, maintain secure work environments, identify and mitigate privacy risk, manage privacy related incidents and provide ongoing training to safeguard customer privacy in line with applicable legal obligations and regulations.

We record privacy complaints that are referred to us by our customers, employees, other individuals and regulatory bodies. This year we recorded 33 privacy related complaints, a 57% decrease in complaints from FY25 (76 complaints), with none received from the Office of the Australian Information Commissioner, the regulatory body. Of these, four were recorded by the Telecommunications Industry Ombudsman.

For all complaints, we engage directly with affected individuals to understand and address their concerns. We also act to understand and address underlying causes, including reviewing policies and procedures, embedding privacy by design, implementing additional controls, and providing training to our people to ensure processes are understood, upheld and strengthened, where required.



Digital

Empowerment

Our focus on Digital Empowerment is about enabling Australians to achieve, thrive, and belong in the digital world.

As technology and digital innovation continue to reshape our world, we are committed to supporting our customers and communities to navigate complex challenges such as digital access, literacy, online safety and cyber security. We are striving to bridge the digital divide, enabling people experiencing disadvantage to safely enjoy the benefits of a more connected community, including digitally enabled education, essential services, and fostering meaningful connections.



Digital Empowerment key initiatives:

Donate Your Data

Our program brings together Optus’ commitment and our customers’ generosity to enable surplus mobile data from their plan to be shared with Australians experiencing vulnerability.

Digital Thumbprint

Our multi-award winning Digital Thumbprint program provides free educational workshops for primary and secondary school students, alongside educational resources for families, to support safe and responsible participation online.

How we are progressing against our targets:

Target	Progress	FY26 result	Definitions and measurement basis	Notes
Help connect and educate 750,000 Australians experiencing vulnerability from FY26 to FY30.		203,710	This target is inclusive of: • Donate Your Data participants • Digital Thumbprint participants • Vulnerable customers supported across our Financial Hardship team and Specialist Care team	Our FY26 performance reflects expanded Digital Thumbprint program delivery where facilitator-led sessions reached regional towns, alongside a significant increase in the Financial Hardship team’s interactions with customers, which was driven by cost-of-living pressures, greater customer awareness of the support available, and internal customer service routing changes.

On track to meet target Making progress, but behind target Not on track to meet target



Donate Your Data

Our [Donate Your Data program](#) helps to ensure that no one is left behind in an increasingly connected world.

Since its launch in 2019, almost 72,000 people have utilised a free Donate Your Data SIM, and the program has facilitated Optus customer donations of 88.8 million GB of data to provide internet access for young people, their families, and other Australians who are doing it tough.

In FY26, Donate Your Data:

- Welcomed 12,497 additional participants to the program
- Worked with 270 charities and distribution partners*
- Was supported by 200,214 Optus customers who donated 12.2 million GB of data

Together with our generous customers and charity partners, we have supported Australians experiencing hardship to stay in touch with their loved ones, access essential services, and participate more fully in school, work and community life.

*We acknowledge our valued primary partners - The Smith Family, KARI Foundation and Good360 Australia.

Opening doors for at risk youth: our collaboration with Everything Suarve

One of our Queensland-based Donate Your Data charities, Everything Suarve, supports young people with education and employment through personal development, mental health support and life skills training.

Since joining Optus’ Donate Your Data program in February 2025, Everything Suarve has received 40 Prepaid SIMs to distribute to program participants, each loaded with a 12-month plan including unlimited national calls and texts and an average of 60 GB of data per month.

For more information on our collaboration with Everything Suarve, watch this [short video](#).



I am proud that I get to lead a space and open doors for young people just to come and be themselves, because that’s all I ever wanted when I was younger.

A lot of young people we support do not have data or credit on their phone to text us or ring us just to say they are safe. Some have missed employment opportunities because of this as well. The support from Donate Your Data gives us a chance to connect more young people not only out into the world, but to what Everything Suarve has on offer as well.

**Joseph Te Puni-Fromont,
Founder, Everything Suarve**

Digital Thumbprint

Launched in 2013, our Digital Thumbprint program is one of Australia’s longest running initiatives of its kind, providing free workshops in primary and secondary classrooms, and free family resources, to help make digital safety and wellbeing more accessible.

The Optus Digital Thumbprint Program has been recognised by the eSafety Commissioner since 2015, first under the Voluntary Certification Scheme and Certified Training Providers program, and since 2020 as a Trusted eSafety Provider. This endorsement recognises the commitment of Optus to the delivery of high quality, best practice online safety education.

This year, almost 100,000 students participated in our Digital Thumbprint program, representing a 101% increase from FY25, as we delivered workshops in metro and regional communities across the country. This brings total student participation since 2013 to 769,293.

Looking ahead to FY27, and as the digital landscape continues to shift, we remain committed to listening to our participants, understanding their emerging concerns and adapting our workshops and resources to ensure they remain relevant, timely and impactful.



GenAI and Online Safety: Evolving our Digital Thumbprint program

Generative AI (GenAI) – smart technology that creates text, images, audio, and video – is reshaping the digital world, especially for young people. While GenAI unlocks creativity, productivity, problem-solving, and new career paths, it also brings risks related to the identification of GenAI content, AI-driven scams and extortion, deepfakes and chatbots.

These risks are on the minds of young people. In 2024 and 2025, more than 4,500 participants in our Digital Thumbprint program told us they are increasingly concerned about their ability to identify if content is made using GenAI, navigate risks related to AI scams and extortion, and identify the use of deepfakes and chatbots.

In response, in February 2025 we expanded our Digital Thumbprint program to include innovative GenAI and Online Safety workshops and events. Delivered by specialist facilitators in primary and secondary schools across Australia, these workshops have supported 12,984 students to address their most pressing GenAI concerns. Many young children and teens interact with GenAI on a daily basis through apps, games, and connected toys. They are increasingly using chatbots and digital companions to enhance their environment and seek advice on areas such as friendships and mental health.

From February to March 2026, we introduced a range of guides and factsheets to help parents and caregivers understand the differences between technology such as chatbots and AI companions, and when it is best to engage trusted adults for advice. Leakage of personal information with AI is also particularly high for young people. Whether it’s creating an avatar or completing homework, personal and sensitive information such as address, school, physical characteristics and interests is being shared. This issue is explored in our [guide on Gen AI and children’s privacy](#).

Looking ahead to FY27, we’ll continue to evolve our Digital Thumbprint program to address the use of Gen AI in educational settings, including covering topical issues like plagiarism.



Empowering frontline support workers

Our partnership with charity Dynamic Community Care (DCC) and its foundation, Your Community Foundation (YCF), supports children and young people in regional and remote Queensland to stay connected to culture, community and family when they need it most.

DCC is an Indigenous-led provider of allied health, family and community services that provides culturally safe, trauma-informed care to young people across more than 60 locations.

With support from Optus, DCC has substantially reduced delays in keeping young people and families connected, which is critical when children are entering care under emergency or crisis circumstances that might otherwise mean weeks of separation from family without even a video call. It has been Optus’ privilege to provide DCC with the responsive, reliable and scalable technology it needs to support children and families through critical moments in their lives.

This year our collaboration with DCC resulted in:

- 75% faster service set-up times for DCC to connect young people with the family and support they need.
- Over 850 DCC staff being supported with enhanced connectivity across more than 60 program sites and 10 allied health clinics.
- A one third reduction in DCC’s telecommunications costs.

“With Optus, we’ve streamlined the process to becoming operational, which means it now takes days instead of weeks to connect young people, clients and families with program sites and clinics.”

Proud Biripi man Deejay Egan, CEO, Dynamic Community Care.

Supporting survivors of domestic violence

As part of our commitment to providing critical care to our customers and people who are experiencing vulnerability, this year we commenced a new partnership with Escabags, an Australian charity that supports individuals and families fleeing domestic abuse.

Through our partnership, 40 Optus retail stores discreetly offered free Escape Bags containing personal care items, support resources and an Optus SIM card to help survivors when they need it most.

The Escape Bags are available from participating Optus retail stores across Australia. Each Optus store features a discreet Escabags window decal to indicate that it is a safe space for people in need.



Healthy

Planet

Our focus on Healthy Planet is about caring for our planet by reducing our impact on the environment.

As the effects of climate change intensify in Australia, we must adapt to the impacts of extreme weather events, rethink how we use the planet's finite natural resources, and ensure the resilience of our network to provide critical connections for our customers and communities.



Healthy Planet key initiatives:

Strengthening our network resilience

We partnered with Nokia to develop drone-based solutions to support customer and community connectivity after extreme weather events.

Reducing our operational greenhouse (GHG) emissions

Continue decommissioning legacy infrastructure, deploying onsite solar power, and increasing the share of renewable energy powering our network.

Driving circularity

We advanced circularity across our value chain and continued our partnership with MobileMuster, which enables customers to recycle their mobile phones, modems and streaming devices at Optus retail stores.

How we are progressing against our targets:

Target	Progress	FY26 result	Definitions and measurement basis
Reuse and recycle 750,000 mobile phones, tablets, modems, and streaming devices from FY26 to FY30.		175,799 devices	This target is measured by count of: • Reused devices • Recycled devices

On track to meet target

Making progress, but behind target

Not on track to meet target

Optus has not set local GHG emissions reduction targets. Optus contributes to the Singtel Group’s Science Based Targets (SBTs) to reduce absolute Scope 1 and 2 GHG emissions by 55% by FY30 and reduce absolute Scope 3 GHG emissions by 40% by FY30, both from an FY23 base year.

Resilience

Optus provides critical connections for our customers and communities, so it is essential that our network remains resilient during extreme weather events.

In FY26, we:

- Continued to invest in community adaptation and resilience initiatives, such as through the provision of disaster-response equipment, to ensure our network connects communities when it matters most.
- Continued our participation in the CSIRO’s Telecommunications Resilience Investment Pilot, a collaborative pilot focused on supporting Australia’s telecommunications infrastructure network to enhance climate risk and resilience strategies through innovation and collaboration.
- Partnered with Ericsson and FrontierSI on a world-first trial using our 5G network to give emergency services more precise, real-time location information during search and rescue operations. By pairing first responder vehicles with autonomously tracking drones and advanced 5G positioning, the solution supports faster, safer responses in environments where a traditional GPS struggles.



In FY26 our Networks team also implemented measures to strengthen the climate resiliency of our network, including:

- Deploying 147 new portable generators to restore power during outages.
- Equipping 10 new mobile sites with permanent generators in disaster-prone areas, remote locations, and sites that are difficult to manually access.
- Deploying 36 Critical Power Extenders to increase mobile network resilience during power outages.
- Deploying 9 SatCats (satellite powered mobile base stations) and 7 DRSKIDS - portable mobile base stations for rapid deployment during major disaster events. These DRSKIDS are supported by 20 FlyAway kits that use satellite backhaul transmission during disaster recovery events.
- Deploying an additional 16 LEOCATS (Low Earth Orbit satellite terminals) and 4 small drones to provide temporary restoration of mobile connectivity, which will be fully operational from FY27.

Collaboration

By working together with our stakeholders, including customers, suppliers, partners and industry, we aim to support shared sustainability goals that strengthen Optus, the telecommunications sector, and our communities more broadly.

In FY26, Optus expanded its Supplier Engagement Program to reach a broader group of 250 suppliers, strengthening awareness and identifying opportunities for future collaboration. Building on the pilot launched in FY25, the program extended its scope to include carbon accounting education for 64 small and medium-sized enterprises (SMEs), supporting capability-building across the supply chain.

Inaugural statutory FY26 sustainability report

This year we released our inaugural statutory FY26 sustainability report that aligns with the new Australian Sustainability Reporting Standard, *AASB S2 Climate-related Disclosures*.

It outlines our approach to the identification, management and monitoring of climate-related risks and opportunities, and broader climate governance, strategy and risk matters, which supports our stakeholders’ understanding of Optus’ climate resiliency.

Flying in fast to pilot drone technology

In FY26, we strengthened our network resilience by investing in innovative technology, including a partnership with Nokia that involved developing and testing drone-based solutions to support customer and community connectivity after extreme weather events.

Together with Nokia we developed a telecommunications solution using a Tether Drone System, which was engineered and manufactured by Melbourne-based technology company XM2. Powered from a ground station, the Tether Drone System can operate continuously for up to 24 hours without needing to land and recharge, which makes it ideal for emergency response and recovery operations in remote areas.

The solution delivers 4G and 5G coverage, including voice and SMS services, across an approximate 2km radius with potential data speeds of up to 100 Mbps. After successful initial testing, we will continue to explore integrating drone technology into our disaster response capabilities from FY27.



Optus has further strengthened its emergency disaster response capability through innovative, rapidly deployable connectivity solutions designed to restore communications when communities need it most during these extreme weather events. This includes compact small-cell systems (FlyAway Kits) equipped with Low Earth Orbit (LEO) satellite backhaul, enabling fast, resilient network coverage even when traditional terrestrial links are unavailable. This complements our existing and growing fleet of Cell on Wheels (COW) units, which can be quickly transported and activated in affected areas to re-establish mobile service. Together, these solutions ensure that first responders, emergency services, and impacted communities maintain critical connectivity during natural disasters and major incidents.

“These solutions show real promise for the future of disaster response and demonstrate how we are championing our customers. We’re now progressively integrating this technology into our disaster response toolkit so that we’re keeping communities connected when it matters most.

Kent Wu Zeyi, VP of Network Strategy and Architecture, Optus.

Greenhouse Gas Emissions

The Singtel Group, which includes Optus, had its GHG emissions reduction targets validated by the Science Based Target initiative in 2017 and again in 2023. In line with these targets, the Singtel Group has committed to:

- Reduce absolute Scope 1 and Scope 2 (market-based) GHG emissions by 55% by FY30 from an FY23 base year.
- Reduce absolute Scope 3 GHG emissions from purchased goods and services, capital goods, use of sold products, downstream leased assets, and investments by 40% by FY30 from an FY23 base year.
- Reduce absolute Scope 1, Scope 2 and Scope 3 GHG emissions by 90% by FY45 from an FY23 base year.

Key initiatives during the year included:

- In FY26, Optus incurred a net increase in Scope 1 & 2 emissions (location-based) due to additional maintenance activity and refrigerant top-ups, the addition of previously unreported unmetered sites, and the reallocation of now-owned Optus retail stores from Scope 3.
- Despite an increase in Scope 1 & 2 (location-based) GHG emissions, Optus achieved a 17% reduction in total Scope 1 and Scope 2 (market-based) emissions in FY26 as our renewable energy power purchase agreement (PPA) was in operation for the entire financial year.
- The deployment of 1,986 kWp of solar capacity across our exchanges and satellite sites, completed or under construction through our National Solar Program.



- The decommissioning of legacy infrastructure, including 3G, and the deployment of technologies that reduce power demand during periods of low network traffic, delivering electricity savings of 15,662 MWh.
- Increasing the share of renewable electricity powering our operations from 21% in FY25 to 35% in FY26 of total electricity demand, excluding mandatory large-scale generation certificates.

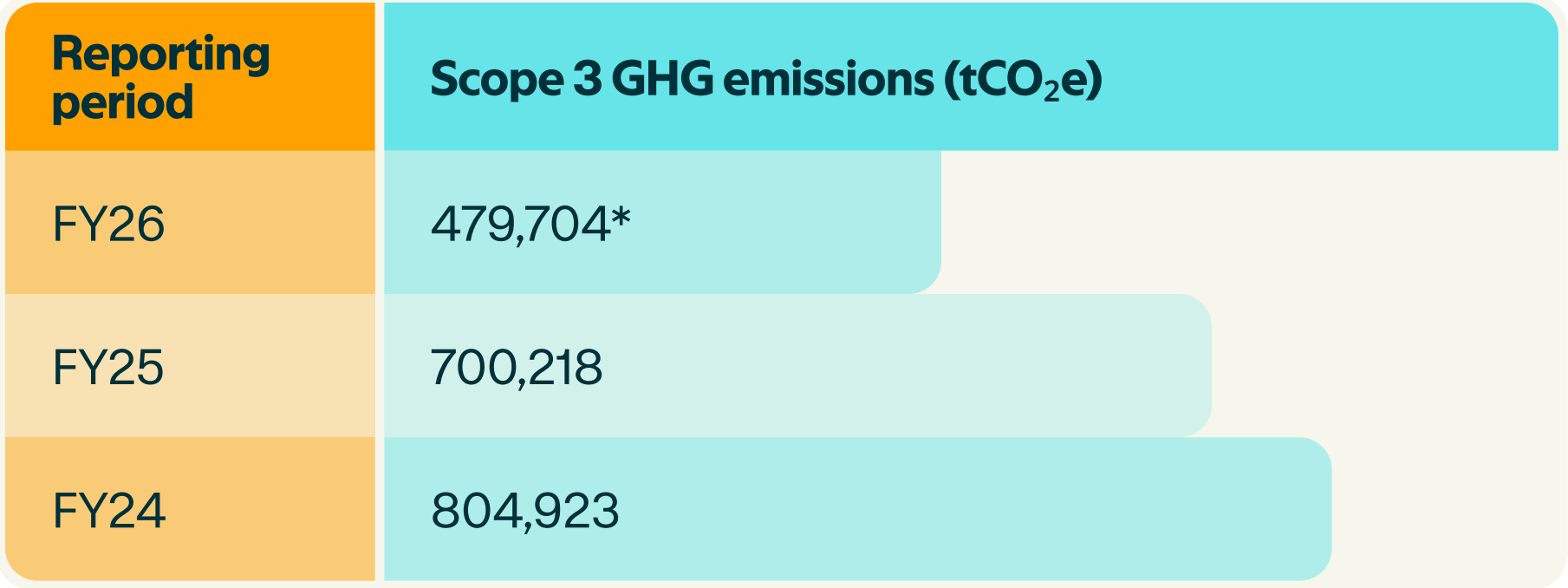
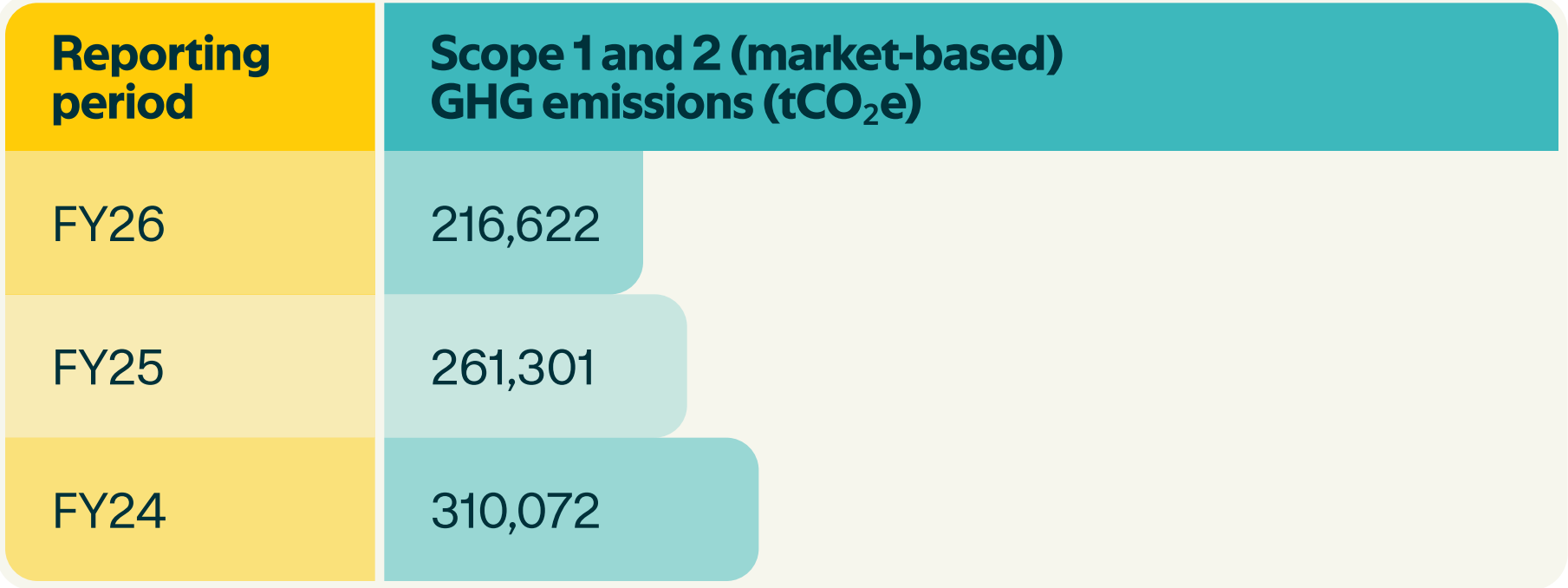
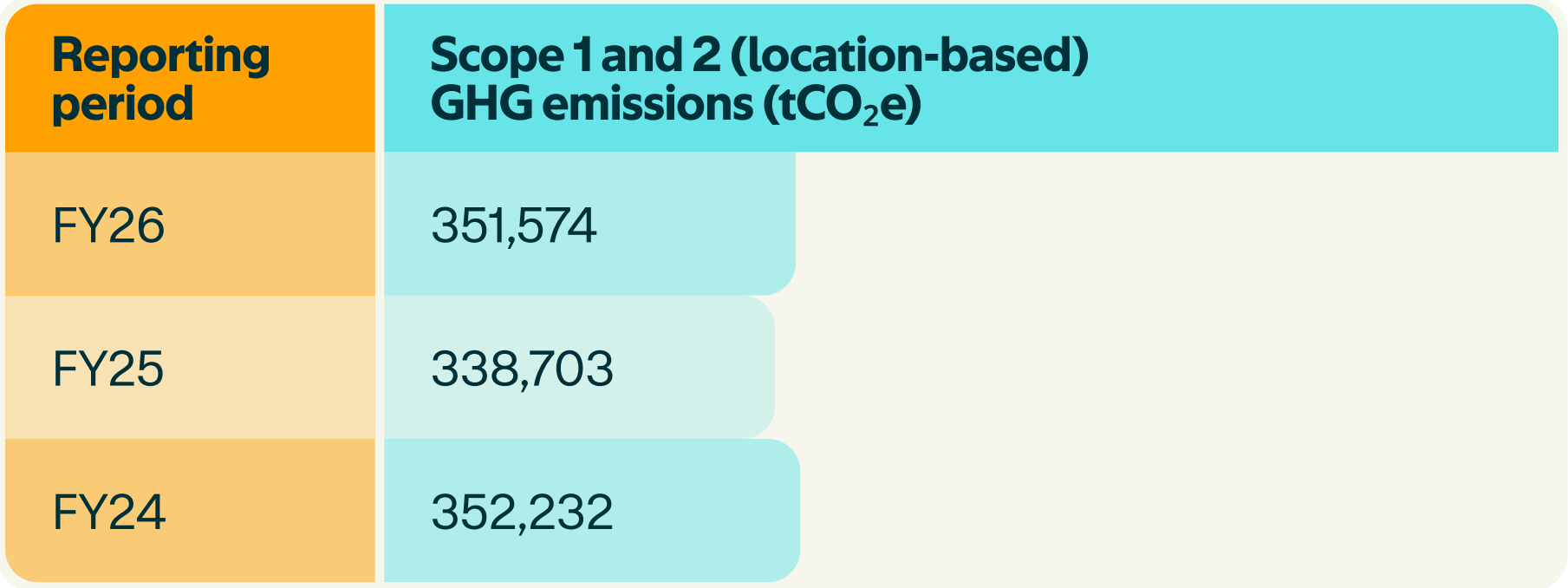
Greenhouse Gas Emissions

Scope 3 GHG emissions arise across our value chain, including from the goods and services we procure from suppliers to the products we sell to customers, and represent approximately 69% of our total Scope 1, Scope 2 market-based and Scope 3 emissions in FY26. During the year, we continued to focus on reducing Scope 3 GHG emissions through a range of initiatives, including:

- Incorporating emissions reduction expectations into selected supplier contracts, including requirements to provide Scope 1, Scope 2 and Scope 3 GHG emissions data to support improved reporting.
- Continuing to work with device manufacturers to embed sustainability considerations into the procurement of Optus-branded products, including material and product design, energy efficiency and power management features in products such as modems.
- Enhancing integration between our sustainability and financial data platforms to improve the accuracy of our GHG emission calculations. For more information on our methodology for measuring GHG emissions, please download our FY26 Data Pack on our [website](#).

For more information on our GHG emissions, including a detailed breakdown of our Scope 3 GHG emissions across the 15 categories of the Greenhouse Gas Protocol, see the [Singtel Group’s Sustainability Report 2026](#).

*In FY26, Optus reviewed Scope 3 GHG emissions methodology, adjusting previously conservative assumptions to give more accurate estimates. As a result, reported FY25 and FY24 Scope 3 GHG emissions are not directly comparable.



Waste

We are focused on reducing our environmental footprint by operating our network and designing our products with less waste and more repurposed materials.

In FY26, we continued our collaboration with suppliers and partners to develop packaging that is recyclable, and to give customers options such as eSIMs and device recycling.

These efforts resulted in:

- Elimination of single-use plastics in Optus-branded modems and handset packaging by more than 90%.
- Maintaining a "Leading" Australian Packaging Covenant Organisation (APCO) reporting score for three consecutive years.
- 175,799 devices from customers being reused and recycled.



Driving circularity through partnerships

Optus is committed to finding new ways to reduce waste and promote recycling across our operations.

Our highlights in FY26:

- We collated data from packaging manufacturers and reviewed packaging components and formats across our portfolio to improve the visibility of materials used in our business. This work strengthened our understanding of packaging impacts and helped us to identify opportunities for future enhancement.
- In partnership with PhoneCycle, an Australian-owned refurbishment company, we helped to recover, refurbish and repurpose mobile phones and tablets from insurers, schools and governments. Through this partnership, Optus supported battery replacement, cosmetic care, and device sanitisation so that devices can be safely repurposed and returned to use.
- In partnership with DV Safe Phone, a charity that collects, repurposes, and distributes mobile phones to survivors of domestic violence, we helped to establish distribution pathways so that repurposed devices reach people and communities who are experiencing, or at risk of experiencing, vulnerability.
- In partnership with MobileMuster, which is a product stewardship program that enables customers to recycle their mobile phones, modems and streaming devices at Optus stores, we have repurposed and recycled 95% of donated customer devices.

Supported by a donation of 2,000 obsolete SIM cards from Optus, coordinated with MobileMuster, 'e-Galaxy' is an ongoing participatory art project by Brisbane-based artist Suzon Fuks exploring electronic waste, technology and connectivity. These SIM cards were transformed into participatory artworks and installations that invite reflection on electronic waste, resources, and our relationship with technology.

These SIM cards – composed of silicon, gold, copper and other materials – have been transformed into playful, reassembled forms for public interaction. As physical SIM cards are becoming obsolete with the rise of eSIM technology, the work invites reflection on the shift from material to digital identity, and on the evolving relationship between technology, resources and connectivity.

'e-Galaxy' – Suzon Fuks



Responsible

Business

Our focus on Responsible Business is about acting with integrity and being accountable in our decisions, conduct and everyday actions.

We strive to uphold high standards of corporate integrity to deliver a network and experience that our customers, people, and communities can depend on.



Responsible Business key initiatives:

Volunteering and employment-focused social impact partnerships

Providing our people with opportunities to give back to the communities and causes they are passionate about.

Modern slavery and human rights

Working within our operations and with our supplier and partner network to support respect for human rights and ethical practices.

Reconciliation Action Plan

Continuing our journey towards meaningful and positive outcomes for, and with, First Nations communities.

How we are progressing against our targets:

Target	Progress	FY26 result	Definitions and measurement basis	Notes
Achieve \$14m spend with First Nations suppliers from FY26 to FY30		\$1.88m	This target is inclusive of First Nations spend on: - Building & Facility Construction and Maintenance Services - Advertising & Media - Facilities management - Vehicles and fleet management - Travel, food lodging and entertainment services - Office equipment and supplies - Printing - Clothing and luggage	Our Innovate Reconciliation Action Plan, which launched in 2026, includes our commitment to expand First Nations business procurement and strengthen diversity within the Optus supply chain in collaboration with our suppliers and partners.
Achieve employee engagement within the Australian Top Quartile		-6 below Australian Top Quartile	This target is inclusive of: Percentile from the annual people engagement survey	Our annual people engagement survey helps Optus understand how our people feel about various aspects of their work environment. We will use the results to support our improvement efforts in FY27.

On track to meet target Making progress, but behind target Not on track to meet target

A previous version published on 15 July 2026 incorrectly stated FY26 value spent with First Nations suppliers as \$3.74m. This has been corrected above.

Supporting meaningful and positive First Nations outcomes

Our Innovate Reconciliation Action Plan (RAP), launched in 2026, builds on the foundations of our Reflect RAP (2023-2024). The Innovate RAP reflects our ambition to be a better Optus: one that listens, learns and acts, earns trust through accountability and contributes positively within our sphere of influence for First Nations peoples, communities and businesses.

In FY26:

- Our Digital Thumbprint program reached 4,160 (compared to 1,900 in FY25) First Nations students, helping them to build their skills and confidence to participate more fully in an increasingly connected world.
- Our Donate Your Data KARI program activated 4,075 free SIMs for use in First Nations communities.

Advancing reconciliation through our longstanding partnership with the KARI Foundation

In FY26, we continued our long-standing partnership with the KARI Foundation, a charity that supports First Nations families, young people and communities to flourish. Our partnership involves Optus contributing funding, time and networks to the delivery and participation of targeted mentoring programs, digital inclusion initiatives, and creating meaningful employee engagement and volunteering opportunities.

Our collaboration with the KARI Foundation enabled us to support 80 First Nations students through scholarship programs across 13 schools. These scholarships helped cover students’ essential education-related costs (including school uniforms, footwear, learning resources, excursions, and sporting opportunities) to reduce barriers and help students thrive in their learning. Together with the KARI Foundation, we also supported 37 First Nations Year 10 students in their final years of high school through mentoring, which provided tailored guidance from Optus mentors to students across five schools in NSW.

We also supported four community events, including the annual Unity Day in Queensland and NSW in April 2025, Warmi-Burramatta NAIDOC event in NSW in July 2025, and the First Nations Women’s Wellbeing Conference hosted in NSW in March 2026.



Giving, volunteering and employment-focused social impact partnerships

We are passionate about fostering a culture of belonging, impact and growth to create a work environment where everyone can excel and deliver impact. This includes providing our people with opportunities to support charities and causes they are passionate about through giving and volunteering.

Our highlights in FY26:

- \$17.2m total community contributions.*
- 2,407 of our people contributed 11,733 volunteering hours to 263 charities and causes, reflecting a 25% reduction in hours compared to FY25.
- The total charitable giving by Optus and our people in FY26 was \$283,100, compared to \$257,681 in FY25.
- We launched our Christmas giving campaign in collaboration with Mission Australia, which resulted in the donation of more than 300 hampers to people most in need across Australia.
- Optus was awarded fourth place in the 2025 GoodCompany Awards for the top 40 workplaces to give back, up from fifth place in 2024, reflecting our continued commitment to community impact.

*We use the B4SI Community Investment Framework to measure our total community investment. The total includes a combination of cash, time volunteered, in-kind donations and associated management costs, employee fundraising and revenue forgone on fees, products and services.



Pathways 2 Employment: Our flagship program building job-ready skills

Pathways 2 Employment (‘P2E’) is our flagship skilled volunteering program that connects our people with students to help them develop job-ready skills and confidence as they transition into the workforce. Since the program’s launch in 2016, 1,183 students have participated in P2E alongside 594 Optus mentors.

In FY26, our P2E program experienced its largest reach to date:

We increased student participation by 85% compared to FY25.

We extended the reach of our program to engage students in South Australia, while maintaining the existing support offered to students in Victoria, New South Wales, and Queensland.



We expanded our support beyond secondary schools to include tertiary students through our collaboration with The Smith Family, The University of Queensland, University of Melbourne, Deakin University, University of Technology Sydney, and University of NSW, which helped us to build students’ skills to secure immediate workplace opportunities.

We expanded the participation of partner organisations in our P2E program, supplementing our existing charity partnerships with ABCN, KARI Foundation and The Smith Family to include Busy Schools, United Way, Future Connect and The University of Queensland, University of Melbourne, Deakin University, University of Technology Sydney, and University of NSW.

This year’s P2E highlights at a glance:

- Over 360 hours volunteered by 92 Optus mentors and 11 Optus workshop facilitators.
- 202 students supported by Optus mentors.
- 23 secondary schools and tertiary institutions engaged.
- Looking ahead, we plan to expand P2E to support more tertiary students and engage a broader range of collaboration partners to enhance our reach and impact in communities across Australia.

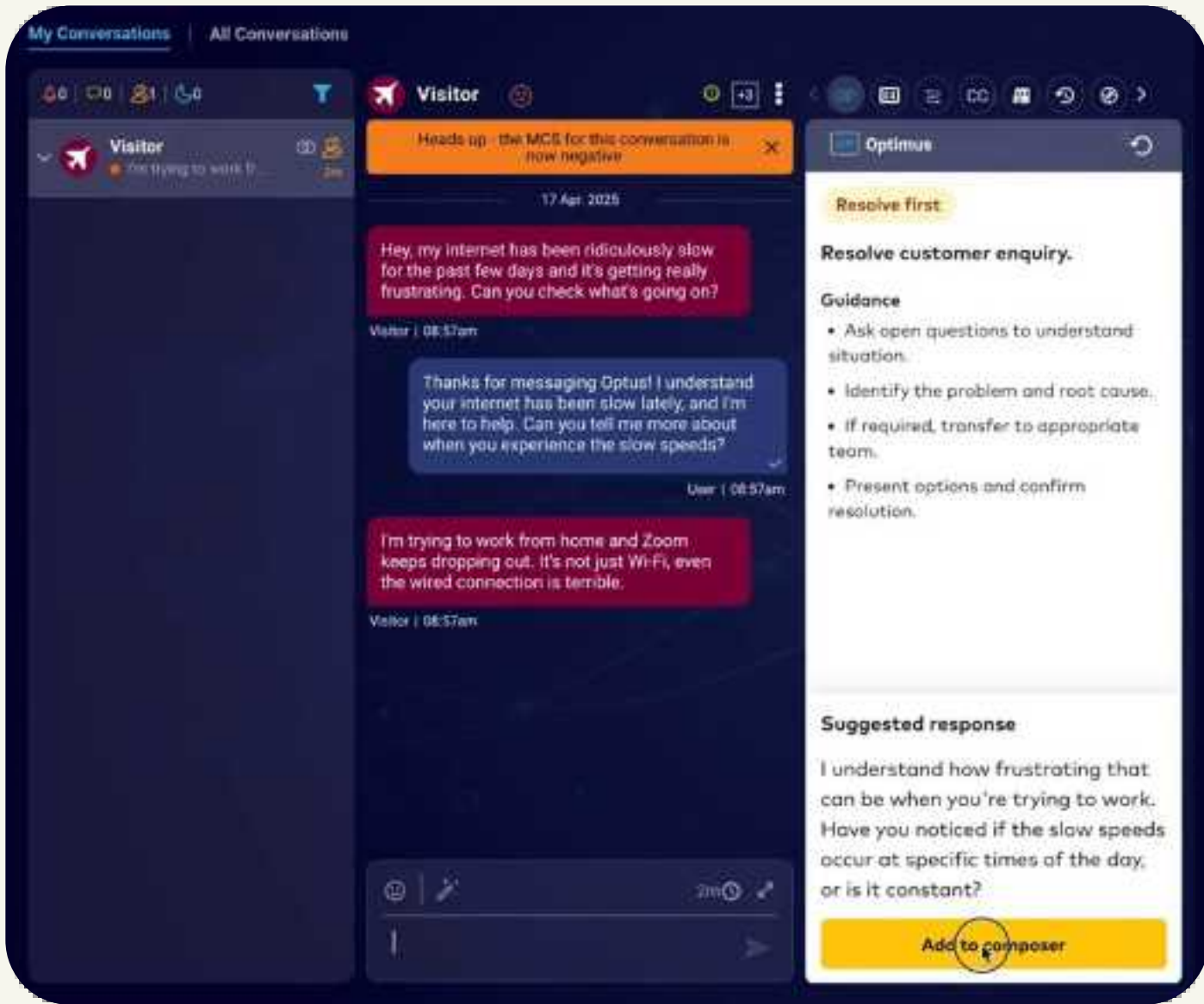
Modern slavery and human rights

We continue to monitor modern slavery risks across our operations and supply chain through our risk management processes, and supplier engagement and training. We remain committed to collaborating with our suppliers and partners as part of our due diligence on modern slavery risks, and likewise reviewing our own operations.

We continued to build awareness and capability among our people and suppliers about modern slavery risks, with 97% of our people completing the modern slavery e-learning module in FY26. For more information on our modern slavery risk management and actions, please read our latest [Modern Slavery Statement](#).

Elevating customer experience with Expert AI

In FY26, Optus has been driving next-generation customer experiences by embedding generative AI into our customer service tools and processes. Using Google Cloud technology, we have developed a suite of AI powered customer service tools designed to streamline day-to-day service enquiries. These tools improved the accuracy, quality and timeliness of over 6 million routine customer service interactions this year, resulting in industry recognition with a 2025 Good Design Award.



As an example, our Expert AI assistant guides our contact centre staff with suggested responses for common service requests like billing and account management. Our in-app and web concierge provides customers with an AI powered search experience, helping them easily locate the tools they need in our digital channels. Embedding generative AI into our Optus Assistant has made the service easier to use during key customer journeys, such as activating roaming and changing billing dates.

Our AI-powered customer experiences are underpinned by a 'safety first' approach, ensuring AI responses provided to our customers and frontline staff are accurate and comply with the Singtel Group's Responsible AI Policy.



Optus Expert AI is a great example of how we are leveraging AI to champion our customers and elevate the interactions they have with us.

**Jesse Arundell, General Manager,
AI & Analytics and Data Science at Optus**

Yes OPTUS