

**Climate
Change
Commitment
2009-2012**



Introduction

Through the iconic White Pages® and Yellow Pages® directories, Sensis has been part of Australian communities for 130 years. We are proud of the important role our directories play in helping people find, buy and sell, and the significant contribution this makes to the Australian economy and society. Today more than 12 million Australians use a Sensis service each month, and almost 600,000 Australian businesses advertise with us.

In planning for the future, we cannot ignore the threat of climate change on the Australian landscape and the possible impact to Australian communities, the SME sector and our stakeholders. In achieving our aim of being a sustainability leader in Australia, we will play our part in combating climate change through the commitments outlined below.

Managing our footprint

Sensis is committed to reducing emissions both in our operations and our supply chain.

In doing so, we will:

- Through the Australian Government's Greenhouse Friendly™ accreditation, invest to make the White Pages® and Yellow Pages® print and online directories carbon neutral from February 2010. We will offset carbon emissions through Greenhouse Friendly™ accredited providers and projects in Australia.
- Expand the carbon neutral scope to incorporate Yellow Pages® and White Pages® mobile in FY2010/11.
- Aim to be a carbon neutral company under the new National Carbon Standard (when introduced in July 2010).
- Measure and monitor the carbon emissions of our operations and supply chain annually through a detailed Emissions Monitoring Plan.
- Report annually our carbon footprint and detail improvements.

- Reduce our operational greenhouse gas footprint (facilities, flights and fleet) by 5% year on year.

This target will be achieved through internal energy reduction and education programs, fleet improvements and utilising video conferencing opportunities.

To achieve this we have already begun implementing a number of initiatives such as:

- enabling video conferencing at 21 office locations;
- installing sensor lighting and energy efficiency lighting at our Head Office QV site;
- encouraging our people to play their part in reducing emissions at work under the Reduce, Reuse; Recycle theme;
- the introduction of 4 cylinder diesel cars into the Sensis fleet from March 2010; and
- scoping of new IT Purchasing Guidelines incorporating energy efficiency.



Video Conferencing

Working with our suppliers

We are committed to reducing our climate change footprint throughout the lifecycle and will work with our supply chain to measure and reduce its impact.

- We will continually work to incorporate new Sustainability Guidelines and reporting requirements into key supplier contracts.
- A mandatory requirement of all new business cases is to incorporate a Sustainability Checklist which assesses the social and environmental impacts of proposals.

Leading in product stewardship

Sensis is committed to reducing carbon emissions through continuous product stewardship and improvement. In helping Australians find, buy and sell, we also aim to support Australians reduce their footprint.

In doing this, we will:

- Promote and ensure consumer choice in the distribution of its products. Including providing options for consumers to specify (or not receive) printed directories.
- Continue to use sustainably sourced materials, including the use of Forest Stewardship Council (FSC) certified paper across office operations and marketing communications materials.
- Continue to improve the sustainability credentials of its directories paper, through increasing the recycled paper content and sustainable sourcing certification.
- Scope the introduction of vegetable and soya based inks and new opportunities in packaging.
- Work to enable Australians to purchase

sustainable products and services (such as: encouraging info rich advertisements and improving Yellow Pages® headings and key words to highlight sustainable products and services).

- Encourage all Australians to recycle through the continued support of recyclingnearyou.com.au. Together with Planet Ark, we launched the 'one stop' recycling search website for all Australians in November 2006 and since then, more than 3.5 million unique users have visited the site to source information on their recycling needs.
- Seek continuous innovation and improvement in new product development, with all new products considering the impact on climate change through the business case process.



Recycling Near You website

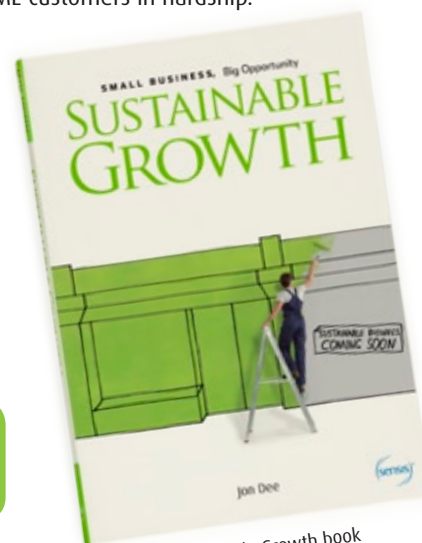
Supporting Small Business

Sensis recognises the opportunities and risks presented by climate change for the small business sector.

We are committed to supporting the long term prosperity and sustainability of Australia's Small Business Sector and will:

- Launch a new guide, written by environmental expert Jon Dee, for Australian small and medium sized businesses detailing the growth opportunities associated with environmentally sustainable business practices. The new book is scheduled for release in April 2010.
- Support research being undertaken by the National Centre for Sustainability at Swinburne University. The research will assess sustainability training needs in a range of industries and readiness of different industries to adapt to a low carbon economy.

- Continue to support GreenSkills, a not-for-profit initiative aimed at supporting industry and business develop 'green economy' skills, knowledge and capability and build a sustainable future for Australian communities.
- Continue to recognise the sustainability achievements of SMEs through its support of the Small Business Category in the Premiers Sustainability Awards (VIC) and the Sensis Social Responsibility category as part of the Telstra Business Awards.
- Introduce policies to further support localised purchasing and SME customers in hardship.



Sustainable Growth book

Connecting Australians

Sensis connects millions of Australians in need with government services, community organisations and businesses.

We recognise climate change is predicted to cause an increase in natural disasters and disruption to Australian communities. To support local communities in times of need, we commit to:

- Further develop our Community Emergency Response system and work with our Emergency Relief Partners and Government Agencies to play our role in supporting Australian communities in crisis and the rebuilding efforts of communities impacted.
- Develop a White Pages® Community Portal to connect Australians with key information and contact details in times of crisis.

