



Optus Sustainability Report 2018

Executive Summary

Primary school students learn how to use technology safely and responsibly at an Optus Digital Thumbprint with Kids Helpline workshop.

Welcome

At Optus, we create sustainable and long-term growth for our business, while leading and shaping positive change across the four pillars of our sustainability strategy:



**The Most
Connected
Communities**



**The Smallest
Footprint**



**Our Greatest
Asset**



**The Best
Experience**


This is an interactive PDF. Click to navigate directly to pillar.

Our strategy is determined through a materiality assessment to identify priorities and issues of concern amongst internal and external stakeholders. We look at how our business, its people and our operations can best address social challenges and improve environmental sustainability.

The United Nations Global Compact encourages businesses worldwide to adopt sustainable and socially responsible policies, and as a member, we're committed to the Guiding Principles on Business and Human Rights and the Sustainable Development Goals (SDGs).

Science Based Targets
to keep global warming
Below 2°C




**59,023
students
educated**
through
Digital Thumbprint
programs

**\$9.4
million**
invested in social and
community programs




98.5%
of the Australian
population
covered by our
mobile network


**\$12.4
million**
training investment
in our people

A message from our Chairman and Chief Executive Officer

We are pleased to have further advanced Optus' commitment to sustainable development in the past year.

As a leading mobile-led multimedia organisation, we embrace innovation and technology in everything we do, including in Sustainability. We aim to further our positive impact on society and reduce our environment footprint.

Our Greatest Asset

Our sustainability commitment truly comes to life through our people.

Optus people represent a wide variety of cultures, ethnicities, religious beliefs and languages. With over 70 different nationalities, our varied backgrounds, perspectives and life experiences help us forge strong connections with each other, our customers and help us make better decisions for our business.

We've implemented a Future of Learning Strategy to drive a transition to more social, digital and collaborative learning.

Our annual Your Voice Survey returned a positive result, with a 77% Your Voice engagement score, which was an increase of 5% on last year. This tells us we're making progress to ensure the best experience for our people.

We would like to recognise, celebrate and thank all the Optus team for their efforts as we embrace new opportunities to join in, step-up and create more 'yes' moments for our customers and broader society.

The Most Connected Communities

An increasingly connected world provides the opportunity for businesses, governments and non-profit organisations to collaborate and find new ways to help people thrive, achieve and belong. We continue to scale our reach and the impact of our strategic community programs.

We're committed to helping build a world of educated and responsible digital citizens through delivery of our Digital Citizenship programs. Since 2013, our programs have educated more than 240,000 primary and secondary school students across Australia to learn skills to be responsible online citizens.

Our social innovation program, Future Makers, empowers social enterprises and non-profit organisations that have a technology solution that creates positive change for vulnerable and disadvantaged

people. The program is going from strength-to-strength as more innovators aim to have a social impact in Australia and across Asia.

The Smallest Footprint

We're minimising our environmental footprint, which primarily consists of carbon emissions generated through electricity use in our network. We continue to explore ways to be more efficient through recycling, packaging efficiencies, collaborating with partners and suppliers, and redesigning our offerings to minimise our impact.

Optus, along with Singtel, have become the first company in the Asia Pacific region (excluding Japan) to have its carbon reduction targets approved by the Science Based Targets initiative (SBTi), a global collaborative effort that aims to keep global warming below 2°C.

We've also adopted the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). This commitment demonstrates a substantial step towards shifting the needle in the climate space and we are proud to be amongst the early adopters of TCFD.

The Best Experience

We're committed to inclusive procurement practices, which we believe will create long-term value

for our partners and communities. This year Optus became a member of Supply Nation, a direct business-to-business purchasing link between corporate Australia, government agencies and Indigenous-owned businesses.

The True Spirit of Optus

In the true spirit of Optus, we remain committed to building a better future. Our core values - Challenger Spirit, Customer Focus, Integrity, Personal Excellence and Teamwork - underpin every aspect of our decision making, success and the impact we have on society.

On behalf of Optus, we would like to thank our customers, our people and our partners, and we look forward to working together for a more sustainable future for all.

Paul O'Sullivan
Chairman



Allen Lew
Chief Executive Officer



The Most Connected Communities

With our digital technologies and innovative programs, Optus is working towards those breakthrough moments that create a positive change for vulnerable youth and our broader community.

Our approach enables us to achieve our Community mission: To help those most disadvantaged and vulnerable achieve, thrive and belong. We focus on the areas where we can create the biggest and most lasting positive impact that helps build better lives and brighter futures.

Our community strategy is focused on: Digital Citizenship; Education & Employment; Inclusion & Wellbeing; and Engaging our People.



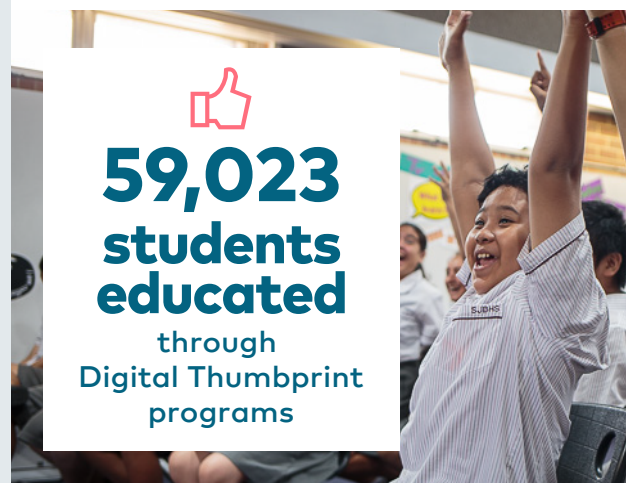
20 people
volunteered overseas
in Better Together



\$9.4 million
invested in social
and community
programs

2,103

**volunteering
roles**
filled by Optus people



**59,023
students
educated**
through
Digital Thumbprint
programs

**584
students**

complete *student2student*
Mobile program,

94%

said they improved
their literacy skills



Digital Thumbprint

At Optus, we're committed to helping build a society of educated and responsible digital citizens through our Digital Citizenship programs.

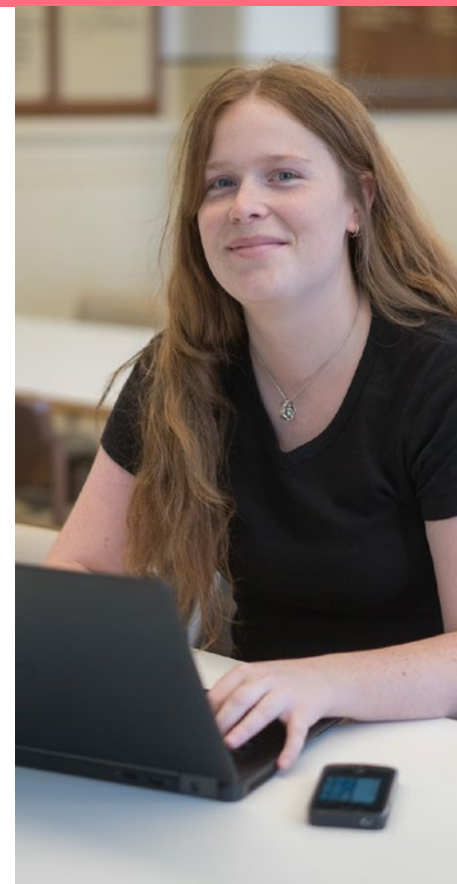
Since 2013, we've delivered workshops and developed digital tools that have educated more than 240,000 primary and secondary school students across Australia so they can champion a safer online world including critical discernment, respect and empathy.

Read more in the full Optus [Sustainability Report](#).

Helping young people to reach their potential

Our focus on Education and Employment includes supporting disadvantaged and vulnerable youth to improve their confidence and employability skills. Since 2011, we have enabled digital literacy education to over 3,755 students and provided them with access to technology through The Smith Family *Student2Student* Mobile program.

Since being a founding member in 2008, our partnership with Australian Business and Community Network (ABCN) has developed the skills and aspirations of more than 7,700 students.



Optus people make a difference



We motivate, inspire and enable our people to support causes they're passionate about. By leveraging our people's skills, knowledge and ideas, we encourage their participation in meaningful activities that are both capacity building and which creates a positive difference for the broader community.



In FY2018, our people donated close to \$200,000 to 299 charities via yes4good, which is matched by Optus up to \$300 per employee per year. In addition 2,103 volunteer positions were filled by Optus people.

The Smallest Footprint

Our ambition is to have the smallest environmental footprint possible.

We do this by understanding, managing and minimising our environmental impact across our value chain, including our business operations, suppliers and customers. Our Environment Policy outlines our approach and commitment to the environment.

Our environment strategy is focused on: Leading with Science; Climate & Carbon; and Product Stewardship.



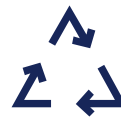
Sustainability

It's been a year of commitment, cementing our environmental responsibility at Optus.

We've committed to and announced Optus' Science-Based Targets, and adopted the recommendations of the Taskforce on Climate Related Financial Disclosures (TCFD). By reporting on the impacts of climate change to our business, and vowing to cut our emissions by 2030, we are standing up and committing to doing our part for a better future.

Read more in the full Optus [Sustainability Report](#).

High standards for recycling



Optus has committed to many initiatives to help our customers and the community at large reduce their e-waste footprint. We maintain high standards in e-waste recycling, and partner with an Australian-based service provider to ensure a safe, secure, ethical and environmentally sound recycling solution, including technology assets, secure data destruction and product stewardship services.

Sustainable transport

Optus is committed to making our people's journey to work as simple and environmentally-friendly as possible. Our award-winning Sustainable Transport Program focuses on increasing travel choices for Optus people and improving their access to Optus campuses and offices around Australia.



Our Greatest Asset

Our commitment to sustainability truly comes to life through our people who constantly seek ways to use their skills, knowledge and ideas to champion and support causes they're passionate about.

Many of our people have a key role with enabling, implementing and measuring our efforts across all four pillars of our sustainability strategy.

We believe tomorrow is ours to create. As we progress from a traditional telecommunications organisation into a digitally-led multi-media company, our people are embracing new opportunities to join in, step-up and create more 'yes' moments for our customers, each other and our community.

Our people are our greatest asset. They shape a high-performing culture and we aim to attract the best people.

67%
of participants found
health and wellbeing benefits from
Happy People


21st
in LinkedIn's
Top Companies List
for 2018

77%
Your Voice
engagement score
up 5%
from last year



2
Indigenous people
complete inaugural
internship program


\$12.4
million
training investment
in our people

Internships

Internships are offered for Indigenous Australians to provide an opportunity for skill development and to gain first-hand work experience at Optus.

In 2017 we engaged CareerTrackers, a national non-profit organisation that creates internship opportunities for Indigenous and Torres Strait Islander university students, to launch a paid internship program.

Read more in the full Optus [Sustainability Report](#).

Inclusion and Diversity



We continue our commitment to inclusion and diversity and create a culture that is inclusive of all facets of our community, across lines of gender, sexual orientation, cultural background, religious faith and beliefs, age, and ability.



With over 70 different nationalities, our varied backgrounds, perspectives and life experiences help us forge strong connections with each other, and our customers. They help us to make better decisions for our business.

Health and Wellbeing

In 2017 we introduced Happy People, a new mobile-enabled program that created a simple, scalable and accessible conversation around mental wellbeing and physical health for Optus people.

With Foodbank Australia we ran the 'Hampers of Hope' Christmas campaign, providing our people with the opportunity to donate non-perishable food items, pack hampers and donate funds, so struggling families and individuals could enjoy the festive season.



The Best Experience

Our customers are at the heart of everything we do. We want to provide them with a great service and great products that they can rely on.

As one of Australia's most trusted companies, we are committed to strong corporate governance, business ethics and transparency, and have a zero-tolerance policy towards fraud, corruption and unethical actions.

Optus has extensive plans, policies, procedures and strategies in place to protect our customer's cyber-security and data privacy, build customer satisfaction, increase innovation, improve product quality and manage supply chain risks.

We aim to continuously improve the sustainability of our supply chain, and we're committed to inclusive procurement practices, which we believe will create long-term value for our partners and communities.



Supply Nation
member

7 Future Makers finalists

addressed challenges faced by young people in education, employment and mental wellbeing.



 **98.5%**

of the Australian population covered by our mobile network



Winner:

P3 Connect Mobile Benchmark Test

Supply Nation

Optus is a member of Supply Nation, a direct business-to-business purchasing link between corporate Australia, Government agencies and Indigenous-owned businesses.

As a Supply Nation member, we meet the requirements of the Australian Government's Indigenous Opportunity Policy and have access to an online database of Supply Nation-certified Indigenous business suppliers.

Read more in the full Optus [Sustainability Report](#).

Social innovation with Future Makers

Our social innovation program, Future Makers, is a capacity building and Accelerator program for social entrepreneurs, start-ups and charities who have a technology solution that addresses challenges for vulnerable and disadvantaged people.



Connecting with our mobile network



As of 31 March 2018, our mobile network covers 98.5% of the Australian population, from capital cities to regional and rural towns. We believe that all Australians deserve high quality mobile coverage and we are committed to relentless improvement.

The Optus Mobile Network was ranked best overall in voice and data in the P3 Connect Mobile Benchmark test in December 2017. Results like this reflect our focus on improving our service offering.

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