

Doing business responsibly

For Telstra, doing business responsibly means doing the right thing – for our customers, our people and the communities we serve. There has never been a more important time for every company to think deeply about the role it plays in society, and for this reason ‘doing business responsibly’ is one of our key pillars in our T25 strategy, and the foundation for our sustainability strategy.

We are committed to acting responsibly and being transparent and accountable, wherever we operate. We know that the long-term success of our company depends on maintaining the trust of our customers, community and partners through our value chain.

Our ambition							
We do the right thing. We build trust, manage risk, respect human rights and drive positive change for our people, our customers and our communities.							
Themes	Fair and transparent products	Ethical supply chain	Leading conduct and governance	Our people			
Vision	We create products and services that are sustainable, inclusive and sold responsibly	We have full visibility of our supply chain and we advocate for the highest standard in responsible business conduct	We conduct ourselves with fairness and transparency to build trust with all our stakeholders	We are a diverse, inclusive and flexible workplace that unleashes the potential of our people			
Our focus areas	 Design and accessibility excellence	 Responsible sales practices	 Supply chain sustainability	 Accountability and ownership	 Transparent reporting	 Diversity, equity and inclusion	 Growth and empowerment
How we'll achieve this	Transparency Sharing progress and learnings	People Empowering action	Partnerships Delivering a greater impact together	Technology Leveraging tech to accelerate change			





We do this by:

Creating fair and transparent products and services

We're committed to helping Australians get the most out of their connectivity, whether at home, at work or on the go. Central to that is delivery of customer focused products and services that are sustainable, inclusive and sold responsibly. We consult with our customers regularly to understand their needs and concerns and incorporate their feedback to improve existing products and services and to develop new ones.

Ensuring an ethical supply chain

We are working towards deeper visibility of our supply chain and continue to advocate for sustainable practices and the highest standard in human rights. We are committed to collaborating with other companies, industry groups and our suppliers to promote and enhance ethical and sustainable practices throughout our supply chain. Our scale creates an opportunity to work with others in a way that positively influences their (and our) environmental, social and ethical performance.

Reconciliation and First Nations advocacy

Telstra's First Nations strategy is shaped around key areas impacting self-determination, building trust, delivering programs that achieve social change and achieving better outcomes through digital inclusion. This involves multiple programs and initiatives including a focus on the needs of First Nations customers and communities in remote areas. Underpinning our First Nations strategy is strong internal and external governance.

Maintaining leading conduct and governance

Across our operations, we promote a fair and responsible culture through our [Code of Conduct](#) (Code), [Group Policies](#), mandatory compliance training and by recognising employees who demonstrate our behaviours and habits. Our behaviours and habits, Code and supporting Group Policies and Standards guide our people and partners to uphold our expectation to act fairly, ethically and in accordance with the law. We comply with all relevant laws and regulations governing our products and services, including consumer protection laws and regulations that ensure fair competition in the telecommunications industry.

Empowering our people

We are a diverse, inclusive and flexible workplace that enables the full potential of our people to thrive. We have an unwavering commitment to diversity, equity and building a culture of inclusion, where all of us can be ourselves; where we are valued, respected, and feel a sense of belonging. We remain committed to enabling flexibility and choice for when, where and how our people work. We put a lot of energy into shaping our culture as we know it is critical to our ability to deliver on our purpose and business strategy. We invest in talent and help our people build careers that set them up for long-term success.



For more information about our performance, see our latest Sustainability Report, data pack and additional downloads available on our [reports page](#).