

Optus Sustainability Report 2025

1 April 2024–31 March 2025

A man and a young boy are sitting on a beach, looking at a smartphone together. The man is wearing a black t-shirt and a smartwatch, and the boy is wearing a striped shirt. They are both smiling and looking at the phone. The background shows a beach with wooden posts, a paved area, and the ocean under a cloudy sky.

yes OPTUS

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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.

Rhonda Sampson's artwork 'Connected Communities' drew inspiration from Brian de Vries' work 'Community Togetherness', to create and continue the next steps in illustrating Optus' reconciliation journey.

The artist, Rhonda Sampson is a proud Kamilaroi woman who lives on Dharawal country in south-western Sydney.



A message from our Chairman and CEO





We are proud to share our 26th annual Sustainability Report, marking the final year of our five-year sustainability strategy. It reflects the progress we have made and the work underway to ensure we are delivering meaningful impact for our customers, communities and stakeholders while rebuilding trust and confidence where we have fallen short of customer expectations. At Optus, we have long believed in taking meaningful action to shape a better tomorrow.

Responding to inappropriate sales practices

We have sincerely apologised to the First Nations customers and to all customers affected by Optus' sales misconduct practices highlighted by the Australian Competition and Consumer Commission (ACCC) in October 2024, and for the distress caused. We are remediating affected customers; implementing extra training for our people; transitioning a number of licensee stores to Optus; and we are implementing extensive changes across our business and associated practices to prevent this type of misconduct from happening again. We are committed to ensuring that we do better for all customers in the future.

At the 2025 CommsDay Summit in June 2025 attended by industry leaders, CEO Stephen Rue further reinforced to industry leaders that Optus is committed to ensuring that we do better for all customers in the future, with a focus on customer first connectivity, network resilience, community and digital safety underpinned by simplification and efficiency.

Promoting equity and inclusion

We also continue to build on the strong foundation we have laid through our Reflect Reconciliation Action Plan – completing 41 commitments during the year and affirming our long-term commitment to reconciliation with First Nations peoples. We acknowledge that while important progress has been made, the misconduct involving First Nations customers – as highlighted by the ACCC – has demonstrated the need for an increased focus on driving tangible change across our organisation. We know real change requires listening, learning and sustained action to create an equitable and inclusive future for Aboriginal and Torres Strait Islander peoples.

In addition to our actions to remediate these shortfalls, we remain focused on using our presence to improve life for Australians.

We believe inclusion is essential to delivering for our customers, shareholders, communities – and each other. In October 2024, we were proud to be recognised by the Department of Veterans' Affairs as a Veteran Employer

of Choice. We also strengthened our position as a disability confident organisation with the release of our updated Access and Inclusion Action Plan (2024–29), which demonstrates our commitment to removing barriers so everyone can grow, contribute and thrive.

Supporting our customers

In the face of community disasters and adversity, we continue to respond with care and actions that provide assistance to our communities. When severe weather and flooding from ex-Tropical Cyclone Alfred hit south-east Queensland and northern New South Wales in March 2025, our people mobilised quickly to support impacted areas. From those on the ground supporting communities to those working behind the scenes to restore services, it was a remarkable demonstration of teamwork.

Expanding digital empowerment for all

We are deeply committed to empowering people experiencing disadvantage and vulnerability through digital enablement, digital inclusion, education and safety, which are central to our social impact strategy.

In FY25, our Digital Thumbprint Program delivered education workshops to more than 49,000 students – and in response to growing concerns about Artificial Intelligence (AI), we expanded our program to include a new AI workshop and guide for families to help navigate this critical topic and the

potential implications for their children. Additionally, our Donate Your Data program continues to play a vital role in helping bridge the digital divide. Since its launch in 2019, the program has supported nearly 60,000 Australians, providing free calls, text and data to those who need it most, ensuring they have access to vital services that support their employment and educational needs, along with staying in touch with friends and family.

Taking climate and environmental action

Our commitment to meaningful climate action reflects both its importance to our stakeholders and its critical role in our business. This year, we continued to prioritise the areas where we can make the most impact – boosting energy efficiency, increasing our use of renewable electricity, and deepening collaboration across our operations and supply chains to drive down our shared emissions.

We also advanced our focus on climate innovation, improved the quality of our climate data and reporting, and provided vital support to communities affected by extreme weather events. We achieved our 2025 targets to reduce our Scope 1 and 2 (market-based) emissions by 25% (from a 2015 baseline) and our renewables-backed electricity use rose to 21.3% from 8.6% in FY24. We also introduced a Supplier Engagement Program focusing on education on carbon accounting for our small to medium sized enterprise market to improve their knowledge and capabilities.

A purposeful future

In 2025, we will launch our FY26+ sustainability strategy, setting a refreshed direction for impact and collaboration. We recognise we have more to do and this next chapter comes at a time of growing community expectations around transparency and accountability – from the evolving regulatory landscape to new reporting under the Australian Sustainability Reporting Standards (AASB S2). We welcome this shift and see it as an opportunity to lead with clarity and purpose.

To our people – thank you for the work you do and the care you show to move us forward as a brand Australians can believe in, one that is committed to shaping a better tomorrow. To our customers, communities and stakeholders – thank you for your continued trust. We know it must be earned, and we are focused on doing just that.

Paul O'Sullivan
Chairman

Stephen Rue
Chief Executive Officer



About Optus

Optus is Australia's second-largest telecommunications provider, helping people stay connected every day. With a team of over 6,700 employees across the country, we offer a wide range of services, including mobile and home phone plans, internet and broadband, entertainment options, satellite services and business solutions.

As technology evolves, so do we. We're always looking for new ways to go beyond only keeping people connected, offering innovative solutions that meet the changing needs of our customers. At the same time, we're committed to building a more sustainable future – working together with our customers, suppliers, communities and partners to champion sustainable practices and drive positive environmental and social outcomes.

Our Purpose and Values

To deliver real choice by
championing the customer



We are
one team



We act
with integrity



We are
accountable

Provide customers
with more than

12m

services across
Australia each day

5,163

5G sites

6,772*

Employees

261

 Retail
stores

Network coverage to

98.5%

of the Australian
population**

5G coverage to

84.6%

of the Australian
population

8

 Employee
networks and
communities

Disability Network
Express Yourself
Young Professionals
Culture Connect
Yarn • Wellbeing
Elevate • United

*These numbers include casual, regular and fixed term employees including those with <1 year

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

About this report

Welcome to our 26th annual Optus Sustainability Report, which covers our sustainability approach and performance for the financial year 1 April 2024 to 31 March 2025 (FY25). This report gives a closer look at how we are performing against our sustainability strategy and targets, across Environmental, Social and Governance (ESG) initiatives and programs aligned with our six focus areas: Climate Action, Circular Economy, Digital Enablement, Sustainable Innovation, Future of Work and Equity and Inclusion.

Optus is a subsidiary of Singapore Telecommunications Limited ('Singtel'). Our sustainability approach and performance are outlined in this report, and our ESG data and activities are integrated into the **Singtel Group Sustainability Report 2025** and the **Singtel Group Annual Report 2025**. The Singtel Group Report also contains further details of the reporting standards used to guide our reporting, our employee policies and our broader ESG focus as a Group. Since 2008 we have referenced the Global Reporting Initiative (GRI) universal standards as a guide when reporting on sustainability activities and outcomes. You can view our activities against the GRI topics and indicators in the Singtel Group Sustainability Report 2025.

As part of our Group reporting, EY Singapore has provided limited assurance on a selection of our key ESG disclosures. You can view their assurance report in the Singtel Group Sustainability Report 2025. Further, the Singtel Group's emissions reduction targets have been validated by the Science Based Targets initiative, which can be found [here](#).

Optus is a signatory to, or participant in, various voluntary sustainability initiatives and memberships. You can view the full list on our [website](#).

Feedback

Optus is dedicated to continuing to improve our reporting and sustainability performance. This report, as well as previous years' sustainability reports, can be found [here](#). We appreciate and encourage feedback from stakeholders, which can be directed to sustainability@optus.com.au





Our FY21–25 sustainability strategy

Sustainable innovation

Grow and scale five impact innovations.

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

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

Connect 60,000* 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

*Over the last 18 months we revised our target to connect 60,000 people instead of 100,000 people. This reflects the complex and often interconnected challenges people experiencing disadvantage face.

Circular economy

90% waste diversion from landfill.

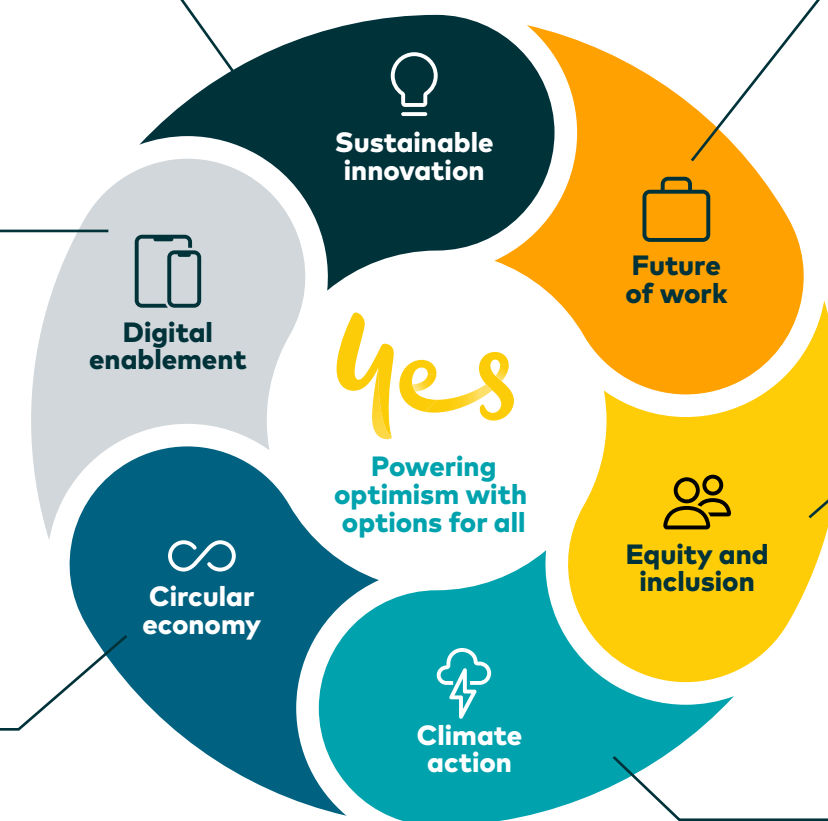
Reusing, recycling and repurposing, keeping everything in use as part of the circular economy

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 on Optus-branded products.

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

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 Scope 1 and Scope 2 (market-based) emissions.

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



In 2021, we set a goal to transition 100% of our electricity requirements to be backed by renewable resources by the end of 2025. However, due to various challenges, such as volatility of energy markets and operating challenges, in FY24, we disclosed in our sustainability report that we removed this goal from our sustainability strategy. To see our progress against our 5 year strategy, go to page 10.

Sustainability strategy, stakeholder engagement and governance



Key highlights of our FY25 sustainability performance



Climate action

Driving energy efficiency across our operations has saved around

17,093 MWh

or 3.3% of our total electricity load

Increased the use of renewable electricity across our operations

**from 8.6% in FY24
to 21.3% in FY25**

of our total consumption when mandatory large-scale generation certificates (LGCs) are excluded

Launched our Supplier Engagement Program

focused on providing education on carbon accounting for our small and medium sized suppliers

Supporting our customers and communities

before, during and after extreme weather events, including ex-Tropical Cyclone Alfred



Circular economy

Achieved a 'leading' **Australian Packaging Covenant Organisation** reporting score

Diverted 8.6 tonnes
of customer e-waste from landfill through the Mobile Muster program

Recycled or reused
97% of e-waste

from our operations including network* and corporate sites

*Based on network waste data available in FY25

Reduced plastic usage

in our warehouse and logistics operations by switching to paper tape, using water-based ink, and swapping plastic cushioning for paper-based products.



Digital enablement

Awarded by the **Steward Leadership 25 Award Asia Pacific**

for our Digital Thumbprint Program

Our Digital Thumbprint Program has educated an additional

49,657 students

on digital safety and wellbeing

Launched our new **Digital Thumbprint Generative AI**

workshops and guide

We onboarded an additional **14,265 participants**

to the DYD program – which now has supported 59,490 participants since 2019

Key highlights of our FY25 sustainability performance



Sustainable innovation

Celebrated 10 years
of Optus Future Makers program



Community highlights

\$28 million

Total community contributions*

*we use the B4SI Community Investment Framework to measure our total community investment

Received the

'Telco to Ace ESG'

Award at the Twimbit Telecom Awards recognising our commitment in embedding sustainability in our business

Awarded 5th place

in Good Company's Best workplaces to give back



Future of work

Launched our new career and learning platform

BIG Marketplace
to support our people's skills development

3,720 of our people
participated in a volunteering activity

373 graduates
in our Optus U program accredited with new skills

Supported nearly 700 students
from low socio-economic schools through ABCN mentoring



Equity and inclusion

Completed 41 commitments in our Reflect Reconciliation Action Plan
(between May 2023–November 2024)

Our Specialist Care team supported over 26,000 vulnerable customers to stay connected

Achieved 28.5% women in leadership roles surpassing our FY25 target

Recognised as a Veteran "Employer of Choice"
by the Department of Veterans' Affairs under the Veteran Employment Commitment

Launched Optus' five year Access and Inclusion Action Plan

Progress against our five year strategy and targets

Five years ago, we made a significant shift forward in our sustainability strategy and developed a five year framework with accompanying targets to guide our efforts from FY21–25.

During that time, we've made meaningful progress in advancing our strategy across our six key focus areas.

We're proud of how far we've come – from taking **climate action** by reducing emissions and accelerating our shift to renewable energy, to embedding **circular economy** principles to improve product recycling and increase packaging recyclability.

Through our **digital enablement** strategy, we've expanded access to the internet and provided education on digital safety and wellbeing to young people and families, helping to build more informed and connected communities. Our investment in **sustainable innovation** through our Future Makers program has supported the growth of products and services that align with our long-term social and environmental goals and fostered new and exciting collaborations with our partners.

We've also focused on the **future of work** by providing unique learning and volunteering opportunities for our people. Our ongoing commitment to **equity and inclusion** through our Reconciliation Action Plan and Accessibility and Inclusion Plan, has fostered a more diverse, fair and supportive environment where everyone can thrive.

While we've achieved a lot, we know there's still more to do. As we look ahead, we remain focused on the areas where we can improve and make an even greater impact for our people, our customers and communities, and our planet. In the coming year, we'll be evolving our sustainability framework and developing a refreshed five year strategy and renewed targets to guide us through FY26 and beyond.

For a snapshot of our performance against our five year targets refer to the table on the right and for a detailed look at our progress, please read on to the respective chapters of the report.

2025 Targets	Result	Status
Climate action Reduce 25% of our absolute emissions (Scope 1 and 2 emissions – market based, from 2015 baseline)	31.5%	Completed
Circular economy 90% of e-waste to be reused or recycled	97%	Completed
100% recyclable, reusable or compostable packaging on Optus-branded products	71%	Ongoing
90% total waste diversion from landfill	72%	Ongoing
Digital enablement Support 550,000 young people to participate safely online	669,529	Completed
Connect 60,000* disadvantaged youth and families to help close the digital divide and support Australians in crisis	59,490	Ongoing
Sustainable innovation Grow and scale five impact innovations	5	Completed
Future of work Formal future focused skills development for 1,500 employees	1,678	Completed
Harness the power of volunteering to build the knowledge and skills of 1,500 Optus people and community leaders	1,777	Completed
Equity and inclusion Provide pathways to employment for 5,000 disadvantaged youth	11,381	Completed
Increase women in leadership to 25%	28.5%	Completed
Zero major human rights incidents in our operations and with major suppliers	Zero	Completed

*Over the last 18 months we revised our target to connect 60,000 people instead of 100,000 people. This reflects the complex and often interconnected challenges people experiencing disadvantage face.

In 2021, we set a goal to transition 100% of our electricity requirements to be backed by renewable resources by the end of 2025. However, in our FY24 Sustainability Report we shared that we have removed this goal from our sustainability strategy, due to various challenges, such as volatility of energy markets and operating challenges.

Stakeholder engagement

At Optus, we recognise that meaningful and transparent relationships with our stakeholders are essential to delivering positive societal and environmental impacts. We actively engage with our diverse group of stakeholders through various channels and forums, including in-person and virtual meetings, roundtable discussions, forums, events, surveys and interactions with our customer success representatives. Additionally, we welcome direct feedback via email at sustainability@optus.com.au

Our sustainability strategy is developed in close collaboration with our stakeholders, guided by a comprehensive materiality review with external subject-matter experts conducted every three to five years. This process enables us to assess and prioritise the sustainability risks and opportunities most relevant to our business, supporting us to address the issues that matter most to our stakeholders and drive meaningful impact. By maintaining an open and responsive approach to stakeholder engagement, we reinforce our commitment to sustainability, accountability and continuous improvement.

Throughout this report, you will see examples of how we've engaged with our stakeholders as we seek to collaborate on initiatives where we can make a meaningful and sustainable impact by working together.

We actively participate in industry groups and networks, align with global sustainability standards – including the Global Reporting Initiative (GRI), Science Based Targets initiative (SBTi), and Global System for Mobile Communications Association (GSMA) – and seek to collaborate on initiatives where collective action can drive greater impact.

For a full overview of our involvement and partnerships, please refer to our [website](#).

Our key stakeholders



Our customers, including vulnerable customers



Government and regulators



Our Optus people



Research institutions and academia



Our charity partners and local communities



Media



Our suppliers



Our business partners



Industry bodies



**Parent company
Singtel and other entities
in the Singtel Group**

Sustainability governance

We are deeply committed to maintaining strong corporate governance across all aspects of our operations, including our sustainability initiatives. This commitment is underpinned by clear policies, well-defined processes, and robust controls, ensuring accountability and providing peace of mind to our stakeholders.

We adhere and are committed to the highest standards of ethics and integrity at both a personal and corporate level, as outlined in our **Code of Conduct**. We expect our people to embody these principles in their actions and decision making and to conduct themselves in line with our organisational values.

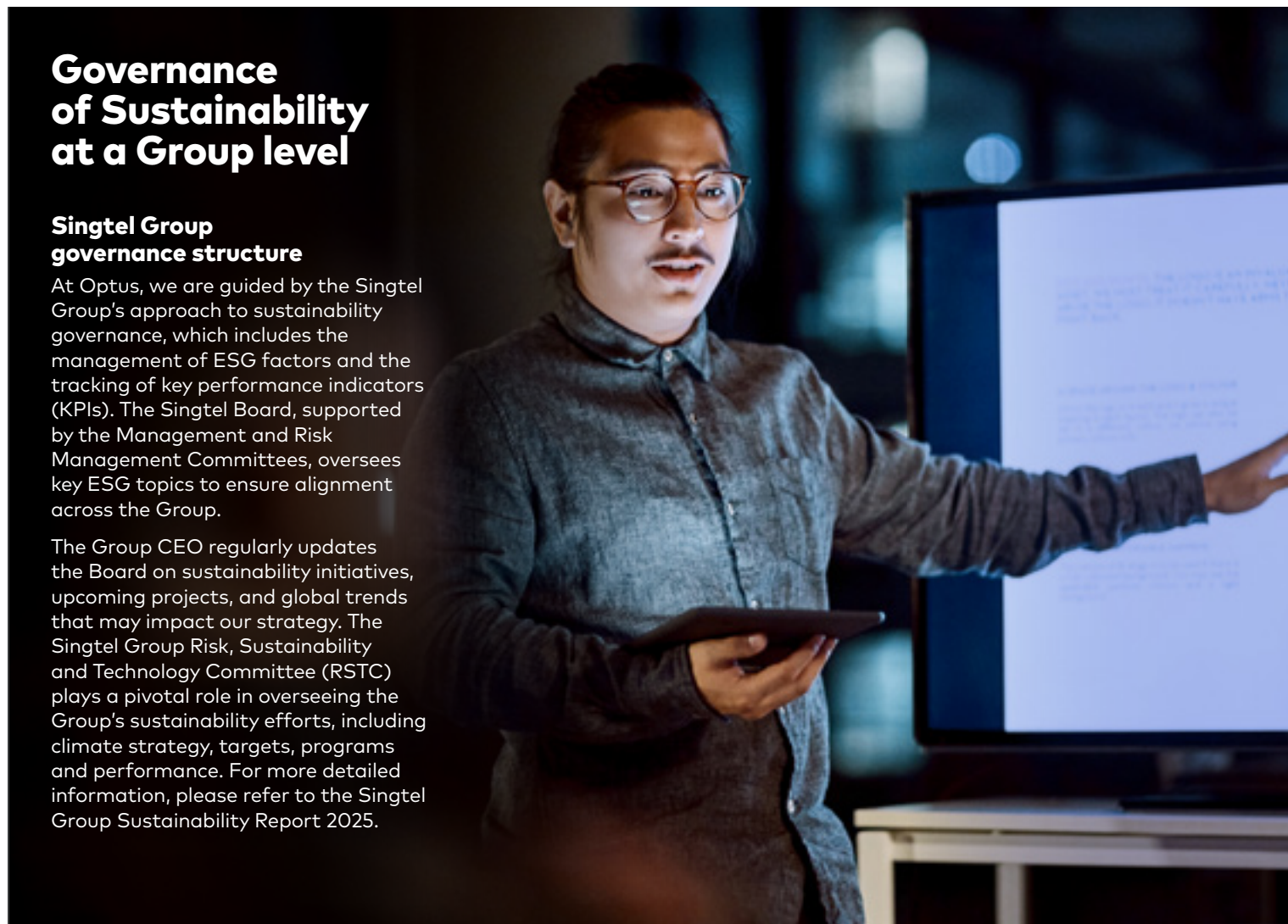
In line with our Code of Conduct, we must comply with all laws, regulations, codes of practice, and legal, regulatory and licensing requirements, including directions and orders of any government or statutory or regulatory authority in the areas in which we operate. This includes tax regulations in Australia. Our approach aligns with Singtel Group's Anti-Bribery and Corruption, Fraud Investigation, and Whistleblowing policies, all of which support our dedication to ethical conduct.

Governance of Sustainability at a Group level

Singtel Group governance structure

At Optus, we are guided by the Singtel Group's approach to sustainability governance, which includes the management of ESG factors and the tracking of key performance indicators (KPIs). The Singtel Board, supported by the Management and Risk Management Committees, oversees key ESG topics to ensure alignment across the Group.

The Group CEO regularly updates the Board on sustainability initiatives, upcoming projects, and global trends that may impact our strategy. The Singtel Group Risk, Sustainability and Technology Committee (RSTC) plays a pivotal role in overseeing the Group's sustainability efforts, including climate strategy, targets, programs and performance. For more detailed information, please refer to the Singtel Group Sustainability Report 2025.



Optus' sustainability governance structure

The Singtel Optus Pty Limited (SOPL) Board is responsible for overseeing Optus' approach to ESG.

The Board is supported by several committees, with the Risk Committee and Audit Committee providing the following support:

- The Risk Committee – reviews and monitors Optus' performance related to key ESG risks; and
- The Audit Committee reviews Optus' sustainability related financial disclosures such as AASB S2 climate related disclosures which comes into effect for Optus from FY26 and ensuring that robust controls are in place in relation to sustainability data and reporting (with the support of the Risk Committee).

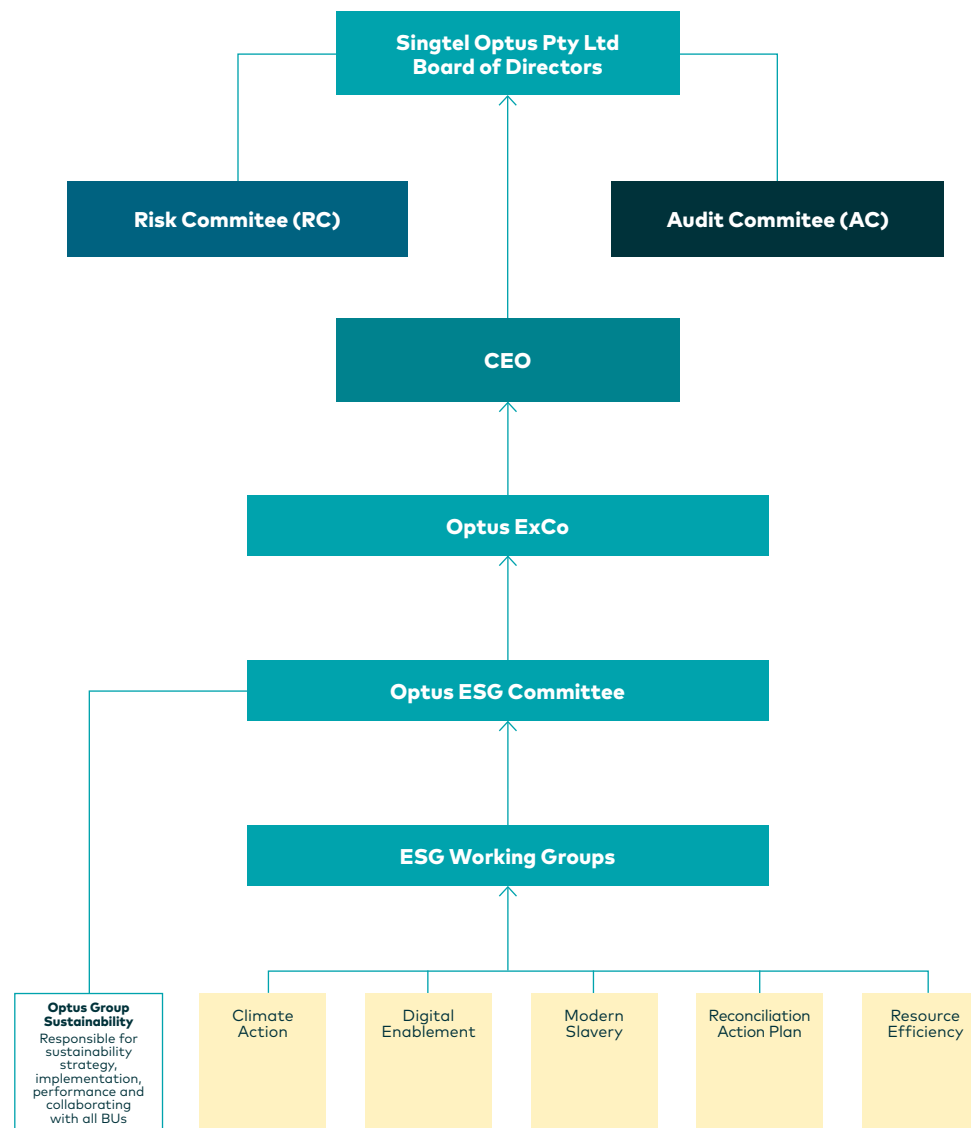
The Board and committees monitor performance against our sustainability strategy, review mandatory sustainability disclosures, such as our Modern Slavery Statement, and engage in sustainability decision making related to our strategy performance and reporting.

The Optus Executive Committee (Optus ExCo), which reports directly to the Chief Executive Officer, supports Optus' sustainability strategy and targets, monitoring and performance across strategy; and

The Optus Environment, Social and Governance Committee (ESGC), which comprises key ExCo members, is responsible for oversight of priority sustainability initiatives and monitoring and evaluating our sustainability progress in alignment with our sustainability strategy.

We have also established ESG Working Groups that focus on managing specific sustainability related initiatives, such as our Reconciliation Action Plan and Resource Efficiency, while our dedicated Sustainability team drives the development and implementation of Optus' overall sustainability strategy.

We will continue to monitor our sustainability governance and related working groups, making adjustments as needed to ensure continuous improvement.





Key performance indicators for our executives

We recognise the crucial role of management in driving the success of our ESG initiatives. In line with the Singtel Group, we've integrated shared ESG targets into the KPIs and incentive plans of our top executives, reinforcing accountability and ownership across the organisation.

- 20% of our top executives' long-term incentive plan remuneration is tied to specific time bound KPIs.
- ESG targets for the Singtel Group Management Committee's short-term incentive plans represent 10% of their annual balance scorecard performance.
- The Management Committee's KPIs are cascaded down to their business units, departments and employees, whose performance bonus and other incentives are also tied to these KPIs.

For further insights into our sustainability governance and performance, please refer to the **Singtel Group Sustainability Report**.

Tax governance and transparency

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

We acknowledge the need for sensible and useful disclosure of tax information and that 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 continue to publish Tax Transparency Reports and have done so since FY18. You can find out more about our approach to tax and our latest Tax Transparency Report on our [website](#).

Data privacy

Our **Privacy Policy** outlines our strict procedures that govern the handling and protection of sensitive customer information. We value the privacy of our customers and their data, which is stored within our networks and systems, and we know that it is critical that we make digital experiences safer. We have safeguards and controls in place for the protection of customer data such as Digital ID along with programs to help protect our customers against scams and fraud such as **Call Stop** and **ScamWise**.

We continue to record customer privacy complaints that are referred to us by our customers, staff, other individuals or regulatory bodies. In FY25, we recorded 76 privacy related complaints, a 37% reduction in complaints from FY24 (121 complaints). Of these, 10 cases were referred by the Telecommunications Industry Ombudsman (TIO). All complaints are thoroughly investigated and where substantiated are remediated. In all cases, we engage directly with the customer to understand and address substantiated complaints by providing appropriate solutions for those individuals, and where relevant provide information on how to protect themselves online. We also take action to understand and address underlying causes, including reviewing policies and procedures, implementing additional controls and through providing coaching and training to our people to ensure processes are understood and followed properly.

Whistleblowing

In FY25, we received 66 whistleblower complaints, with 14 cases being substantiated, 31 not substantiated and 21 carried forward at 31 March 2025. It is a small decrease from the FY24 (70 cases) but is now showing a higher trend than earlier years (FY23 with 41 complaints received). Of the 19 cases brought forward at the end of FY24, nine were substantiated and 10 not substantiated.

While complaints have decreased slightly from last year, the higher trend overall from previous years can be attributed to the transition in working arrangements with more people returning to the office and additional educational campaigns aimed at increasing awareness on how to raise complaints to our contact centres and other channels. For a detailed breakdown of our whistleblower complaints, please refer to the **Singtel Group Sustainability Report**.





Data Governance and Responsible AI

We seek to uphold the highest standards of data privacy protection and cyber security measures, as we further expand our digital businesses and services. Continual effort is made to maintain strict internal controls, governance process, conduct routine audits and raise awareness with our people through initiatives such as comprehensive cyber education and awareness programs.

As Generative AI and AI-led technologies continue to rise, we see growing demand from our customers to explore the immense potential and unlock related opportunities. However, this brings with it additional complexities and implications, such as potential violation of privacy rights through unintended generation of personal data or creation of deepfakes.

The Singtel Group has introduced an interim AI policy to provide guidance and guardrails on responsible AI usage while working towards a more comprehensive AI Governance Framework. As part of this, at Optus, we established a Data and AI Risk Committee (DARC) in FY25 to ensure sound Data and AI risk management. As Generative AI evolves, we will continue to monitor this area and work closely with regulatory and industry bodies to achieve a balance between innovation, ethical considerations and data protection.

We also continue to look for ways to improve our data governance. During FY25, we partnered with Microsoft, Tech Mahindra, and Databricks, to successfully implement a cloud-based Unified Data Platform (UDP). This UDP has significantly improved data management, governance and controls on critical data warehouses, reducing latency and enhancing security. The UDP has streamlined operations and our people now have faster, more secure access to insights, fostering innovation and efficiency. With machine learning capabilities, we are delivering more personalised customer experiences while strengthening resilience, scalability and AI features for future growth.

Regulatory requirements and self-reporting

This year, there were two instances where we unfortunately did not meet the expectations of our people and our customers.

In June 2024, Optus pleaded guilty in relation to a prosecution by the Wage Inspectorate Victoria relating to underpayment of Long Service Leave. The Court imposed a fine of \$13,000 and ordered that Optus cover the regulator's legal costs to the value of \$15,000.

In November 2024, the Australian Communications and Media Authority (ACMA) issued Optus Mobile Pty Ltd, Optus Internet Pty Ltd and Optus Networks Pty Ltd (Optus) with infringement notices for breaches of the emergency call rules as set out in the Telecommunications (Consumer Protection and Service Standards) Act 1999 and the Telecommunications (Emergency Call Service) Determination 2019. In accordance with the infringement notices, Optus paid to the ACMA a total penalty of \$12 million.

Responding to mis-selling involving vulnerable customers

Optus has sincerely apologised to all customers affected by misconduct highlighted by the Australian Competition and Consumer Commission (ACCC) in legal proceedings brought against Optus in October 2024, and for the distress caused.

The misconduct involving customers, many of whom were vulnerable, is unacceptable and totally out of step with the values of Optus as a company. We are implementing extensive changes to prevent this type of misconduct from happening again. We are remediating affected customers and disciplinary action has been taken in some circumstances, terminating retail sales staff who were determined to be responsible for the inappropriate sales practices.

We have the Specialist Care team supporting vulnerable customers; implemented extra training for our frontline employees; and we continue to increase our engagement with partners, community groups, financial counsellors and stakeholders including First Nations stakeholders, to improve service standards for customers in need.

CEO Stephen Rue outlined in a speech to industry leaders at the 2025 CommsDay Summit in June 2025 our commitment to ensuring that we do better for customers in the future. For more information, visit optus.com.au

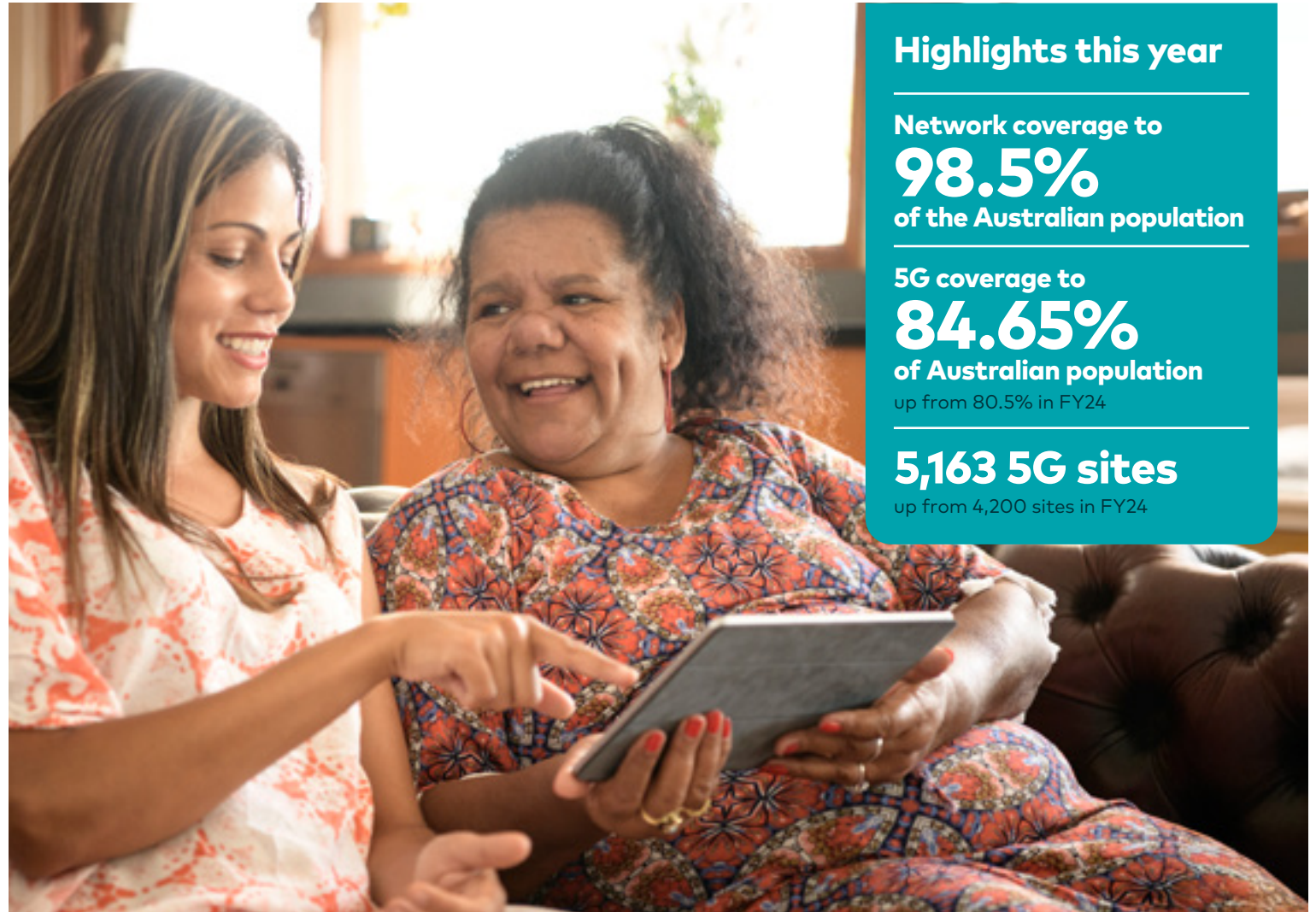
Keeping Australians connected



Connecting Australia

We understand that connectivity is more than just technology; it is also the backbone of our communities, empowering individuals and businesses to thrive in an ever-evolving digital world.

Given this, in FY25 we continued to invest in our network capabilities and embrace new partnerships and innovations to enhance customer connectivity across metropolitan, regional, rural and remote Australia.



Highlights this year

Network coverage to
98.5%
of the Australian population

5G coverage to
84.65%
of Australian population
up from 80.5% in FY24

5,163 5G sites
up from 4,200 sites in FY24

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



More choice and connectivity for regional Australia

In January 2025, we began an exciting new Multi Operator Core Network (MOCN) arrangement with TPG Telecom. This collaboration provides TPG Telecom with access to our extensive network in regional Australia, which will increase TGP Telecom's 4G and 5G coverage from approximately 400,000 square kilometres to nearly 1,000,000 square kilometres.

By integrating and optimising our regional networks and infrastructure, we are creating a larger network with faster connectivity speeds, and together providing Australians with more coverage and choice than ever before. The MOCN agreement has an initial term of 11 years and includes an option for TPG Telecom to extend the agreement for a further five years.

Further, in February 2025, we secured the future of the Viewer Access Satellite Television (VAST) platform and broadcast television services through to 2031, with new partnership agreements established with six key VAST broadcasters. The VAST platform provides access to news, entertainment and emergency broadcasts to even the most remote areas of Australia. This achievement is the result of a year-long collaborative effort with our people and partners, which brings to life our commitment to maintaining strong customer outcomes and providing vital services to Australia's regional, rural and remote communities.



Fast track 5G rollout across Australia

We continued to expand 5G coverage to communities across our vast country. In FY25, we upgraded over 960 sites to 5G, increasing the national population of 5G coverage to 84.65%, up from 80.5% in FY24. Our partnership with TPG Telecom will also fast-track our future roll out of 5G in regional areas, with plans to have 2,444 5G sites operational in regional areas by 2030 – two years ahead of schedule.

As we continue to expand our 5G network, we recognise that 5G offers huge possibilities for communities, businesses and the way that our customers live their lives. The fast data speeds and improved bandwidth that our 5G network provides means that our

customers can connect multiple devices at once with superfast downloads, minimal latency and more connectivity and reliability than ever before. It will also be a meaningful enabler to bridging the digital divide in regional communities, which is critically important to Optus.

To support our customers and communities with the transition to 5G, and to boost the capacity, speed and reliability of the existing 4G network, we switched off our 3G mobile network in October 2024. To support customers affected by this shift, we provided a comprehensive suite of measures, including offering 20,000 handsets to customers at no cost and substantial discounts on new devices, as part of our commitment to leave no one behind in the transition to an upgraded network.

Setting new speed records

Innovation is at the heart of our strategy to keep Australians connected. Our partnership with Nokia has helped us to achieve unprecedented speeds on our long-haul fibre network, setting records of up to 1 Terabit per second (Tbps) over 1,050km (Sydney to Melbourne) and being the first in the world to hit 1.1 Tbps over 405km (Sydney to Canberra).

This showcases our ongoing investment into our fibre network, which continues to play a vital role in connecting Australians across the country, and to the rest of the world, at unprecedented speeds. Our fibre network will also be integral in the advancement of innovative technology such as artificial intelligence, virtual reality, automation and other technologies that rely on large amounts of data.

"We are committed to continuing to invest in our long-haul capability and fibre network as it continues to play a key role in connecting our vast country. While advancements in mobile technology, such as 5G and satellites are exciting with huge potential, fibre continues to be a crucial area where cutting edge innovation continues to play out."

John Castro, Vice President, Wholesale and Satellite, Optus

"It has been a year of focus and reflection for Optus. We've spent time listening to our customers' needs and worked hard to deliver solutions that enhance their experience. As we look ahead to next year, we're committed to making continued investments in our network and creating a safer, stronger digital future for everyone."

Anthony Shiner, Chief Customer Officer – Consumer, Optus

Case study: Connecting local communities around the country



Over the last 12 months, our Localisation team has deepened Optus' strong commitment to local communities through a range of activation efforts, including sponsorships. In FY25, our Localisation team's investment into communities nationwide totalled \$1.5 million, which enabled us to directly contribute to a range of local initiatives that promote connection, health and wellbeing, education, and disaster relief.

Local community engagement

A snapshot of some of our local community engagement across Australia. We have loved connecting with people across the country in their local communities and we look forward to doing more in the future.



Disaster Ready Day, Townsville, QLD



Tuggeranong United FC, ACT



Brisbane's annual Green Heart Fair, QLD



St Kilda Festival, VIC



Canberra's flower festival, Floriade, ACT

Climate action

Supporting and enabling the transition
towards a net-zero emissions world.



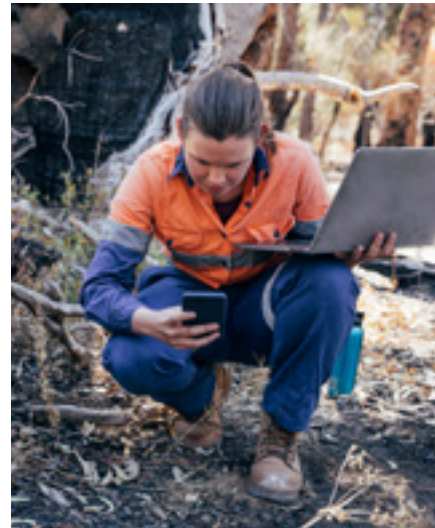
Climate action

Climate action is important to our customers, employees, communities and shareholders, and it is fundamental to our business, so our commitment to meaningful climate action remains strong.

At Optus, our focus continues to be on the areas making the largest impact towards reducing our greenhouse gas (GHG) emissions, such as reducing our energy use, procuring renewable energy and increasing collaboration across our operations, networks, supply chain and with our valued customers and communities.

In 2024, we revised our emission reduction targets, and this year has been far from 'business as usual'. We've stepped up our innovation and digitisation efforts, expanded our focus on collaboration, enhanced our approach to data collection, data quality and reporting, and supported our communities in times of extreme weather events.

We have made measurable progress during this reporting period and over the past five years since launching our Climate 2021–25 Action Strategy. While our progress reinforces the importance of our work, we know that we have more work to do. We remain optimistic about what we can achieve together in collaboration with our stakeholders.



Highlights this year

Driving energy efficiency across our operations has saved around

17,093 MWh in FY25

or 3.3% of our total electricity load

Increased the use of renewable electricity across our operations

from 8.6% in FY24 to 21.3% in FY25

of our total consumption when mandatory large-scale generation certificates (LGCs) are excluded

15.7% reduction in Scope 1 and Scope 2 (market-based) emissions compared to FY24*

*Exceeded our emission reduction targets under the Sustainability Linked Loan and Bond Program, by reducing our Scope 1 and 2 (market-based) emissions by 31.5% between FY15 and FY25

Supported our customers and communities

before, during and after extreme weather events, including ex-Tropical Cyclone Alfred

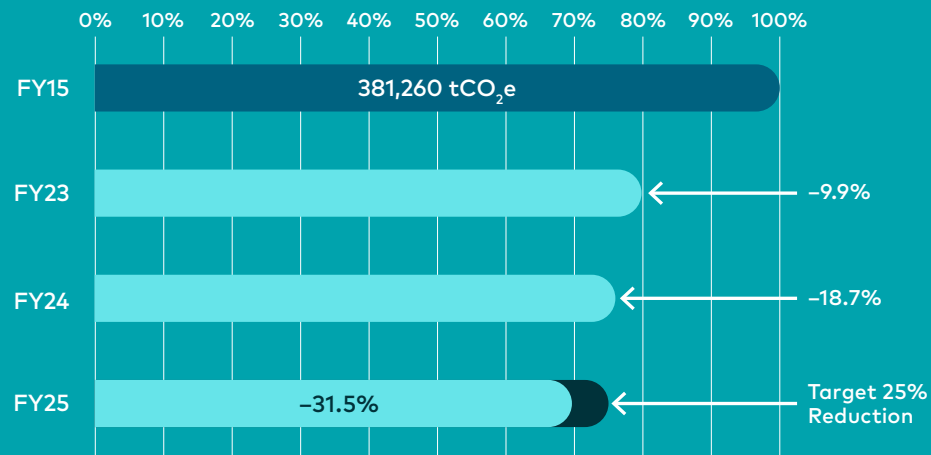
Progress against our 2025 targets

Target

Reduce 25% of our absolute emissions

Scope 1 and 2 (market-based) GHG emissions from a 2015 baseline (tCO₂e)

Performance



Data: FY25 266,449 tCO₂e FY24 310,072 tCO₂e FY23 343,383 tCO₂e

Progress

Reduced Scope 1 and Scope 2 emissions by 4.7% (location-based) and 15.7% (market-based) from FY24 to FY25.

As part of our sustainability-linked loan, Optus has a target to achieve a 25% reduction in its absolute Scope 1 and Scope 2 emissions (market-based) by FY25, from its FY15 baseline.

A 31.5% reduction was achieved over the five year period, exceeding the 25% emissions reduction target.

More information on our sustainable financing is available on page 29.



Renewed emissions reduction targets

The Singtel Group, which includes Optus, had its first emissions reduction targets validated by the Science Based Target initiative (SBTi) in 2017. It included a commitment to reduce Scope 1 and Scope 2 emissions by 42% and Scope 3 emissions by 30% across Singapore and Australian operations by FY30, from a FY15 base year.

In December 2023, the Singtel Group's renewed emissions reduction targets, which are aligned with a 1.5°C pathway, were independently validated by the SBTi.

The Singtel Group, including Optus, has committed to the following near-term targets:

Reduce absolute Scope 3
GHG emissions from purchased goods
and services, capital goods, use of sold products,
downstream leased assets, and investments by

40%

by FY30 from an FY23 base year

Reduce absolute Scope 1
and Scope 2 (market-based) GHG
emissions by an additional

55%

by FY30 from an FY23 base year

The Singtel Group has also committed to the following long-term targets:

Reduce absolute Scope 1,
Scope 2 and Scope 3 GHG emissions by

90%

by FY45 from an FY23 base year

The Singtel Group's commitment to achieve net zero by 2045

This year, our focus remained on progressing the Singtel Group's existing net zero targets.

In FY24 the Singtel Group, including Optus, renewed its emissions reduction targets to align with the goals of the Paris Climate Agreement, which aims to limit global warming to 1.5°C. This raised the Singtel Group's level of ambition from its previous Science Based Targets, which were aligned with a well below 2°C pathway.

The Singtel Group's commitment is to achieve net zero GHG emissions by 2045. This requires a reduction of at least 90% in absolute Scope 1, Scope 2 and Scope 3 emissions from an FY23 base year. Any hard to abate emissions may be neutralised through permanent carbon removal credits after the 90% reduction target has been achieved.

Achieving these ambitious goals will require deep and meaningful emissions reductions across our value chain. To enable this, Optus is continuing to collaborate with our suppliers, customers and other value chain stakeholders on decarbonisation opportunities. We have also developed initiatives that drive energy efficiencies and increase the use of renewable electricity, and we will continue to innovate and collaborate with our partners in this area.



Our Scope 1, 2 and 3 emissions

Our main sources of Scope 1 (direct) emissions include emissions from stationary diesel for backup generators and transport fuel from our fleet, with an additional contribution from refrigerant gases. Scope 2 (indirect) emissions are those associated with our electricity use and make up the bulk of our combined Scope 1 and 2 emissions. Scope 3 emissions are indirect emissions (not included in Scope 2) that occur in our value chain and represent 73% of Optus' overall emissions profile. We report against the majority of the Greenhouse Gas Protocol Scope 3 categories as set out in the table opposite.

For more information about our methodologies, please refer to our 2025 Data Pack on our [website](#).

Please refer to the Singtel Group Sustainability Report 2025 for more information on Scope 3 emissions changes year-on-year.

Scope 1	FY25 (tCO ₂ e)	FY24 (tCO ₂ e)	FY23 (tCO ₂ e)
Total Scope 1 emissions	2,107	1,741	1,591
Fugitive emissions (refrigerants)	405.3	258.1	48
Fuel combustion (stationary)	1,098.4	486.5	487
Fuel combustion (mobile)	602.9	996.7	1,056
Scope 2			
Electricity (location-based)	336,596	350,491	366,357
Electricity (market-based)	259,194	308,331	341,792
Scope 3			
Total Scope 3 emissions	699,477	816,602	1,635,956
Category 1: Purchased goods and services	172,956	213,848	816,642
Category 2: Capital goods	140,340	171,442	346,726
Category 3: Fuel and energy related services	33,869	38,337	40,605
Category 4: Upstream transportation and distribution	4,168	3,518	4,149
Category 5: Waste generated in operations	628	774	258
Category 6: Business travel	3,747	4,033	4,702
Category 7: Employee commute	1,172	734	5,103
Category 8: Upstream leased assets	N/A	N/A	N/A
Category 9: Downstream transportation and distribution	N/A	N/A	N/A
Category 10: Processing of sold products	N/A	N/A	N/A
Category 11: Use of sold products	338,686	379,575	450,448
Category 12: End-of-life treatment of sold products	1,747	1,863	697
Category 13: Downstream leased assets	N/A	N/A	N/A
Category 14: Franchises	2,164	2,478	2,185
Category 15: Investments	N/A	N/A	N/A

Cat 1 & 2 – From FY24 to FY25 we have changed the calculation methodology from using GHG protocol guidance to GSMA guidance

Climate-related Disclosures – Task Force on Climate-related Financial Disclosures

The Singtel Group, which includes Optus, has reported in line with the Task Force on Climate-related Financial Disclosures (TCFD) since FY22. This standalone report includes details on the Singtel Group's climate scenario analysis, adaptation and mitigation plans for operations in Singapore and Australia. For more information, please refer to the Singtel Group's latest **TCFD report**.

Climate-related Disclosures – Australian Sustainability Reporting Standards

Under recent changes to the Corporations Act, Singtel Telecom Australia Investments (STAI) Pty Ltd, the parent of Singtel Optus Pty Ltd, will be required to report in accordance with the Australian Sustainability Reporting Standard AASB S2 Climate-related Disclosures¹ from its 2026 financial year.

This year, we have continued to plan for the adoption of these requirements as we transition to our first mandatory disclosures next year. It's part of our commitment to responsibly and transparently report on our climate action, including our climate-related governance, strategy, risk management, and metrics and targets.

¹<https://standards.aasb.gov.au/aasb-s2-sep-2024>



Decarbonising our operations

Reducing our Scope 1 and Scope 2 emissions

In FY25, our Scope 1 and Scope 2 market-based emissions were 261,301 tCO₂e, which accounted for 27% of our overall emissions footprint. We achieved a reduction of 15.7% compared to last year.

This year, we continued our focus on reducing our Scope 1 and Scope 2 emissions through energy efficiency measures, deploying onsite and offsite renewable electricity and increasing the number of hybrid vehicles in our fleet to 136 (up from 119 last year).

We have also begun to streamline our Scope 1 and Scope 2 data collection processes through deployment of an automated data billing platform, which is already realising time and cost efficiencies minimising manual calculation errors and reducing our need to rely on paper invoices.

Our commitment to sustainability-linked financing has continued. In April 2023, Optus issued a A\$100 million five year fixed-rate Sustainability-Linked Bond (SLB) in accordance with the Singtel Group's Sustainability-Linked Bond framework. The interest rate for this loan and bond issuance were linked to Optus' goal of achieving a 25% reduction in absolute Scope 1 and Scope 2 emissions

by FY25, from its FY15 baseline, which Optus surpassed with a 31.5% reduction during this time frame. More information is available in the Singtel Sustainability Report 2025.

Driving energy efficiencies

About 70% of Optus' energy consumption is linked to our Radio Access Network (RAN), which connects customer devices to the network. Therefore, our RAN program is a key focus for us to develop and implement energy efficiency solutions to lower consumption and meet our emission reduction targets.

In FY25, we have continued to implement various strategies as part of our RAN program to achieve energy efficiencies, such as temporarily reducing equipment power during low network demand, using energy-efficient equipment, and shutting down unused equipment, such as 3G technology. Implementing these energy efficiency initiatives has enabled us to reduce our electricity consumption by an estimated 17.1GWh in FY25.



Transitioning to renewable electricity

In addition to driving energy efficiencies, we are also committed to increasing our use of renewable electricity. The Singtel Group has a commitment to reduce Scope 1 and 2 greenhouse gas (GHG) emissions by 55% by FY2030 (from a FY23 baseline) and increasing Optus' use of renewable electricity will play an important role towards achieving this target.

In FY25, we deployed 1,517 kilowatt (kW) peak capacity of onsite solar arrays at 21 key Optus exchanges and satellite sites as part of our National Solar Program. While this represents a small amount of our total electricity consumption, it is an important contribution towards deploying onsite solar PV on the roof area available in our network sites.

In addition, we are focused on securing a reliable supply of renewable electricity to meet our ongoing energy needs and mitigating our exposure to electricity price volatility in the Australian energy market. In FY25, we continued our collaboration with our Property, Procurement, Commercial

and Sustainability teams, to develop a roadmap to procure renewable electricity for those electricity contracts expiring in the next couple of years on top of what we have already procured through our inaugural Renewable Energy Power Purchase Agreement (REPPA) with Red Energy which began supply on 1 January 2025.

Note. As disclosed in our FY24 Sustainability Report, we acknowledge that we did not meet our previously stated goal to source 100% renewable electricity for our operations by the end of 2025. This was a result of various factors, including COVID-19 disruptions, fluctuations in global energy prices, increased competition for access to clean energy projects, and internal operational changes.



Solar panels at our Belrose satellite facility, NSW

Reducing our Scope 3 emissions

Scope 3 emissions occur outside Optus' direct operations – such as from our supply chain or from customers using our products – and represent 73% of our emissions footprint. Optus is committed to collaborating with our key suppliers to reduce the shared emissions in our supply chains.

This year, we focused on reducing our Scope 3 emissions by:

- Collaborating with our suppliers through the Carbon Disclosure Project (CDP) Supply Chain Program. This program has helped us to engage with some of our larger suppliers to manage environmental risks and impacts within Optus' supply chain. Data collected includes details of our suppliers' emissions and their plans to reduce them, as well as climate-related risks and opportunities.
- Initiating a digitally enabled approach to supply chain engagement with a targeted selection of our small and medium sized suppliers. For more information on the new program we have deployed, please refer to the case study on page 33.
- Embedding an internal carbon pricing approach in our Procurement processes

by applying a shadow average carbon price of \$70 per tonne of CO₂e in selected tenders. This supports the calculation of our Holistic Cost of Ownership (HCO) alongside the Total Cost of Ownership (TCO) for data collection and reporting purposes.

- Including climate action expectations in selected supplier contracts. These expectations relate to collaborating on shared emissions reductions, reducing climate risk through efforts to develop their own emissions reduction initiatives or Science Based Targets, and disclosing Scope 1, Scope 2 and Scope 3 emissions every year to support our own reporting.
- Launching our Singtel Group responsible procurement policy to provide our suppliers with greater clarity on our expectations across the areas of social and environmental sustainability.



Improving our climate resilience and adaptation

An important part of putting our customers first is how we prepare for natural disasters or extreme weather events to keep our communities connected. Whether that's through droughts, cyclones, floods or bushfires – our Networks team works hard to ensure we're ready to respond, whatever the weather.

To act quickly and provide connectivity where it's needed most, the Networks team has put several important measures in place to build resiliency, which include:

- Deployment of nine next generation SatCats (SATellite Cell and Trailers) and seven Cell on Wheels (COWs) when rapid connectivity and coverage was needed across Australia. Acquiring 22 new portable generators, which increases our fleet to 73, so that we can restore and maintain power for our customers during an outage.
- Equipping 188 mobile sites with permanent generators in disaster prone areas, remote locations and sites with difficult manual access, all of which include rigorous testing and maintenance procedures.
- Deploying 71 Critical Power Extenders (CPX) to extend our national network

connectivity by an additional 12 to 18 hours through a longer supply of back-up power.

- Continuing to invest in the 'fire hardening' of our sites, which includes sealing cable entries, adding fire resistant mesh to support land access, avoiding the installation of timber retaining walls and clearing vegetation to further reduce possible damage in times of bushfire.
- Participated in the Telecommunications Resilience Investment Pilot which helps us determine the key interventions required to mitigate risk and build resilience in our infrastructure.

Alongside this, we've continued to strengthen relationships with emergency management agencies across Australia. For example, our Networks Field Operations leadership team participated in the National Preparedness Summit hosted by the Government's National Emergency Management Agency in September 2024 ahead of the higher risk weather season. The Summit brought together critical stakeholders from all levels of Australian government, industry, and the not-for-profit sector, to explore how to support communities to prepare for, respond to, and recover from disasters across Australia. Optus

teams also collaborated with energy providers and engaged in national disaster response exercises, internally and externally, to foster relationships and a coordinated approach for the benefit of customers and communities.

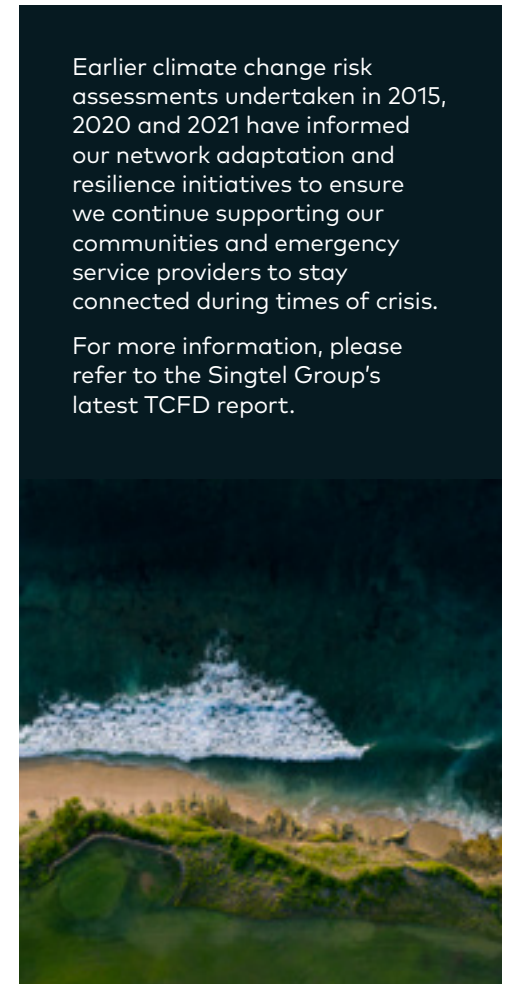
We also supported customers and communities before, during and after ex-Tropical Cyclone Alfred, which affected telecommunications access, sites and exchanges across south-east Queensland and northern New South Wales. Our Networks team worked around the clock to restore community services as quickly as possible.

We deployed crews to mobilise available generators, activated satellite powered mobile base stations (SatCats), arranged for a helicopter and barge to be on standby to support the restoration of services, and positioned additional Optus personnel at significant sites and evacuation centres in the region.

Although the recovery effort is still underway and our community support continues, this has been an incredible display of teamwork in action as we worked tirelessly to support each other, our customers and the communities affected.

Earlier climate change risk assessments undertaken in 2015, 2020 and 2021 have informed our network adaptation and resilience initiatives to ensure we continue supporting our communities and emergency service providers to stay connected during times of crisis.

For more information, please refer to the Singtel Group's latest TCFD report.





Case Study: How collaboration and digital innovation is enabling our Scope 3 emission reductions

There's no net zero for Optus without our suppliers also reducing their emissions and accounting for it in a credible way, which is why we've taken a proactive, practical and digitally enabled approach to our supply chain engagement.

Our partnership with carbon-accounting platform Sumday kicked off in March 2024 with a six-month pilot focussed on 50 of our small and medium sized suppliers. Understanding our SME suppliers don't necessarily have the same resources available as our large suppliers to provide key emissions data, we supported them by inviting them to join the Sumday platform to share information about their emissions data, upskill their teams, complete a baseline, and consider ways to reduce their emissions going forward. This information helps Optus measure its own emissions more accurately, with reduced reliance on assumptions.

We know that gathering and reporting emissions data can be daunting, but it's essential to driving lasting emissions reduction. The Sumday platform aims to streamline this process for our suppliers: instead of wading through lengthy documents and responding to complex carbon accounting questions, it provides a supportive and structured approach to embedding carbon accounting that acknowledges our suppliers' limited resources.

The pilot has also focused on education. Suppliers are given access to practical training on carbon accounting and a carbon accounting support help desk, so they can upskill their own finance, sustainability or operational teams. This support is intended to help our suppliers baseline their emissions, set emission reduction targets and track their progress over time to support their own future decision making.

We're looking forward to expanding our collaboration with Sumday to benefit more of our suppliers in FY26 and bolster our own Scope 3 emissions data collection and reporting. We plan to expand access to the Sumday platform to a further 200 of our suppliers based on their emissions profile.

"The approach that Optus took was collaborative, supportive and solution focused. We have limited resources, and through Sumday all our data is in the one place, and we had access to the Sumday help desk where we could ask questions and get instantaneous feedback – this has been a gamechanger for us."

Ben Keep, COO at Emotive, Optus Supplier and Sumday pilot participant

We're excited that the pilot has already yielded strong results:

81% of our 50 targeted suppliers have opted into the pilot and joined the Sumday platform, responding to our initial questions on their emissions

Over 50% of suppliers have attended a kick off call with the Sumday accounting support help desk to plan their upskilling journey and complete an emissions baseline assessment

Approximately 30% of suppliers have established emission reduction targets, and Optus aims to support suppliers to increase this over time

47% of suppliers intend to continue accessing the Sumday platform beyond the free pilot period



Case Study: Collaborating with the CSIRO on climate risk and resilience strategies

Optus has a critical role to play in contributing to Australia's climate resilience and keeping communities connected during climate-related emergencies.

Given this, we are proud to participate in the Telecommunication Resilience Investment Pilot (TRIP), which is a 12-month pilot led by the CSIRO's Enabling Resilience Investment Program. It has a focus on supporting telecommunications infrastructure and networks to enhance their climate risk and resilience strategies through innovation and collaboration.

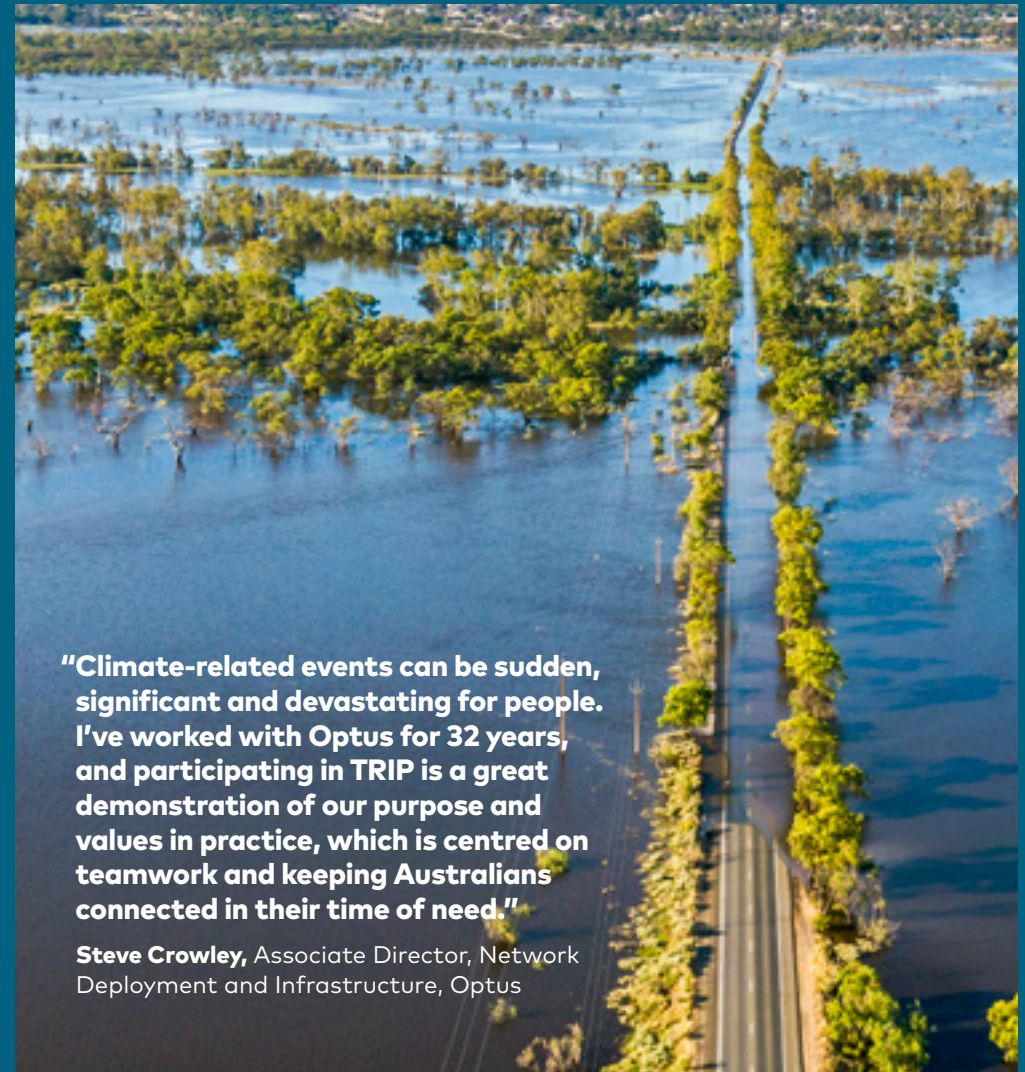
Kicking off with project planning in August 2024, before full scale commencement later in 2024, TRIP facilitates the sharing of knowledge and ideas between telcos and other stakeholders on a range of topics, such as:

- Identifying Telco vulnerabilities to key natural hazards,
- Determining the key interventions required to mitigate risk and build resilience, and responsibilities for them; and
- Determining funding and finance pathways to support these key interventions.

While TRIP maintains a national focus, in early 2025 two Local Government Areas (LGAs) – East Gippsland in Victoria, and Eurobodalla in New South Wales – were selected for a detailed study.

The intent of the LGAs study is to enable TRIP stakeholders, which includes Optus, property owners, power authorities and others, to consider and share how local customers and communities are supported during times of climate emergency, assess the physical resilience of stakeholders' local infrastructure assets, and develop place-based resilience investment cases for the two LGA's. The end goal is to keep Government, emergency support services and communities better connected to telecommunications services before, during and after a climate-related event.

TRIP is set to conclude later this calendar year, following the submission of a climate resilience recommendations report for Australia's National Emergency Management Agency (NEMA). Pending NEMA's approval, at the conclusion of TRIP we will internally report on key findings, lessons learnt, and recommended actions to improve integrated resilience management and ongoing investment in telecommunications infrastructure.



"Climate-related events can be sudden, significant and devastating for people. I've worked with Optus for 32 years, and participating in TRIP is a great demonstration of our purpose and values in practice, which is centred on teamwork and keeping Australians connected in their time of need."

Steve Crowley, Associate Director, Network Deployment and Infrastructure, Optus

Circular economy

From supply chain and product packaging to general day-to-day waste from our operations, there are many opportunities to turn what may have once been rubbish going to landfill, into resource.





Circular economy

In the face of rapid technological advancement, Optus remains committed to collaboration and innovation in all facets of our business, including our impact on climate and nature. Our approach to circular economy signals a gradual but transformative shift for Optus as we move towards greater resource efficiency by prioritising the continuous use of materials and minimising waste across our value chain.

This year, we made meaningful progress on reducing our e-waste and product packaging waste by increasing our recycling across targeted network and exchange sites, increasing engagement with our suppliers on shared circular economy strategies, and continuing to work towards removing single-use plastics in our range of Optus branded mobiles.

While our specific initiatives vary across our operations, devices, networks and assets, at the heart of each is a focus on teamwork and innovation. We continue to be inspired by our passionate collaborators who have championed our progress since 2020, and while we are aware of the challenges ahead, we remain optimistic about what we can achieve together.

Highlights this year

Recycled or reused **97% of e-waste**

from our operations including network* sites, corporate offices and retail stores.

Diverted **8.6 tonnes** of customer e-waste from landfill through the Mobile Muster program

Included recycling messaging on the inside of our shipment boxes

*Based on network waste data available in FY25.

Members of Australian Packaging Covenant Organisation (APCO) and achieved a 'leading' APCO reporting score of

66%

This reflects our efforts in reducing the amount of single-use plastics in our product and warehouse packaging, as well as improving how this packaging can be recycled.

Reduced plastic usage in our warehouse and logistics operations

by switching to paper tape, using water-based ink and swapping plastic cushioning for paper-based products.

Year-on-year progress against our 2025 targets

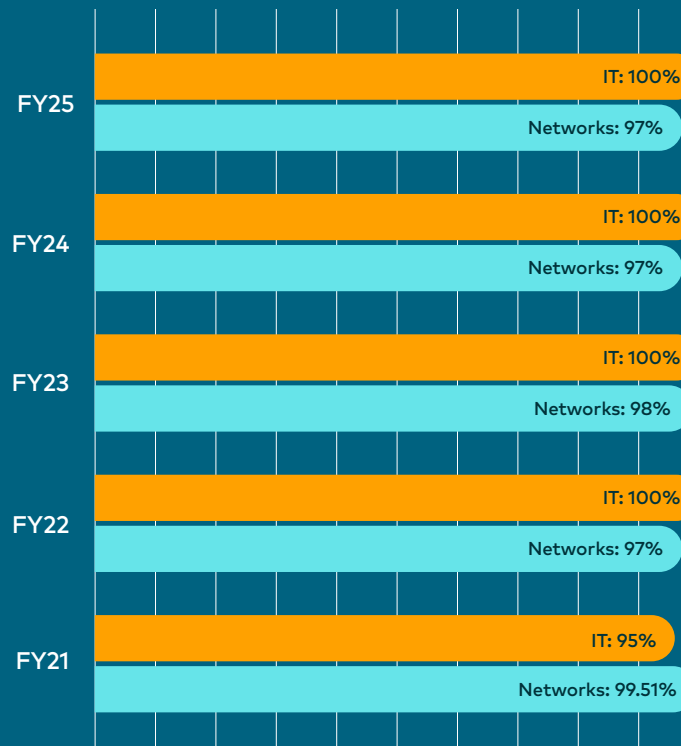
E-waste reused and recycled

Target

90% of e-waste to be reused or recycled

Performance

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%



Diversion from landfill

Progress

Innovation, collaboration and partnership propelled forward our e-waste recycling initiatives; we have been exceeding this target since FY22.

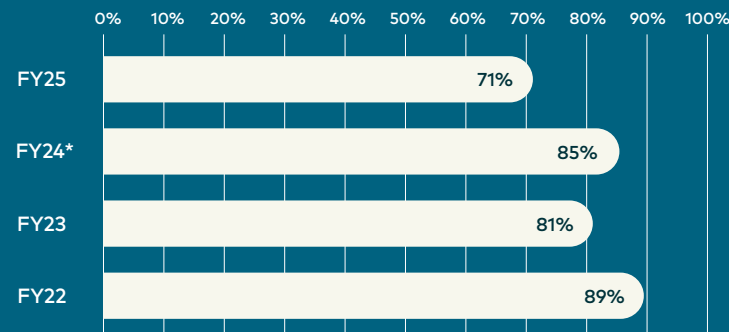
Year-on-year progress against our 2025 targets

Recyclable, reusable or compostable packaging on Optus-branded products

Target

100% recyclable, reusable or compostable packaging on Optus-branded products

Performance



Progress

While we continue to work towards removing all single-use plastics in our products, we fell shy of our 2025 target. This was due to a combination of challenges, which included limited options to replace our non-recyclable SIM cards. This will be a focus in FY26, as we remain committed to a future that embraces sustainable packaging and reduces waste.

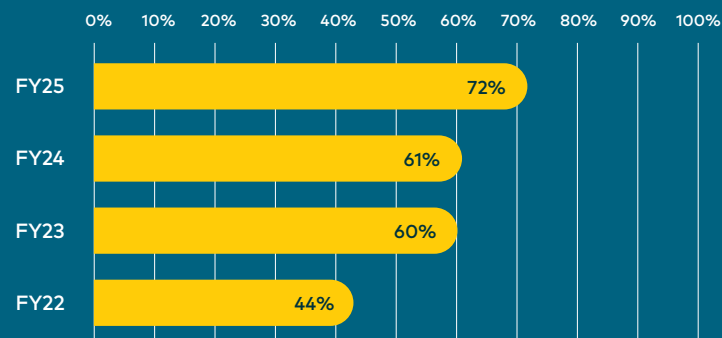
* From FY24, we enhanced our reporting and data availability to also include consignment packaging.

Waste diversion from landfill

Target

90% waste diversion from landfill

Performance



Progress

We made progress against our target and have diverted 72% of waste from landfill, however, we fell shy of our 2025 target. This was largely due to the contamination of our recycling and general waste bins in our Networks and Corporate sites by third-party contractors working at some of these sites. This is an area we will focus on in FY26 as we continue to prioritise our waste diversion rates from landfill, and raise awareness levels and expectations on our contractors.

Our commitment to materials stewardship

At Optus, we are committed to working towards sustainable operations that enable enduring, positive change for our people, customers, communities and other stakeholders. Our approach to sustainability is integrated into our materials stewardship responsibilities, which considers our upstream and downstream impacts across our value chain:

- Upstream – how we select and collaborate with ethically, environmentally and socially responsible suppliers, and how we bring to life our focus on the effective use of resources.
- Operations – reducing the environmental impact of our products, their associated packaging, and of our corporate, retail and network operations.
- Downstream – exploring opportunities to reuse or recycle our products to extend their useful life and protect the value of natural resources.

Our focus on collaboration and innovation

Our Circular Economy Roadmaps set out opportunities for us to maximise resource efficiency and reduce waste across our products, retail and marketing initiatives, networks and corporate facilities. Opposite are key initiatives that we progressed this year.

Key initiatives progressed in 2025

Product initiatives

We embedded circular economy expectations in selected supplier contracts, which includes requirements to eliminate single use plastic and maximise recycled content in the packaging of their goods for us.

Retail and marketing initiatives

Since launching 'click and collect' purchase options for our customers in April 2024, uptake has soared 150% beyond our initial forecasts, which reduces our packaging and distribution-related environmental impacts.

We have continued to work towards eliminating plastic use across our warehouse and logistics businesses by swapping plastic products for paper-based alternatives.

Networks and corporate facilities initiatives

We established an internal Resource Efficiency Working Group with representatives from various Optus business units to act as an internal hub to explore circular economy and waste reduction opportunities, discuss challenges and track our progress.

Reuse and recycling e-waste

Repurposing and recycling devices

In FY25, we continued our 27-year partnership with the product stewardship program MobileMuster, which enables our customers to recycle their mobile phones, modems, smart watches, smart home devices and gaming consoles at Optus stores or via reply-paid recycling satchels. This year, our customers recycled 8.6 tonnes of e-waste preventing them from going to landfill. This presents a 274% increase on last year's figures of 2.3 tonnes.

Recycling materials from our network sites

Our Networks & IT teams made important contributions to our reuse and recycling of e-waste in FY25, with 97% of our e-waste from Networks and 100% from IT diverted from landfill.

This included a collaboration with Sircel, an e-waste specialist, to develop an end-to-end onsite decommissioning and e-waste recycling system for Optus. For more information on this collaboration, please refer to the case study on page 42.

We are thrilled to have exceeded our goal of recycling 90% of our e-waste for four consecutive years and will continue to maintain this momentum in FY26.





Case Study: Giving unwanted devices a second life to support those in need

We know that closing the digital divide isn't only about increasing access to the internet and data, it's also about increasing access to digital devices. Given this, Optus has partnered with Zolo Australia, a values-led e-waste recycling company that specialises in repurposing tech waste into social impact. Zolo provides secure, refurbished technology to people in need via charities such as Good360 Australia, which is also an Optus charity partner that's focused on connecting communities with essential goods.

As part of our collaboration with Zolo and Good360 Australia, and in acknowledgement of National Recycling Week (11–17 November 2024), we invited our people to donate or recycle their unused or unwanted personal digital devices. The donation drive clearly captured the passion of our people. In a short period, we had diverted from landfill more than 130kgs of digital devices, which included 26 tablets and 30 mobile phones that were later refurbished, paired with an Optus Donate Your Data SIM, and supplied to Good360 Australia for community distribution.

Following this early success, we extended our collaboration with Zolo and Good360 Australia to apply the e-waste for social impact initiative to our corporate IT recycling system. Going forward, for every eligible device donated, Zolo will acquire new devices to support our Donate Your Data program.

We're thrilled to share that through our ongoing collaboration with Zolo and Good360 Australia, we have:

- Donated over 500 tablets to communities in need, all of which were paired with an Optus Donate Your Data SIM as part of our Donate Your Data Program
- Diverted 29.18kg of e-waste that would otherwise have likely gone to landfill

We're just getting started when it comes to turning our tech waste into social impact. We're already planning to expand the scope of our e-waste donations to Good360 Australia to include mobile phones and laptops, in addition to tablets, to help bridge the digital divide wherever it's needed most.



"Optus is leading the way in showing how the circular economy can work at scale. Through our Waste to Impact program, we're not just preventing e-waste – we're unlocking the value of old tech to power social good across Australia. With Optus bringing the data and Zolo supplying the devices, together we're helping more Australians get connected."

Franz Siasat, CEO, Zolo



Case Study:

An innovative end-to-end recycling system to divert e-waste from landfill

We work with others to reimagine what's possible. And that's exactly what we've done with Sircel, an Australian-owned and operated e-waste specialist, in an effort to streamline our e-waste recycling efforts, reduce our waste to landfill, save costs and create operational efficiencies.

Our collaboration with Sircel kicked off in 2021, when we began exploring the design and development of an end-to-end onsite decommissioning and recycling system to recycle the e-waste generated and recover valuable commodities at Optus exchange sites that were scheduled for an upgrade.

Since then, we have made significant progress. We have:

Implemented an end-to-end decommissioning model and recycling system at all Optus exchange sites

Diverted 98% of decommissioned materials from landfill, which included:

- Over 1,000 tonnes of e-waste materials, including circuit boards, cables, computer hardware and exchange equipment (representing 55% of our total e-waste in FY25)
- 50 tonnes of equipment from two Optus exchange sites (Mitchell and Riverwood), which was recycled and given a new life in line with the principles of circular economy
- 100% of hard plastics, which were recycled into a range of construction materials and public infrastructure across all sites

For more information on this initiative visit
Optus + Sircel: Helping drive the circular economy.



"I am beyond proud of what Optus has achieved through its e-waste recycling collaboration with Sircel. It demonstrates what can be achieved when two values-aligned organisations work together to solve an important problem, and it aligns perfectly with Optus' challenger spirit and commitment to teamwork."

Michael Reynolds
Head of Network Products, Optus



Supporting waste diversion from landfill

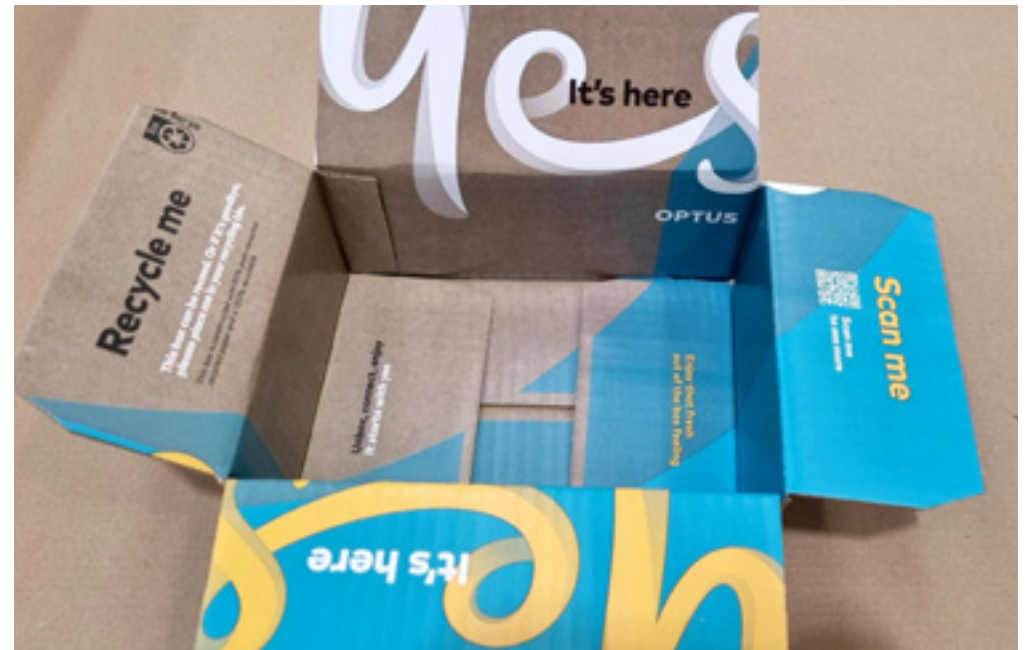
Ensuring our packaging is recoverable

As a member of the Australian Packaging Covenant Organisation (APCO), we are committed to improving our performance against Australia's packaging framework. In FY25, we achieved a 'leading' score of 66% from APCO which reflects our commitment and efforts to move towards sustainable packaging. This includes reducing the number of single-use plastics in our product and warehouse packaging, as well as improve how this packaging can be recycled.

The work we have progressed in collaboration with our warehouse and logistics teams to switch to using paper-based packaging tape, swap plastic packaging cushions for paper-based alternatives, and using water-based ink on our packaging has helped us to ensure our consignment packaging can be recovered using the kerbside system our customers interact with every week. This is further supported by the implementation of the Australasian Recycling Label (ARL) on our Optus-branded products, which is a labelling system that provides clear instruction on how customers can recycle our products' packaging. We are working to have the ARL on all Optus branded products over the next year.

An ongoing recycling challenge for our business continues to be our SIM cards, due to material and dimension constraints. We're looking at multiple ways to address this, such as exploring options for recycled plastic SIMs and developing an eSIM strategy – eliminating the need for physical SIMs and reducing waste across the customer life cycle.

At the end of FY25, we launched eSIM as the default option for new service activations via our online self-serve journeys, with customer care channels set to follow in May. By the end of FY26, our goal is to offer eSIMs to all customers with compatible devices in 100% of scenarios where a new service or SIM swap is required.



Reducing waste generated by our operations

In FY25, we continued our collaboration with Charopy, a previous winner and alumni member of the Optus 2022 Future Makers Program. Charopy's outdoor smart bins, located at our Optus Campus Sydney, use technology that ensures the correct items are disposed of by only unlocking for eligible items, such as cans, bottles and juice boxes. In FY25, the bins have diverted 262kg of waste from landfill. These bins also support the KARI Foundation through our Return and Earn Program with over 9,100 cans collected this year, resulting in nearly \$1,000 in donations.

Engagement and education of our own people about the importance of circularity and waste reduction continues to be a priority. During National Recycling Week in November 2024, we encouraged our people to donate any old or unused laptops, tablets, mobile phones, wearables, landline phones and select smart home devices for recycling through our partners Zolo, Good360 Australia and Mobile Muster. Please refer to the case study on page 41 for more information.



Digital enablement

Enabling all Australians to achieve, thrive and belong in today's digital world.



Digital enablement

Our focus on digital enablement aims to empower all Australians to achieve, thrive and belong in the digital world.

Today, almost a quarter of Australians are digitally excluded,² and cost of living pressures are further widening the digital inclusion gap for vulnerable persons. This means people experiencing vulnerability and disadvantage continue to face challenges with accessibility and affordability affecting their ability to participate online, which is what is often termed as the 'digital divide'. Initiatives like Donate Your Data bring together Optus' commitment and our customers' generosity to share their surplus data with Australians in need, giving them opportunities to access learning, employment, vital services and be able to connect with others.

As technology and digital innovation transforms the world around us, we are supporting our customers and our communities in navigating growing concerns around online safety, security and positive online use. This includes addressing issues such as

cybersecurity and scamming threats, cyberbullying, image-based abuse, and raising awareness about the impact of Artificial Intelligence (AI) and Generative AI (Gen AI).

We help young Australians and their parents and carers become more confident and resilient online through digital safety and wellbeing education. Since 2013, our multi-award-winning Digital Thumbprint Program has provided free workshops for primary and secondary school students and educational resources for families that support them in participating safely online.



² Source: ACOSS & UNSW Material Deprivation in Australia: [The essentials of life](#).



Highlights this year

Recognised by the
**Steward Leadership 25
Award for Asia Pacific**
for our Digital Thumbprint Program

Our Digital Thumbprint
Program has educated over
49,657 students
on digital safety and wellbeing

Launched our new
**Digital Thumbprint
Generative AI**
workshops and parents' guide

Supported an additional
14,265 Australians
with access to the internet through
our Donate Your Data Program

Progress against our 2025 targets

Target

Support 550,000 young people to participate safely online*

Providing young people with the tools they need for positive, responsible and authentic online experiences.

FY24 Performance

60,592

FY25 Performance

49,657

**Cumulative to date
(since 2013):**

669,529*

*Number of students who have participated in a Digital Thumbprint workshop or event.

Target

Connect 60,000* disadvantaged youth and families to help close the digital divide and support Australians in crisis*

FY24 Performance

6,355

FY25 Performance

14,265

**Cumulative to date
(since 2019):**

59,490*

*Over the last 18 months we revised our target to connect 60,000 people instead of 100,000 people. This reflects the complex and often interconnected challenges people experiencing disadvantage face.

Number of people who have activated a Donate Your Data SIM. Does not include support provided during the COVID-19 pandemic and disaster relief. Crisis includes, but is not limited to, family and domestic violence, natural disasters such as floods, bushfires and storm damage, and the COVID-19 pandemic.



Digital safety and wellbeing

Since 2013, our Digital Thumbprint Program has been dedicated to equipping young people and families with the knowledge and tools they need to navigate the digital world safely and confidently. Offering free workshops, easy-to-follow guides, and a wealth of helpful resources, we make digital safety and wellbeing accessible to all. Recognised as a Trusted eSafety Provider by the eSafety Commissioner since 2016, our program is one of the longest-running initiatives of its kind in Australia. We're proud to continue empowering the next generation to thrive online with confidence.

In FY25, we had nearly 50,000 students join our free Digital Thumbprint workshops. This brings our total student participation to 669,529 – well beyond our goal of reaching 550,000 students by FY25. Educating young people and their families about digital safety is a key part of our digital enablement strategy, and we're proud that these results highlight our ongoing dedication to this important mission.

During the year we also commissioned an evaluation report from social impact advisory firm, Think Impact, who evaluated our program through feedback from 2,303 students in Years 3 to 12 who have taken part in workshops between December 2023 and

March 2024. The evaluation highlighted a positive behaviour change in students participating in our workshops – and strong outcomes. Digital Thumbprint is seen as a trusted source of information on digital safety and wellbeing, according to 87% of secondary students. You can read the evaluation report [here](#).

Raising awareness amongst our customers around digital safety is an ongoing priority, particularly given the growing concerns about online security. We have created family resources as part of our Digital Thumbprint program, which we make available to our customers, aimed at supporting them in improving their digital safety, and in having conversations with children.

This year, our Digital Thumbprint Program was also recognised in the Steward Leadership 25 Awards for Asia Pacific, acknowledging our ongoing commitment towards educating young people and families about digital safety.



Biggest digital safety issues for young people

Since 2013, Optus' Digital Thumbprint Program has been supporting digital safety and wellbeing with educational workshops, guides and resources for young people and their families. An Optus survey of more than 2,000 students indicates that the key digital safety issues for young people continue to be cyberbullying, cybersecurity and fake content, with results showing:



46%

of young people don't know how to protect themselves from cyberbullying



62%

struggle with digital defence skills, such as creating or remembering passwords or passphrases, and using multi-factor authentication



44%

say that accessing the credibility of information is a big challenge, finding it hard to tell if online content is made with Gen AI



With this in mind, and in support of the e-Safety Commissioner's annual Safer Internet Day held on 11 February, Optus delivered Digital Thumbprint face-to-face and virtual workshops to nearly 10,000* students throughout February 2025.

The workshops covered a range of topics, including Gen AI. Optus is the first Trusted eSafety Provider to offer a standalone Gen AI workshop for students that focus on enabling online safety in the age of AI. The workshop supports young people to navigate Gen AI safely, identify and address challenges such as cyberbullying, sexual extortion, and misinformation through interactive activities using GenAI applications. It was developed with leading digital safety expert Dr Jo Orlando, PhD.

* 5,205 facilitator-led and 4,608 virtual workshops



We launched a Generative AI and online safety guide

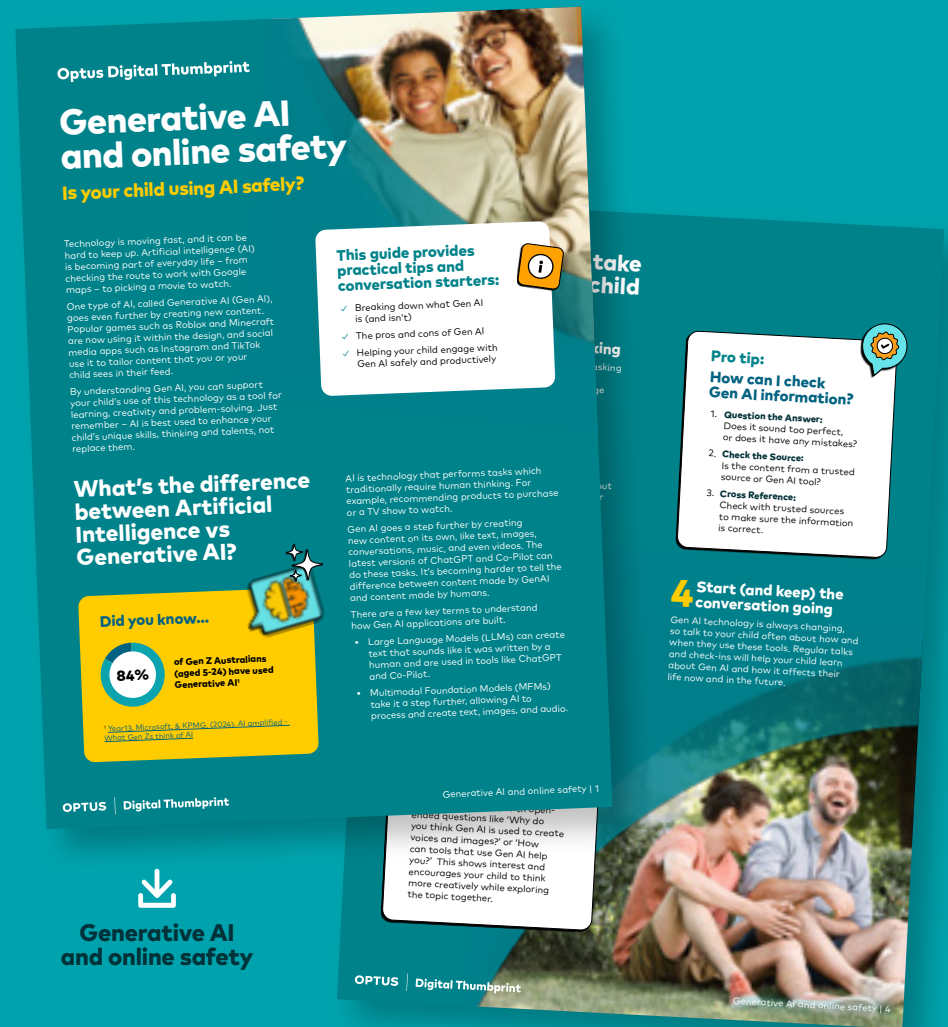
In addition to the Digital Thumbprint workshops, Optus also launched a Gen AI guide, **Generative AI and online safety: Is your child using AI safely?**, to support families to have informed conversations about online safety. The guide covers topics such as how to distinguish AI from Gen AI, how to understand and benefit from Gen AI's everyday uses, and recommended actions to support young people with their use of Gen AI and AI.

"Through our Digital Thumbprint program, we engage thousands of young people every year, and this gives us 'front row' access to what they say are their biggest challenges online. Our new Gen AI workshops and resources are designed to educate and prepare young people to navigate these challenges, and to support adults and families to have informed and supported conversations with their children."

Helen Maisano
Senior Director,
Group Sustainability,
Optus

"It's never been more important to teach Australian children and parents about AI safety. They meet intelligent systems early in nearly every online activity, and learning AI literacy early, empowers young people to navigate this digital landscape responsibly while gaining from its opportunities."

Dr Jo Orlando PhD



How Donate Your Data continues to accelerate digital access and inclusion

Our investment in digital inclusion is focused on ensuring no one is left behind, providing equal opportunity to thrive in an increasingly digital world.

That's why our Donate Your Data (DYD) program is so important to our business and loved by our customers, communities and charity partners. Launched in 2019, the DYD program has facilitated Optus customer donations of 11.2 million GB of data in FY25 to provide internet access for young people, their families and other Australians who might be doing it tough, so they can learn, look for a job and connect to vital services. To date, 641 charities have participated in the program with nearly 60,000 people utilising a free DYD SIM.

In FY25, Optus DYD continued to deliver results with an additional 14,265 participants accessing over 21.7 million GB donated by 196,090 Optus customers.

This impact would not have been possible without our generous customers, and our valued charity partners, The Smith Family, KARI Foundation and Good360 Australia, who have also enabled the distribution of DYD access to other charities. To quantify the impact of the DYD program, earlier this year, The Smith Family undertook an impact evaluation to understand how DYD is supporting digital access. The evaluation included people who are participating in the DYD program and The Smith Family's

Learning for Life program, which is an evidence-based education initiative focused on supporting young people who are experiencing disadvantage.

The Smith Family's impact evaluation considered 2,491 responses from families and found that:

98% of parents report that DYD has helped their young person with their online learning and education

99% of parents would recommend DYD to other families

23% of total DYD participants are Aboriginal or Torres Strait Islander Peoples

Qualitative data from families highlight that they are aware that Optus DYD is easing the financial burden to be digitally included, and enabling older students to explore career pathways and job opportunities



"Before we had the internet at home, it made it so hard for me. Some days, I'd go to school, and everyone's finished doing their homework except me. After I got the free data, I was able to submit my homework on time. I felt normal, like a normal kid."

Tina (Student)

Donate Your Data recipient – supported by The Smith Family



Industry collaboration

Solving the digital divide requires a multi-lateral approach. We hosted an annual Digital Empowerment Roundtable in June 2024, bringing together representatives from not-for-profits, industry and government to discuss some of the barriers to connectivity, with access to devices such as a phone, tablet or laptop, being a key factor. As an initial response to this challenge, we have donated over 540 tablets to Good360 Australia as part of the National Device Bank, an initiative founded by charities Work Ventures, Good Things Foundation, and Good360 Australia – a not-for-profit partner for our Donate Your Data program.

Optus is also part of the School Student Broadband Initiative (SSBI) to provide fixed home nbn connectivity to families with school-aged children experiencing disadvantage. The SSBI is a government program providing eligible families with free, high-speed nbn broadband until June 2028. In addition, Optus is a member of the Low-income and Digital Inclusion Forum (LIDIF) whose mission is to actively collaborate across the telecommunications industry, not-for-profit organisations, customer advocacy groups and government agencies to address access, affordability, and digital ability barriers for digitally excluded people nationwide.



Sustainable innovation

Supporting innovators in addressing the most pressing social and environmental challenges through the power of technology



Sustainable innovation

As we celebrate 10 years of the Singtel Group Future Makers program – of which Optus Future Makers has been a proud part since its inception – and approach the conclusion of our five-year sustainability strategy, we will also be winding down the Optus Future Makers program. The Optus Future Makers program was a six-month accelerator program for social impact start-ups that leverage technology for good. This decision reflects a strategic shift as we evolve our programs and initiatives to better align with our overall business direction, while also acknowledging how much the social innovation ecosystem has grown and matured since the launch of this catalytic program in 2016.



Highlights this year

**Celebrated
10 years**
of Optus Future
Makers program

Celebrating 10 years of Future Makers

Future Makers is our capacity building accelerator program first launched in Australia and Singapore in 2016. It aims to empower social entrepreneurs who are harnessing technology for social good by providing them with tangible skills development and funding support at a critical time in their business' evolution.

We know that technology and digitalisation have a critical role to play in how we collectively solve complex social issues. And, while we knew that our Future Makers program was doing good, we didn't know how much good until our collaboration with Think Impact.

Think Impact, a social impact and sustainability advisory firm in Australia, developed a theory of change and outcomes framework to support us to measure the value of the Future Makers program since its launch, with outcomes summarised in the table opposite.

Outcomes for Future Makers

Social entrepreneurs

- Increased confidence and skills to pitch their business model and communicate their business' impacts
- Enhanced feeling of being valued as a social entrepreneur within the business community
- Increased business planning and strategy skills, and greater awareness of revenue opportunities

Outcomes for Future Makers' social innovation businesses

For-profit businesses that have developed a technology-enabled solution to a societal issue

- Enhanced reach and reputation of Future Makers' business' by leveraging the reputation and geographical reach of Optus to access new funding sources and user audiences

Outcomes for Optus

Benefits to Optus' business, people, culture

- Optus employees involved in the program experienced an increased sense of pride in the workplace and greater awareness of Optus' Corporate Social Responsibility commitments
- Shared value created by pairing the application of Optus technology and products with Future Makers' businesses
- Increased access to social innovation networks and enhanced ability to share new technology with collaborative partners

Spotlight on two Future Makers alumni

In celebration of the 10th anniversary of the Future Makers program, we shine a spotlight on two Future Makers alumni to learn about the milestones they've achieved since joining the program.

The StandbyU Foundation was an early participant in our Future Makers Program in 2018.

The StandbyU Foundation aims to build a safer Australia through innovative technology-based solutions that focus on helping people to establish and maintain meaningful connections with their support network.

Its flagship product, the StandbyU Shield, is a personal safety device designed to support children, young people, and adults who are facing domestic violence, abuse and isolation to be connected to emergency services and their trusted personal support network when they need it most.

The StandbyU Foundation also operates Magnolia Place, a walk-in support hub located at Westfield Helensvale in Queensland. This facility provides immediate, accessible and tailored assistance to individuals and families who are affected by domestic violence, social isolation and hardship.

Key milestones achieved since the StandbyU Foundation joined the Future Makers program in 2018:

- StandbyU has distributed over 4,000 Shields at no cost to users, ensuring that safety comes without financial burden.
- Magnolia Place has offered over 1,500 in-person support sessions annually, each of which is tailored to the needs of families and individuals.
- The team of 10 StandbyU staff members has established strategic partnerships with major Australian banks, telecommunications companies, and superannuation fund managers, while also preparing to extend its reach internationally.
- StandbyU was selected as a Charter Member of the Optus Small Business Council

"My journey from a social worker to a social entrepreneur began with the Future Makers program. I continue to use the lessons, wisdom and insights from industry experts to this very day to help us grow our impact and sustainability."

Chris Boyle
Founder, StandbyU Foundation



StandbyU Pendant

StandbyU Watch



The Virtual Psychologist was another early participant in the Optus Future Makers Program

The Virtual Psychologist aims to increase the accessibility of mental health services by connecting individuals with qualified mental health professionals through text, video and audio channels. These innovative services help to eliminate barriers for those who find face-to-face interactions too confronting, inconvenient or inaccessible.

Key milestones achieved since the Virtual Psychologist joined the Future Makers program in 2017:

- Over 27,200 individuals across Australia have been supported through text-based and digitally-enabled mental health services, including people who are based in rural and remote areas, provided free text based support during the 2020 summer bushfires zero-rated by Optus, new mothers and families who are seeking emotional and psychological support and individuals with chronic conditions who require early intervention and crisis support.
- Increased active users of the Virtual Psychologist offering, and introduced a new range of proactive wellbeing services, such as wearable technology and biofeedback-driven coaching.
- Secured additional funding streams to support the business' expansion and innovation, and established key partnerships across corporate, public and not for profit sectors.
- Deployed as part of HopeChat by Globe Telecom, an associate of the Singtel Group operating in the Philippines to provide mental health support to all staff during COVID.



"The most valuable part of the Future Makers program has been the unparalleled access to strategic partnerships and a global network of innovators. The program has not only accelerated our ability to scale Virtual Psychologist's impact, but also opened doors to collaborations with other leading telcos, allowing us to make mental health support more accessible than ever. The program's ecosystem of mentorship, funding opportunities and cross-industry connections has been instrumental in driving our mission forward."

Dervla Loughnane, Founder Virtual Psychologist

SafeCall with Westpac

In FY25, we launched a new in-app calling capability with Westpac to help combat bank impersonation scams and enhance the customer experience. Westpac SafeCall enables customers to receive calls via the app that are Westpac-branded, verified by Optus, and include a stated reason for the call. This builds trust and transparency around the legitimacy of the interaction, addressing one of the most prevalent scam types affecting Australians.

We're proud to collaborate with Westpac on this world-leading solution that helps safeguard its customers from scams and fraud. This partnership reflects our shared commitment to innovation and customer care, and showcases how we're leveraging our network capabilities and digital solutions to create meaningful value for our partners and their customers.



How it works

Verified Caller ID:

When Westpac calls a customer via the app, the phone displays Westpac as the verified caller.

App-based Interaction:

The call opens within the Westpac app, ensuring a seamless and secure experience.

Enhanced Identification:

Customers can easily confirm their identity by logging into the app.

Direct customer access:

The capability also allows customers to initiate calls to the bank directly from the Westpac app.

Future of work

Building knowledge and skills for people to thrive in an ever-changing digital world



Future of work

Progress against our 2025 targets

Target

Formal future focused skills development for 1,500 employees

FY24 Performance

479 employees

FY25 Performance

373 employees

Cumulative total*

1,675 employees

*from an FY21 baseline

Target

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

FY24 Performance

450

FY25 Performance

406

Cumulative total*

1,777

Measured by the number of volunteer positions filled.

Highlights this year

Launched our new career and learning platform

BIG Marketplace

to support our people's skills development

3,720 of our people

participated in a volunteering activity

373 graduates

in our Optus U program accredited with new skills

Supported nearly

700 students

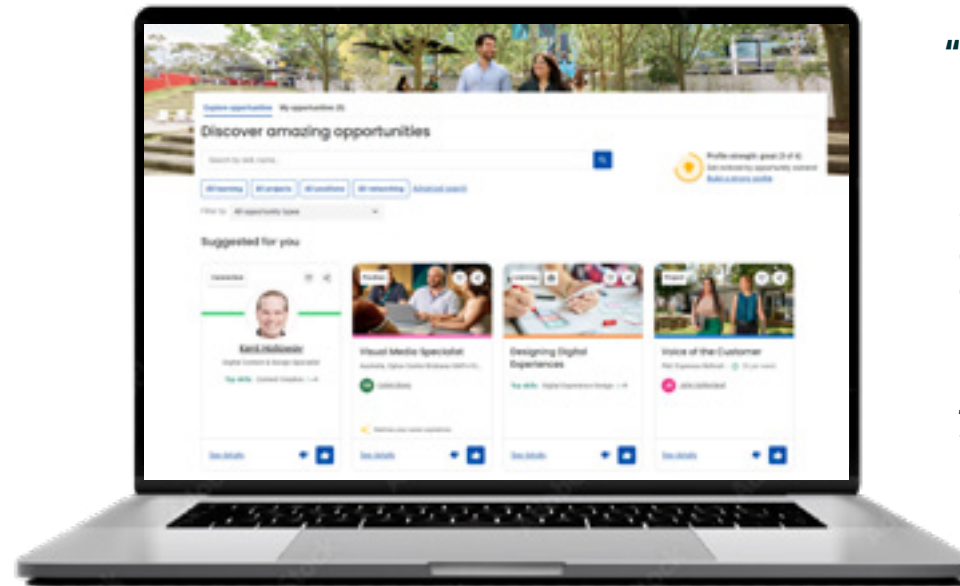
from low socio-economic schools through ABCN mentoring



Big Marketplace

At Optus, we're focused on fostering an inclusive and supportive culture where our people can learn, grow and thrive. In response to feedback from our people for more growth opportunities, we worked across the Singtel Group to launch BIG Marketplace in August 2024. BIG Marketplace is our new AI-powered growth platform that provides personalised suggestions for learning, networking, projects, open roles and career pathways, helping our people to unlock their career potential.

It's a dynamic tool that matches our peoples' skills, experiences and interests to new opportunities, as well as guiding our people to learning and growth programs that will help accelerate their career goals. This includes our volunteering opportunities with our not-for-profit partners like The Australian Business and Community Network (ABCN), The Smith Family and KARI Foundation.



"Recently, there was an opportunity on BIG Marketplace offering a chance to be an 'Accelerate Mentor'. This is an opportunity to mentor a student for a 3-year period as they journey from Year 11 to 12 and into the first year of tertiary study or work. After applying to this amazing program, I am so honoured to have been accepted and excited to be a part of the students' journey for the next three years."

Vasu Sharrock

Vulnerable Customer Support Lead, Optus

"We were able to engage a whole group of new mentors for the NSW ABCN Focus program through BIG Marketplace. No other platform or promotion has ever been able to reach and engage this number of participants. I'm excited to see more success stories and impact."

Corri Byrne

Senior Manager, Social Impact, Optus





Talent ambassador program

Our Talent Ambassador Program celebrated five years in FY25, with over 200 active Optus ambassadors from across Australia, with diverse backgrounds and experience. Our mission is to develop our people's personal brand and equip them with the skills to share their experience working at Optus, playing a pivotal role in attracting and retaining employees.

In FY25, our ambassadors were provided with exclusive opportunities to represent Optus at external events, feature in Employer Brand campaigns, attend development sessions on content creation and executive presence, as well as hear from Optus executives about developing an authentic personal brand. With feedback from our ambassadors that they wanted to meet more people from across the business, we launched a refreshed networking initiative, and focused on opportunities for our ambassadors to champion internal initiatives.

In FY25, the program set a new record – generating over three million organic views from #OptusLife Ambassador posts – whereby ambassadors were encouraged to share relevant content about Optus on their own personal LinkedIn accounts. We saw close to 50,000 post reactions and over 1,600 posts shared onto personal LinkedIn accounts through our social media sharing platform, OptusLink. The most popular posts shared were related to diversity and inclusion, development of our people, sustainability initiatives and perks of working at Optus.



Health, safety and wellbeing

During FY25, we continued to make progress in improving health and safety practices. We continue to offer voluntary rehabilitation support for our people. This year we completed audits for our Rehabilitation Management System and Case Management System conducted by Comcare without any instances of non-compliance. The auditors labelled our work as “best practice”. Our return-to-work rate remains high at 95.8% in comparison to 90% across other licensees.

We are proud to maintain our ISO 45001 certification – the international standard for Occupational Health and Safety Management Systems (OHSMS), which provides a framework for organisations to manage risks and improve their occupational health and safety performance. This certification is respected both globally and locally for promoting safe and healthy workplaces. Our most recent audit, conducted by Lloyd’s Register (LRQA), was completed with no non-conformances.

Our workplace incidence injury frequency rate decreased to 2.5 from 3.9 in FY24. Our workplace fatality rate remained at 0 in FY25, which is consistent with prior years.

During September 2024, we conducted a series of activities focusing on wellness.

For example, our women’s employee network ‘Elevate’ hosted a Women’s Health Week event on the topic of the physical and mental impact of burnout, featuring a panel of medical experts. In recognition of R U OK Day, we hosted a keynote session with celebrity MasterChef, Julie Goodwin, who shared her personal mental health journey and emphasised the importance of checking in on others.

We also ran a benefits expo at our Sydney campus in February 2025 to raise awareness of benefits available to our people. Over 1,500 people attended the expo, resulting in higher uptake of financial, mental, physical and social wellbeing benefits offered at Optus.



Community impact

Highlights this year

\$28.2m

Total community contributions* in FY25

16,708

volunteer hours contributed

Awarded 5th place in GoodCompany's
Best Workplaces to Give Back

We are proud to have been recognised at the Twimbit Asia Pacific Telecom Awards 2024 for the

Telco to Ace ESG

as we work to minimise our environmental footprint, foster positive social impact, promote diversity and inclusion and uphold high standards of corporate governance.

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





KARI Foundation

Since 2018, we have proudly partnered with the KARI Foundation to support First Nations youth through a unique scholarship program. Together, we've provided Year 10 students with mentoring, financial assistance, and workshops designed to enhance their digital literacy, employability and goal-setting skills. So far, we've helped over 120 young people from First Nations communities in New South Wales take a significant step toward their futures.

Our partnership with the KARI Foundation is built on a shared commitment to empowering First Nations youth by giving them the skills and confidence they need to succeed in the workplace. In FY25, we had the privilege of supporting 23 students through our mentoring scholarship program. This year, they took part in a series of workshops designed to enhance their employability, digital literacy and communication skills.

Through our Pathways 2 Employment program, the students developed valuable job-ready skills. Our Digital Thumbprint Program helped them build digital skills and gain awareness of cyberbullying, and another session on AI covered its history, uses in society and examples of how to use it effectively. There were also various mentoring

sessions boosting their communication abilities and self-confidence. We're thrilled to share that every student in the Optus KARI mentoring program not only completed their Year 10 Certificate but also chose to continue their studies into Year 11 – an incredible achievement!

"Attending the Optus campus once a term was a positive and confidence boosting experience. At first I felt quite nervous, especially when speaking in front of everybody, presenting was intimidating, however, I quickly realised that the people there were incredibly kind and supportive. Over time I became more comfortable and found that this opportunity helped build my self-confidence, especially with the activities like the mock interviews. I am grateful for the experience; it was not only enjoyable, but also a valuable personal growth opportunity, and I learnt so much from the program."

Student participant



Helping young people to thrive on their pathway to employment

Our long-standing partnership with the Australian Business and Community Network (ABCN) has focused on helping young people from low socio-economic schools explore career opportunities and the world of work as they consider transitioning to employment. Building on this foundation, we joined forces in 2016 to develop the Pathways 2 Employment program. The program builds school students' confidence, employability and interview skills through workshops that are brought to life by Optus mentors from our retail business. Feedback suggests that students benefit from the 'real-world' insights and wisdom of our Optus people and the opportunity to apply for Optus Christmas casual roles, whereas our Optus people benefit by developing their leadership, communication and active listening skills.

"The Pathways 2 Employment program is extremely important to Optus. The benefits to young people are invaluable as young people not only build their interviewing skills, but also general life skills, supporting them in seeking future employment opportunities."

Frances Martin, VP, Commercial Operations & GTM, Optus

Since 2016, Optus' commitment to the Pathways 2 Employment program has been unwavering and has continued to evolve.

Expanded to include other Optus community partners such as the KARI Foundation and The Smith Family

981 young people from high needs schools have participated in the program

502 Optus people have been mentors to students

63 Christmas casual positions have been filled with graduates of the Pathways 2 Employment program

Many students have continued to pursue a career with Optus becoming store managers

Feedback on the program is consistently positive, with a Net Promoter Score of 88 given by mentors. In FY25, 77 mentors, and 109 students from 10 schools participated in the program, with 93% of students saying they have improved their understanding of how to prepare for a job interview.



But, these numbers only tell one part of the story.

One of our longstanding employees, Reema, joined us via the Pathways 2 Employment program after successfully applying for, and securing, a position as an Optus Christmas casual in 2017. Since then, Reema has risen through the ranks and now manages the Optus flagship store in Bankstown. Reema credits the Pathways 2 Employment program as being a critical enabler for her, giving her the necessary confidence, skills and networks to get started on her own pathway to employment.

To hear more about Reema's story and how the Pathways 2 Employment program is supporting young people, scan the QR code





Workplace giving and volunteering

This year through our yes4good workplace giving program and the generosity of our people, over \$160,000 was donated to 294 charities and causes. Optus matches all employee giving through our yes4good program (up to \$300 per person, per year), taking our total charitable giving in FY25 to \$257,681 (FY24 \$241,000). Our people also contributed over 16,700 volunteering hours to a range of not-for-profit and community organisations. This year we partnered with not-for-profit, Save the Children, as part of our annual Christmas giving appeal. Save the Children responds to the healthcare needs of children worldwide, provides access to quality education, and works to protect them from abuse, exploitation and violence. This year, our people contributed 1,850 hours during company time, volunteering at Save the Children warehouse sites in NSW and VIC.

As a proud founding member of the Australian Business and Community Network (ABCN) since 2005, Optus continues to support creating opportunities for students from low socio-economic backgrounds. Through ABCN's mentoring programs, we help young Australians build the skills, confidence, and aspirations they need to succeed in the future world of work.

In FY25, nearly 700 students from 45 low socio-economic schools benefited from our support. 214 Optus volunteers dedicated 1,120 hours across 42 programs – empowering students to shape their futures. And with 94% of our mentors feeling proud to take part, our commitment to making a real difference has never been stronger.



Case study: Homelessness is a big issue for all Australians

People experiencing homelessness, and those at risk of homelessness, are among Australia's most socially and economically disadvantaged. On any given night, there are 122,000 Australians who are without a home, and this figure is likely to rise given ongoing cost of living and rental affordability pressures.¹

We are dedicated to supporting those most vulnerable, whether they are our customers or part of the wider community, which is why our partnerships with charities are so important. This year, we became the national telco provider for **The Big Issue** – an organisation that is a driving force in creating opportunities for people facing homelessness, marginalisation and disadvantage.

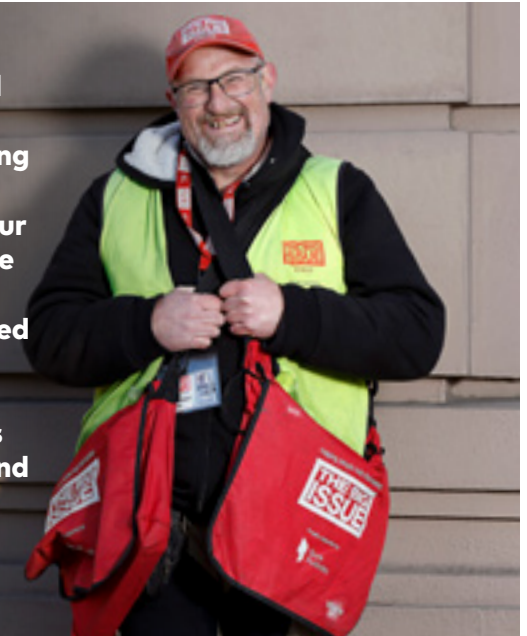
We recognise that as a not-for-profit organisation, every dollar matters for The Big Issue. So, when their incumbent mobility provider announced a CPI increase equivalent to \$30,000, they knew something had to change. Optus delivered in spades, with a service offering that resulted in a 40% cost reduction and a 300% increase in data, plus skilled transition and ongoing account management services that support The Big Issue to operate more efficiently while focusing on its core mission.

Importantly, our relationship with The Big Issue extends beyond mobility. In September 2024, with support from The Big Issue, more than 20 senior leaders from Optus, including members of our Executive team, came together to spend one night outdoors, sleeping on cardboard boxes at the Optus Centre Sydney. Through this event and through donations from our people throughout the year via our workplace giving platform, yes4good, our people donated over \$35,000, which will go towards supporting and creating work opportunities for people experiencing homelessness, marginalisation and disadvantage.

"Large companies like us have a very special role to play and it shouldn't matter whether you are homeless or suffer from other vulnerabilities, it is up to us to ensure that we provide connectivity to everybody in the best possible way that we can."

Michael Venter, CFO, Optus

Our people have also supported The Big Issue in hands-on volunteer opportunities, including by participating in vendor challenges where members of our sales team joined vendors on the streets to help sell magazines. These opportunities have allowed us to directly support The Big Issue's mission while raising awareness about homelessness among our people, customers and communities.



Watch the video:
Senior leaders from Optus spend a night outdoors, sleeping on cardboard boxes at the Optus Centre Sydney.

¹<https://www.aihw.gov.au/reports/australias-welfare/homelessness-and-homelessness-services>

Equity and inclusion

Empowering Australians of all ages, backgrounds, gender and abilities to reach their potential





Equity and inclusion

We're committed to creating an inclusive workplace where diverse identities are celebrated and differences are valued. Through targeted awareness initiatives, training programs and active engagement, we continue to embed inclusion into our culture. With strong leadership support and clear metrics, we're measuring our progress and driving impactful change toward our Diversity, Equity, and Inclusion goals and continue to promote fairness and opportunity for all, both within our organisation and in the communities we serve.



Highlights this year

**Completed
41 commitments**

**in our Reflect
Reconciliation Action Plan**
(between May 2023 – November 2024)

**Our Specialist Care team
supported over
26,000 customers
to stay connected**

**Achieved 28.5%
women in leadership**
surpassing our FY25 target

**Recognised as a Veteran
Employer of Choice**
by the Department of Veterans'
Affairs under the Veteran
Employment Commitment

**Launched Optus' five year
Access and
Inclusion Action Plan
2024–2029**



Progress against 2025 targets

Target

Provide pathways to employment for 5,000 disadvantaged youth

FY24 Performance

3,519 students

FY25 Performance

2,443 students

Cumulative total*

11,381 students

*from an FY21 baseline

Target

Increase women in leadership to 25%

FY24 Performance

27.4%*

FY25 Performance

28.5%

*We have revised our FY24 result due to changes in methodology to ensure greater consistency across the Singtel Group.

Target

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

FY24 Performance

No incidents

FY25 Performance

No incidents

While this target specifically references 'major suppliers', we can confirm that no human rights incidents have been identified across our supplier base during the reporting period. We also deeply regret and sincerely apologise to customers affected by the inappropriate sales practices that occurred between August 2019 and July 2023. We are taking steps to remediate those impacted and we are implementing extensive changes in our systems and processes. For more information please see page 79.



Fostering inclusion, safety and respect

Included@Optus is our learning and development program, designed to empower everyone at Optus to help create a safe, respectful, and inclusive workplace. Blending virtual reality, interactive workshops and meaningful conversations, the program offers an immersive experience that goes beyond traditional training. Since its launch in 2022, Included@Optus has reached over 84% of employees and 90% of our leaders, helping to embed a strong culture of inclusion across the organisation. In FY25, we expanded the program to include our Retail Frontline teams, with 81% of team members and 94% of Frontline leaders taking part – a powerful step toward ensuring inclusion is lived and understood at every level of Optus.

We have eight active employee networks and communities representing women, LGBTIQIA+, culture and heritage, disability, First Nations people, veterans and emergency services, young professionals and employee wellbeing. With the support of Executive Sponsors, our employee networks and communities have built membership to over 3,700 people (approximately 54% of our workforce). Together we have celebrated and recognised over 11 diversity dates of significance and have contributed to over 4,500 hours of learning for Optus employees.

We also facilitated activities during Inclusion Week in October 2024 with learning and engagement activities focused on building a future where we can all feel safe, respected and included. A total of 621 hours of learning was logged across the week, with the sessions on understanding intersectionality, active allyship, being a good guest on Dharug land and being an inclusive leader earning high feedback ratings. Our people shared that participating in the workshops, panels and discussions sparked meaningful conversations and generated valuable insights.

In FY25, our Top Executive Leaders completed a Respect@Work Masterclass which focused on principles for successful implementation of the Respect@Work Framework, building the capability of the most senior leaders to understand and action their obligations under the Respect@Work positive duty reforms.





Accessibility and inclusion

We have taken significant steps to improve workplace accessibility and inclusion as part of our **Access and Inclusion Action Plan** (2024–29) by launching our Workplace Adjustment Policy and attaining Disability Confident Recruiter (DCR) status by the Australian Disability Network, reflecting our commitment to inclusive hiring. This accreditation follows an audit to identify and eliminate barriers, reinforcing our dedication to accessibility and equal opportunities for people with disabilities.

Our new Workplace Adjustment Policy establishes a clear process for our people and candidates with disabilities to request modifications that enable them to perform at their best. These adjustments range from recruitment process accommodations and workstation setups to specialised equipment and alternative communication formats, ensuring a more inclusive work environment.

We also continue to partner with the Hidden Disability Sunflower initiative to support our people and customers with non-visible disabilities. This initiative fosters inclusivity, building awareness and understanding on hidden disabilities, particularly neurodiversity. Our people receive training to better identify and assist vulnerable individuals, and we aim to accredit all our retail stores as Sunflower-friendly spaces with

all our Retail team members required to complete this training. In FY25, we had over 1,400 people complete this training, bringing us to over 3,400 completions (approximately 51% of our workforce) since the course began in November 2023.

Additionally, through our partnership with What Ability, impactful lived experience training was delivered to our Specialist Care team, a group of our Customer Resolution Team, and Retail leaders in New South Wales and Victoria, further strengthening our ability to provide inclusive and accessible customer experiences. We will continue to leverage this partnership into FY26 and expand training to all Retail leaders and continue training for our Specialist Care team.

Our Optus Disability Network employee network group launched the “What Would You Do?” campaign in celebration of International Day of People with Disability in December 2024. The campaign highlighted the small, everyday actions that contribute to making accessibility a natural part of work. It encouraged our people to reflect on how they could improve content creation, communication and design to foster a more inclusive workplace and enhance the customer experience.





Our dedicated support for vulnerable customers

Our purpose is to deliver real choice by championing the customer. A key component of achieving this purpose is to champion our customers who are experiencing vulnerable circumstances.

We recognise that vulnerability varies from person to person. It might be temporary or permanent, spanning several years, or even be a constant in someone's life. Importantly, we're here to help keep our customers connected to their communications and support networks in their time of need.

All our customer support teams, whether they're based in our retail stores, call centres or online centres, are committed to delivering outstanding and tailored customer service. When our customers are facing vulnerability, our dedicated Advocacy Assist team and Specialist Care team can step in to provide heightened support.

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

While we have established these teams to support customers experiencing vulnerable circumstances, and increased training for our frontline teams to better identify customers experiencing vulnerability – the recent proceedings with the ACCC regarding unconscionable conduct and inappropriate sales practices highlights that our efforts to support vulnerable customers must continue at pace.

We are committed to increasing our focus on educating and empowering our teams who interact with customers to better detect and understand customers who may need additional or specialist support.

In FY25:

- Our Advocacy Assist team supported 31,276 customers in times of hardship
- Our Specialist Care team supported 26,047 customers to stay connected
- We grew our Specialist Care team, from 23 to 39 members (based on FTE data at 31 March 2024 vs 31 March 2025)
- Our people participated in over 15,600 hours of training on topics such as 'Understanding vulnerability' as well as on Optus' Vulnerable Customer Policy.
- Since launching in November 2024, our teams have received 397 cross-industry referrals through the One Stop One Story Hub – supporting those impacted by domestic violence and financial hardship. Instead of repeating their story to multiple services, individuals can share it once, allowing support providers to respond in a coordinated and compassionate way.
- The StandbyU Safety Shields solution has been offered to 26 customers impacted by domestic and family violence – which combines the strength of human connections with the power of technology to create a secret and secure way for people at risk to be connected to family and friends in the moments that count.

Prioritising the safety of our customers, our Transfer of Title process has enabled us to assist 149 victim-survivors of domestic and family violence by separating their accounts from those of the perpetrators. We are deeply grateful to our talented people who have cared for our customers in FY25, and we are inspired by the bravery, resilience and courage shown by our customers in the face of adversity. In FY26, we look forward to continuing to support our customers in their time of need.

We understand that telecommunications services can be a lifeline in domestic and family violence situations. Feedback received from one of our customers after accessing support from our Specialist Care team is below.

"I was at breaking point when I first contacted the specialist team at Optus. I really appreciated the care and patience that was shown to me, there was no judgement in our conversations. The support I received helped me get through an extremely difficult time in my life."

Optus customer

If you'd like more information about how Optus is supporting vulnerable customers, please visit our **website**.



Gender equity

In FY25, we continued to strive to increase representation of women in Executive roles, achieving 28.5% this year (FY24 24.4%). We have continued to focus on advancing women through leadership, networking and sponsorship programs which offer executive sponsorship, leadership assessments and diagnostics, executive coaching and opportunities for exposure and career mobility. Our Executive team continues to hold annual discussions on women talent, their development and mobility options.

We have made measurable progress in reducing our gender pay gap, as reported by the Workplace Gender Equality Agency (WGEA) in Australia. The median total remuneration pay gap for Optus Administration has decreased to 13.3%, marking a 1.4% improvement year-on-year. Additionally, our RetailCo Frontline teams continue to maintain a 0% pay gap.

In March 2025, we celebrated International Women's Day with the theme 'March Forward' highlighting the importance of action and progress in advancing gender equality. Our Elevate women's employee network organised a variety of events aimed at personal and professional growth. Key highlights included a mindfulness session, a networking breakfast with senior leaders, financial empowerment training, and a self-defence workshop. We also hosted

mentoring roundtables with senior Optus leaders and an Executive Presence workshop, offering practical strategies to build confidence and enhance leadership skills. These activities provided meaningful opportunities for learning, networking and empowerment.

We continue to support parents and carers through entitlements that promote shared parenting, caring and diverse families, and using the resources available through our Parents at Work membership.



LGBTQIA+

We are proud of our Bronze status in the Australian Workplace Equity Index, reflecting our commitment to fostering LGBTQIA+ inclusion within our culture. At Optus, we aim to create a safe and welcoming environment where everyone feels empowered to bring their authentic selves to work. In the past year, we've updated policies and standards to feature inclusive language and benefits, while also introducing inclusive dress code guidelines for our frontline team. Our thriving Express Yourself employee network, now in its fourth year, continues to unite individuals in championing diversity and inclusion.

In August 2024, we celebrated 'Wear It Purple Day' with special guests Courtney Act and Brandon LA Daley, who joined us for an inspiring panel discussion on uplifting the LGBTQIA+ community. Additionally, we continue to be a major partner of the Sydney Gay and Lesbian Mardi Gras, proudly supporting our amazing team in embracing and celebrating their individuality. 80 Optus participants proudly marched in the Parade, embodying the spirit of 'Free to Be', the year theme for Mardi Gras. Our support extended to sponsoring the ChillOut Festival, Australia's premier regional LGBTQIA+ pride event in Daylesford Victoria.





Commitment to reconciliation

As part of our ongoing reconciliation journey with Aboriginal and Torres Strait Islander communities, we have successfully delivered on our **Reflect Reconciliation Action Plan (RAP)**, achieving 41 commitments over the past 18 months. This milestone reflects our dedication to strengthening Indigenous business opportunities and supporting cultural understanding.

It is important, however, to acknowledge that our reconciliation journey is still a work in progress. The recent action by the ACCC regarding unconscionable conduct and inappropriate sales practices – which involved some First Nations customers – highlights the need for a continued awareness of our obligations to First Nations Australians now and in the future.

As part of the activities of our RAP in the past year, we've renewed our membership with Supply Nation, updated our procurement policy, introduced a **Singtel Group responsible procurement policy** in January 2025 to complement the requirements already outlined in the existing policy and Supplier Code of Conduct, and continue to track our spend with Indigenous suppliers which we have been doing since August 2023, to establish a baseline for future growth. Our Digital Thumbprint Program has reached over 1,900 First Nations students, while our Donate Your Data initiative has supported more than 10,500 First Nations individuals with free SIMs. We've also increased mentoring and employment pathways for students through the KARI Foundation school Scholarship Program and supporting Macquarie University's

Aboriginal and Torres Strait Islander Entry Pathway programs, including two scholarships for First Nations university students. We've also established two new talent sourcing partnerships and increased supporting services like Candidate Coach and launching engaging employer branding initiatives.

As part of the ACCC settlement regarding unconscionable conduct and inappropriate sales practices – which included some First Nations customers – Optus will provide \$1 million in funding to support digital literacy initiatives for First Nations Australians.

Fostering a deeper cultural understanding remains a priority for us. We've given our team opportunities to enhance their cultural confidence through involvement in our First Nations employee network, Yarn, attending Manawari Cultural Safety Training and participation in key events such as National Reconciliation Week and NAIDOC Week.

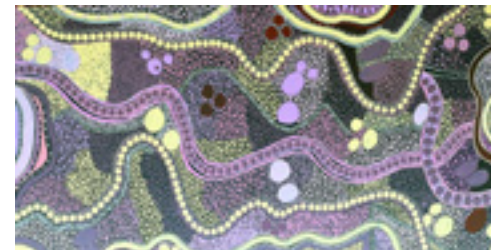
During National Reconciliation Week in 2024, events focused on Indigenous success in higher education and the impact of AI as part of the theme of 'Now More Than Ever'. We celebrated First Nations art, storytelling, music and culture at the 'Stories Under the Stars' event at Parramatta River in Sydney. For NAIDOC Week in July 2024, we hosted cultural art workshops at Optus and amaysim to increase knowledge and connection to the rich history and culture of Australia's First Nations people. Led by talented Indigenous artists from Dalmarri, our sessions delved into traditional art forms such as dot painting and storytelling through imagery.

Artwork on campus

Artwork painted by our people during NAIDOC Week in collaboration with Indigenous artists from Dalmarri.



Sydney "Pathways"



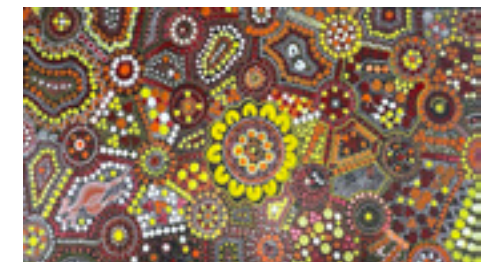
Perth "Mothers Lands"



Canberra "Songlines"



Melbourne "Connections"



Adelaide "Strength and Unity"

United in support of our Veterans, first responders, emergency service workers, volunteers and allies

We are committed to supporting and employing veterans and creating an environment where they can perform at their best. Under the Australian Government's Department of Veterans' Affairs, the Veteran Employment Commitment (VEC) recognises organisations for their workplace policies and practices that support veteran employment. Optus became a signatory to the VEC in 2021, and in October 2024 we received our Veteran Employer of Choice status from the VEC which recognises our efforts to recruit and build a veteran-inclusive work environment. We include veteran-friendly statements in all of our job advertisements, attend Veteran Transition Seminars and are Gold members of Soldier On – a not-for-profit organisation delivering holistic support services that enable current and former Australian Defence Force personnel, and their families, to lead meaningful civilian lives.

In FY25, we signed a multi-year partnership with Invictus Australia – a not-for-profit dedicated to enhancing the health and wellbeing of veterans and their families through the transformative power of sport. Together, we aim to raise awareness of the sacrifices made by current and former members of the Defence community and their families, as

well as create positive impact and opportunities and support.

Our support of Legacy Australia and First Responders continue through fundraising and awareness.

Our diverse culture and backgrounds

We continue to celebrate and recognise our rich culture and heritage by elevating significant moments that bring people together. Lunar New Year saw Lion Dancers, K-Pop performances and a talk from the 'Cao Fei: My City is Yours' Exhibition Curator. Diwali was a large-scale national celebration with dhol drummers, DJ, dancing and sweet offerings. Teams came together to celebrate A Taste of Harmony and Eid, celebrating each other's unique background through food. Our workforce continues to grow in cultural diversity, now representing 88 nationalities.

A culture of positive mental health and wellbeing

In FY25 Optus launched a Wellbeing Community who seek to optimise the mental, financial and physical wellbeing of our employees. During September, the Wellbeing Community conducted a series of activities focussing on wellness, including Women's Health Week event on the topic of the physical and mental impact of burnout, featuring a panel of medical experts. In recognition of R U OK Day, Celebrity MasterChef, Julie

Goodwin, shared her personal mental health journey, emphasising the importance of checking in on others.

Employees were encouraged to participate in the September challenge to walk 10,000 steps daily or engage in over 40 alternative activities throughout the month. The challenge promotes physical and mental well-being while raising funds to support people with cerebral palsy in accessing assistive technology. 76 million total steps were taken and over \$30,000 was raised.

Our next generation of leaders of game changers

The Optus Young Professionals Community is dedicated to fostering a supportive, diverse and inspiring community for the next generation of Optus leaders and game changers, through growth and networking opportunities. Their signature 'Career Catapult' sessions connect young professionals directly to senior leaders through round table discussions.





Our commitment to Human Rights and addressing modern slavery

We remain committed towards respecting the human rights of all individuals. We focus on identifying and managing potential modern slavery risks within our operations and supply chain. In FY25, we released our fifth **Modern Slavery Statement**, including our progress in engaging with our suppliers. Key achievements include finalising our Supplier Engagement Roadmap and identifying priority action areas.

Optus can report no modern slavery incidents during the reporting period. However, we remain committed to continuous improvement in our supply chain. Moving forward, we will update contract clauses, expand internal training, and have commenced an audit program against our Supplier Code of Conduct for high-risk suppliers.

Optus deeply regrets and sincerely apologises to customers affected by the inappropriate sales practices that occurred between August 2019 and July 2023. We are taking steps to remediate those impacted and we are implementing extensive changes in our systems and processes. For more information please see page 16 and our **website**. We are dedicated to further strengthening our efforts to prevent modern slavery and uphold human rights across our supply chain.





yes OPTUS