

BIGGER PICTURE 2013

GLOBAL REPORTING INITIATIVE AND
UNITED NATIONS GLOBAL COMPACT INDEX

BIGGER PICTURE
TELSTRA 2013 SUSTAINABILITY REPORTING SERIES

IT'S HOW
WE CONNECT




GRI AND UN GLOBAL COMPACT CONTENTS

GLOBAL REPORTING INITIATIVE AND UNITED NATIONS GLOBAL COMPACT INDEX

Telstra reports with reference to the Global Reporting Initiative (GRI) G3 Guidelines, GRI Telecommunications Sector Supplement (pilot) to a B+ reporting level and the United Nations Global Compact (UNGC) Communication on Progress. This Index provides a guide to information located in Telstra's 2013 Annual Report, the *Bigger Picture Telstra 2013 Sustainability Reporting Series* and our website where relevant to GRI or UNGC reporting elements and indicators.

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KEY

 Full level of reporting

 Partial level of reporting

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STRATEGY AND ANALYSIS

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
G3 1.1 UNGC Statement of support	Statement from the Chairman and CEO	●	Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Message from the Chairman and CEO, p.3.
G3 1.2	Key impacts, risks and opportunities	●	<p>Key impacts, challenges and opportunities: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Message from the Chairman and CEO, p. 3; Responsible business – Context p. 4; Customer experience – Context, p. 4; Our people – Context, p. 4; Community impact – Context, p. 4; Environmental impact – Context, p .4.</i></p> <p>Effect on stakeholders rights: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Message from the Chairman and CEO, Stakeholder engagement, p. 8; Our people – Employment and workplace relations, p.14, Diversity and inclusion, p.8; Customer experience – Customer service, pp. 5-7; Community impact – Disadvantaged and hardship customers, p.5.</i></p> <p>Prioritising challenges and opportunities: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Message from the Chairman and CEO, p.3, Our commitment and approach, p.6; Key issues, p.9; Sustainability priorities, p.7.</i></p> <p>Conclusions on progress and reasons for performance: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Message from the Chairman and CEO, p.3, Our commitment and approach, p.6; Responsible business – Context, p.4, Next steps and performance, p.10; Customer experience – Context, p.4, Next steps and performance, p.10; Our people – Context, p.4, Next steps and performance, p.18; Community impact – Context, p.4, Next steps and performance, p.16; Environmental impact – Context, p.4, Next steps and performance, p.15.</i></p> <p>Main process to address performance: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Our commitment and approach, p.6, Sustainability scorecard, p.4.</i></p> <p>Risks and opportunities for the organisation arising from sustainability trends: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Key issues, p.9; Customer experience – Context, p.4; Our people – Context, p.4; Community impact – Context, p.4; Environmental impact – Context, p.4.</i></p> <p>Prioritising key topics as risks and opportunities: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series – Sustainability at Telstra, Sustainability Priorities, p.7, Key issues, p.9; Environmental impact – Environmental strategy, p.5.</i></p> <p>Targets and performance against targets: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Sustainability scorecard, p.4; Responsible business – Next steps and performance, p.10; Customer experience –Next steps and performance, p.10; Our people – Next steps and performance, p.18; Community impact – Next steps and performance, p.16; Environmental impact –Next steps and performance, p.15</i></p>

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STRATEGY AND ANALYSIS

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
G3 1.2	Key impacts, risks and opportunities	●	Governance mechanisms to manage risks and opportunities: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Our commitment and approach, p.6, Assurance, p.10, Voluntary sustainability initiatives, p.10: Responsible business – Ethics, values and governance, pp.5-6.</i>

ORGANISATIONAL PROFILE

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
G3 2.1	Name of organisation	●	Telstra Corporation Limited
G3 2.2	Primary brands, products and services	●	Our Company – Fast Facts www.telstra.com.au/abouttelstra/company-overview/fast-facts/
G3 2.3	Operational structure of the organisation	●	Business units www.telstra.com.au/abouttelstra/company-overview/business-units/index.htm
G3 2.4	Location of organisation's headquarters	●	Telstra's principal Australian office is located at 242 Exhibition Street, Melbourne, Australia.
G3 2.5	Countries of operation	●	Geographic locations: Our Company – Fast Facts: www.telstra.com.au/abouttelstra/company-overview/fast-facts/ Significant operations: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Our people – Performance, p.18, Our business (inside front cover).</i>
G3 2.6	Nature of ownership and legal form	●	Telstra Corporation Limited (ABN 33 051 775 556) Incorporated in the Australian Capital Territory Telstra is listed on Stock Exchanges in Australia and in New Zealand (Wellington) Additional information: History www.telstra.com.au/abouttelstra/company-overview/history/
G3 2.7	Markets served	●	Geographic breakdown: Our Company – Fast Facts www.telstra.com.au/abouttelstra/company-overview/fast-facts/ <i>Telstra 2013 Annual Report</i> Customers and sectors: Who we are, p.3, Developing new growth business, p.9, Full year results and operations review, pp.12-20.
G3 2.8	Scale	●	By net sales: <i>Telstra 2013 Annual Report</i> Full year results and operations review, pp.12-20. By debt and equity: <i>Telstra 2013 Annual Report</i> Full year results and operations review, pp.12-20. By products/services provided: Our Company – Fast Facts www.telstra.com.au/abouttelstra/company-overview/fast-facts/ By number of employees: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Our people – Workforce data, p.15.</i>

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ORGANISATIONAL PROFILE

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
G3 2.9	Significant changes	●	Telstra Corporation Limited Financial Results for the Year ended 30 June 2013, Segment information, p.16.
G3 2.10	Awards received	●	Awards www.telstra.com.au/abouttelstra/company-overview/awards/

REPORT PARAMETERS

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Report parameters			
G3 3.1	Reporting period	●	2012/13 financial year
G3 3.2	Date of most recent previous report	●	2011/12 financial year
G3 3.3	Reporting cycle	●	Annual
G3 3.4	Contact point	●	Jane Ihle, Chief Sustainability Office at sustainability@team.telstra.com
Report scope and boundary			
G3 3.5	Defining report content	●	Defining content involved determining materiality, prioritising topics and application of GRI G3 guidance: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Our commitment and approach</i> , p.6, Reporting frameworks inside front cover. Stakeholder identification: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Our commitment and approach</i> , p.6.
G3 3.6	Boundary of the report	●	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Scope</i> , inside cover.
G3 3.7	Limitations on the scope/boundary	●	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Scope</i> , inside cover.
G3 3.8	Reporting on joint ventures and other entities	●	Reporting scope includes information for Sensis, a wholly owned Australian based entity. It has been clearly noted where there are scope variations to performance information throughout the <i>Bigger Picture Telstra 2013 Sustainability Reporting Series</i> . Refer to note 25 of the Financial Statements in the FY2013 Annual report for a full list of controlled entities.

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REPORT PARAMETERS

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Report scope and boundary			
G3 3.9	Data measurement techniques	●	Data measurement techniques are based on the indicator protocols unless methodologies are otherwise stated or where national frameworks exist. Methodologies and assumptions are identified where appropriate in footnotes or the body of the text where the data resides. See notes included with performance tables throughout the <i>Bigger Picture Telstra 2013 Sustainability Reporting Series</i> . A summary of assumptions and relevant methodologies is also provided in the Glossary to the <i>Bigger Picture Telstra 2013 Sustainability Reporting Series</i> – see Reports & Downloads, www.telstra.com.au/sustainability
G3 3.10	Re-statements	●	<i>Bigger Picture Bigger Picture Telstra 2013 Sustainability Reporting Series: Our people – Learning and development, training spend, p.6; Environmental impact - National directory and resale rate, p.13.</i>
G3 3.11	Significant changes from previous report	●	Reporting scope now includes information for Sensis Pty Ltd, a wholly owned Australian based entity. It has been clearly noted where there are scope variations to performance information throughout the <i>Bigger Picture Telstra 2013 Sustainability Reporting Series</i> .
G3 3.12	Location of the Standard Disclosures	●	This document. Available to download at Reports & Downloads, www.telstra.com.au/sustainability
G3 3.13	External assurance of Report– current policy and practice	●	Assurance: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Transparency and accountability, p.10.</i> Assurance statements available to download at Reports & Downloads www.telstra.com.au/sustainability

GOVERNANCE, COMMITMENTS AND ENGAGEMENT

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Governance			
G3 4.1 UNGC 1–10 Actions	Governance structure	●	Board structure and committees including description of mandate, composition, and responsibility for economic, social, and/or environmental reporting. Corporate reporting: www.telstra.com.au/abouttelstra/company-overview/governance/ Further information on sustainability governance: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Our commitment and approach, p.6.</i>

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GOVERNANCE, COMMITMENTS AND ENGAGEMENT

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Governance			
G3 4.2 UNGC 1–10 Actions	Chair of the highest governance body	●	<p>The Chairman is an independent Director and appointed by the Board. Role of the Chairman: www.telstra.com.au/abouttelstra/company-overview/governance/directors/#role-of-the-chairman</p> <p>Additional information on the Chairman: www.telstra.com.au/abouttelstra/company-overview/executives-directors/#catherine-b-livingstone</p>
G3 4.3 UNGC 1–10 Actions	State the number of members of the highest governance body that are independent and/or non-executive members.	●	<p>Independent directors: www.telstra.com.au/abouttelstra/company-overview/governance/directors/</p> <p>Additional information: Director independence www.telstra.com.au/abouttelstra/company-overview/governance/directors/#director-independence</p>
G3 4.4 UNGC 1–10 Actions	Mechanisms for shareholders and employees to provide recommendations or direction to the Board	●	<p>Shareholders: Telstra 2013 Annual Report, Shareholder information, p.200, Corporate governance statement, p.33. At the Annual General Meeting (AGM), held once each calendar year, shareholder resolutions are tabled and voted on by shareholders or their appointed representative. Details of Telstra's 2013 AGM can be found at: www.telstra.com.au/abouttelstra/investor/my-shareholding/annual-general-meeting/. Topics raised at 2012 AGM: see www.telstra.com.au/abouttelstra/investor/my-shareholding/annual-general-meeting/index.htm</p> <p>Employees: Employee engagement survey (mechanism); <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Stakeholder engagement</i>, p.8; <i>Our people – Culture and engagement</i>, p.5, <i>Employment and workplace relations</i>, p.14.</p> <p>Key sustainability topics raised by employees and stakeholders include: customer experience, workplace relations, culture and engagement, employee health safety and wellbeing. <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Key issues</i>, p.9.</p>
G3 4.5 UNGC 1–10 Actions	Link between compensation and company performance	●	<p><i>Telstra 2013 Annual Report – Remuneration Report</i> p.45</p> <p>Additional information: www.telstra.com.au/abouttelstra/download/document/remuneration-charter.pdf</p>
G3 4.6 UNGC 1–10 Actions	Avoidance of conflicts of interest	●	<p>Declaration of interests: www.telstra.com.au/abouttelstra/company-overview/governance/directors/#declaration-of-interests</p>
G3 4.7 UNGC 1–10 Actions	Qualifications and expertise of governance body (for guiding the organisation's strategy on economic, environmental, and social topics)	●	<p><i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Our commitment and approach</i>, p.6.</p> <p>All members of the Telstra Group Executive Leadership Team and the Chief Sustainability Officer are represented on the Council to ensure the appropriate breadth of qualifications, expertise and knowledge of the business in our highest governing body that guides strategy on sustainability topics.</p>

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GOVERNANCE, COMMITMENTS AND ENGAGEMENT

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Governance			
G3 4.8 UNGC 1–10 Actions	Mission and value statements	●	<p>Values, Code of Conduct and Business Principles: www.telstra.com.au/abouttelstra/download/document/telstra-group-code-of-conduct-and-business-principles.pdf</p> <p>Level of implementation: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business – Ethics, values and governance</i>, p. 5-6.</p>
G3 4.9 UNGC 1–10 Actions	Procedures for the highest governing body overseeing identification and management of economic, environmental and social performance	●	<p>Sustainability: <i>Telstra 2013 Annual Report Corporate Governance Statement</i> p.33, Sustainability - Our approach, p.20.</p> <p>Audit Committee: <i>Telstra 2013 Annual Report Corporate Governance Statement</i> p.33</p> <p>Legal and Regulatory Compliance: <i>Telstra 2013 Annual Report Corporate Governance Statement</i> p.33</p> <p>Diversity and inclusion: <i>Telstra 2013 Annual Report Corporate Governance Statement</i> p.33, Sustainability - Our approach, p.20.</p>
G3 4.10 UNGC 1–10 Actions	Evaluating the performance	●	<p>www.telstra.com.au/abouttelstra/company-overview/governance/directors/#performance-evaluation</p> <p>Frequency: Annual</p> <p>Executive Director Remuneration/ Non-executive Director Remuneration: <i>Telstra 2012 Annual Report</i>, p.45 Remuneration Report</p>
Commitments			
G3 4.11 UNGC 7	Precautionary approach	●	<p>Telstra has a precautionary approach to environmental management. <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact – Context</i>, p.4, Environmental strategy, p.5. This approach is also embedded in Telstra's Environment Policy (see www.telstra.com/sustainability Reports & Downloads) and Business Principles (see Principle 20) www.telstra.com.au/abouttelstra/download/document/telstra-group-code-of-conduct-and-business-principles.pdf</p>
G3 4.12 UNGC 1–10 Actions	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses	●	<p>Sustainability initiatives to which Telstra subscribes including date of adoption: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Voluntary sustainability initiatives</i>, p.10.</p> <p>Development and governance of initiatives: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Our commitment and approach</i>, p.6, Transparency and accountability, p.10.</p> <p>Operations where applied: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Scope</i>, inside cover.</p>

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GOVERNANCE, COMMITMENTS AND ENGAGEMENT

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Commitments			
G3 4.13	Memberships in associations and advocacy organisations	●	<p>Where positions in governance bodies are held: Prime Minister's Expert Panel on Constitutional Recognition of Aboriginal and Torres Strait Islander Peoples.</p> <p>Where we participate in projects or committees: Global Compact Network Australia (GCNA); Federal Government Consultative Working Group (CWG) to improve cyber-safety; Northern Territory Indigenous Economic Development Taskforce; Technical Working Group ICT Sector Supplement World Business Council for Sustainable Development / World Resources Institute Greenhouse Gas Protocol.</p> <p>Telstra does not provide substantive funding beyond routine membership dues to associations or advocacy organisations.</p> <p>Strategic membership: Global Compact Network Australia (GCNA)</p> <p>Additional information: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Stakeholder engagement, p.8.</i></p>
Engagement			
G3 4.14	List of stakeholder groups engaged by the organisation	●	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Stakeholder engagement, p.8.</i>
G3 4.15	Basis for identification and selection of stakeholders with whom to engage	●	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Stakeholder engagement, p.8.</i>
G3 4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	●	<p><i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Stakeholder engagement, p.8, Key issues, p.9.</i></p> <p>Further information on stakeholder engagement undertaken in reporting year on material sustainability issues with key stakeholders: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Our people – Culture and engagement, p.5; Customer experience – Context, p.4 and Customer Service, pp.5-7; Community impact, Context, p.4, Progress, p.16.</i></p>
G3 4.17 UNGC 3 Actions	Key topics and concerns of stakeholders, and response	●	<p><i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra, Our commitment and approach, p.6.</i></p> <p>Access: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business – Sustainable procurement, p.8; Our people – Culture and engagement, p.5, Diversity and inclusion, p.8; Community impact – Context, p.4, Summary of social and community investment, p.14.</i></p>

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ECONOMIC

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
G3 DMA	Economic management approach	●	<p>Aspect: economic performance; market presence; indirect economic impacts</p> <p>Goals and performance: <i>Telstra 2013 Annual Report – Strategy and performance</i> pp.6-12,</p> <p>Policy: <i>Telstra 2013 Annual Report – Managing our risks</i>, p.11</p> <p>Additional Contextual information: <i>Telstra 2013 Annual Report – Directors report</i>, pp.42-45</p>
Economic performance			
G3 EC1	Direct economic value generated and distributed	●	<p>Revenues: <i>Telstra 2013 Annual Report – Full year results and operations review</i>, pp.12-20</p> <p>Operating costs: <i>Telstra 2013 Annual Report – Full year results and operations review</i>, pp.12-20</p> <p>Employee wages and benefits: <i>Telstra 2013 Annual Report – Full year results and operations review</i>, pp.12-20</p> <p>Payments to governments: <i>Telstra 2013 Annual Report – Full year results and operations review</i>, pp.12-20</p> <p><i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Community impact – Social and community investment – Performance</i>, p.14.</p> <p>Economic value retained can be calculated as revenue minus the remaining items listed.</p>
G3 EC2	Financial implications for climate change	●	<p>Refer to Telstra's 2012 CDP climate change response: https://www.cdproject.net/en-US/Results/Pages/Responses.aspx?Search=True&Keyword=Telstra</p>
G3 EC3	Pension plan obligations	●	<p><i>Telstra 2013 Annual Report – Notes to the Financial Statements – Summary of significant accounting policies, estimates, assumptions and judgements: 2.20 Statement of financial position</i>, p.19</p>
G3 EC4	Financial assistance from government	●	<p>Telstra does not receive government assistance.</p>
Market presence			
G3 EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation	◐	<p>Telstra does not have a specific policy regarding local hiring. Our significant operations are based in major capital cities of OECD countries and we hire employees based on merit and appropriateness of their skill set for any advertised position. The majority of our employees are hired from within the region that each of our businesses operate.</p> <p>Local refers to individuals either born in or who have the legal right to reside indefinitely (e.g., naturalised citizens or permanent visa holders) in the same geographic market as the operation.</p> <p>Telstra does not disclose the percentage of senior management hired from the local community as this is not material to our business.</p>

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ECONOMIC

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Indirect economic impacts			
G3 EC8	Development and impact of infrastructure investments	●	<p><i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Community impact – Rural and regional communities, p.6.</i></p> <p><i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Community impact – social value through economic footprint, p.14, Social and community investment, p.14.</i></p>

ENVIRONMENT

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
G3 DMA UNGC 7, 8 & 9 Assessment, Policy, Goals and Actions	Environment management approach	●	<p>Aspects – Energy; water; emissions, effluents and waste; compliance; and overall.</p> <p>Goals and performance: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Sustainability scorecard, p.4; Environmental impact – Energy use and carbon emissions, Progress pp.7-11, Resources use and waste, Progress, pp.11-14.</i></p> <p>Policy, responsibility, monitoring and follow-up, additional Contextual information: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact, Context, p.4; Energy use and carbon emissions, pp.7-11, Resource use and waste, pp.11-14.</i></p> <p>Awareness: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact – Environment strategy, p.5.</i></p>

Energy

EN1 UNGC 7 Actions and Outcomes	Materials used by weight or volume	●	The only material used that is material to our organisation is paper. <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact – Resource use and waste, pp.11-14</i>
EN2 UNGC 7 Actions and Outcomes	Percentage of materials used that are recycled input materials	●	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact – Resource use and waste, National directory recycling and reuse rate, p.13.</i>
G3 EN3 UNGC 8 Outcomes	Direct energy consumption by primary source	●	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact – Energy use and carbon emissions, Performance, pp.7-10.</i>
G3 EN4 UNGC CoP 8 Outcomes	Indirect energy consumption by primary source	●	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact – Energy use and carbon emissions, Performance, pp.7-10.</i>
G3 EN5 UNGC 8 & 9 Outcomes	Energy saved due to conservation and efficiency improvements	●	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact – Energy use and carbon emissions, Performance, pp.7-10.</i>

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GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Energy			
G3 EN6 UNGC 8 & 9 Actions and Outcomes	Initiatives to provide energy-efficient or renewable energy based products and services	●	<p>Initiatives: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact – Reduction initiatives, p.8.</i></p> <p>Quantified reductions: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact–Energy use and carbon emissions, Performance, p.8.</i></p>
G3 EN7 UNGC 8 & 9 Actions and Outcomes	Initiatives to reduce indirect energy consumption	●	<p>Initiatives: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series , Environmental impact, Reduction initiatives, p.8.</i></p> <p>Quantified reductions: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series, Environmental impact, Energy use and carbon emissions , performance, p.7-10.</i></p>
Water			
G3 EN8 UNGC 8 Outcomes	Total water withdrawal by source	●	<p><i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact–Waste and water management pp.11-12, performance, p.14.</i></p> <p>Telstra's primary water source is provided through water utilities.</p>
Biodiversity			
G3 EN11 UNGC 7 Outcomes	Land owned, leased, managed in, or adjacent to, protected and high biodiversity areas	◐	Telstra's network spans Australia, our aim is to avoid sensitive areas wherever possible. On the limited occasions where this is not possible, environmental risks are assessed during the planning stage of the project and prior to work commencing. Our operations in areas of high biodiversity are limited, and therefore we do not collect data for this indicator.
G3 EN12 UNGC 7 Actions and Outcomes	Significant impacts of activities, products, and services on biodiversity	◐	As per Telstra Business Principle 20, Telstra actively seeks to minimise and manage the environmental impact of its operations and offerings (www.telstra.com.au/abouttelstra/download/document/telstra-environment-policy.pdf). Telstra has an environmental management system (EMS) that conforms to the requirements of ISO AS/NZ 14001:2004 and Network Construction, our highest risk construction business unit, is certified. Our processes are designed to mitigate risks and protect natural habitats and areas of high biodiversity from adverse effects of our operations. Possible impacts to biodiversity are identified in Telstra's project planning phase and controls are developed to mitigate these impacts. Our operations in areas of high biodiversity are limited, and therefore we do not report against this indicator.
Emissions, effluents and waste			
G3 EN16 UNGC 8 Outcomes	Greenhouse gas emissions	●	<p><i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact – Energy use and carbon emissions, Performance, p.7-10.</i></p> <p>Standard used: as set out in the National Greenhouse and Energy Reporting Act 2007 (Cth) and subordinate legislation.</p>

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ENVIRONMENT

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Emissions, effluents and waste			
G3 EN17 UNGC 8 Outcomes	Indirect greenhouse gas emissions by weight	●	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact, Energy use and carbon emissions – Performance, p.7-10.</i>
G3 EN18 UNGC 7,8 & 9 Actions and Outcomes	Initiatives to reduce greenhouse gas emissions (additional)	●	<p>Initiatives: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact–Reduction initiatives, p.8.</i></p> <p>Quantified reductions: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact–Energy use and carbon emissions, Performance, p.7-10.</i></p>
G3 EN19 UNGC 7 Actions and Outcomes	Emissions of ozone-depleting substances by weight	●	<p>Telstra holds small quantities of ozone-depleting substances in refrigerants. These are currently not measured as they do not exceed materiality thresholds.</p> <p>Ozone depleting substances used in Telstra include chlorofluorocarbons (CFCs) and hydrochlorofluorocarbons (HCFCs). These are primarily refrigerants in air conditioning plant in buildings and vehicles and relate to ancillary activities supporting Telstra’s core products and services. Telstra has been phasing out our use of ozone depleting substances for many years in line with Australian legislation. Recovered ozone depleting substances are stored and re-used in existing equipment or disposed in accordance with legal requirements.</p>
G3 EN20 UNGC 7 Actions and Outcomes	NOx, SOx, and other significant air emissions by type and weight	◐	<p>Telstra’s most significant greenhouse gas is carbon dioxide from the purchase of electricity to power Telstra’s operation. NOx and SOx are not material to our operations and are not reported separately. For reporting of greenhouse gas emissions, we report all emissions in the globally-accepted standard of measurement ‘carbon dioxide equivalent’.</p> <p><i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact –Energy use and carbon emissions, Performance, p. 7-10.</i></p>
G3 EN21 UNGC 7 Outcomes	Total water discharge by quality and destination	●	<p>Water is primarily used at Telstra sites is for cooling towers and is evaporated. Less than 10% of the water used in cooling towers is discharged to local sewerage schemes. Remaining water is discharged through municipal waste processes. We don’t measure outgoing water in cooling towers therefore all figures are estimates.</p> <p><i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact –Waste and water management p.11-12, performance, p.13-14.</i></p>
G3 EN22 UNGC 7 Outcomes	Total weight of waste by type and disposal method	●	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact–Waste and water management p.11-12, performance, p.13-14.</i>
G3 EN23 UNGC 7 Outcomes	Total number and volume of significant spills	●	In 2012/13 there were no significant spills resulting from Telstra’s operations.

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ENVIRONMENT

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Products and services			
G3 EN26 UNGC 7, 8 & 9 Actions and Outcomes	Initiatives to mitigate environmental impacts	■	<p>Material use: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact – Resource use and waste, p.11-14.</i></p> <p>Water use: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact – Resource use and waste, p.11-14.</i></p> <p>Emissions: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact – Energy use and carbon emissions, Performance, p.8-10.</i></p> <p>Waste: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact–Waste and recycling, p.13-14.</i></p> <p>Effluent and noise are not measured and reported as they are not relevant to our operations and our business.</p>
Compliance			
G3 EN28 UNGC 8 Outcomes	Non-compliance with environmental laws and regulations	●	In 2012/13 we were not fined, prosecuted for or convicted of any significant breaches of environmental regulation.
Supply chain			
UNGC 8 & 9 Actions	Initiatives in the supply chain to promote environment responsibility	■	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business –Sustainable procurement, p. 8; Environmental impact – Environmental strategy, p.5.</i>

GRI AND UN GLOBAL COMPACT INDEX

LABOUR PRACTICES AND DECENT WORK

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
G3 DMA UNGC 1, 3 & 6 Assessment, Policy, Goals and Actions	Labour practices management approach	●	<p>Aspects: Employment; labour/management relations.</p> <p>Goals, performance, policy, responsibility, monitoring and follow-up, and additional Contextual information: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Our people – Context</i>, p. 4, <i>Culture and engagement</i>, p. 5, <i>Employment and workplace relations</i>, p. 14</p> <p>Training and awareness: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business – Ethics, values and governance</i>, Compliance training, p. 6; <i>Our people – Learning and development</i>, p.6</p> <p>Aspect: Occupational health and safety</p> <p>Goals, performance, policy, responsibility, monitoring and follow-up, training and awareness, and additional Contextual information: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Our People – Health, safety and wellbeing</i>, p. 11–14; Wellbeing http://careers.telstra.com/Why-work-here/Health---Wellbeing.aspx</p> <p>Aspect: Training and education</p> <p>Goals, performance, policy, responsibility, monitoring and follow-up, training and awareness, and additional Contextual information: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Our people, Context</i>, p. 4, <i>Culture and engagement</i>, pp.5-6; <i>Learning and development</i> http://careers.telstra.com/Why-work-here/Learning-Development.aspx; <i>Career Progression</i> http://careers.telstra.com/Why-work-here/Career-Progression.aspx</p> <p>Aspects: Diversity</p> <p>Goals, performance, policy, responsibility, monitoring and follow-up, and additional Contextual information: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Our People, Context</i>, p. 4, <i>Diversity and inclusion</i>, pp. 8-11.</p> <p>Training and awareness: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business, Ethics, values and governance – Compliance training</i>, p. 6, <i>Our people – Learning and development</i>, p. 6.</p>
Employment			
G3 LA1	Breakdown of employment type	●	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Our people– Workforce data</i> , pp.15-18 and further information at www.telstra.com.au/abouttelstra/company-overview/governance/
G3 LA2 UNGC 6 Outcomes	Employee turnover	●	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Our people – Workforce data</i> , p. 17.

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LABOUR PRACTICES AND DECENT WORK

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Labour management relations			
G3 LA4 UNGC 1 & 3 Outcomes	Collective bargaining	●	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Our people – Employment and workplace relations, Collective agreements, p. 14 and p. 16.</i>
G3 LA5	Minimum notice period(s) regarding significant operational changes	◐	In all instances Telstra is committed to providing appropriate notice and to following legal, industrial relations and consultation requirements, if any, within the countries implementing a change.
Occupational health and safety			
G3 LA7 UNGC 1 Outcomes	Rates of injury and lost time	◐	Lost days, injury rates, fatalities: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Our people – Health, safety and wellbeing, Progress, pp. 11-14.</i> Absentee rate: We track but do not report average unplanned leave.
G3 LA8 UNGC 1 Actions	Health and safety programmes (education, training, counselling, prevention and risk-control)	◐	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Our People – Health, safety and wellbeing – Progress, p. 11-14.</i> <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business– Managing asbestos, p. 7.</i> Workers at risk are not reported.
Training and education			
G3 LA10	Hours of training per employee	●	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Our people – Learning and development, p. 6.</i> We do not track hours, we track dollars invested per employee.
G3 LA12	Performance and career development	●	It is our policy that as a minimum all employees receive regular performance and career development reviews. As a minimum, our leaders facilitate career development discussions with their people as part of the organisation's midyear and annual review cycle.
Diversity and equal opportunity			
G3 LA13 UNGC 1 & 6 Outcomes	Employees according to diversity	◐	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Our people – Diversity and inclusion, Performance, p. 8.</i> Board age: Directors Report – Telstra 2013 Annual Report, Board of Directors, p.30. Identified groups not reported separately. Refer to glossary for definition.
UNGC 6 Actions and Outcomes	Ratio of basic salary of men to women by employee category	◐	We are focused on closing the gender pay equity gap and will report metrics on our progress next year in accordance with the Workplace Gender Equality Act 2012.

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HUMAN RIGHTS

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
G3 DMA UNGC 1–6 Assessment, Policy, Goals and Actions	Human rights management approach	●	<p>Aspects: Investment and procurement practices; non-discrimination; freedom of association</p> <p>Goals and performance, policy, responsibility, monitoring and follow-up, additional Contextual information: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business, Human rights, p.6, Sustainable procurement, p.8 and Ethics, values and governance, pp.5-6</i> www.telstra.com.au/abouttelstra/download/document/telstra-supply-chain-standards.pdf</p> <p>Training and awareness: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business – Ethics, values and governance, Compliance training, p.6</i></p>
Investment and procurement practices			
G3 HR3 UNGC 1–6 Outcomes	Total hours of employee training on policies and procedures concerning aspects of human rights relevant to business operations	●	<p><i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business – Ethics, values and governance, Progress, Compliance training, p. 6.</i></p> <p>We do not track hours, we track course completion</p>
Non-discrimination			
G3 HR4 UNGC 1, 2 & 6 Actions and Outcomes	Incidents of discrimination	●	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Our People – Discrimination and bullying, p. 13.</i>
Freedom of association			
G3 HR5 UNGC 1–3 Actions	Freedom of association and collective bargaining	◐	Initiatives undertaken: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Stakeholder engagement, p.8; Our people, Engaging with unions, p.14, Collective agreements, p. 14.</i>
Child labour			
G3 HR6 UNGC 1, 2 & 5 Actions and Outcomes	Operations and significant suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour.	●	Telstra introduced a company Human Rights Policy in 2010, and 'respect for human rights' as a Telstra Business Principle in 2011. We also became a signatory to the United Nations Global Compact (UNGC) in December 2011. In doing so, we made a commitment to make the ten principles of the Global Compact, with respect to human rights, labour, environment and anti-corruption, part of the strategy, culture and day to day operations of our company. For employees below the age of 18 in Australia there is a policy in place outlining our obligations in line with the laws which regulate this issue and which differ in each state and territory. The policy has been streamlined as much as possible to represent a national approach.

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HUMAN RIGHTS

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Forced and compulsory labour			
G3 HR7 UNGC 1, 2 & 6 Actions and Outcomes	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour.	●	Telstra introduced a company Human Rights Policy in 2010, and 'respect for human rights' as a Telstra Business Principle in 2011. We also became a signatory to the United Nations Global Compact in December 2011. In doing so, we made a commitment to make the ten principles of the Global Compact, with respect to human rights, labour, environment and anti-corruption, part of the strategy, culture and day to day operations of our company. It is also a commitment to advance these principles within our sphere of influence (e.g. our supply chain, business partners etc) and to report on our progress annually. In addition, the majority of our operations are in OECD countries which have legislation covering human rights issues including forced or compulsory labour.

SOCIETY

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
G3 DMA UNGC 10 Assessment, Policy, Goals and Actions	Society management approach	●	<p>Aspect: Community <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Community impact – Context, p.4; Social and community investment, pp.14-16, Everyone connected communities, pp.5-9, Disaster relief and recovery, pp.10-12, Indigenous Australians, p 7; Sustainability at Telstra, Our commitment and approach, p.6; Responsible business, sustainable procurement, p.8.</i></p> <p>Aspect: Corruption <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business, Anti-bribery and anti-corruption, p. 5, Ethics, values and governance – Compliance training, p.6.</i></p> <p>Aspect: Public policy www.telstra.com.au/abouttelstra/company-overview/governance/principles/#political-and-other-donations</p>

Community			
G3 S01	Impacts of operations on communities	●	<p>We assess and report the impacts of a number of aspects of our operations including the following:</p> <p>Base station location: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business, Mobile phones, towers and health, p.9.</i></p> <p>Telecommunications products and services: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Community impact – Everyone connected pp.5-9, Disaster relief and recovery, pp.10-12, Indigenous Australians, p.7,</i></p> <p>Examples of feedback and how it is incorporated: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Sustainability at Telstra – Stakeholder engagement, p.8; Community impact – Everyone connected, pp.5-9; Responsible business, Mobile phones, towers and health, p.9.</i></p>

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SOCIETY

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Corruption			
G3 S02 UNGC 10 Outcomes	Analysis for risk of corruption	●	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business, anti-bribery and anti-corruption, p.5.</i>
G3 S03 UNGC 10 Outcomes	Hours and total training to prevent corruption	●	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Ethics, values and governance, Compliance training, p. 6</i>
Public policy			
G3 S05 UNGC 1-10 Actions	Public policy positions, development and lobbying	●	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business-anti-bribery and anti-corruption, p.5.</i> <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Customer experience – Telecommunications consumer protections code, p.7.</i>
G3 S06 UNGC 10 Outcomes	Contributions to political parties or related institutions	●	Political and other donations www.telstra.com.au/abouttelstra/company-overview/governance/principles/#political-and-other-donations <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business-anti-bribery and anti-corruption, p.5.</i>

PRODUCT RESPONSIBILITY

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
G3 DMA UNGC 1 & 8 Actions	Product responsibility management approach	●	Aspect: Customer health and safety <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business – Mobile phones, towers and health, p.9.</i> Information about Electromagnetic energy www.telstra.com.au/abouttelstra/advice/eme Aspect: Marketing communications <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Customer experience – Managing bill shock, p.5, Telecommunications consumer protection code, p.7, Protecting privacy p.8, Internet safety and security, p.9.</i> Privacy at Telstra, see policy at: http://telstra.com.au/privacy/privacy-at-telstra Aspect: Customer privacy <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Customer experience-Protecting privacy, p.8.</i> http://telstra.com.au/privacy/privacy-at-telstra

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PRODUCT RESPONSIBILITY

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Customer health and safety			
G3 PR1 UNGC 1 Outcomes	Health and safety impacts across life cycle of products/services	●	<p>From development to use and percentage coverage: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business, Mobile phones, towers and health, p.9;</i></p> <p>Electromagnetic energy www.telstra.com.au/abouttelstra/advice/eme</p> <p>Disposal: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact– E–waste and resource use, p.9, pp11-12 and p.14.</i></p>
G3 PR3	Type of product and service information required by procedures	◐	<p>Safe use of product and service: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business – Mobile phones, towers and health, p.9; Customer experience, Managing bill shock, p.5, Telecommunications consumer protections code, p.7, Protecting privacy, p.8, Internet safety and security, p.9</i></p> <p>We do not report the percentage of products covered by and assessed for compliance with such procedures.</p>
Product and service labelling			
G3 PR5	Customer satisfaction	◐	<p><i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Customer experience –Customer advocacy p.5, Glossary, p.6.</i></p> <p>We disclose only on our method for measuring customer advocacy.</p>
Marketing communications			
G3 PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications	◐	<p><i>Bigger Picture Telstra 2013 Sustainability Reporting Series, Responsible business, Compliance training, p.6, Mobile phones, towers and health, p.9, Managing asbestos, p.7</i></p> <p><i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Customer experience, Telecommunications consumer protection code, p.7.</i></p>
Customer privacy			
G3 PR8 UNGC 1 Outcomes	Customer data protection	●	<p><i>Bigger Picture Telstra 2013 Sustainability Reporting Series, Customer experience, Privacy, p.8,</i></p>
Compliance			
G3 PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	●	<p>In 2012/13 we were not fined, prosecuted for or convicted of any significant breaches of laws and regulations.</p> <p><i>Bigger Picture Telstra 2013 Sustainability Reporting Series, Responsible business, managing asbestos, p.7.</i></p>

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TELECOMMUNICATIONS SPECIFIC INDICATORS

GRI G3 / UNGC CoP alignment	Description	Reference/direct response
Investment		
GRI I01	Capital investment in telecommunication network infrastructure	<i>Telstra 2013 Annual Report</i> Full year results and operations review, pp.12-20.
GRI I02	Universal Service Obligation	Universal Service Obligation http://telstra.com.au/abouttelstra/commitments/uso
Health and safety		
GRI I04	Compliance with standards on exposure to radiofrequency emissions from handsets	Electromagnetic energy and base station location: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business – Mobile phones, towers and health</i> , p.9. Electromagnetic energy www.telstra.com.au/abouttelstra/advice/eme/ Mobile phones and health http://telstra.com.au/abouttelstra/advice/eme/base-stations
GRI I05	Compliance with guidelines on exposure to radiofrequency emissions from base stations	Electromagnetic energy and base station location: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business – Mobile phones, towers and health</i> , p.9. Electromagnetic energy www.telstra.com.au/abouttelstra/advice/eme/ Mobile phones and health http://telstra.com.au/abouttelstra/advice/eme/base-stations
Infrastructure		
GRI I07	Siting of masts and transmission sites	Electromagnetic energy and base station location: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business, Mobile phones, towers and health</i> , p.9. Electromagnetic energy www.telstra.com.au/abouttelstra/advice/eme/ Mobile phones and health http://telstra.com.au/abouttelstra/advice/eme/base-stations
GRI I08	Number and percentage of stand-alone sites, shared sites, and sites on existing structures	Electromagnetic energy and base station location: <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business, Mobile phones, towers and health</i> , p.9. Electromagnetic energy www.telstra.com.au/abouttelstra/advice/eme/ Mobile phones and health http://telstra.com.au/abouttelstra/advice/eme/base-stations
Access to telecommunication products and services		
GRI PA1 UNGC 1 Actions and Outcomes	Access to telecommunications products and services in remote and low population density areas	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Community impact – Everyone Connected</i> , pp.5-9. <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Community impact – Rural and regional communities</i> , p.6. Rural and Regional Presence Plan www.telstra.com.au/abouttelstra/commitments/regional-rural-presence-plan Reconciliation Action Plan www.telstra.com.au/abouttelstra/download/document/telstra-reconciliation-action-plan-2011.pdf

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TELECOMMUNICATIONS SPECIFIC INDICATORS

GRI G3 / UNGC CoP alignment	Description	Reference/direct response
Access to telecommunication products and services		
GRI PA2 UNGC 1 Actions and Outcomes	Access and use of telecommunication products and services by diverse groups	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Community impact – Everyone Connected</i> , pp.5-9. Disability services www.telstra.com.au/abouttelstra/commitments/disability-services/ Telstra Connected Seniors www.telstra.com.au/telstra-seniors Access for Everyone program http://telstra.com.au/abouttelstra/commitments/access-for-everyone/
GRI PA3	Availability and reliability of telecommunications products and services	Next G™ state coverage maps www.telstra.com.au/mobile/networks/coverage Network reliability http://telstra.com.au/abouttelstra/commitments/customer-service-network-reports/network-reliability Payphone services http://telstra.com.au/abouttelstra/commitments/payphone-services
GRI PA4	Availability of telecommunications products and services in areas where the organisation operates	Mobile coverage and networks www.telstra.com.au/mobile/networks Telstra Stores http://www.telstra.com.au/shoplocator Payphone services http://telstra.com.au/abouttelstra/commitments/payphone-services <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Community impact – Everyone Connected</i> , pp.5-9.
GRI PA5 UNGC 1 Actions and Outcomes	Telecommunication products and services provided to and used by low/no income population groups	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Community impact – Everyone Connected</i> , pp.5-9. http://telstra.com.au/abouttelstra/commitments/access-for-everyone/
GRI PA6	Provision of telecommunications products and services in emergencies and disasters	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Community impact – Disaster relief and recovery</i> , p.10. Emergency information www.telstra.com.au/abouttelstra/advice/emergency/
Access to content		
GRI PA7 UNGC 1 Actions	Human rights issues relating to access and use of telecommunications products and services	<i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Community impact – Everyone connected</i> , pp.5-9. <i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business, Ethics, values and governance</i> , p.5-6. Internet and Cyber-safety www.telstra.com.au/abouttelstra/advice/internet/

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TELECOMMUNICATIONS SPECIFIC INDICATORS

GRI G3 / UNGC CoP alignment	Description	Reference/direct response
Customer relations		
GRI PA8	Publicly communication on EMF related issues	<p><i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Responsible business – Mobile phones, towers and health, p.9.</i></p> <p>Electromagnetic energy http://www.telstra.com.au/abouttelstra/advice/eme/</p> <p>Mobile phones and health http://telstra.com.au/abouttelstra/advice/eme/base-stations</p>
GRI PA9	Total amount invested in electromagnetic field research	<p>Electromagnetic energy research http://telstra.com.au/abouttelstra/advice/eme/eme-research</p> <p>Electromagnetic energy http://www.telstra.com.au/abouttelstra/advice/eme/</p>
GRI PA10	Initiatives to ensure clarity of charges and tariffs	<p><i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Customer experience – Managing bill shock, p.5, Telecommunications consumer protection code, p.7.</i></p> <p>Service and satisfaction www.telstra.com.au/abouttelstra/commitments/</p>
GRI PA11	Initiatives to inform customers about product features and applications	<p><i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Customer experience, Managing bill shock, p.5.</i></p> <p>Service and satisfaction www.telstra.com.au/abouttelstra/commitments/</p> <p>Telstra Stores www.telstra.com.au/shoplocator</p> <p>Telstra Business case studies www.telstrabusiness.com/business/portal/online/site/businesscentrecasestudies</p> <p>Executive Briefing Centres www.telstraenterprise.com/abouttelstra/Pages/EBC.aspx</p> <p>Telstra Connected Seniors https://www.telstra.com.au/telstra-seniors</p> <p><i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Community impact, Everyone Connected, pp.5-9.</i></p> <p>Telstra Exchange http://exchange.telstra.com.au/</p> <p>Telstra help and support: http://go.telstra.com.au/helpandsupport/</p>
Resource efficiency		
GRI TA1 UNGC 8 & 9 Actions and Outcomes	Examples of resource efficiency of telecommunication products and services delivered	<p><i>Bigger Picture Telstra 2013 Sustainability Reporting Series: Environmental impact – Energy use and carbon emissions, p.8, Environmental strategy, p.5.</i></p> <p>Evaluating the impacts of ICT www.telstra.com.au/sustainability</p> <p>Towards a High-Bandwidth, Low-Carbon Future Report www.telstra.com.au/sustainability</p> <p>Next G case studies www.telstraenterprise.com/researchinsights/casestudies/Pages/CaseStudies</p> <p>Towards clever Australia (productivity measures): www.telstra.com.au/business-enterprise/resources-insights/clever-australia-report/reports/index.htm</p> <p>EEO and CDP reports: www.telstra.com.au/abouttelstra/sustainability/reports-and-downloads/#</p>

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TELECOMMUNICATIONS SPECIFIC INDICATORS

GRI G3 / UNGC CoP alignment	Description	Reference/direct response
Resource efficiency		
GRI TA2 UNGC 8 & 9 Actions	Examples of telecommunication products, services and applications with potential to replace physical objects	Evaluating the impacts of ICT www.telstra.com.au/sustainability Towards a High-Bandwidth, Low-Carbon Future Report www.telstra.com.au/sustainability
GRI TA3 UNGC 8 & 9 Actions	Transport and/or resource changes of customer use of the telecommunication products and services	Evaluating the impacts of ICT www.telstra.com.au/sustainability Towards a High-Bandwidth, Low-Carbon Future Report www.telstra.com.au/sustainability Next G case studies www.telstraenterprise.com/researchinsights/casestudies/Pages/CaseStudies
GRI TA4 UNGC 8 & 9 Outcomes	Indirect consequences of customer use of products and services and lessons learned for future development	Towards clever Australia (productivity measures): www.telstra.com.au/business-enterprise/resources-insights/clever-australia-report/reports/index.htm Industries http://www.telstraenterprise.com/industries/Pages/Industries Towards a High-Bandwidth, Low-Carbon Future Report www.telstra.com.au/sustainability