



PUBLIC DISCLOSURE STATEMENT

THRYV AUSTRALIA PTY LTD

PRODUCT CERTIFICATION

FY2023–24

Australian Government

Climate Active Public Disclosure Statement



An Australian Government Initiative



| | |
|--------------------------|--|
| NAME OF CERTIFIED ENTITY | Thryv Australia Pty Ltd Trading Names: Yellow Pages, White Pages |
| REPORTING PERIOD | Financial year 1 July 2023 – 30 June 2024 Arrears report |
| DECLARATION | <p><i>To the best of my knowledge, the information provided in this public disclosure statement is true and correct and meets the requirements of the Climate Active Carbon Neutral Standard.</i></p> <p><i>Elise Szczygielski</i> Elise Szczygielski (Jul 31, 2025 13:58:48 GMT+10)</p> <p>Elise Szczygielski VP Revenue ANZ 31/07/2025</p> |



Australian Government

Department of Climate Change, Energy,
the Environment and Water

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Version 9.

1.CERTIFICATION SUMMARY

| | |
|------------------------|---|
| TOTAL EMISSIONS OFFSET | 4,419 tCO ₂ -e |
| CARBON OFFSETS USED | 100% VCUs |
| RENEWABLE ELECTRICITY | N/A |
| CARBON ACCOUNT | Prepared by: EY |
| TECHNICAL ASSESSMENT | 18 October 2023 Foresight Consulting Group Pty Ltd Next technical assessment due: FY 2026 |

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2.CERTIFICATION INFORMATION

Description of product certification

This product certification is for the following products:

- Yellow Pages® and White Pages® print directories
- Yellow Pages® and White Pages® digital directories

The printed directories; the Yellow Pages and White Pages book provides a means to connect local communities with people and businesses in their region. The Yellow Pages and White Pages book caters to people and businesses who are unable to, or prefer not to utilize online to search and rely on print to find people and businesses.

The online directories: - Yellow Pages online is an established online business directory which provides a platform for businesses to list their products and services to customers. White Pages online directory provides residential and business listings within Australia

- Functional unit: The functional units of the two Life Cycle Assessments (LCAs) were:
 - Printed directories - all Yellow Pages and White Pages printed directories manufactured and delivered throughout Australia during the 1 July 2023 to 30 June 2024 (FY24) financial year.
 - Online directories - all Yellow Pages and White Pages online directory searches conducted during the FY24 financial year
- Offered as: Full coverage product
- Life cycle: The Lifecycle Assessment (LCA) represents a cradle to grave process. Overall impacts can also be normalised into a “per printed directory” or “per online search” impact. However, given the difficulty in comparing the equivalence between one printed book and a given number of online searches, this was not the primary goal of the LCA.

The responsible entity for this product certification is Thryv Australia Pty Ltd, ABN 30 007 423 912.

This Public Disclosure Statement includes information for FY2023-24 reporting period.

Description of business

Thryv Australia Pty Ltd, formerly known as Sensis Pty Ltd, is a software company that provides small business owners with the technology, software and local business automation tools to better manage their time, communicate with clients, and get paid, so they can take control of their business and be more successful. In 2021, Thryv, Inc. expanded its portfolio by acquiring Sensis Pty Ltd, a prominent provider of digital marketing and printed directory services in Australia. Thryv Australia works closely with its partners in the production of printed directories to minimise its environmental impact, ensuring paper is certified as sourced from sustainable forests, packaging materials contain recycled content and directories are recyclable at end of life.

3.EMISSIONS BOUNDARY

Inside the emissions boundary

All emission sources listed in the emissions boundary are part of the carbon neutral claim.

Quantified emissions have been assessed as 'attributable processes' of a product or service. These attributable processes are services, materials and energy flows that become the product or service, make the product or service and carry the product or service through its life cycle. These attributable emissions have been quantified in the carbon inventory.

Non-quantified emissions have been assessed as attributable and are captured within the emissions boundary, but are not measured (quantified) in the carbon inventory. All material emissions are accounted for through an uplift factor. Further detail is available at Appendix C.

Outside the emissions boundary

Non-attributable emissions have been assessed as not attributable to a product or service. They can be **optionally included** in the emissions boundary and therefore have been offset, or they can be listed as outside of the emissions boundary (and are therefore not part of the carbon neutral claim).

Inside emissions boundary

Quantified

Printed Directories - Design –
Corporate Air Travel

Printed Directories - Design -
Fleet Travel

Printed Directories - Design -
Cloud-based servers

Printed Directories - Creation -
Printing energy (Singapore)

Printed Directories - Creation –
Water use (Singapore)

Printed Directories - Creation -
Printing waste & recycling
(Singapore)

Printed Directories - Creation -
Transport from manufacturer

Printed Directories - Creation –
Paper, cardboard and materials

Printed Directories - Distribution
- Transport from printer

Printed Directories - Distribution
- Interstate freight distribution

Printed Directories - Distribution
- Local delivery to homes

Printed Directories - Distribution
- Directory disposal & recycling

Online Directories - Design –
Corporate Air Travel

Online Directories - Creation –
Cloud-based Servers

Online Directories - Distribution -
Transmission via internet

Online Directories - Distribution -
Customer printing and disposal

Online directories – Distribution
– Customer devices use

Online & Print Directories –
Work from Home (WFH)
emissions

Non-quantified

Business Travel –
accommodation

Business Travel –
taxis/rideshare

Embodied emissions of
customer devices

Embodied emissions of
distribution vehicles

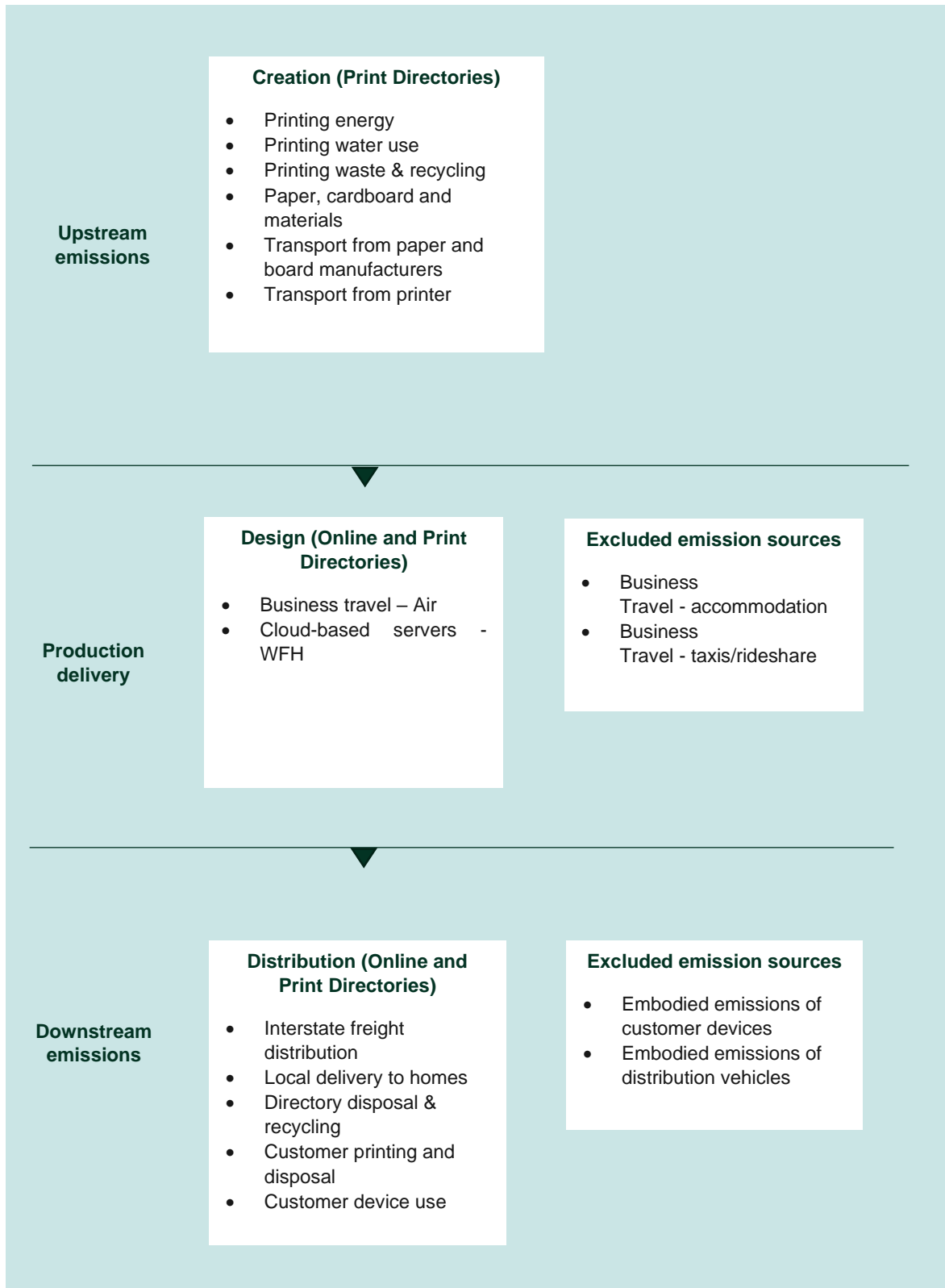
Outside emission boundary

Non-attributable

Nil

Product process diagram

Cradle-to-grave boundary



4.EMISSIONS REDUCTIONS

Emissions reduction strategy

Since the 2008-09 base year, Thryv Australia has committed to working towards a no less than a 10% year on year reduction of total emissions through to 2027.

Actions that will help us achieve this target include:

- A yearly review of our distribution supply chain and circulation of print material by market to reduce waste whilst maintaining our commitments in delivering information making it easy for people to find and connect.
- A yearly review of the content published within the directory to minimise redundant information.

Thryv Australia has maintained the carbon neutral status of its Yellow and White Pages directories since 2010, in support of its environmental policy to:

- Integrate environmental management into our everyday operations
- Improve our environmental efficiency and core sustainability
- Help our supply chain reduce their carbon footprint where possible

Our wider sustainability initiatives and commitments can be found [here](#).

Emissions reduction actions

Thryv Australia continually works to modify the amount of circulation in each printed directory title in line with moving age demographic and digital adoption; this reduces the amount of paper required for production. In FY24 Thryv Australia reduced the amount of paper used in the manufacturing of printed directories by 15% compared to FY23.

In 2022 Thryv Australia adopted a 100% work from home policy which continued into FY24. This has eliminated our emissions associated with staff commuting, office electricity use and base building energy, office paper and waste, and the use of refrigerants in office air conditioning.

Thryv Australia continues to maintain its stance on reducing our carbon footprint, continuing to:

- Procure paper focused on certification. Subject to availability, our preference is for paper with Forest Stewardship Council (FSC) certification, followed by Programme for the Endorsement of Forest Certification (PEFC). Next is paper with a meaningful percentage of recycled content before considering virgin fibre that is not certified.
- In accordance with our current Australian Packaging Covenant Organisation (APCO) targets we have successfully implemented recyclable soft plastics in consumer packaging that display the Australasian Recycling Logo (ARL).
- Focus on delivering printed directories to the people who are most likely to value and use them via data driven selection of delivery areas.

We have also reached out to our key printing and paper suppliers to obtain an understanding of any actions and/or commitments they have made in relation to emissions reduction. Notable initiatives include:

- Our sole paper provider in Canada is dedicated to combating climate change, with 89% of the paper mill's energy coming from renewable sources, with an 81% reduction in greenhouse gas emissions (since 1990 levels). In FY24, mill has made some improvements, including the implementation of a water-use reduction plan, and improvements on effluent discharge infrastructure, resulting in a notable improvement in effluent-related metrics.
- Our printer supplier in Singapore, where our books are printed, has solar photovoltaics installed on its printing house. The company has also made a net-zero commitment by 2030, with some of its planned emission reduction activities including upgrades to its chiller plant, air compressor system, air handling unit, fan coil unit and variable refrigerant flow system. The anticipated emission residual 2030 is expected to be 69% of the 2020 baseline.

5.EMISSIONS SUMMARY

Emissions over time

| Emissions since base year | | | |
|---------------------------|-----------|---------------------------|--|
| | | Total tCO ₂ -e | Emissions intensity of the functional unit |
| Base year: | 2008–2009 | 178,632 | NA |
| Year 2: | 2010–2011 | 96,737 | NA |
| Year 3: | 2011-2012 | 65,319 | NA |
| Year 4: | 2012-2013 | 54,009 | NA |
| Year 5: | 2013-2014 | 52,943 | NA |
| Year 6: | 2014-2015 | 42,650 | NA |
| Year 7: | 2015-2016 | 32,072 | NA |
| Year 8: | 2016-2017 | 25,410 | NA |
| Year 9: | 2017-2018 | 22,427 | NA |
| Year 10: | 2018-2019 | 20,019 | NA |
| Year 11: | 2019-2020 | 15,347 | NA |
| Year 12: | 2020-2021 | 12,390 | NA |
| Year 13: | 2021-2022 | 9,528 | NA |
| Year 14: | 2022-2023 | 6,453 | NA |
| Year 15: | 2023-2024 | 4,419 | NA |

Significant changes in emissions

| Significant changes in emissions | | | |
|---|---|--|---|
| Attributable process | Previous year emissions (t CO ₂ -e) | Current year emissions (t CO ₂ -e) | Reason for change |
| Print Directories - Creation - Paper and coverboard - Core - Paper 34gsm - Virgin paper content manufactured (t) | 1,992.2 | 523.0 | The 74% reduction in emissions associated with paper is a result of a decline in directories being printed (5%), a reduced directory size (therefore less paper required) and the adoption of a new supplier specific emission factor. The previous emission factor was based on data provided by a previous paper supplier. This year, a new hybrid emission factor has been obtained, utilising operational emissions data (scope 1 and 2) from the paper mill for 2023, and obtaining upstream emissions from the Ecolnvent database. The paper mill from which Thryv Australia sources its paper utilises 89% renewable energy which is the primary differentiator to the emission factor used in the previous inventory. |
| Print Directories - Creation - Print consumables - Core (paper printing) - Solid waste to landfill (t) | 674.7 | 573.3 | Emissions for solid waste to landfill reduced 15% in line with production levels, indicating that emissions were proportionally aligned with the reduced manufacturing output |
| Print Directories - Creation - Printer consumables - Core (paper printing) - Toner (t) | 558.7 | 476.0 | Emissions for toner used in directory printing reduced 15% in line with production levels, indicating that emissions were proportionally aligned with the reduced manufacturing output |

Use of Climate Active carbon neutral products, services, buildings or precincts

N/A

Emissions summary

| Emission source | tCO ₂ -e |
|--|---------------------|
| Print Directories - Creation - Print consumables - Core (paper printing) - Solid waste to landfill (t) | 573.30 |
| Print Directories - Creation - Paper and coverboard - Core - Paper 36gsm - Virgin paper content manufactured (t) | 523.01 |
| Print Directories - Creation - Printer consumables - Core (paper printing) - Toner (t) | 476.01 |
| Print Directories - Creation - Printer Energy - Core Singapore (printing) - Electricity Singapore (kWh) | 440.66 |
| Print Directories - Creation - Paper transport - Core paper (36gsm) - Catalyst (Canada) to: Singapore Printer - Ocean transport (t.km) | 327.59 |
| Online & Print Directories - WFH emission | 294.50 |
| Print Directories - Distribution - Local - Smaller contractors (warehouse to homes) - Road transport (light commercial vehicle) (km) | 243.56 |
| Print Directories - Creation - Printer consumables - Core (paper printing) - Wood packaging (kg) | 176.76 |
| Print Directories - Design - Printer Energy - Core Singapore (printing) - Natural gas (GJ) - NGA Natural Gas combustion Scope 1/3 | 164.90 |
| Print Directories - Creation - Paper and coverboard - Core - coverboard (Germany) - Coverboard manufactured (t) | 139.12 |
| Print Directories - Distribution - International - Printer to warehouse - Ocean transport (t.km) | 105.79 |
| Online directories - Distribution - Customer Devices | 104.45 |
| Online Directories - Design - Online directory employees - Air travel - Air travel (km) Short economy class flights (>400km, ≤3,700km) | 102.37 |
| Print Directories - Creation - Printer consumables - Core (paper printing) - Glue (kg) | 99.31 |

| | |
|---|-------|
| Online & Print Directories - Distribution - Server emissions | 93.10 |
| Print Directories - Distribution - Paper and coverboard - Core - Paper (UPM) - Virgin content landfilled (t) | 86.08 |
| Print Directories - Design - Print directory employees - Air travel - Air travel (km) Short economy class flights (>400km, ≤3,700km) | 55.15 |
| Print Directories - Creation - Printer consumables - Core (paper printing) - LDPE packaging (kg) | 54.93 |
| Print Directories - Creation - Printer consumables - Core (paper printing) - Aluminum plates (kg) | 52.31 |
| Print Directories - Creation - Printer consumables - Core (paper printing) - Chemicals (L) | 52.31 |
| Print Directories - Distribution - International - Printer to warehouse - Truck transport (t.km) | 50.46 |
| Print Directories - Creation - Paper transport - Core Cardboard - Germany to Singapore to Sydney- Ocean transport (t.km) | 36.92 |
| Print Directories - Creation - Printer consumables - Core (paper printing) - Printing press materials (steel) (t) | 30.67 |
| Print Directories - Creation - Printer consumables - Core (paper printing) - Forklift (assumed similar to passenger car materials) (number) | 27.78 |
| Print Directories - Creation - Paper transport - Core paper (36gsm) - Catalyst (Canada) to: Singapore Printer - Truck transport (t.km) | 19.94 |
| Print Directories - Creation - Printer consumables - Core (paper printing) - Wood pallets landfilled (kg) | 19.88 |
| Print Directories - Creation - Paper transport - Core Cardboard - Germany to Singapore to Sydney- Road transport (t.km) | 16.58 |
| Online Directories -Design - Online directory employees - Air travel - Air travel (km) Long economy class flights (>3,700km) | 10.17 |
| Print Directories - Creation - Printer consumables - Core (paper printing) - Packaging- cardboard (kg) | 9.11 |
| Print Directories- Distribution - Paper and coverboard - Core - coverboard (IP Sun/Singapore) - Landfill end of life (t) | 8.50 |
| Print Directories - Creation - Printer consumables - Core (paper printing) - | 5.92 |

| | |
|--|----------|
| Binder materials (steel) (kg) | |
| Print Directories - Design - Print directory employees - Air travel - Air travel (km) Long economy class flights (>3,700km) | 5.48 |
| Online Directories - Design - Online directory employees - Air travel - Air travel (km) Very short flights (≤400km) | 3.85 |
| Print Directories - Design - Print directory employees - Air travel - Air travel (km) Very short flights (≤400km) | 2.08 |
| Print Directories - Creation - Plastic Wrapping - Plastic Wrapping - Polypropylene plastic (kg) | 1.83 |
| Online Directories - Distribution - Customer Printing - Customer paper and toner - Paper used for printing (based on number of online visits and duration per visit) | 1.66 |
| Print Directories - Creation - Printer consumables - Core (paper printing) - Water use (kL) | 1.11 |
| Online Directories - Distribution - Customer printing - Customer paper and toner - Paper landfilled (kg) | 0.91 |
| Print Directories - Creation - Printer consumables - Core (paper printing) - Liquid waste (L) | 0.06 |
| Online Directories - Distribution - Customer printing - Customer paper and toner - toner used for printing (kg) | 0.00 |
| Attributable emissions (tCO ₂ -e) | 4,418.13 |

No uplift factors were included in the emissions total as all non-quantified emissions were deemed to be immaterial (less than 1% of the inventory total)

| Product offset liability | |
|--|--------------|
| Emissions intensity per functional unit | 4,419 |
| Emissions intensity per functional unit including uplift factors | N/A |
| Number of functional units covered by the certification | 1* |
| Total emissions (tCO₂-e) to be offset | 4,419 |

* The reference unit is a combination of the two functional units that are the basis of the LCA: (i) all Yellow Pages and White Pages printed directories manufactured and delivered throughout Australia during FY24 and (ii) all Yellow Pages and White Pages online directory searches conducted during FY24.

6. CARBON OFFSETS

Eligible offsets retirement summary

This certification has taken an in-arrears offsetting approach. The total emission to offset is 4,419 t CO₂-e. The total number of eligible offsets used in this report is 4,419. Of the total eligible offsets used, zero were previously banked and 4,419 were newly purchased and retired. Zero are remaining and have been banked for future use.

Offsets retired for Climate Active certification

| Type of offset unit | Quantity used for this reporting period | Percentage of total units used |
|------------------------------|---|--------------------------------|
| Verified Carbon Units (VCUs) | 4,419 | 100% |

| Project name | Type of offset unit | Registry | Date retired | Serial number | Vintage | Total quantity retired | Quantity used in previous reporting periods | Quantity banked for future reporting periods | Quantity used for this reporting period | Percentage of total used this reporting period |
|---|---------------------|----------------|--------------|--|---------|------------------------|---|--|---|--|
| Wind Grouped project by Hero Future Energies Private Limited (EKIESL-VCS-Aug-16-03) | VCU | Verra Registry | 29/10/2024 | 9209-74564484-74568902-VCS-VCU-814-VER-IN-1-1582-01012020-31072020-0 | 2020 | 4,419 | 0 | 0 | 4,419 | 100% |

Co-benefits

All offsets have been procured from the Wind Grouped Project by Hero Future Energies Private Limited in India. The Project Description document located on the Verra Registry website notes the following additional sustainable development benefits of the project (words extracted directly from Project Description document)¹:

Social well-being

- The project activity instances under grouped project activity will result in creating job opportunities for the local population on temporary and permanent basis. Manpower is required both during erection and operation of the renewable energy projects. This would result in the improvement in living standards of the local community.
- The installation of the renewable energy projects also led to development of basic infrastructure like roads, communication with the nearby cities etc. which also improved in living standards of the local population.

Economic well-being

- The project activity instances under grouped project activity will create direct and indirect job opportunities to the local community during installation and operation of the renewable energy projects.
- The investment for the project activity instances under grouped project activity would lead to the improvement in the economic activity in the local area

Environmental well-being

- The project activity instances under grouped project activity utilizes renewable energy for generating electricity which otherwise would have been generated through alternate fuel (most likely - fossil fuel) based power plants, contributing to reduction in specific emissions (emissions of pollutant/unit of energy generated) including GHG emissions. As renewable energy projects produce no end products in the form of solid waste (ash etc.), they address the problem of solid waste disposal encountered by most other sources of power. Being a renewable resource, to generate electricity contributes to resource conservation. Thus the project causes no negative impact on the surrounding environment.

¹ Joint Project Description & Monitoring Report, VCS Version 3, Wind Grouped Project by Hero Future Energies Private Limited (EKIESL-VCS-AUG-16-03). Prepared by EKI Energy Service Ltd. 22 May 2017.

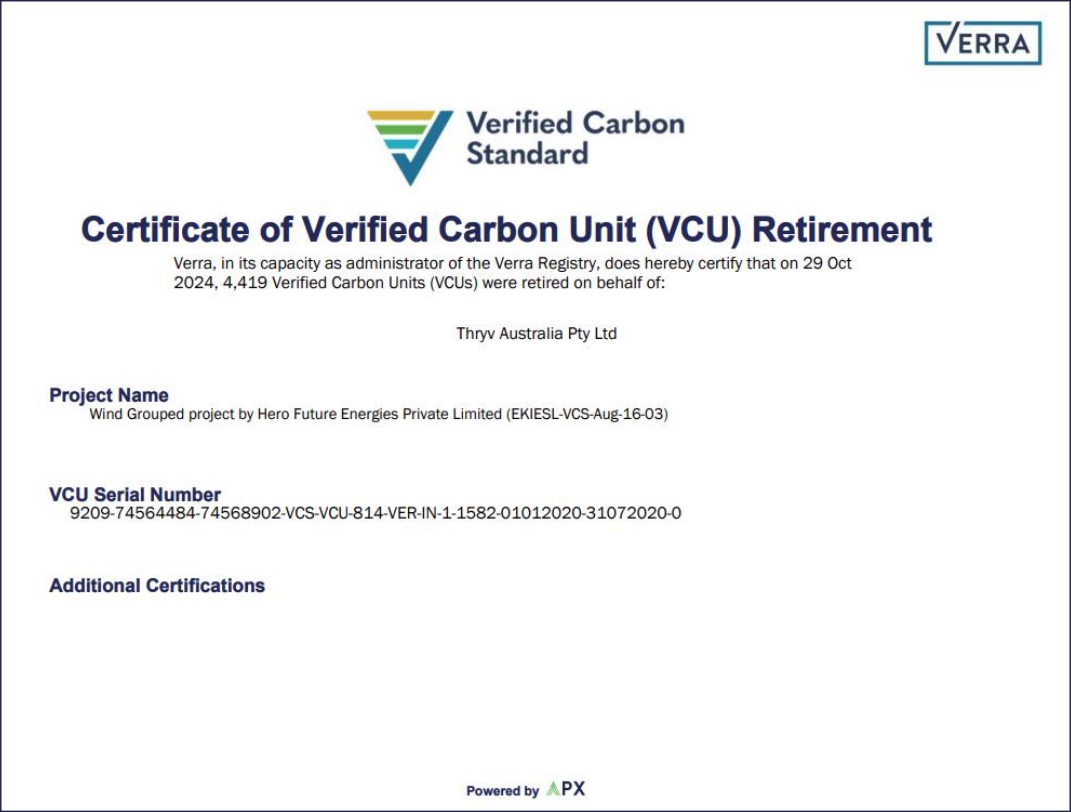
7. RENEWABLE ENERGY CERTIFICATE (REC) SUMMARY

Renewable Energy Certificate (REC) Summary

N/A

APPENDIX A: ADDITIONAL INFORMATION

Figure 1. Verra Registry Verified Carbon Standard Certificate of VCU retirement



APPENDIX B: ELECTRICITY SUMMARY

N/A - Due to the impacts of the COVID-19 pandemic, Thryv Australia adopted a 100% work from home policy in FY2022 which has carried through to FY24. This means that electricity, waste and refrigerants associated with office use did not contribute to the FY2024 inventory. As a result, there are no scope 2 emissions associated with the manufacturing of Thryv Australia's Yellow and White Pages directories. Electricity use as a scope 3 emissions source has been accounted for using the Climate Active WFH Emissions Calculator as well as data for electricity used by offshore printing facilities (estimated using a location-based approach).

APPENDIX C: INSIDE EMISSIONS BOUNDARY

Non-quantified emission sources

The following emissions sources have been assessed as attributable, are captured within the emissions boundary, but are not measured (quantified) in the carbon inventory. These emissions are accounted for through an uplift factor. They have been non-quantified due to one of the following reasons:

1. **Immaterial** <1% for individual items and no more than 5% collectively
2. **Cost effective** Quantification is not cost effective relative to the size of the emission but uplift applied.
3. **Data unavailable** Data is unavailable, but uplift applied. A data management plan must be put in place to provide data within 5 years.
4. **Maintenance** Initial emissions non-quantified but repairs and replacements quantified.

| Relevant non-quantified emission sources | Justification reason |
|---|----------------------|
| Embodied emissions of distribution vehicles | Immaterial |
| Embodied emissions of customer devices | Immaterial |
| Business travel – accommodation | Immaterial |
| Business travel – taxis/rideshare | Immaterial |

Excluded emission sources

Attributable emissions sources can be excluded from the carbon inventory, but still considered as part of the emissions boundary if they meet **all three of the below criteria**. An uplift factor may not necessarily be applied.

1. A data gap exists because primary or secondary data cannot be collected (**no actual data**).
2. Extrapolated and proxy data cannot be determined to fill the data gap (**no projected data**).
3. An estimation determines the emissions from the process to be **immaterial**.

| Emissions Source | No actual data | No projected data | Immaterial |
|---|----------------|-------------------|------------|
| Embodied emissions of distribution vehicles | Yes | Yes | Yes |
| Embodied emissions of customer devices | Yes | Yes | Yes |
| Business travel – accommodation | Yes | Yes | Yes |
| Business travel – taxis/rideshare | Yes | Yes | Yes |

Data management plan for non-quantified sources

There are no non-quantified sources in the emission boundary that require a data management plan.

APPENDIX D: OUTSIDE EMISSION BOUNDARY

N/A. There were no non-attributable emission sources identified outside of the emissions boundary.



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