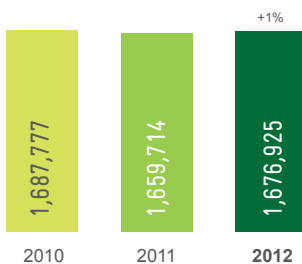


PAPER USE – SENSIS PRINT DIRECTORIES

Sensis has been a member of the Forest Stewardship Council (FSC) since June 2009. Since then we have been increasing the percentage of telephone directory paper (excluding coverboard) that is FSC certified. FSC certification offers a guarantee that paper comes from responsible sources that support the conservation of forests and wildlife, and help local communities lead better lives. From 2013, we will have 100 per cent of telephone directory paper FSC certified, and our coverboard will transition to FSC certified stock. We also have started to use biodegradable bags for the distribution of directories in place of plastic bags.

TOTAL CARBON EMISSIONS AND INTENSITY (SCOPE 1, 2 & 3)

TONNES OF CARBON DIOXIDE EQUIVALENT (tCO₂e)



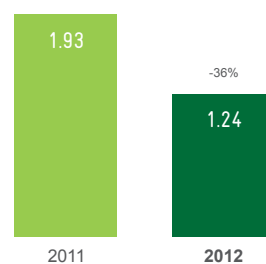
E-WASTE

E-waste is a fast growing waste type in Australia and overseas. We define e-waste as any type of electronic components, rental telephones, payphone parts, batteries, telephone power supplies and other miscellaneous electronic items. In 2011/12, we reused or sent to recycling facilities approximately 99 per cent of our own e-waste, which is predominantly end-of-life network equipment and batteries.

We are also working to help our customers dispose of e-waste more effectively.

CARBON EMISSIONS INTENSITY

TONNES OF CARBON DIOXIDE EQUIVALENT PER TERABYTE (tCO₂e/TB)



Throughout 2012, we collected 14.3 tonnes of mobile phone components from Telstra retail stores, offices and repair centres through the MobileMuster programme. This is a 17.5 per cent decrease from 2011, which we attribute to consumers recycling directly with MobileMuster and a decrease in the average weight of components that are being recycled. Our target for next year is to collect 14.3 tonnes.



Photo source: Qantas

TELSTRA GETS QANTAS PILOTS OFF THE GROUND WITH IPADS^

Telstra is helping our customers reduce their environmental impacts and improve their productivity through the use of new communications technologies. In a partnership with Qantas, Telstra will be providing pilots with iPads^ for use on the flight deck. Beginning with Qantas' Boeing 737 fleet, pilots will be able to access a wide range of operational information via iPads^ rather than

using bulky paper documents. Qantas currently prints 18,000 pages of paper for flight operations every day. The full introduction of iPads^ will see this reduced to just 3,000 pages. By the end of 2012, more than 2,000 64GB iPads^ will be distributed to all domestic and international Qantas pilots on all fleet types.