

Optus Sustainability Report 2022

A photograph of a man with dark hair and glasses, wearing a denim jacket, sitting on a wooden deck with a young girl. They are both looking at a red smartphone held by the man. The background shows a wooden railing and some greenery. Overlaid on the top right corner of the image are large, bold, yellow numbers '100%'.



Overview

Connecting

Protecting

Empowering

Enabling

Innovating

Governance



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About Optus

Optus is a leading Australian technology and telecommunications company providing customers with more than 11 million services across Australia each day.

Optus delivers a comprehensive range of telecommunications products including mobile and fixed line telephony, fixed and mobile broadband services, multimedia entertainment and technology services, satellite services, converged business telecommunications applications and solutions; and employs more than 7,000 people across Australia.

As a challenger brand, we are on a transformational journey to deliver more than basic connectivity - we are changing what customers expect of telcos and redefining what a modern telco is. Through the Optus Living Network we are transforming our customers' network experience and including key sustainability focused initiatives through Donate Your Data™ and Optus Eco.

About this report

The 23rd annual Optus Sustainability Report covers our sustainability performance for the financial year 1 April 2021 to 31 March 2022 (FY22). This report highlights Optus' strategy, targets and performance impact across Environmental, Social and Governance (ESG) matters.

For more detail on Optus' sustainability performance, please refer to the [Singtel Group Sustainability Report 2022](#) and the [Singtel Group Annual Report 2022](#). This report also includes performance by Amaysim Australia Ltd as a subsidiary of Optus.

As part of the Singtel Group reporting, Ernst & Young LLP has independently assured a selection of our key ESG disclosures in accordance with the Global Reporting Initiative Standards (see their assurance report in the Singtel Group Sustainability Report).

We have also used the Business for Societal Impact methodology to measure and report on our community contribution; and Business for Societal Impact has verified that our evaluation of our community investment was correct on data we supplied.





Powering optimism with options for all

Our purpose

Acknowledgement of Country

Optus acknowledges the Traditional Owners and Custodians of the lands on which we live, work and serve. We celebrate the oldest living culture and its unbroken history of storytelling and communication. We pay our respect to Elders – past, present and future – and we strive together to embrace an optimistic outlook for our future in harmony, across all of Australia and for all of its people.

Feedback

Optus is committed to continuous improvement in reporting standards and sustainability performance. This report and previous years' sustainability reports can be found [here](#). We value and welcome stakeholder feedback, which can be directed to sustainability@optus.com.au.

Stakeholder engagement

We regularly engage with our diverse group of stakeholders in a variety of ways: via face-to-face, roundtable, forums, events and surveys. Our sustainability strategy is developed in consultation with them – which includes our customers, every three to five years using a comprehensive materiality review. In this way we continue to focus on issues that matter the most to these groups.

Also mentioned in this report is our active engagement and trusted partnerships with not-for-profit organisations in both social and environmental programs.

Additionally, we actively participate in industry groups and networks, and seek to collaborate on initiatives where we can make a more meaningful impact by working together.

Optus is a signatory to, or participant in, the following voluntary sustainability initiatives and memberships:

- Australian Packaging Covenant Organisation (APCO)
- Australian Business Community Network (ABCN)
- CDP (formerly Carbon Disclosure Project)
- GSMA (formerly Global System for Mobile Communications)
- MobileMuster
- Science-Based Targets initiative (SBTi)
- Shared Value Project
- Supply Nation
- Taskforce on Climate-related Financial Disclosures (TCFD)
- Telco Together Foundation
- United Nations Global Compact (UNGC)
- United Nations Business Ambition for 1.5 degrees
- United Nations Sustainable Development Goals (SDGs)
- Workplace Gender Equality Agency



[▲] 'Community Togetherness' - the artwork, created by Wiradjuri and Kunya artist Brian de Vries for Optus through our partnership with the KARI Foundation.

A message from our Chairman & CEO

This has been a year of achievements, innovation and leadership for Optus' sustainability program, and we couldn't be prouder! We celebrated 30 years of bringing Australians innovation and choice, building Australia's digital infrastructure and contributing to a stronger Australian economy.

We have been there for our people and our customers in moments of crisis and we have kept Australians connected through COVID-19, enabling work-from-home, play-from-home, and indeed everything-from-home!

In particular, FY22 saw Optus build upon our strong history of sustainable business practices by making significant progress across our six strategic pillars, that are integral to the way we do business:

- Climate action
- Circular economy
- Digital enablement
- Sustainable innovation
- Future of work
- Equity and inclusion

For each of these we have a set of targets that reflect our ambitions for our business to 2025. This report shares our progress towards achieving them, the accomplishments and leadership role we have played across social and environmental areas, and the challenges we experienced.





Climate action

Reducing our emissions

During the year we've taken tangible steps towards achieving our Net Zero by 2050 goal for carbon emissions, making good progress on our commitment to reduce our absolute Scope 1 and 2 emissions by 2030 using Science-Based Targets. This year we also completed our first assessment of our full Scope 3 emissions inventory, an initial step in identifying how we can abate Scope 3 emissions from our supply chain activities.

Our priority is to reduce our operational emissions while also increasing the proportion of our electricity being backed by renewable sources. In March 2022 we announced our commitment to have 100% of our electricity consumption backed by renewable energy sources by the end of 2025. We have been using large-scale generation certificates (LGCs), a tradeable form of renewable energy, to support our emission reduction efforts and in FY22 we surrendered LGCs equivalent to 42GWh, allowing us to reduce our net emissions by 8% over the year. We hope to conclude our national renewable energy tenders in 2022 for the remaining share of electricity backed by renewable energy sources. Also, following on our pilot for climate risk related assessments, we completed a nationwide assessment of our physical and transitional risks in line with the recommendations of the Taskforce on Climate-related Financial Disclosures (TCFD). We are taking big action in this space!

Sustainable innovation

Linking our financing to sustainability

To help us achieve our goals and allow our investors to participate in our sustainability journey, we tapped innovative sources of finance, becoming the first telco in the Asia Pacific to issue a **Sustainability-Linked Bond Framework**. We then successfully issued a A\$300 million sustainability-linked bond (tied to our emissions reduction commitments).

We know sustainability matters to our customers

We're also partnering with our customers to support them in reducing their environmental impact in easy and simple ways. In May 2021, we launched the Optus Living Network, a set of on-demand features that give customers more control and flexibility over their connectivity and network experience through the My Optus App.

Our latest Living Network feature, Optus Eco, gives customers simple options to reduce their environmental impact through switching to paperless billing, donating their device, opting for eSIMs, or even offsetting some of their device and usage by supporting local Australian carbon offset projects.

Creating the future of technology

The Optus Living Network looks at going beyond coverage and availability, to provide services such as unlimited data days, Game Path (a service that reduces lag and jitter for games) and Call Translate. For more info see [page 14](#) of this report. This year we also launched a **national 5G program** for organisations to explore, test and co-create 5G solutions with us. The program is provided through our new 5G Innovation Hub in Sydney.

Circular economy

Our principles and roadmap

We continued our commitment to circular economy principles to reduce waste. Our Circular Economy Roadmap, launched during the year, sets out our pathway to achieve targets of 100% recyclable, reusable or compostable packaging by 2025 and ambitious goals to increase the amount of Optus branded products with renewable or recycled materials. We were recognized for the fifth year running by the Australian Packaging Covenant Organisation (APCO) receiving the Industry Sector Award in Telecommunications for our efforts toward sustainable packaging.

Future of work

Our supply chain efforts

We've also progressed a range of initiatives flowing from our modern slavery disclosures. We published our second Modern Slavery Statement in 2022, and during the year we commenced a human rights risk assessment to better understand our business and supply chain risks. We have also increased employee training on modern slavery.



Our amazing people

Our amazing people are at the heart of Optus and we are passionate about investing in our people to empower them to fulfil their potential. In February 2021 we introduced Optus U, our micro-credential program in partnership with leading universities to upskill our people in relevant disciplines to drive our business to future success. During this year, Optus U had its first full year of operation and the feedback has been positive from the 300 people who have undertaken courses.

At the same time, we're bolstering the pipeline of women in leadership roles by introducing in-house development programs designed to support those moving into executive roles. And, we announced a range of flexibility initiatives including increased paid parental leave and support for stillbirth and pregnancy loss, as well as family and domestic violence entitlements.

Equity and inclusion

Our Diversity and Inclusion Senior Business Forum was established to give focus and provide advocacy in the delivery of Optus' organisation-wide diversity, inclusion and belonging strategy. As part of that approach, during the year we launched five employee networks in support of Women, Ability and Disability, Culture and Heritage, LGBTQ+, and Veterans / Services Personnel which provide the business with advice and ensures these perspectives are incorporated in our people and customer engagements.

Recognising that it's been (and remains for some) a challenging time, we have also placed additional emphasis on wellness in our workplace health and safety, to promote good mental and physical health in our people.

Digital enablement

Building a more inclusive digital world

The restrictions in response to the pandemic and resultant isolation amplified the need for digital inclusion for all Australians, to enable connections with friends and family, to complete studies and to engage in modern society. We're conscious of the leadership role we continue to play in that regard and the positive impact that we have had on more than 27,000 vulnerable Australians who have benefited from our Donate Your Data™ program.

Donate Your Data™ was complemented in FY22 with the launch of Donate Your Device, a program run in partnership with registered charity Good360 Australia Limited, enabling Optus customers to give their spare phones to Australians in need. Donate Your Data™ was also recognised by the Australian Communications Industry Awards – the ACOMMS – for innovation, and was highly commended in the Shared Value Project of the Year Award for 2021.

Our Donate Your Data™ and Digital Thumbprint programs are going from strength to strength, and we've expanded our scope for Donate Your Data™ to provide connectivity for young people and families in need, as well as people experiencing crisis. Our crisis support provides six-months free connectivity to vulnerable cohorts, such as people experiencing homelessness, out of home care, domestic and family violence, and impacts of disaster. We also became a signatory to 'The Telco Industry Domestic and Family Violence Pledge', a collaborative and ongoing industry effort to tackle domestic and family violence through the Telco Together Foundation. We've also expanded our Digital Thumbprint program, with interactive digital workshops for primary school students.

We would also like to acknowledge the great contribution in time and talent made by our people to continue to support a range of community initiatives during the year.

The pandemic made it challenging to undertake initiatives requiring face to face contact, but the enthusiasm of our people enabled us to continue to support initiatives such as ABCN mentoring, the KARI Foundation, and other programs.

It's these initiatives that show how our social and environmental sustainability has progressively become more integral to the future of our business, driving transformation and supporting our customers in their own lives. With this year of achievement and innovation, we face the future united as a team and full of optimism for what we can achieve together.

Regards,

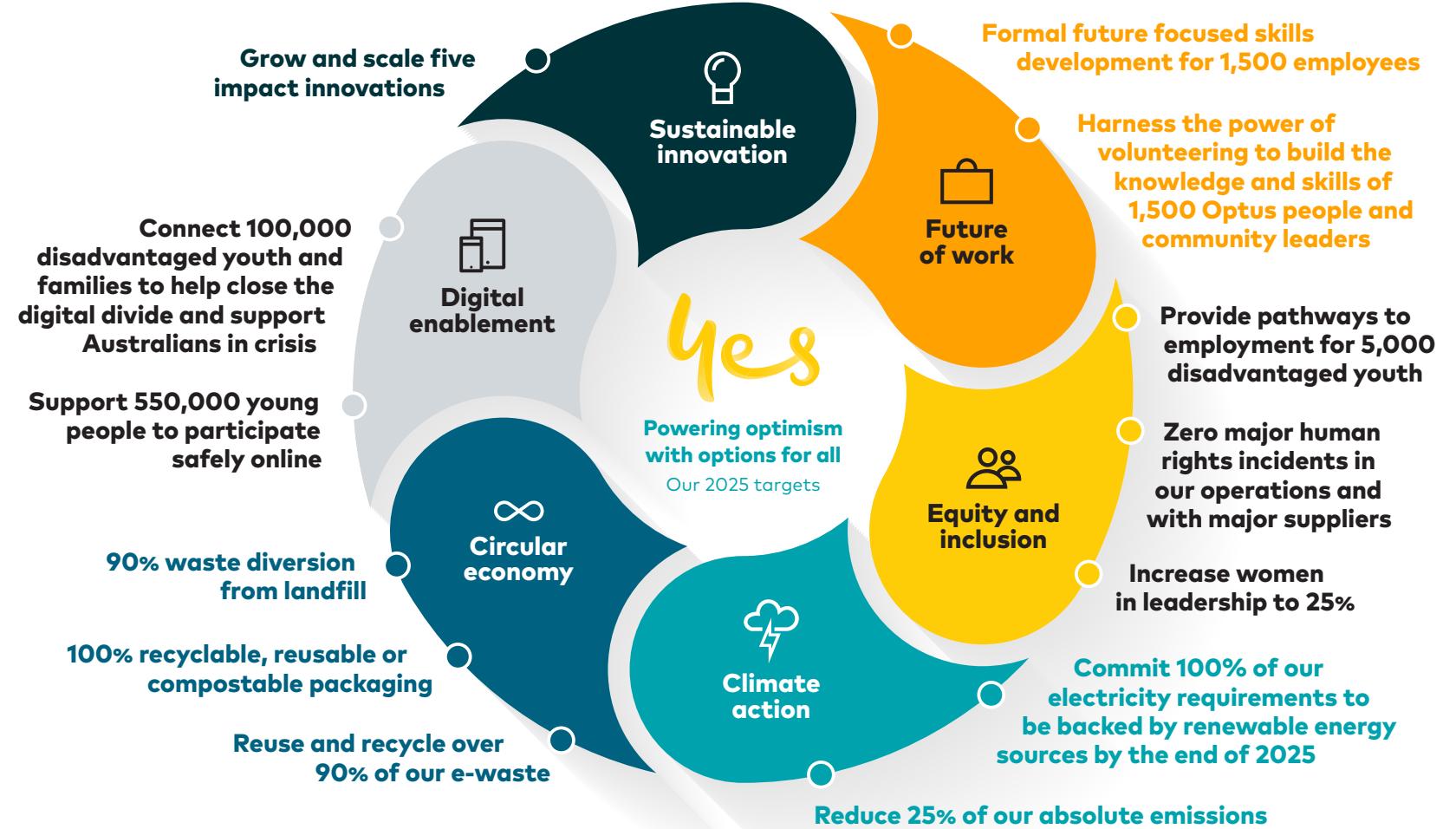
Paul O'Sullivan,
Chairman



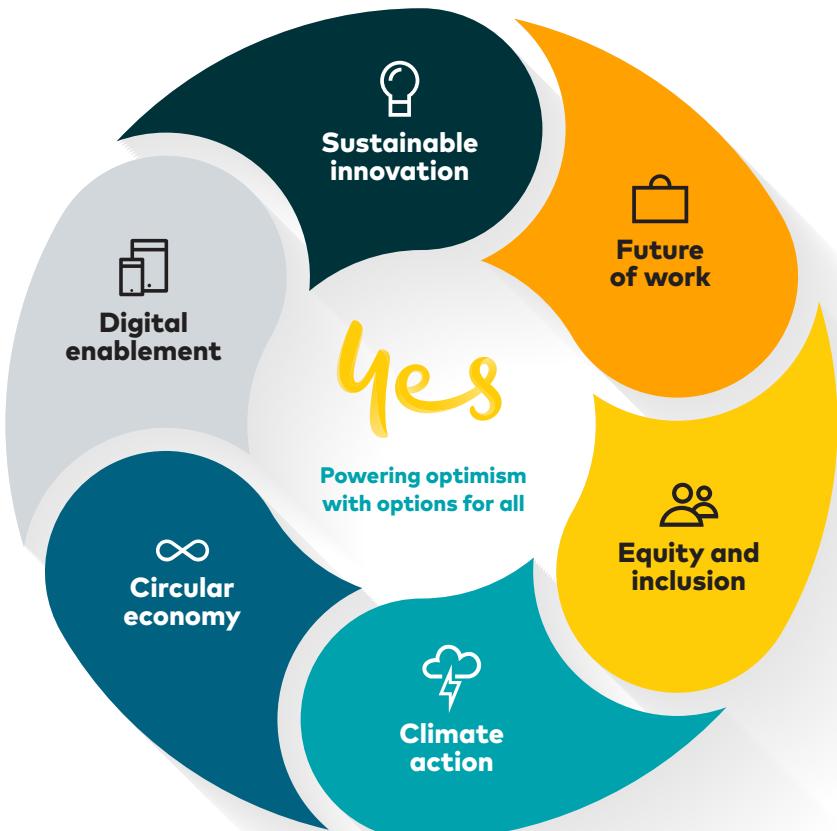
Kelly Bayer Rosmarin,
Chief Executive Officer



Sustainability Strategy



Our 2025 Targets



EQUITY AND INCLUSION

Provide pathways to employment for 5,000 disadvantaged youth

Supporting career aspirations through mentoring, skills transfer, confidence building and employment opportunities

Increase women in leadership to 25%

Working to ensure gender balanced leadership and inspire our next generation of leaders

Zero major human rights incidents in our operations and with major suppliers

Respecting the human rights of people wherever we operate



CLIMATE ACTION

Reduce 25% of our absolute emissions

Collaborate with customers and partners to reduce climate risk and achieve the global goal of no more than 1.5 degrees of warming

Commit 100% of our electricity requirements to be backed by renewable energy sources by the end of 2025

Increasing the proportion of our electricity backed by renewable sources by the end of 2025



CIRCULAR ECONOMY

90% waste diversion from landfill

Reusing, recycling and repurposing, keeping everything in use as part of the circular economy

Reuse and recycle over 90% of our e-waste

The more we give back, the more we get back

100% recyclable, reusable or compostable packaging

Moving away from single-use materials, so nothing is wasted



FUTURE OF WORK

Formal future focused skills development for 1,500 employees

Provide access to accelerated advanced learning to gain verified recognition of critical capabilities to thrive in an ever-changing technology enabled and digital world

Harness the power of volunteering to build the knowledge and skills of 1,500 Optus people and community leaders

Fostering knowledge transfer and developing leadership and coaching skills through volunteering, pro bono, mentoring and coaching programs



SUSTAINABLE INNOVATION

Support 550,000 young people to participate safely online

Ensuring everyone has all the tools they need for positive, responsible and authentic online experiences

Connect 100,000 disadvantaged youth and families to help close the digital divide and support Australians in crisis

We believe everyone deserves the chance to reach their potential and be supported in times of crisis and disasters



DIGITAL ENABLEMENT

Grow and scale five impact innovations

Accelerating ground-breaking innovations to address the most pressing social and environmental issues of our time



Our Highlights

Climate Action

Published our first TCFD report

(Task Force on Climate-Related Financial Disclosures)

Committed to having 100% of our electricity

requirements backed by renewable energy sources by the end of 2025



Launched Optus Eco

as a feature on our Living Network



Became the first telco in Asia-Pacific

to raise funds using a sustainability linked bond



Circular Economy

Launched the Optus Circular Economy Roadmap

2021-25 for packaging

Increased our e-waste collection

by 62% as part of the Mobile Muster program



Won the Australian Packaging Covenant Organisation (APCO) Industry Sector Award

in Telecommunications for efforts toward sustainable packaging.



Equity & Inclusion

Increased women in leadership to 26%

exceeding our 2025 target of 25%

Formalised our Express Yourself Network



Provided financial & mentoring support

to 20 Indigenous students through the KARI Scholarship Program



Community Investment

Contributed nearly \$26 million

through our company wide community investment programs, including disaster response, Donate Your Data™, hardship support payments, our staff giving and volunteering programs



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Our Highlights

Future of Work

We welcomed
42 graduates
across our business



300 Optus employees graduated

from our Optus U micro-credential program



We won
Best Employee Experience Initiative

at the CX Awards for our CX Academy



Sustainable Innovation

Launched our
national 5G Innovation Program



Became the first to deliver
a high-capacity triple-band 4G/5G Radio

in the Asia Pacific region



We won
Customer Service Project of the Year

Service Innovation at both the 2021 International Service Excellence Awards and the 2021 Australian Service Excellence Awards (ASEAs) for the project delivery of our eSIM

Supported 3 Optus Future Makers

in the Singtel Group Future Makers Regional program

Digital Enablement

Through **Donate Your Data™** we received generous donations of over **40,257,360 GB**

of data from more than 534,000 unique customers

We won the
'Innovation: Large Company' award

at the Australian Communications Industry Awards (the ACOMMs) for our **Donate Your Data™** program

Launched our new program,
Donate Your Device

to help increase accessibility to devices and bridge the digital divide

We educated
over 80,260 Australian students



on digital safety through our Digital Thumbprint program



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Connecting Australia

Telecommunications services are critical to connecting our community, supporting the economy and facilitating resilience for a stronger future.

In FY22, we stepped up the pace of our network improvements, to enable our customers to have access to a fast and reliable service that enhances the ability to connect with the world around them.





Putting our network first

As a leading telecommunications company, Optus plays a key role in empowering customers and the community in the age of connectivity.

We continue to improve customer experience while leveraging partnerships to develop ambitious new capabilities.

Enhancing our 5G Network

A fast and reliable network acts as a catalyst for impactful innovation, powerful knowledge sharing and meaningful personal connection, and the reason why we are committed to building Australia's fastest 5G network. Our strong performance has been recognised, with Optus winning the OpenSignal award for Australia's fastest 5G mobile network for downloads.*

This year, Optus also made further strides in expanding the reach of our 5G network, which now has over 1.5 million 5G-capable device customers. In March 2022, we made 5G accessible to our customers with compatible handsets in Hobart, Tasmania, by leveraging the capabilities of our technology partner, Ericsson.

*Terms: 5G is available in selected areas. Actual download speeds may vary by area. Check website for coverage. OpenSignal Awards – Australia: 5G Experience Report April 2022.

Customers across Tasmania will soon have access, with a further eight Optus 5G sites set to be switched on by June 2022.

1G	Analog voice
1979	Basic voice only
2G	Digital voice
1991	Text messaging
3G	Mobile internet
1998	Video calling
4G	Faster than 3G
2008	Full HD video quality
5G	Connectivity
2019	AR/VR/gaming in future

Pioneering satellite technology

Optus makes sure that no one gets left behind in the growing digital economy. We have directed significant effort and resources to the delivery of high-quality, reliable voice and data service to rural and remote Australians. In FY22, we launched a pilot program showcasing three Optus Satellite services as part of the Australian Federal Government's Alternative Voice Services Trial (AVST). Once deployed, Australians in rural and remote areas will have access to mobile services through satellites comparable in quality to that of traditional copper wires. This will open coverage beyond a fixed line socket in the home to surrounding paddocks, and will give Australians more options on how and where they connect.

Eliminating mobile black spot sites

Optus has continued in its partnership with the Australian Government through Round 5 of the Mobile Black Spot Program. In FY22, Optus switched on 57 new sites to connect our most isolated communities. Since the Program's inception in 2015, Optus has delivered more than 205 new mobile base stations supported by \$43.8 million in co-funding to improve connectivity across Australia. This has enabled over 38.8 million calls, totalling 2.3 million hours of airtime.



Optus Living Network

We strive to take a dynamic and ambitious approach in delivering more for our customers, beyond a fast and reliable network. Through the **Optus Living Network**, we have enabled features that allow our customers to make social and environmental actions to help bridge the digital divide and reduce their environmental footprint. The Optus Living Network provides a collection of on-demand network features that can be switched on via the My Optus app.

Be part of the Living Network




Optus Eco

Helping our customers reduce and offset some of their phone's environmental footprint.



Donate Your Data™

Donate unused data on your plan to Australians in need.



Donate Your Device

Paired with Donate Your Data™, which enables customers to donate an eligible device to an Australian in need.



Optus Pause

Enables customers to take a digital breather by pausing eligible Optus mobile and Home Wi-Fi connections in My Optus app.



Sidekick

Set a timer for friends to check-in when you're flying solo.



WiFi Secure™

Actively monitor WiFi connection and devices in your home from malicious websites and anomalies.



Unlimited Data Day

Turn off the meter for the day with unlimited data.



Game Path

Reduce lag with optimised routing when gaming online.



Call Translate™

Translates phone conversations between two different language speakers, in real time. We have launched a beta trial to a limited group of people with a final version coming soon.



Call Notes (beta)

Transcribed phone calls which can be voice activated within the call ("Hey Optus, take notes").



Natural disasters and extreme weather events

In recent times, Australia has experienced extreme weather events and associated natural disasters with increasing frequency and intensity. Optus is committed to ensuring our network is strong, resilient and able to provide additional support to affected customers and communities in the event of severe weather or natural disasters.

Here's what we've done in FY22:

- Formed a partnership with Redflow to deploy their battery system across 56 black spot sites under the Federal Government's Mobile Network Hardening Program (MNHP) and Strengthening Telecommunications Against Natural Disasters (STAND) program. The batteries will increase the resilience of our network, particularly in bushfire-prone areas.
- Launched Yes! CPX (Critical Power eXtender), a battery solution which can assist transmission hubs in continuing to operate for an extra 10 to 20 hours following a failure of the main power grid. This creates a buffer period for power authorities to restore services or Optus to access a site safely with a portable generator, particularly where the area has been impacted by extreme weather events.
- Implemented a Phase 4 upgrade to Australia's national emergency warning system to keep Australians safe by enabling access to real-time updates and emergency warnings. The system now has the capacity to reach over 500 emergency service agencies across Australia and will provide for more reliable and prompt emergency messaging in the communities that need it.

Flood response

The extensive floods that impacted New South Wales and Queensland in 2022 have further highlighted the importance of network resilience for the safety of our customers and wider community. Throughout the floods, our overall network remained stable. Where our towers were affected, we worked swiftly to restore services with generators. We also deployed our SATCATs to boost coverage in targeted areas such as evacuation centres.

Optus initiatives to support our impacted communities and customers:

- Post-paid customers in affected areas were provided with up to 25GB of additional data to offset increased usage on eligible plans
- Prepaid customers in affected areas were provided with up to 25GB of additional data on eligible plans
- Consumer and Business fixed internet customers were eligible for a free interim service to keep them connected
- Established a dedicated customer hotline for those affected by the severe weather
- Donated \$250,000 to the Red Cross QLD and NSW Flood Appeal and launched staff appeal with donations matched by Optus.



▲ Optus SATCAT – a mobile base station that uses satellite connection to provide temporary mobile coverage.

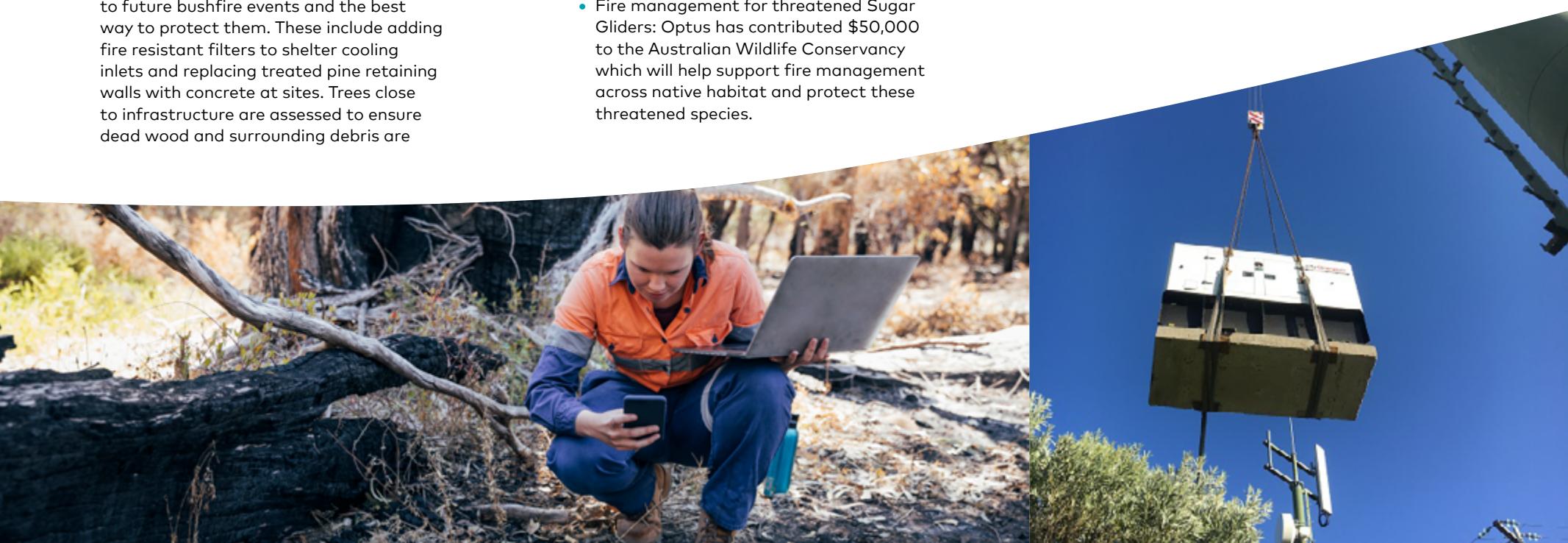


Bushfires

We recognise that climate change has driven an increase in the intensity of bushfires and length of the bushfire season. That is why Optus is taking proactive steps to improve early detection and fires extinguishment. In response we have developed meaningful partnerships to leverage our capabilities and best protect our communities.

Here's what we're doing:

- CSIRO joint research: Optus has collaborated with CSIRO to study the potential impact of embers, radiation and flame on and around Optus' telecommunication sites. Findings have identified sites that are most vulnerable to future bushfire events and the best way to protect them. These include adding fire resistant filters to shelter cooling inlets and replacing treated pine retaining walls with concrete at sites. Trees close to infrastructure are assessed to ensure dead wood and surrounding debris are removed. So far, Optus has implemented these findings to make impactful upgrades at two sites in Victoria. This has been achieved alongside the development of in-house training and site assessment tools to improve disaster response. In FY23, Optus plans on continuing training and expanding implementation of the findings as part of a larger, longer-term resiliency program.
- Automated bushfire detection: We have continued our partnership with the Australian National University (ANU) and Minderoo Foundation for the development of a national bushfire Detect and Response capability. The program will run until 2024.
- Fire management for threatened Sugar Gliders: Optus has contributed \$50,000 to the Australian Wildlife Conservancy which will help support fire management across native habitat and protect these threatened species.



Cyclones

We are enhancing network resilience throughout cyclone-prone communities in North Queensland. Across the nation, we have selected 125 sites to receive either a power generator or be connected to an existing essential power site to ensure stable connectivity throughout power outages. Generators have been installed at our first two sites in North Queensland and have already successfully stood the test of multiple power outages, with the ability to start automatically after detecting a mains power outage.



Protecting Our Environment

We approach environmental protection seriously and commit to climate change action, while also empowering our customers with the necessary knowledge and tools to make their own positive impact.



Our 2025 Targets



Climate Action

Reduce carbon emissions by 25%



Collaborate with customers and partners to reduce climate risk and contribute in efforts to achieve the global goal of no more than 1.5°C of warming.

In addition, we have committed to 100% of our electricity requirements to be backed by renewable energy sources by the end of 2025.

Progress

- Peaked net Scope 1 and 2 emissions in FY21 and reduced them by 8% for the first time in FY22
- Surrendered 42GWh equivalent of large-scale generation certificates from Australian renewable energy sources



Circular Economy

90% general waste diversion from landfill



Reusing, recycling and repurposing, keeping everything in use as part of the circular economy

Progress

- Diverted 20% in FY22

Reuse and recycle over 90% of our e-waste



The more we give back, the more we get back

Progress

- IT – 100% diversion from landfill
- Networks – 97% diversion from landfill

100% recyclable, reusable or compostable packaging



Moving away from single use materials, so nothing is wasted

Progress

- FY22 – 89%

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Addressing climate risk

Reporting in alignment with the Task Force on Climate-Related Financial Disclosures (TCFD)

Optus identifies and manages climate change risks in alignment with the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD). The TCFD disclosures are structured around four thematic areas: Governance, Strategy, Risk Management, and Metrics & Targets.

In FY22, as part of the Singtel Group, Optus published its first report in alignment with the TCFD framework, which can be found [here](#). As part of Optus' inaugural TCFD report, we expanded our initial pilot scenario analysis completed in FY21 to the national level. In FY22, we assessed over 7,000 network assets across Australia against various climate scenarios. This enabled us to determine the greatest physical risks and exposure in terms of business continuity, technical insurance premium analysis and value risks for over 1,900 medium to higher risk sites. Looking to the future, findings from this exercise will allow us to better understand the direct and indirect financial exposure to physical risks, as well as prioritise where our adaptation and mitigation efforts should be focused.

We also assessed our risks in the transition to a low carbon future. The financial materiality assessment included the impact of possible increases in carbon taxes, risk of stranded capital assets from new energy or emissions regulations, and exposure of our major suppliers to similar policies and regulations.

Key climate action highlights and progress in FY22

- Committed to 100% of our electricity requirements to be backed by renewable energy sources by the end of 2025
- Completed a full scope 3 emissions inventory for all 15 categories for Australian operations
- Completed Optus' first full TCFD disclosure, as part of Singtel Group's first standalone TCFD report
- Successfully concluded a A\$300m sustainability linked bond in Australia tied to absolute emissions reductions
- Launched our first National Renewable Energy tender
- Improved carbon emissions intensity from 0.08 tCO₂e/TB in FY2021 to 0.06 tCO₂e/TB in FY2022
- Reduced absolute Scope 1 and 2 emissions 428,458 tCO₂e in FY21 to 394,253 tCO₂e in FY22

Tackling emissions

Based on our TCFD analysis, the risks associated with the transition to a low carbon future urgently require greater and more transformative action, particularly given the high emissions intensity of the electricity grid and the growing energy demand as we expand our network coverage and capacity.

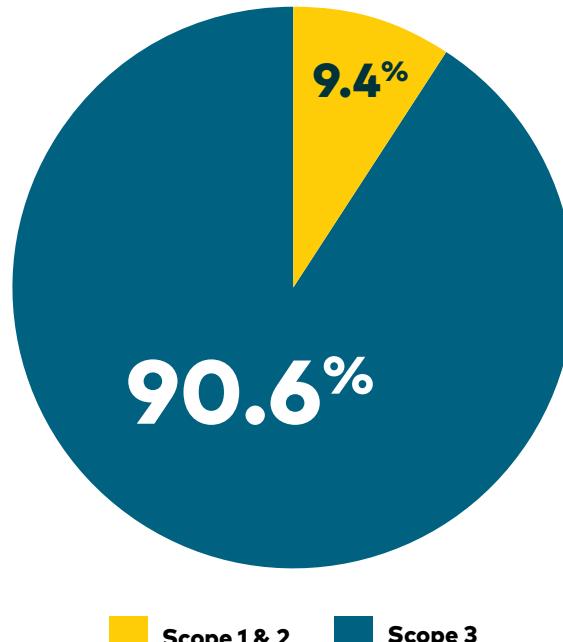
As part of the Singtel Group, we remain committed to reducing our absolute scope 1 and 2 emissions by 42%, and scope 3 by 30% from our 2015 baseline by 2030. We are also working toward net zero by 2050 in support of GSMA's pathway for the ICT and mobile industry. Our total emissions including scope 3 in FY22 are estimated at 4,180,961 tCO₂e.





Scope 3 emissions

In FY22, we completed our first detailed assessment of our full scope 3 emissions inventory, as these sources make up the majority of our total emissions. Purchased goods and services (Category 1) and purchased capital goods (Category 2) represent around 86% of scope 3 emissions and our greatest opportunity to collaborate with suppliers towards our net zero goals.



Source: Scope 3 Emissions mitigation modelling results deck prepared by EDGE.

Renewable energy strategy and approach

We have accelerated the necessary shift toward backing our electricity demand by renewable energy sources. To do this, in March 2022, Optus made a commitment to having 100% of its electricity requirements backed by renewable energy sources by the end of 2025.

Currently, electricity needed for our operations is provided by the grid from a mix of 'green', 'brown' and 'black' sources of power generation. In FY22, this accounted for the majority of our Scope 1 and 2 emissions.

To address this and work towards our emissions targets in the short term, we will acquire and surrender the equivalent of Large-Scale Generation Certificates (LGCs) that are linked to the generation of renewable energy in Australia. In FY22, LGCs enabled us to reduce our Scope 1 and 2 emissions by 8% from FY21 levels. In the longer term (by end 2025 and beyond), our aim is to have a significant portion of such LGCs tied to renewable energy power purchasing agreements (REPPA), which we may contract directly with renewable energy projects and/or through intermediary energy retailers that supply our broader electricity needs.

We expect to see a portion of our emissions reduction from electricity usage to come from 'unbundled' LGCs generated from existing operational renewable energy projects where we have no direct or indirect contractual relationship. Such unbundled LGCs may be sourced through energy retailers or through LGC wholesale markets. This mix of unbundled LGCs will be higher in the initial years leading up to 2025 as renewable energy projects take time to develop.

We note that our actual electricity usage may vary from year to year, and we anticipate that there may be locations and states where our demand is not sufficiently large enough to undertake REPPA contracts. This means that while we aim to reduce our use of LGCs, we expect them to continue to be an ongoing but reducing source for our emission reduction needs.

Sustainability-linked bonds

During the year, we made history by being the first telco in Asia Pacific to issue a sustainability-linked bond (SLB) which was tied to Optus' emissions reduction commitments. Optus, through its wholly owned subsidiary, Optus Finance, raised a A\$300m 7-year fixed-rate note carrying a coupon of 2.60% per annum, maturing on 24 November 2028. There was strong demand for Optus' inaugural SLB issuance from the investor community, and we are highly encouraged that our efforts to link financing to sustainability has been well received.

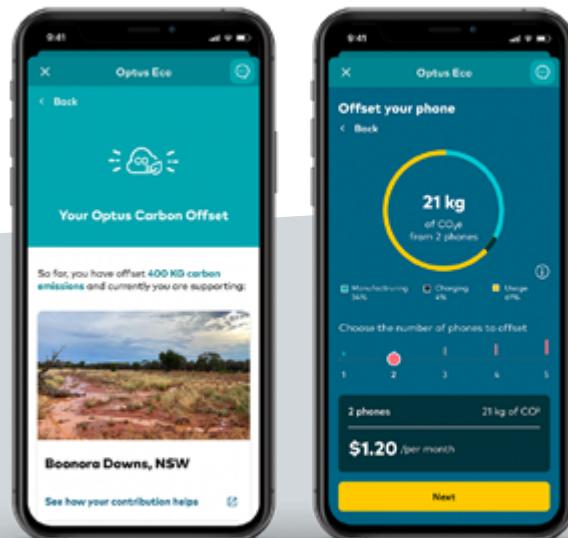




Optus Eco

We have recently launched **Optus Eco** as an additional feature as part of our Living Network. Optus Eco provides our customers with opportunities to reduce their own environmental footprint with simple and easy steps across three key areas available in the My Optus App.

- **Reduce:** Switch to paperless billing, recycle your old device, modem or accessories through Mobile Muster, donate an unwanted phone through Donate Your Device or connect with an Optus eSIM.
- **Offset:** Help offset your device and usage and support a range of high quality and high integrity Australian carbon offset projects.
- **Amplify:** Soon, once customers have ticked everything off their Optus Eco checklist, we'll provide an extra carbon-offset bonus.



Sustainable transport strategy

Optus' Sustainable Transport strategy, developed for our Sydney campus, aims to ensure our employees are empowered with options to travel to work in the most environmentally sustainable way. This includes taking public transport, cycling and using our employee bus services. For employees who drive to work, electric vehicles are a great option to limit their impact on the environment. To support this transition, in FY22 we installed 10 electric vehicle chargers in our Sydney office car park.

Optus Circular Economy Roadmap 2021-2025 for packaging

In FY22, we launched the Optus Circular Economy Roadmap 2021-25 for packaging. The Roadmap steps out the implementation of key circular economy actions over the next four years.



Embracing the circular economy

Optus adopts a circular mindset to maximise the value of our resources and enhance customer experience. We are working hard to shift from a 'take, make, dispose' way of thinking, to one that is restorative and regenerative. This requires meaningful action to be taken across three core circular economy principles:

- Design out waste and pollution
- Keep products and materials in use
- Regenerate natural systems





APCO award

Optus' strong circular economy ambition has again been recognised, winning the APCO Industry Sector award in Telecommunications for its efforts in sustainable packaging for the fifth year in a row. We are proud of our strengths in the Closed Loop Collaboration, Industry Leadership, and Packaging Strategy and Supply Chain Influence APCO categories for 2021.

We are also committed to continuous improvement and are working hard to remove single use plastics from packaging design and enhance the uptake of Australasian Recycling Label (ARL) to reduce recycling confusion.

In 2021 ▼

**371 t**

of Optus' packaging components had at least some packaging that is **made from recycled material**.

**433 t**

of Optus' packaging had all packaging **components that were recoverable** (recyclable or compostable at end-of-life).

**108 t**

of Optus' packaging had separable **components with mixed recoverability at end-of-life**.

**172 t**

of Optus' packaging components had packaging for which **all components are reusable**.

**68 t**

of Optus' packaging was **not recoverable at end-of-life and must go to landfill**.

In FY23, Optus will focus on significantly decreasing this number in alignment with our Circular Economy Roadmap.



▲ Our 2021 APCO Industry Sector award in Telecommunications



Supplier engagement

We are working with suppliers across the environmental and social aspects of the supply chain to promote product stewardship and sustainable packaging.

Reinforcing our commitment to a sustainable supply chain, Optus has updated our supplier code of conduct to include considerations for our sustainable packaging goals. The code of conduct is applicable to our suppliers and includes mandatory requirements for suppliers to provide information on materials used in packaging. There are also requirements for suppliers to take steps toward eliminating single use plastic, and increasing recycled content in packaging to align with Optus' Circular Economy targets.

E-waste

In FY22, Optus made significant progress toward its 2025 target to reuse and recycle over 90% of our e-waste. We achieved 100% diversion from landfill in IT and 97% diversion in Networks. We also increased our e-waste collection by 62% in FY22 as part of the Mobile Muster program, when compared against FY21.

General waste

During FY22, we deployed new colour coded bins to facilitate waste segregation, supported by easy-to-understand visuals and communications across our Sydney campus, with a view to roll them out nationally in FY23. However, Optus diverted only 20% of its general waste from landfill and we recognise that more needs to be done to achieve our 2025 target of 90% waste diversion from landfill.



MobileMuster

Optus is a founding member of MobileMuster, which is a national recycling program for the mobile phone industry. Over the past 25 years, Optus has proudly supported MobileMuster to keep mobile phones out of landfill by hosting collection points in retail stores and including reply paid recycling satchels in Optus pre-paid mobile bundles.

Resources saved

63 tonnes

of mineral resources saved through recycling

136,328 MJ

of fossil fuels indirectly saved through recycling

Greenhouse benefits

12 tCO₂e

of greenhouse gas emissions prevented

20kg C₂H₄

of summer smog avoided through recycling

36kg

of particulates avoided through recycling

323

equivalent trees planted



Empowering Our People

People are at the heart of Optus, and do all we can through our purpose to 'power optimism with options for all'.

We are committed to empowering the human potential of our employees, customers and the broader community. We unlock this potential through an active equity and inclusion program, meaningful skills development for our employees, and a focus on delivering impactful projects in the community with support from employee volunteers.



Our 2025 Targets



Equity & Inclusion

Provide pathways to employment for 5,000 disadvantaged youth

Building employability skills and future work readiness.



Progress

- FY21 – 1,924
- To date: 4,360
- FY22 – 2,436

Increase women in leadership to 25%



Working to ensure gender balanced leadership and inspire our next generation of leaders

Progress

- Increased women in leadership to 26%, exceeding our 2025 target of 25%

Zero major human rights incidents in our operations and with major suppliers

Respecting the human rights of people wherever we operate

Progress

- No validated incidents

Future of Work

Formal future focused skills development for 1,500 employees



Provide access to accelerated advanced learning and micro certification, to gain verified recognition of critical digital skills and capabilities to thrive in an ever-changing, technology enabled and digital world

Progress

- FY21 – 28
- To date: 374
- FY22 – 348

Harness the power of volunteering to build the knowledge and skills of 1,500 Optus people and community leaders



Fostering knowledge transfer and developing leadership and coaching skills through volunteering, pro bono, mentoring and coaching programs

Progress

- FY21 – 203
- To date: 513
- FY22 – 310

Overview

Connecting

Protecting

Empowering

Enabling

Innovating

Governance



[▲] Daniel Ricciardo, Chief Optimism Officer celebrating his win at the Formula 1 Italian Grand Prix in Monza.

Daniel Ricciardo – Chief Optimism Officer

Daniel Ricciardo has embraced his role as our Chief Optimism Officer (COO), engaging and energising our Optus employees and community throughout FY22.

Here at Optus, we could not be prouder of Daniel for demonstrating the power of optimism through his career-defining win at the Formula 1 Italian Grand Prix in Monza.

"Something I learnt last year was the importance of persistence. There were times when I let my head down and felt discouraged, but never for long. I always had some level of persistence to pick myself back up and drive forward."

– Daniel Ricciardo

'Excellence in Customer Service'

We won Excellence in Customer Service – Elevating Customer Care at the CX Awards for our Team of Experts (TEX) which was described as being "a fantastic case study of moving from an old school multiple service offering to a customer centric model with clear customer KPIs that have delivered significant results".

'Best Employee Experience Initiative'

We also won Best Employee Experience Initiative at the CX Awards, for our CX Academy, which is a program that empowers our people to grow their capabilities through eLearning modules and workshops.

'Social Impact Award'

We won the Social Impact Award at the Equinix Awards for developing a secure data platform for the Children's Cancer Institute, which integrates and shares research data in partnership with Equinix.



Elevating diversity, inclusion and belonging

Australia is a vibrant country, strengthened by the diversity of its people, their cultures, lifestyles and values. Our positive commitment is elevated in our Diversity, Inclusion and Belonging strategy, which focuses on embedding and enhancing an inclusive culture which attracts, grows, and retains unique talent who can build lasting customer relationships with our nation's diverse communities.

Alongside our strategy, we have launched our Diversity Employee Networks which aim to create an inclusive culture. Each network is sponsored by a member of the Optus Executive team, who ensures recommendations and guidance are heard by the business.



Elevate

Our mission is to create an inclusive community that empowers and elevates women at Optus through meaningful connections and opportunities to develop, grow and create impact.



Disability Network

Enable Optus employees, customers and communities with the right resources to overcome limitations and breakthrough.

Culture Connect

To build greater understanding and appreciation for the rich culture and heritage at Optus by sharing, celebrating and connecting on the values, beliefs, traditions and diverse identities of our people and what is important to them.



Express Yourself

Create an Optus where our people can express themselves and bring their true selves to work. We share lived experiences that connect, engage and nurture a safe and inclusive environment and promote Optus as an employer of choice for LGBTQIA+ workplace inclusion.



Young Professionals

To foster a supportive, diverse and inspiring community for the next generation of Optus leaders and game changers. The Network will strengthen the early career experience by powering optimism through collaboration, engagement, peer mentoring, personal and professional development.



United

Dedicated to supporting veterans and families who have served in the military around the world, as well as to those who actively serve, volunteer or are reserves in our police, ambulance, fire services, and SES.



Included@Optus program

We have also launched our Included@Optus program, which recognises the role that each employee plays in creating an inclusive culture.



Blended delivery

Bring to life the impact that behaviours, both positive and negative, have on our people and culture, level of psychological safety and sense of belonging.



Celebrate the power of difference

Deepen our connections, inspire curiosity, and spark courageous conversations that create a pathway for greater participation, and drive change and accountability.



Clear and consistent standards

Embed a consistent culture of inclusion in everything we do across Optus – all employees, all locations, all business units. Employees know where and how to report and/or get support.



Baselining with zero tolerance

Clear messaging around baseline expectation of zero tolerance beyond behavior that's legally actionable, such as sexual harassment and discrimination, to include bullying, spreading rumors and microaggressions.



Signature 3-hour experience

Positively framed, conversational and highly engaging style that can be delivered in person or virtually. Contributing to 12 hours of learning.



Immersive, Optus wide program

Encouraging employees to take ownership of the conversation – building our people's awareness of our expectations of acceptable workplace behaviour.



Gender equity

Optus is working toward a future where all genders have equal opportunity to thrive within an inclusive and respectful work environment. In FY22, we made progress toward a gender-balanced leadership team, exceeding our target of 25% of women in leadership - achieving 26% at March 2022. We are also on track to meet our group target of 32% of management to be women by FY25.

- 22% of Optus women in top management (17% in FY21, 10% FY20)
- 23% of Optus women in middle management (23% in FY21, 22% FY20)

Our progress is supported by our Executive Women program and Emerging Executives program.

We are also supporting women in STEM through our Optus U program. Together with La Trobe University, Optus U is enabling 10 of our women to complete further education in IT.

Thanks to the Federal Government's Women in STEM education program, our colleagues will undertake a two-year part-time degree while working at Optus.

Optus appoints Gladys Berejiklian to its Executive Team as Managing Director, Enterprise, Business and Institutional

Former NSW Premier, Gladys Berejiklian has joined our talented and experienced executive team to help transform our approach to business customers. Gladys brings her renowned leadership, strength and determination, and will be instrumental in bringing our business-focused teams together to deliver superior customer outcomes.



Executive women

This program targets the development of our Senior Women Executives and includes:

- Sponsorship by an Executive Committee Member
- Korn Ferry Leadership Assessments
- Professional Executive Coaching on specific development areas
- Executive Presence and Impact Workshops
- Wellness Assessments (to support resilience and Executive wellness)
- Mentoring of more junior women (pay-it-forward type of model)
- Opportunities for high-profile exposure (present at the Executive Committee meetings and enterprise-wide internal broadcasts)
- Subset program for Senior Executive Women who are 'New to Role', titled Executive Emersion Program, with additional supports required on this specific leadership journey

Emerging executives

This program is designed to bolster Optus' pipeline of women stepping into Executive roles and includes:

- Skills/strengths-based assessments
- Wellness assessments (to support resilience and Executive wellness)
- Group based workshops and webinars (focussed on Executive presence/building confidence/influencing, goal setting)
- Professional coaching on specific development areas
- Learning pathways to support the learning journey



Accessibility and inclusion action plan

Our priority is to be accessible, supportive and inclusive for our employees, customers and community. This forms part of our purpose, to power optimism with options for all and is embedded in all aspects of our business as outlined in our [Accessibility and Inclusion Action Plan](#).

LGBTQIA+

Optus continues to stand in strong support of the LGBTQIA+ community. We strive to foster inclusion in the workplace and wider community through initiatives that enhance LGBTQIA+ visibility, awareness and support.

In FY22, we formalised our Express Yourself Network with the goal of bringing together people with shared identities and their allies, to foster a more diverse and inclusive work environment. Express Yourself is a key pillar in Optus' broader Diversity, Inclusion and Belonging strategy, which also includes the Employee Networks for Women, Culture and Heritage, Abilities and Disabilities, and Veterans and Services.

We are proud of our role as Premier Network partner with Sydney Gay and Lesbian Mardi Gras (2022 and 2024) and Sydney World Pride 2023. This is in addition to elevating our role from sponsor to Presenting Partner of Sydney Queer Screen Festival for the next three years. We continue to be proud members of the Diversity Council of Australia, Pride in Diversity and the Sydney Gay and Lesbian Business Association and sponsor of the Gay and Lesbian Organisation of Business Enterprise.

Aboriginal and Torres Strait Islander peoples

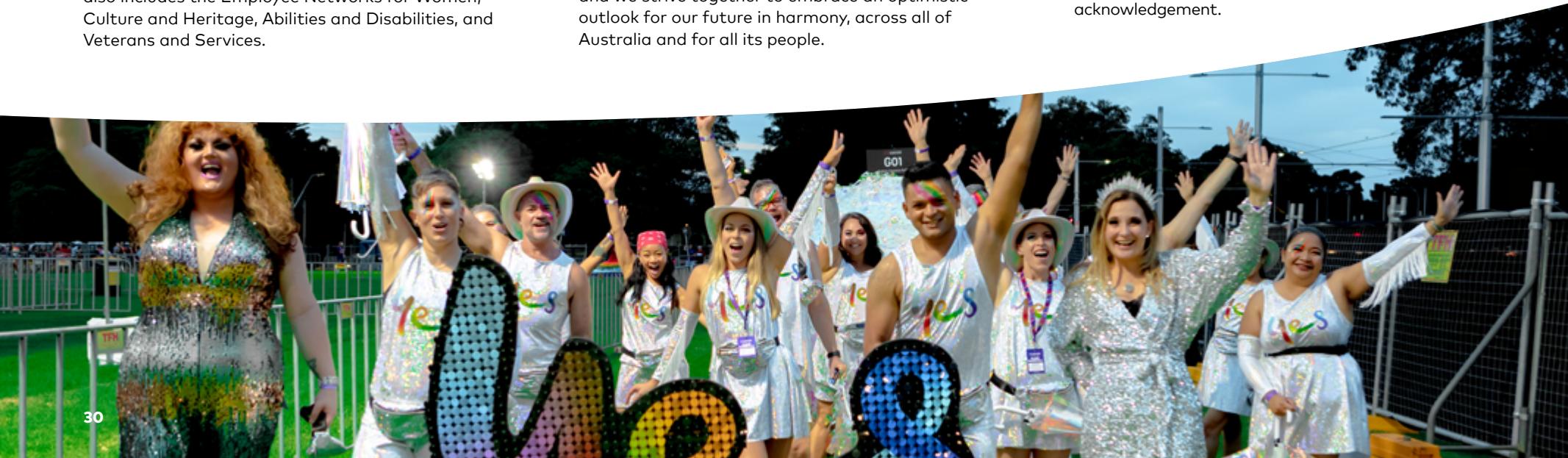
Optus, our customers and wider community all have an important role to play in fostering a future of healing and reconciliation between Aboriginal and Torres Strait Islander peoples and non-Indigenous peoples. Optus acknowledges the Traditional Owners and Custodians of the lands on which we live, work and serve. We celebrate the oldest living culture and its unbroken history of storytelling and communication. We pay our respect to Elders – past, present and future – and we strive together to embrace an optimistic outlook for our future in harmony, across all of Australia and for all its people.

KARI Scholarship program

In FY22, our KARI Scholarship program provided financial and mentoring support to 20 Indigenous students entering their final years of high school. The scholarship covered educational-related expenses for students including excursions, books and materials. While the mentoring component of the program was unable to proceed to its fullest capacity due to the pandemic, our Optus employees still connected with their students through a video sharing messages of encouragement.

NAIDOC week

To celebrate NAIDOC week, Optus hosted Tranby National Indigenous Adult Education and Training to share on the purpose and meaning behind Welcome and Acknowledgement of Country. Over 500 of our amazing people joined to gain insights into our Indigenous heritage, and what acknowledgement means to both Indigenous and non-Indigenous communities. The powerful close to the session was to keep the conversation going, to research the lands on which you live, and create your own acknowledgement.



Prioritising health, safety and wellbeing

Optus puts the health, safety and wellbeing of our people, communities and workplaces first.

Health and safety

In FY22, we improved our performance in preventing workplace-related injuries. Our workplace injury frequency rate was 0.65, (down from 1.5 in FY21). Our workplace fatality rate remained at 0 in FY22, and the absenteeism rate was 0.02.

We continue to maintain our certification of AS4801, the Australian Standard for Safety Management.

We also successfully passed the audit by Lloyds Register for our certification ISO 45001, the International Standard for Safety Management in April 2022 and the Office of the Federal Safety Commissioner in February 2022. These audits confirmed our compliance with the regulatory expectations associated with the use of Australian Federal Government funding.

Contractor health and safety management

The emphasis Optus places on maintaining a safe and healthy working environment extends to our contractors. Each Optus contractor completes an induction through Donesafe, an Optus digital platform focused on improving WHS processes, controls, incident reporting and management. The induction covers WHS requirements applicable to all Optus sites and specific business units. Following the induction, our contractors have access to the Optus WHS Incident Notification Hotline used for the immediate reporting of serious safety incidents.





Wellbeing

Wellbeing is an important component of a safe and healthy workplace. The COVID-19 pandemic has only further amplified this, necessitating a holistic approach to health. Optus has strengthened our approach in FY22 by refreshing wellbeing initiatives and drafting a wellbeing strategy, which is expected to be published in FY23.

[Here's what we've done in FY22 >](#)

Wellness Gateway – EAP

- Working with our health and wellbeing provider (Lifeworks EAP), employees continue to have access to a wellness gateway with access to various tip sheets, podcasts and self-help tools to help make positive and incremental changes to their wellbeing.
- Employees will have access to monthly webinars (topics will be across six pillars of health – emotional, physical, social, vocational, financial and environmental) that will allow them to make better health decisions.

Health Risk Assessments and Resilience Assessment

- Employees in 2022 continue to have access to Health Risk Assessments (HRA) and Resilience Assessment.
- HRA will help our people learn more about health and lifestyle factors which can help improve their health and wellbeing. Employees will receive a free and personalised report with recommendations and tips to start making positive changes.

Mindfulness program

- We launched a mindfulness program for all employees to access, and to learn more about their strengths in the five facets of mindfulness.
- Employees receive a personalised report with tools and tips to better utilise their strengths or build on their weaknesses.

SMS counselling pilot

- Working with our health and wellbeing provider, we launched a four-month SMS counselling Pilot (this concluded at the end of Jan).
- Our EAP provider is in the process of embedding text-based counselling support as part of the Lifeworks platform. This way, Optus employees will not be required to use QR codes to access this service, and can access it from our wellbeing gateway.
- Text-based counselling support will be available 24/7 going forward (as part of the trial, it was only available on selected days and timings).

Sleep and fatigue management program

- We launched a sleep and fatigue management program for all employees in March this year.
- The Sleep and Fatigue Program is accessible through our Optus Online Wellness Gateway. After completing the assessment, employees can register to the program to obtain access to self-guided learning resources in the form of tip sheets and videos.

Navigating a return to the workplace seminars

- We recently ran two EAP webinars on navigating a return to the workplace (Manager and all employees session).
- These sessions, hosted by an onsite psychologist from our EAP provider, covered the following:
 - strategies for managing stress and anxiety in the moment
 - tips for identifying unhelpful responses to the change
 - stepping through a process of creating a realistic and helpful (as opposed to a simply 'positive') response to returning
 - having helpful conversations with your leader around your concerns
 - support options available

Optus Pause

- A feature on the new Optus Living Network that allows customers to pause connectivity across multiple devices, and on select modems, to take a moment to be more present in work, family and life.



Talent attraction, development and retention

Optus seeks to attract and retain amazing people in our business. We do this by empowering our people with skills and capabilities to match a rapidly evolving future workplace, and to set a path for a successful career journey.



**2021 and 2022
#3 Tech industries
#11 All industries**



Top 100 Graduate Employer list and made the Top 10 in the Most Popular Infrastructure Employer Award



Ranked 2nd Place on the 2021 LinkedIn Top Companies List in Australia



Optus U 2021 finalist in 2 categories: Best Blended Learning Solution and Best Capability Program

Early talent

Cadets

Our Cadet Program empowers early talent by developing skills that will drive our business into the future. The Program provides a unique opportunity for youth to play an integral role in the future of Optus, and to become a part of a workforce where amazing people can do their best work.

The two year Cadet Program is structured to provide transferable employment skills from Optus (a large leading employer) and is paired with a nationally recognised qualification.

Programs:

- 6 Retail Cadets in NSW are working towards a Certificate III in Retail
- 12 Network Field Cadets across Australia are working towards a Certificate III in Telecommunications Technology

Interns

In FY22, we launched our Diversity Summer Internship, partnering with three non-profit organisations to connect diverse students to Optus for a 10-week paid internship opportunity. Of the 13 interns hosted through the program, five have had contracts extended as they continue university study.

Optus also continues to partner closely with UNSW. In FY22 Optus sponsored students as part of the co-op scholarship program and hosted over 35 interns across our businesses, with many returning as graduates in 2023.

Optus employees

We are creating a future-ready workforce with an emphasis on upskilling across 5G, Cloud, Data & Analytics and Automation. In FY22, over 1200 Optus employees were empowered through each of these structured academies, which include blended learning journeys, communities of practice, vendor led sessions, skills certifications and opportunities to apply learning on business projects. We are excited to see how our people continue applying these skills in the Optus business and will continue building a talent pool in emerging technologies into the future.

Graduate program

Our two year Graduate Program equips our graduates with experience, knowledge and networks that will empower them to succeed. In FY22, we welcomed 42 graduates across our business.





Optus U

Our Optus U micro-credential program has a particular focus on the development of future skill-sets required for interpreting data. In FY22, a total of 300 Optus employees graduated from the program with five micro-credentials. Throughout the program, participants engaged in lecture and guest speaker 'U Talks', as well as workshops and research projects delivered by leading education partners such as La Trobe University, Macquarie University and Curtin University. Along the way, they were provided study leave, access to coaches and business sponsors.

Talent ambassador program

Optus has tapped into social media as a powerful tool for attracting and retaining the next wave of top Optus talent. Our Talent Ambassador Program harnesses the power of social media and elevates the voices of Optus people through the #OptusLife hashtag. In FY22, we aimed to grow the program further. We received nearly 100 applications and chose a diverse group of 40 ambassadors, increasing our cohort to 120 ambassadors – our biggest yet. Throughout the year, our ambassadors were provided with tailored training and networking opportunities to amplify their personal brand and social media marketing skills. This included sessions run by LinkedIn and the Optus Brand Team.

Since its launch in 2019, the program has:

- Generated over 2.4 million organic views from #OptusLife posts
- Seen over 100,000 likes and 10,000 comments from ambassador posts
- Saved over \$300,000 in advertising costs
- Driven engagement in company-driven content, increasing the Optus LinkedIn page followers to over 123,000

Ensuring a responsible supply chain

At Optus, sustainability flows through our operations and into our supply chain. We have embedded environmental and social considerations into the way we select and work with our suppliers.

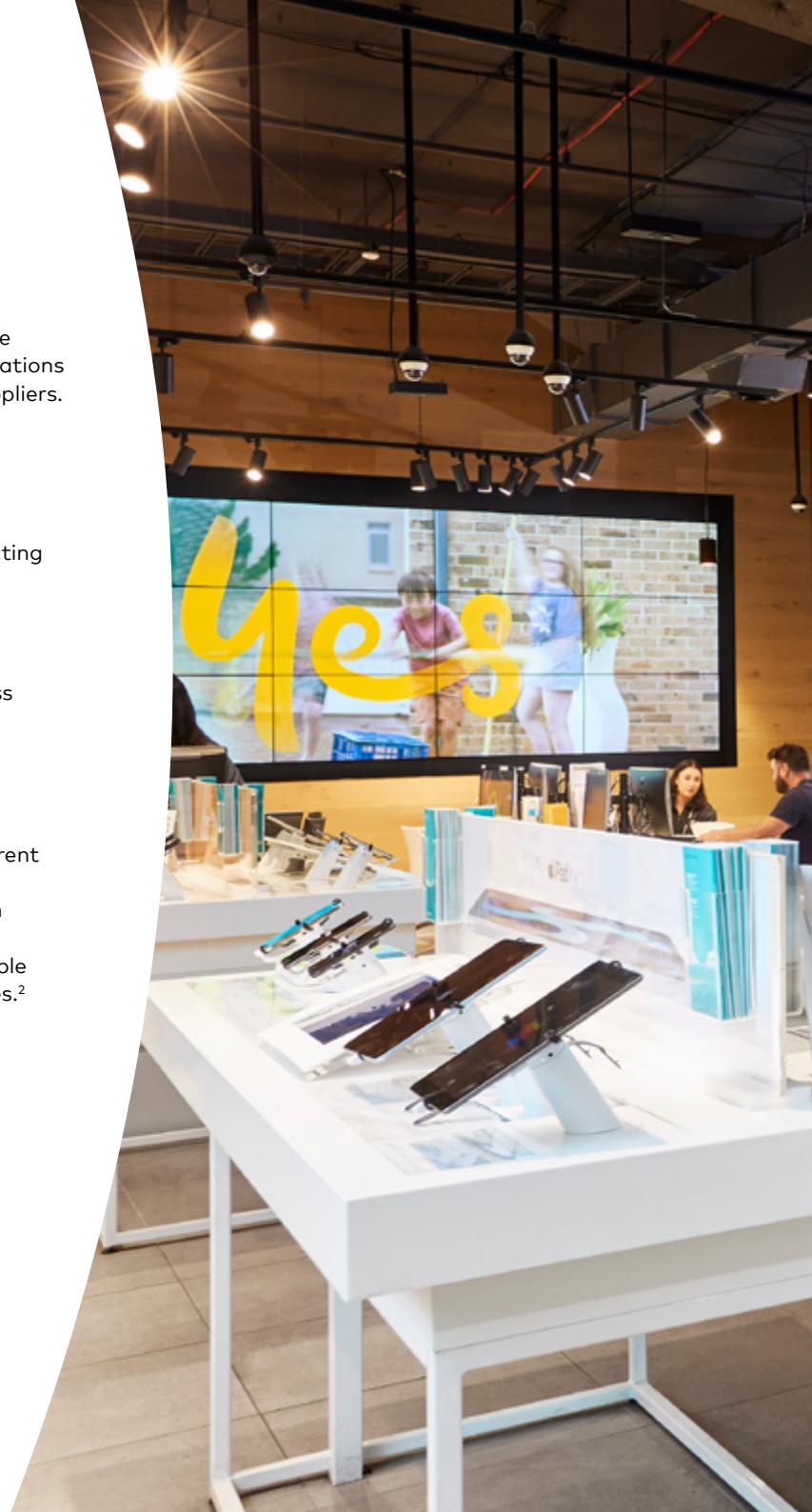
Human rights and modern slavery

Optus is committed to protecting and respecting human rights across our operations and our supply chain by acting with integrity, trust and transparency. In FY22, we published our **second Modern Slavery statement** which provides details on our approach and progress on mitigating modern slavery risks.

Our current focus includes undertaking a risk assessment of our major suppliers and integrating the plan into our Whistleblower hotline. These actions will strengthen our current approach to modern slavery, which includes supplier questionnaires to inform our modern slavery risk management and training. In our last reporting period, over 95% of Optus people leaders completed the online training modules.²

Indigenous suppliers

Optus continues to partner with Supply Nation, a not-for-profit that connects large companies across Australia and Indigenous Australian businesses. We now have access to over 3000 certified Indigenous suppliers whom we seek to engage for services.





Supporting our community

While we continued to support a wide range of community initiatives, the ongoing impact of COVID-19 meant that the majority of our volunteering programs were unable to run in FY22 because they were based on face-to-face interactions.

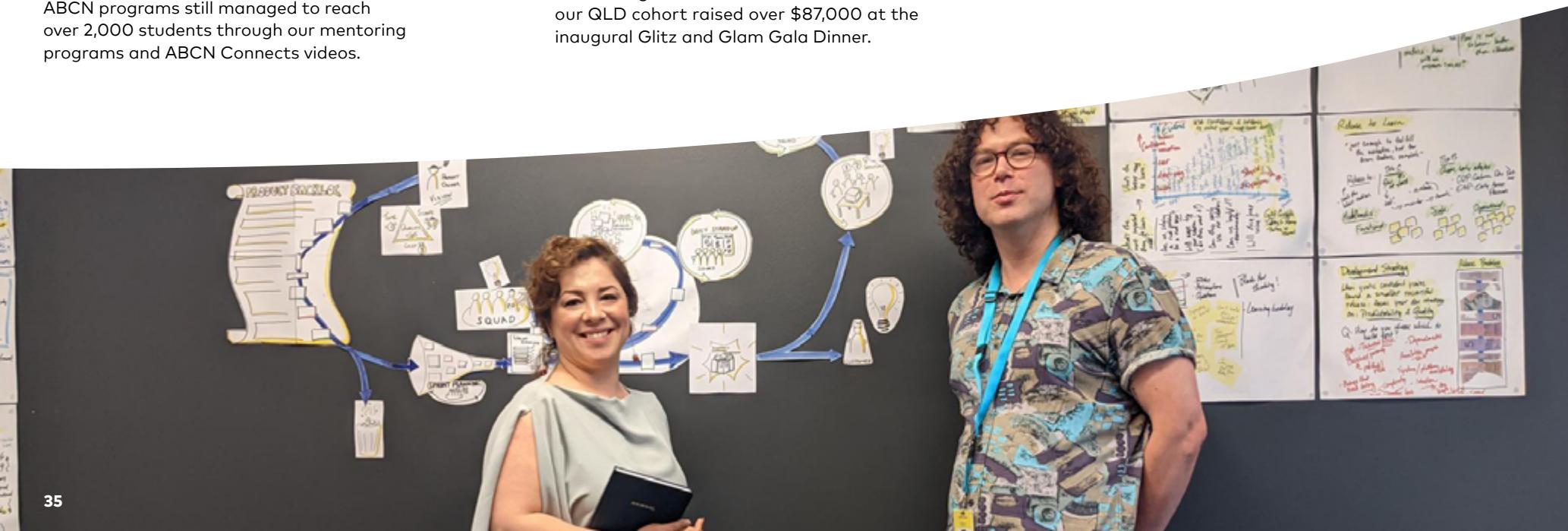
Despite the challenges, many of our people contributed time and talent during the year to support a range of causes. Our ABCN programs still managed to reach over 2,000 students through our mentoring programs and ABCN Connects videos.

The Agile tribe launched a workshop aimed at upskilling charity partners in the Agile ways of working. With 10 charities represented across three sessions, the workshops offered great tools and a framework to help implement new projects and fundraising campaigns.

Three of our amazing people also committed to raising \$10,000 each to support 2018 Optus Future Makers finalist, the StandByU Foundation. Our NSW team focused on digital fundraising, online trivia, and raffles. While our QLD cohort raised over \$87,000 at the inaugural Glitz and Glam Gala Dinner.

Continuing the theme of adapting to the environment, over 900 of our amazing people 'stepped up' for the Cerebral Palsy Alliance, STEPtember event, collectively raising over \$75,000.

In South Australia, Optus worked with Catholic Education South Australia (CESA) to reach over 300 students from 40 Catholic schools across





primary and secondary years to encourage more young girls into STEM. The Women in STEM Breakfast event featured a few of our people, including Shanti Berggren providing a keynote address, and Chris Lynch and Shreya Abhyankar sharing on the panel. It was a wonderful opportunity to sow inspiration into the next generation of students to pursue careers in STEM.

When face-to-face activations were permitted, Optus hosted Royal Far West for a great hands on activation day, running the Mr Fuzzy workshops. These workshops are both insightful and creative. Assembled volunteers learn about the gap between our urban and regional and rural healthcare systems and disparate access to specialists. Then, to assist Occupational Therapists in the field, our teams created works of art, repurposing tennis balls to become therapy tools to improve fine motor skills for children in remote and rural areas.

Optus also hosted a number of major fundraising campaigns over the financial year including our rapid response to the Indian COVID situation. Our amazing people raised over \$17,000 in support of CARE Australia to reach some of the most remote areas of India, where temporary hospitals were set up, equipped with medical staff and medication, and personal protective equipment provided.

We continued our support for The Pyjama Foundation by participating in the annual National Pyjama Day fundraiser. Together we raised over \$4,000 to support children in foster care.

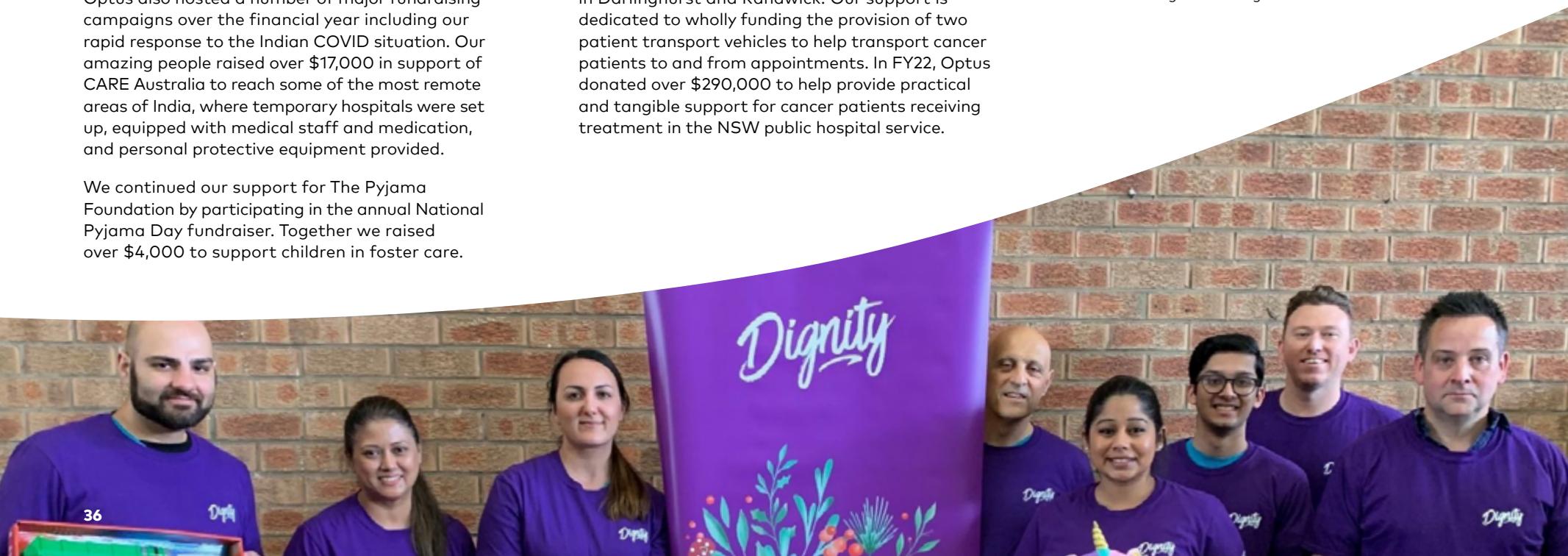
The fundraiser was a great success and brought teams from across the country together, wearing their pyjamas for a great cause. We were able to raise awareness of The Pyjama Foundation and the great work they do, supporting and mentoring children in foster care through the Pyjama Angels program.

For our annual Christmas appeal we supported the charity, Magic Moments, (AKA Basket Brigades), to raise funds for families doing it tough. Our teams rallied together and raised over \$16,500 and donated toys including thousands of our exclusive edition Hot Wheels Optus cars.

We continued our longstanding support of the NELUNE Foundation, a charity that provides psychological and practical support, assistance and care for public hospital and underprivileged cancer patients of all ages. The Foundation has established two cancer treatment centres in Darlinghurst and Randwick. Our support is dedicated to wholly funding the provision of two patient transport vehicles to help transport cancer patients to and from appointments. In FY22, Optus donated over \$290,000 to help provide practical and tangible support for cancer patients receiving treatment in the NSW public hospital service.

	FY22
Volunteering hours contributed	8,117
Workplace giving and fundraising	\$332,923
Total community investment³	Over \$25.5m
Number of charities supported through our workplace giving program, yes4good	288

³Our community investment includes our charitable contributions, such as cash donations, in-kind and time and our leveraged and foregone revenue contributions.





Enabling Digital Inclusion

We're enabling more people to safely access digital economy benefits by providing programs and initiatives that offer digital inclusion and increase digital literacy. Our aim in digital enablement is to foster an inclusive society where everyone is able to connect and respect one another.

Optus takes a shared value approach in developing our social impact programs, where we are not only engaging with our customers in meaningful and innovative ways, but also addressing major societal needs.



Our 2025 Targets



Digital Inclusion

Support

550,000 young people to participate safely online

Ensuring young people and families have all the tools they need for positive, responsible and authentic online experiences.

Progress

- FY13-20 (baseline) – 330,000
- FY21 – 61,264
- FY22 – 80,260
- To date: 471,524

Connect 100,000 disadvantaged youth and families to help close the digital divide and support Australians in crisis



We believe everyone deserves the chance to reach their potential and be supported in times of crisis and disasters.

Progress

- FY20 (baseline) – 13,059
 - FY21 – 15,384
 - FY22 – 27,148
- (cumulative totals)



Donate Your Data™

Our Donate Your Data™ program was created by Optus to address the digital divide by providing free connectivity to people experiencing disadvantage and hardship. With generous customer donations and the support of a range of charity partners, Optus harnesses the power of collaboration to ensure data gets to where it's needed most. The program launched in 2019 with support for young people and has already expanded significantly to now include support for families and people experiencing crisis.

The Donate Your Data™ program was a key discussion point of our inaugural Digital Inclusion Roundtable held on 5 April 2021. The overall theme was how Optus can better empower vulnerable and disadvantaged Australians to thrive in the digital world.



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▲ Our 'Innovation – Large Company' award at the Australian Communications Industry Awards for our Donate Your Data™ program

Agreed priority areas included:

- supporting additional cohorts and providing crisis support
- access to devices
- how to better support and engage vulnerable people

Since the Roundtable, we have expanded Donate Your Data™ cohorts to now include families, and also introduced a Crisis SIM that provides six-month SIM plans to people experiencing homelessness, out of home care, domestic and family violence and impacts of disaster. Our Customer Experience team is also working across Optus to better understand how we better support vulnerable customers. This project will continue in FY23.

Domestic and family violence sadly spiked during COVID, and while a device can provide a means to seek help, it can also be a tool for control and abuse. Optus supports an industry-wide approach to supporting victim-survivors and became a signatory to 'The Telco Industry Domestic and Family Violence Pledge'. Led by the Telco Together Foundation, this is a collaborative industry effort to tackle domestic and family violence.



▲ The Telco Industry Domestic and Family Violence Pledge

**40,257,360 GB
donated**



from 534,000 unique customers.

By 2025 we aim to
connect 100,000
disadvantaged young people and
families, and individuals in crisis.

75 partners

including The Smith Family, KARI Foundation, ABCN, Good360 and many more.



We won the **'Innovation – Large Company' award**



at the Australian Communications Industry Awards (the ACOMMs) for our Donate Your Data™ program

Our Donate Your Data™ program was also a finalist and highly commended in the



**Shared Value
Project of the Year
Award for 2021**

Donate Your Device

At our inaugural Digital Inclusion Roundtable, we heard from charity CEOs that lack of access to a device acts as a barrier for some Australians to join the Donate Your Data™ program. That's why we have launched our Donate Your Device program. With the support of our customers and partners, the program will provide eligible preloved mobile devices to those who need them most. The donated handsets will be provided with a Donate Your Data™ SIM, which includes data, calls and text, plus additional data donated by customers through our Donate Your Data™ program (disclaimer: Optus Fair Go Policy applies).



Digital Thumbprint program

The education landscape has shifted in response to COVID-19 and redefined the way that Australian students interact with their educators and peers. The sudden, and in some cases sustained, disruption to school life brought new challenges and amplified existing ones for teachers and their students, most notably a significant increase in time spent online. To respond to this new reality, **Digital Thumbprint** has transitioned into an enhanced digital delivery model, with virtual facilitator-led delivery and teacher-led digital interactive workshops. This blended delivery model enabled us to educate 80,260 young people this financial year and ensures that teachers and students across Australia can remain connected to critical digital education.

Since 2013, our award-winning Optus Digital Thumbprint program has reached 471,524 Australian primary and secondary students. The program is endorsed by the eSafety Commissioner as a Trusted eSafety Provider. Digital Thumbprint provides free, curriculum-aligned workshops across five topics delivered by one of our facilitators, or by teachers with our interactive digital platform. We expanded teacher-led delivery this year with new workshops for primary school, Grades 3-4. These gamified workshops offer students badges for correct answers, and completion. Current topics are 'Staying Safe on Apps and Games' and 'Keeping Information Safe Online'. New topics are launching in FY23.

Online safety

This year we are proud to once again support Safer Internet Day with the theme 'Play it Fair Online'. On the day, Optus ran free Digital Thumbprint workshops in schools across Australia including regional locations. We also had Optus Ambassador, Chaz Mostert, reaching out to Australians to share his personal message to encourage kids and parents to think about the effects of their actions and play it fair online. The Bathurst 2021 winner is a passionate advocate of online safety, he has experienced trolling firsthand and seen the negative effects on fellow drivers. We will continue to work with Chaz, as a role model, on other online safety initiatives throughout the year.



Innovating our Digital Future

We're all about creating the future we want through innovation and leading technology.

We have a culture that is open to new ideas, a strong history of developing new products and services, and a track record of helping innovations that use tech for good; helping innovators build capabilities, scale up and gain traction.



Our 2025 Targets



Sustainable Innovation

Grow and scale five impact innovations



Accelerating ground-breaking innovations to address the most pressing social and environmental issues of our time

Progress

- In FY22: One impact innovation initiative with givvable, 2020 Optus Future Makers finalist.



'Service Partner of the Year'

We were named Service Provider Partner of the Year (APJC Geo Region) and Managed Service Partner of the Year (APJC Global) at the Cisco 2021 Partner Summit Global Awards for our commitment to developing new managed services across collaboration, software defined access, SD-WAN, hybrid cloud and security.



Optus 5G Innovation Program

We are proud to be at the forefront of the 5G transformation and are committed to empowering other organisations to join us. In FY22, we launched our national 5G Innovation Program to empower enterprise, SMBs and start-ups in an environment to identify, test and explore future-state 5G use cases. We explore how they can apply to business, government and community life today and in the years to come. The program is powered by Optus' newest 5G Innovation Hub, which is an innovation space for over 500 start-ups based in Sydney.

The program has three core principles:

Showcase

See how 5G is enabling innovation through our showcase of smart use-case that will spark great ideas.

Test

Hands-on training and enablement on 5G and emerging technology for organisations.

Co-create

Use our 5G testbed and network emulation capability to test and co-develop emerging use-cases with our technology.

Concurrent 5G and 4G services

Optus has deployed the first high capacity triple-band 4G/5G Radio in the Asia Pacific region in collaboration with Ericsson as Optus ramps up its site deployment program. The new technology, developed in partnership with Ericsson, will allow Optus to deploy concurrent 5G and 4G services across 1800MHz, 2100MHz and 2600MHz spectrum layers via a single radio unit. This reduces the amount of equipment required at each site, overcoming issues with limited space or lease terms at sites requiring upgrades.

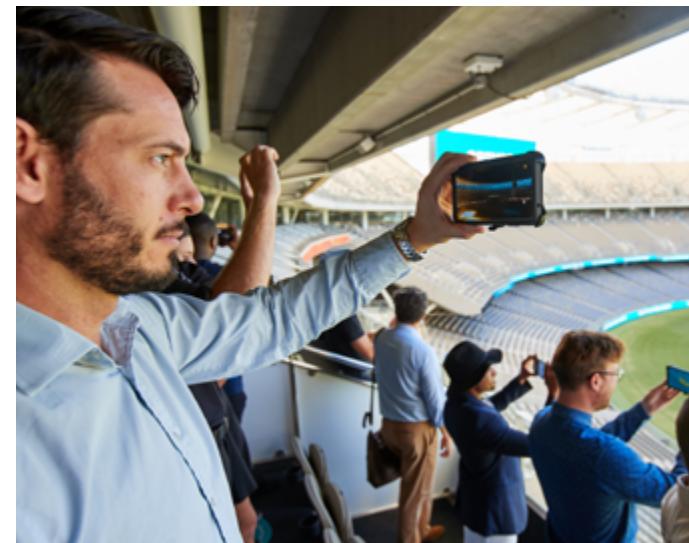
Project Endeavour

The Optus network is set to power 5G drone technology that will enhance electrical grid reliability and worker safety during fires and floods. The \$648,000 project funded through the Federal Government's 5G innovation initiative brings together the Optus 5G network, Amazon Web Service's cloud technology and Unleash Live's artificial intelligence, drone technology and ultra high-definition cameras to monitor Endeavour Energy's network.

Endeavour Energy supplies power to more than 2.6 million people in New South Wales, with a network made up of over 60,000 powerlines, 400,000 power poles and 32,000 substations. The network is currently monitored via on-site inspections conducted by a team of technicians who rely on a large fleet of vehicles and helicopters.

The new project will enable Endeavour to remotely monitor the network via live-streamed drone footage. This technology will enhance resource efficiency, accelerate network remediation and improve worker safety.

In April 2022, the first drone trial was conducted outside of Sydney, with footage streamed to Endeavour Energy's training ground using Optus' 5G network. The next step is to deploy the drone solution in select NSW sites, enhancing Australia's position as a leader when it comes to improving grid reliability and reducing the risks associated to wildfires, floods and other public hazards.





Sunswift Racing

This year, Optus sponsored the design and build of Sunswift Racing's newest solar powered car, the Sunswift 7. Sunswift Racing is UNSW's solar-electric racing team with an ambitious goal to regain the Guinness World Record for the fastest pure solar powered vehicle and attempt the FIA (Fédération Internationale de l'Automobile) world record for speed recorded over a 500km distance.



Optus Future Makers

The Optus Future Makers is a six-month accelerator program for social impact start-ups who leverage technology. The program runs every two years and aims to empower participating start-ups with the investment required to scale their business and their impact for social good. In FY22, Optus continued to work closely with our 2020 Future Makers, exploring ways to work together. Through Optus' partnership with Vogue Codes Australia, we were able to feature one of our 2020 Future Makers, Need A Tutor, as part of the annual Vogue Codes Country virtual event. Paying particular attention to rural and regional entrepreneurs, speakers talked about their own business journeys (challenges and all), to the rewarding experience that building a business wherever you live can be.

The event's objective is to provide a platform for young women to engage with and be inspired by women who are influencing the tech landscape globally.

We also embarked on a pilot with 2020 Future Maker, givvable, to better understand the sustainability impacts of our suppliers. givvable is a start-up using an AI-powered supplier sustainability intelligence platform to help companies enable better decision making and ease sustainability reporting requirements.

Three of our 2020 Optus Future Makers – givvable, Maslow and AIBLE also participated in the [Singtel Group Future Makers program](#) in 2021, and had the opportunity to showcase their solutions across the Asia Pacific region with our associates in Thailand, Indonesia, India, Philippines and Singapore.

eSIM

Optus was the first mobile network provider in Australia to allow customers to connect to a mobile network using an eSIM via an app on their phone.



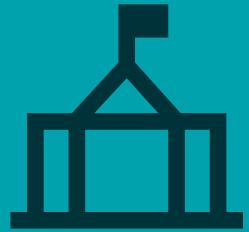
'Service Innovation'

We won Customer Service Project of the Year – Service Innovation at both the 2021 International Service Excellence Awards and the 2021 Australian Service Excellence Awards (ASEAs) for the project delivery of our eSIM.



'Customer Impact' and 'Service Transformation'

We were recognised as Service Champions in the Customer Impact category of the 2021 Australian Service. We were also recognised as Service Champions in the Service Transformation category for our commitment to leveraging automation, robust capability planning and evolving our digital capabilities to better serve customers.



Governance





Security and data privacy

For our customers

The privacy and security of our customer data is paramount at Optus. Our [Privacy Policy](#) sets out strict procedures that govern the handling and protection of sensitive customer data.

In FY22, our privacy incident response plan was reviewed to ensure that our ability to respond to major incidents was robust. No updates were required.

We continue to record customer privacy complaints that are referred to us from our customers, staff, other individuals or regulatory bodies. In FY22, there were 130 customer data complaints that have been categorised as privacy incidents. Of this, four cases were referred by the Telecommunications Industry Ombudsman (TIO), and one case from the Office of the Australian Information Commissioner (OAIC). The threshold to notify the Office of the Australian Information Commissioner was met on one occasion out of these complaints during FY22, and therefore one Notifiable Data Breach was notified to the OAIC from Optus for this period.

In FY22, Optus did not receive any fines from either the Australian Competition and Consumer Commission (ACCC) or the Australian Communications and Media Authority (ACMA). In FY22, the ACMA issued three non-monetary sanctions: a formal warning to conduct identify verification prior to porting mobile services; a direction to comply with billing accuracy obligations under the Telecommunications Consumer Protection Code; and a remedial direction to undertake line capability testing on NBN lines.

Tax contributions and transparency

As one of Australia's Top 100 public taxpayers, Optus recognises that our contributions help communities by financing the government activities that support a range of important social initiatives. We know tax transparency improves the community's confidence in the corporate sector. As a signatory to the Board of Taxation's voluntary tax transparency code, we've published Tax Transparency Reports since FY18. You can find out more about our approach to tax and our latest Tax Transparency Report on [our website](#).



Climate Action

Reduce carbon emissions by 25%



Collaborate with customers and partners to reduce climate risk and contribute in efforts to achieve the global goal of no more than 1.5 °C of warming.

In addition, we have committed to 100% of our electricity requirements to be backed by renewable energy sources by the end of 2025.

Progress

- Peaked net Scope 1 and 2 emissions in FY21 and reduced them by 8% for the first time in FY22
- Surrendered 42GWh equivalent of large-scale generation certificates from Australian renewable energy sources.



Circular Economy

90% general waste diversion from landfill

Reusing, recycling and repurposing, keeping everything in use as part of the circular economy.

Progress

- Diverted 20% in FY22

Reuse & recycle over 90% of our e-waste



The more we give back, the more we get back.

Progress

- IT – 100% diversion from landfill
- Networks – 97% diversion from landfill

100% recyclable, reusable or compostable packaging

Moving away from single use materials, so nothing is wasted.

Progress

- FY22 – 89%

Equity & Inclusion

Provide pathways to employment for 5,000 disadvantaged youth

Building employability skills and future work readiness.



Progress

- To date: 4,360
- FY22 – 2,436

Increase women in leadership to 25%

Working to ensure gender balanced leadership and inspire our next generation of leaders.

Progress

- Increased women in leadership to 26%, exceeding our 2025 target of 25%

Zero major human rights incidents in our operations and with major suppliers

Respecting the human rights of people wherever we operate.

Progress

- No validated incidents



Targets & Performance

48

Future of Work

Formal future focused skills development for 1,500 employees



Provide access to accelerated advanced learning and micro certification, to gain verified recognition of critical digital skills and capabilities to thrive in an ever-changing, technology enabled and digital world.

Progress

- FY21 – 28
- To date: 374
- FY22 – 348

Harness the power of volunteering to build the knowledge and skills of 1,500 Optus people and community leaders

Fostering knowledge transfer and developing leadership and coaching skills through volunteering, pro bono, mentoring and coaching programs.

Progress

- FY21 – 203
- To date: 513
- FY22 – 310

Sustainable Innovation

Grow and scale five impact innovations



Accelerating ground-breaking innovations to address the most pressing social and environmental issues of our time.

Progress

- One impact innovation initiative with givvable, 2020 Optus Future Makers finalist



Digital Enablement

Support 550,000 young people to participate safely online



Ensuring everyone has all the tools they need for positive, responsible and authentic online experiences.

Progress

- FY13-20 (baseline) – 330,000
- FY21 – 61,264
- FY22 – 80,260
- To date: 471,524

Connect 100,000 disadvantaged youth and families to help close the digital divide and support Australians in crisis

We believe everyone deserves the chance to reach their potential and be supported in times of crisis and disasters.

Progress

- FY20 (baseline) – 13,059
 - FY21 – 15,384
 - FY22 – 27,148
- (cumulative totals)



