



PUBLIC DISCLOSURE STATEMENT

THRYV AUSTRALIA PTY LTD


**PRODUCT CERTIFICATION
FY2022–23**

Australian Government
Climate Active
Public Disclosure Statement



An Australian Government Initiative



NAME OF CERTIFIED ENTITY	Thryv Australia Pty Ltd
REPORTING PERIOD	1 July 2022 – 30 June 2023 In -arrears
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>DocuSigned by:  ACA1F08A5F94441...</p> <hr/> <p>Elise Balsillie Chief Revenue Officer 26-Feb-24</p>



Australian Government
**Department of Climate Change, Energy,
 the Environment and Water**

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Version: August 2023



1.CERTIFICATION SUMMARY

TOTAL EMISSIONS OFFSET	6,453 tCO ₂ -e
THE 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. CARBON NEUTRAL INFORMATION

Description of certification

This carbon neutral certification covers the following products:

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

Product description

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.

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 2022 to 30 June 2023 (FY23) financial year.
- **Online directories** - all Yellow Pages and White Pages online directory searches conducted during the FY23 financial year.

The LCA represents a cradle to grave process and is for full coverage. 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.

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 of these were estimated to be immaterial (less than 1% individually and less than 5% collectively of the overall carbon footprint) and no uplift has thus been applied. 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). Further detail is available at Appendix D.

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

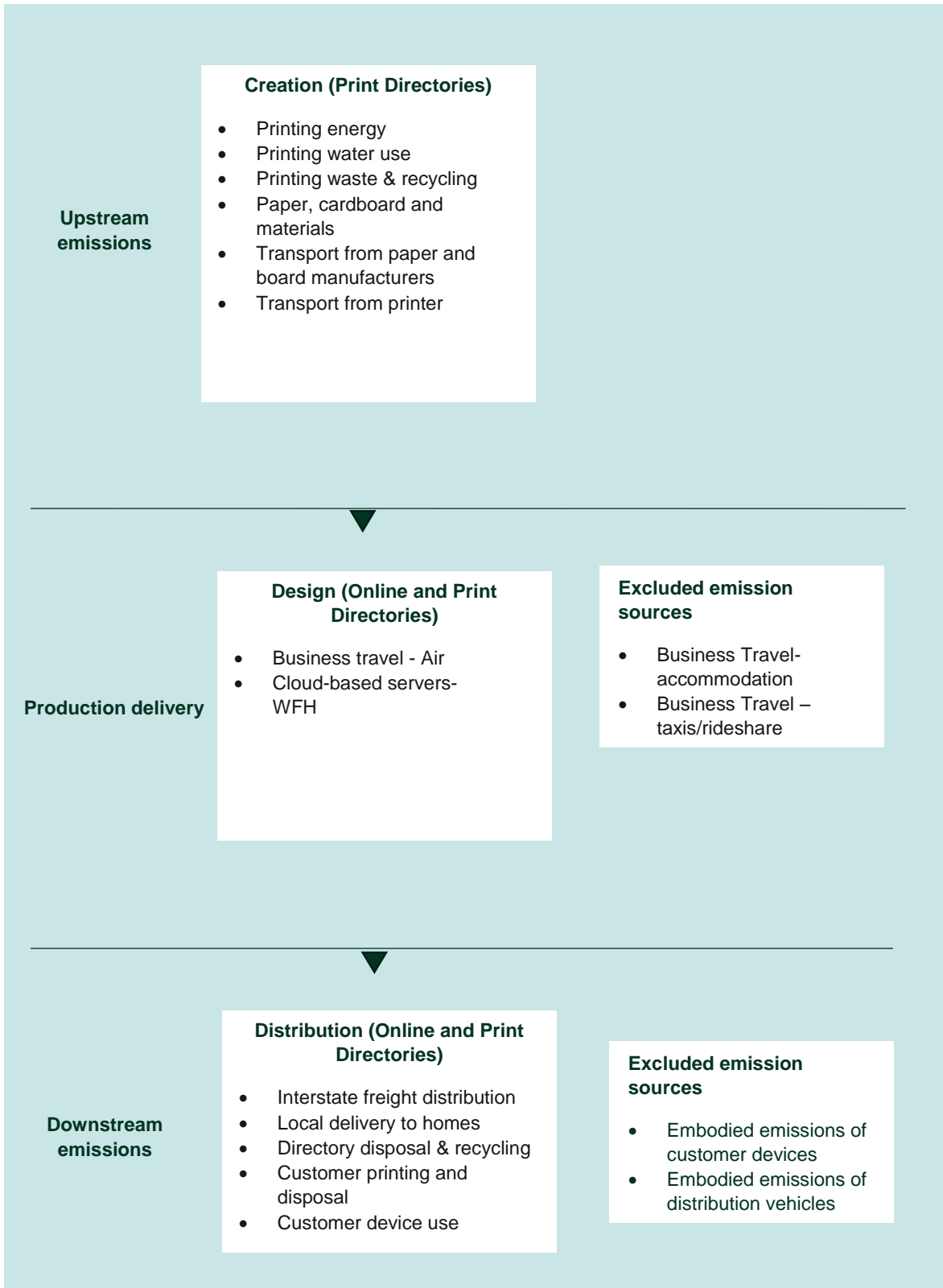
Outside emission boundary

Non-attributable

Nil

Product process diagram

The cradle-to-grave product process diagram is presented below.



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 FY23 Thryv Australia reduced the amount of paper used in the manufacturing of printed directories by 10% compared to FY22.

Thryv Australia has also worked to optimize delivery regions by age demographics for FY23 in order to reduce downstream emissions via distribution of the printed directory.

In 2022 Thryv Australia adopted a 100% work from home policy which continued in FY23. 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 recycle content before considering virgin fibre that is not certified.
- In accordance with our current Australian Packaging Covenant Organisation (APCO) targets we have successfully implemented recycleable 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. These include:

- Our sole paper provider in FY23 has made some improvements at its mill in Canada where the paper that we source is made. These include an upgrade in the performance of the bark press, which reduces moisture content, as well as improvements to the biomass fuel efficiency of the onsite boilers, resulting in reduced reliance on natural gas.
- Our printer supplier in Singapore, where our books are printed, has recently installed solar photovoltaics 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 at 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

Significant changes in emissions

Emission source name	Previous year emissions (t CO ₂ -e)	Current year emissions (t CO ₂ -e)	Detailed reason for change
Print Directories - Creation - Paper and coverboard - Core - Paper 36gsm (UPM) - Virgin paper content manufactured (t)	3,656.15	1,992.15	Emissions for virgin paper in FY22 were overstated due to use of the biogenic emission factor (EF) rather than fossil EF from the paper manufacturer life cycle assessment data. This has been rectified this year, resulting in a significantly reduced EF (990 kgCO ₂ e/t vs 1490 kgCO ₂ e/t)
Print Directories - Creation - Print consumables - Core (paper printing) - Solid waste to landfill (t)	894.06	674.70	Emissions for solid waste to landfill reduced in line with production levels, indicating that emissions were proportionally aligned with the reduced manufacturing output.

Note 1: Thryv Australia's supply chain has varied from FY22 to FY23, with paper now sourced from a manufacturer located in Canada opposed to Europe.

Note 2: Due to the impacts of the COVID-19 pandemic, Thryv Australia adopted a 100% work from home policy for FY2022 which carried through to FY23. This means that electricity, waste and refrigerants associated with office use did not contribute to the FY2023 inventory. In effect there are no scope 2 emissions associated with this product any more. Electricity use has been calculated using the Climate Active WFH Emissions Calculator.

Note 3: Thryv Australia's Print Directories Distribution changed from FY22 to FY23, for circulation reduction purposes fleet travel was removed with contractors and mixture of volunteers used.

Note 4: Air travel for print directory employees transitioned all to economy class flights in FY23.

Use of Climate Active carbon neutral products and services.

N/A

Emissions summary

Emission Source	tCO ₂ -e
Print Directories - Creation - Paper and coverboard - Core - Paper 36gsm (UPM) - Virgin paper content manufactured (t)	1,992.15
Print Directories - Creation - Print consumables - Core (paper printing) - Solid waste to landfill (t)	674.70
Print Directories - Creation - Printer consumables - Core (paper printing) - Toner (t)	558.73
Print Directories - Creation - Printer Energy - Core Singapore (printing) - Electricity Singapore (kWh)	429.60
Print Directories - Creation - Paper transport - Core paper (36gsm) - Catalyst (Canada) to: Singapore Printer - Ocean transport (t.km)	384.27
Online & Print Directories - WFH emission	332.60
Print Directories - Distribution - Local - Smaller contractors (warehouse to homes) - Road transport (light commercial vehicle) (km)	259.69
Print Directories - Creation - Printer consumables - Core (paper printing) - Wood packaging (kg)	205.39
Print Directories - Design - Printer Energy - Core Singapore (printing) - Natural gas (GJ) - NGA Natural Gas combustion Scope 1/3	193.71
Online & Print Directories - Distribution - Server emissions	167.00
Print Directories - Creation - Paper and coverboard - Core - coverboard (Germany) - Coverboard manufactured (t)	145.44
Print Directories - Creation - Printer consumables - Core (paper printing) - Glue (\$)	125.95
Print Directories - Distribution - International - Printer to warehouse - Ocean transport (t.km)	122.20
Online directories - Distribution - Customer Devices	104.45
Print Directories - Distribution - Paper and coverboard - Core - Paper (UPM) - Virgin content landfilled (t)	102.09
Online Directories - Design - Online directory employees - Air travel - Air travel (km) Short economy class flights (>400km, ≤3,700km)	75.60
Print Directories - Creation - Printer consumables - Core (paper printing) - Chemicals (L)	61.40
Print Directories - Creation - Printer consumables - Core (paper printing) - Aluminium plates (kg)	61.29
Print Directories - Creation - Printer consumables - Core (paper printing) - LDPE packaging (kg)	57.65
Print Directories - Distribution - International - Printer to warehouse - Truck transport (t.km)	57.49
Online Directories - Distribution - Customer Printing - Customer paper and toner - Paper used for printing (based on number of online visits and duration per visit)	53.25
Print Directories - Design - Print directory employees - Air travel - Air travel (km) Short economy class flights (>400km, ≤3,700km)	50.20
Print Directories - Creation - Paper transport - Core Cardboard - Germany to Singapore to Sydney- Ocean transport (t.km)	38.74
Print Directories - Creation - Printer consumables - Core (paper printing) - Printing press materials (steel) (t)	30.66

Online Directories - Distribution - Customer printing - Customer paper and toner - Paper landfilled (kg)	29.16
Print Directories - Creation - Printer consumables - Core (paper printing) - Forklift (assumed similar to passenger car materials) (number)	27.77
Print Directories - Creation - Paper transport - Core paper (36gsm) - Catalyst (Canada) to: Singapore Printer - Truck transport (t.km)	23.39
Print Directories - Creation - Printer consumables - Core (paper printing) - Wood pallets landfilled (kg)	23.11
Print Directories - Creation - Paper transport - Core Cardboard - Germany to Singapore to Sydney- Road transport (t.km)	17.39
Print Directories - Creation - Printer consumables - Core (paper printing) - Packaging- cardboard (kg)	10.52
Print Directories- Distribution - Paper and coverboard - Core - coverboard (IP Sun/Singapore) - Landfill end of life (t)	9.02
Print Directories - Design - Print directory employees - Air travel - Air travel (km) Long economy class flights (>3,700km)	6.07
Print Directories - Creation - Printer consumables - Core (paper printing) - Binder materials (steel) (kg)	5.92
Online Directories -Design - Online directory employees - Air travel - Air travel (km) Long economy class flights (>3,700km)	5.58
Online Directories - Design - Online directory employees - Air travel - Air travel (km) Very short flights (≤400km)	4.03
Print Directories - Design - Print directory employees - Air travel - Air travel (km) Very short flights (≤400km)	2.68
Print Directories - Creation - Plastic Wrapping - Plastic Wrapping - Polypropylene plastic (kg)	2.31
Print Directories - Creation - Printer consumables - Core (paper printing) - Water use (kL)	1.30
Online Directories - Distribution - Customer printing - Customer paper and toner - toner used for printing (kg)	0.09
Print Directories - Creation - Printer consumables - Core (paper printing) - Liquid waste (L)	0.07

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)

Emissions intensity per functional unit	6,453
Number of functional units to be offset	1*
Total emissions to be offset	6,453

* 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 FY23 and (ii) all Yellow Pages and White Pages online directory searches conducted during FY23.

6. CARBON OFFSETS

Offsets retirement approach

This certification has taken an in-arrears offsetting approach. The total emission to offset is 6,453 TCO₂-e. The total number of eligible offsets used in this report is 6,453. Of the total eligible offsets used, zero were previously banked and 6,453 were newly purchased and retired. Zero are remaining and have been banked for future use.

Co-benefits

All offsets have been procured from the Renewable Wind Power Project by Axis Wind Farms (Rayalaseema) Pvt. Ltd. in India. The Project Description document located on the [Verra Registry website](#) does not include any details of project co-benefits.

Eligible offsets retirement summary

Offsets retired for Climate Active carbon neutral certification												
Project description	Type of offset units	Registry	Date retired	Serial number (and hyperlink to registry transaction record)	Vintage	Stapled quantity	Eligible quantity retired (tCO ₂ -e)	Eligible quantity used for previous reporting periods	Eligible quantity banked for future reporting periods	Eligible quantity used for this reporting period	Percentage of total (%)	
Renewable Wind Power Project by Axis Wind Farms (Rayalaseema) Pvt. Ltd	VCU	Verra	27 Nov 2023	15318-682526197-682532649-VCS-VCU-1491-VER-IN-1-2052-01042022-30092022-0	2022	0	6,453	0	0	6,453	100%	
Total offsets retired this report and used in this report										6,453		
Total offsets retired this report and banked for future reports										0		

Type of offset units	Eligible quantity (used for this reporting period)	Percentage of total
Verified Carbon Units (VCUs)	6,453	100%

7. RENEWABLE ENERGY CERTIFICATE (REC) SUMMARY

Renewable Energy Certificate (REC) Summary

N/A

APPENDIX A: ADDITIONAL INFORMATION

N/A

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 FY23. This means that electricity, waste and refrigerants associated with office use did not contribute to the FY2023 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**).

	No actual data	No projected data	Immaterial
Embodied emissions of customer devices	Yes	Yes	Yes
Embodied emissions of distribution vehicles	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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