

Sustainability at Telstra

The world is experiencing seismic environmental, geo-political and economic shifts. Increasingly, organisations are becoming more active and more aspirational in their efforts to meet the environmental and societal challenges of today, and of the coming decades.

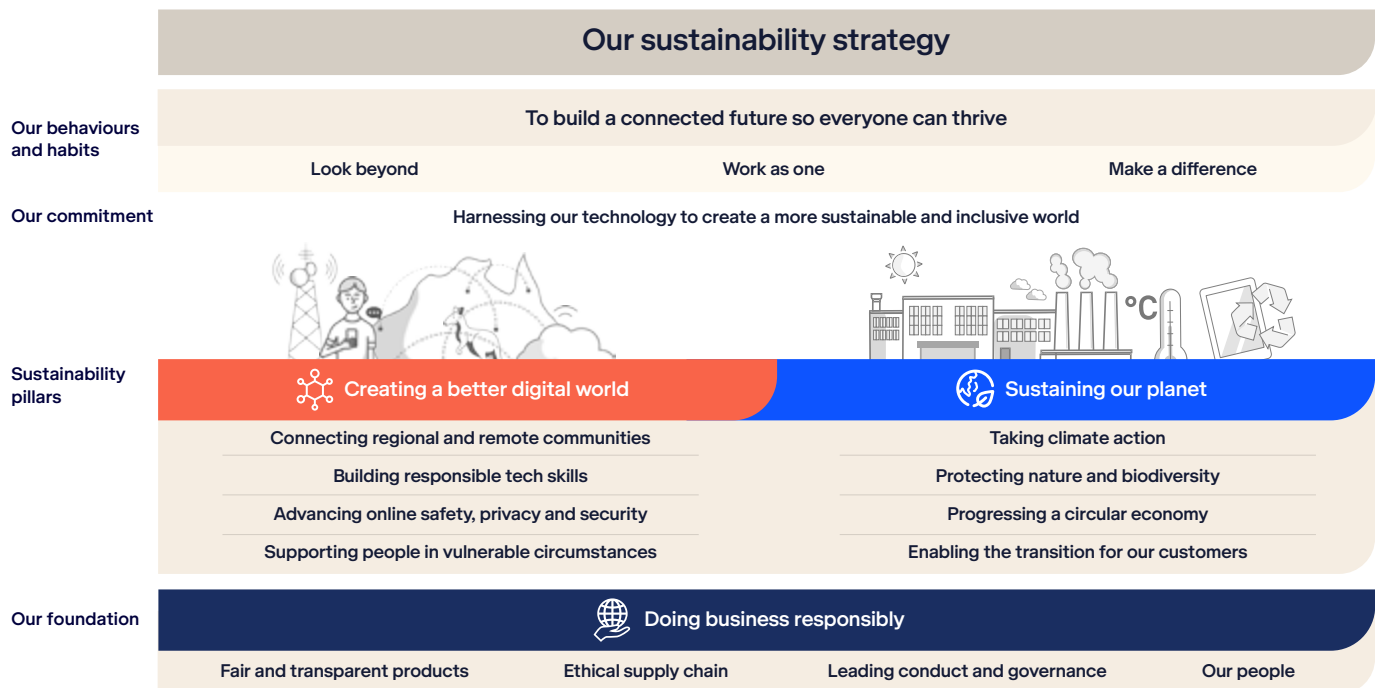
For Telstra, doing business responsibly means doing the right thing – for our customers, our people and the communities we serve. We believe every company has a responsibility to operate sustainably and think deeply about the role it plays in society and how it can create a positive impact. For this reason ‘doing business responsibly’ is one of the key pillars of our T25 strategy, and the foundation of our sustainability strategy.

IoT and high-speed networks can help address many of the challenges our world is facing – especially as they all work together to increase their impact.

Telstra is at the heart of this, providing the foundational connectivity and innovative solutions that enable us and our customers to actively contribute to addressing local and global challenges.

Our purpose is to build a connected future so everyone can thrive. This underpins our belief that Telstra has a real opportunity to play a leadership role in creating a more sustainable and inclusive world. Technologies like machine learning, data and artificial intelligence,

We are harnessing technology to create a better digital world and minimise our impact on the planet, as well as helping our customers and Australia to do the same. A healthier planet and more inclusive world are our two most ambitious goals and are grounded in our commitment to doing business responsibly.



Management approach

We manage sustainability at Telstra by:

- **Doing better as a business** – delivering on our commitment to do business responsibly and being transparent, ethical and accountable, wherever we operate.



- **Doing better for communities** – technology connects us all. We create a better digital world by helping make sure Australians, of every background and ability, have the skills and confidence to safely take part in the online world.



- **Doing better by the environment** – we take climate action, protect nature and biodiversity and contribute to a circular economy. We work with our customers and suppliers to minimise the impact of climate change and enable the transition to a low-carbon future.



We continue to explore new ways of embedding sustainability into our business, our decision-making and our culture at Telstra. We know that building organisational resilience and capacity to respond to emerging challenges will position us to anticipate and manage the future risk landscape more effectively. It will accelerate innovation by driving the development of new products, services and solutions that can attract customers and lead to market opportunities. As a purpose led organisation, we seek to attract and keep the best talent, build our reputation and strengthen our stakeholder relationships.

Contributing to the United Nations Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) are comprised of 17 goals and 169 targets aimed at addressing the world's most significant development challenges. Working with government and civil society, businesses have an important role to play in achieving these goals.

At Telstra, we consider telecommunications and technology as an enabler of action on the SDGs. This is reflected in our purpose, our T25 strategy and the focus of our sustainability strategy. We periodically undertake an assessment to determine which SDGs best reflect our business context and strategy, our information and communication technology (ICT) capabilities, as well as our key risks and impacts across our value chain. Our eight SDG priorities reflect the areas we believe Telstra is best placed to contribute to, given our role as a large employer and a leading telecommunications provider.

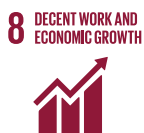


Priority Sustainable Development Goals



Achieve gender equality and empower all women and girls

We are committed to achieving diversity at Telstra and have implemented a range of policies, programs and engagement initiatives to help us achieve this. These include a broad range of policies and initiatives aimed at recruiting and championing female talent. They cement our commitment to gender diversity and equity within our business. These measures aim to create a fair and inclusive work environment that enables all employees, regardless of gender, to thrive and advance in their careers at Telstra.



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

We are committed to creating opportunities for meaningful and productive work. This commitment extends across our value chain and into developing the skills we will require in the future. Our approach is values-led and focused on building a diverse and inclusive workforce that reflects our customers and the countries in which we operate. It is underpinned by our commitment to work to eradicate modern slavery and protect labour rights. It also includes supporting future generations of digital innovators and problem solvers to build STEAM (Science, Technology, Engineering, the Arts and Mathematics) capabilities.



Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation

We believe the more connected people are, the more opportunities open to them. To help ensure we can meet the rising demand for data and content, we are making significant investments in our network infrastructure, expanding coverage, improving network resilience, and introducing 5G services. We are focused on minimising our environmental impacts. We also help our communities to build digital skills and capabilities, empowering more people with the necessary skills to participate in the digital economy.



Reduce inequality within and among countries

Telstra contributes to reducing inequality through various initiatives and practices that promote inclusivity, accessibility and equal opportunities. We are working towards making telecommunication services accessible to all people, including people facing financial hardship, living with disability or living in remote areas. We value a diverse and equitable workplace and have implemented programs and policies to promote equal opportunities. This includes equal opportunities for women and initiatives to hire and retain employees from diverse backgrounds, such as people who are culturally and linguistically diverse and people with disabilities. By fostering a diverse and inclusive work environment, we contribute to reducing inequality and promoting fairness in employment.



Ensure sustainable consumption and production patterns

As a leading provider and user of telecommunications hardware, we are committed to maximising the value of the resources we use, reducing consumption and waste across our business, and investing in circular solutions that are designed to be sustainable across their lifecycle. Our resource efficiency targets commit us to promoting responsible consumption and production across our value chain.



Take urgent action to combat climate change and its impacts

We believe businesses, and in particular technology companies, have a critical role to play in addressing climate change. We are committed to reducing emissions, mitigating our impact and meeting our climate change targets. Details on our targets can be found in our Sustainability Report available on our [reports page](#). We are also committed to enabling our customers to manage their own environmental impacts using technology.

Priority Sustainable Development Goals (continued)

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

At Telstra, we are committed to acting responsibly and being transparent and accountable, wherever we operate. We know the long-term success of our company depends on maintaining the trust of our customers, community and partners through our value chain. Across our operations, we promote a fair and responsible culture through the Telstra Group [Code of Conduct](#), [Group Policies](#), mandatory compliance training and by recognising employees who demonstrate our behaviours and habits.

17 PARTNERSHIPS FOR THE GOALS



Partnership for the goals

Telstra's commitment to doing business responsibly guides how we approach ethical partnerships with our people, customers, communities, suppliers and governments. We report on the impacts and achievements created by our many partnerships through our comprehensive annual reporting suite. Our Sustainability Report aligns with the guidance provided by the Global Reporting Initiatives (GRI) Standards and the ten principles of the UNGC. It showcases our partnerships, investments, technology transfer, capacity-building programs, policy engagement activities and advocacy initiatives aimed at advancing our contributions to people and planet.

For more information about how we are contributing to the SDGs through our work, see our latest Content Index available on our [reports page](#).

Governance and transparency

The Board is responsible for overseeing Telstra Group's approach to ESG (environmental, social and governance) and monitoring its performance, including approving key external environmental targets and selected environmental disclosures. The Board has oversight of the due diligence processes for the Sustainability Report and its key disclosures. The Board also receives an update on our annual materiality assessment findings highlighting the priority material sustainability topics

The Audit and Risk Committee of the Board reviews and monitors Telstra Group's ESG performance and considers issues relating to ESG, including reviewing reports from management on our climate and nature related risks and the risk management plans management has put in place to deal with those risks, makes recommendations to the Board on key external environment targets and selected environmental disclosures and oversees other selected external environmental disclosures.



For more information about our corporate governance, see our latest **Corporate Governance Statement** available on our [reports page](#).



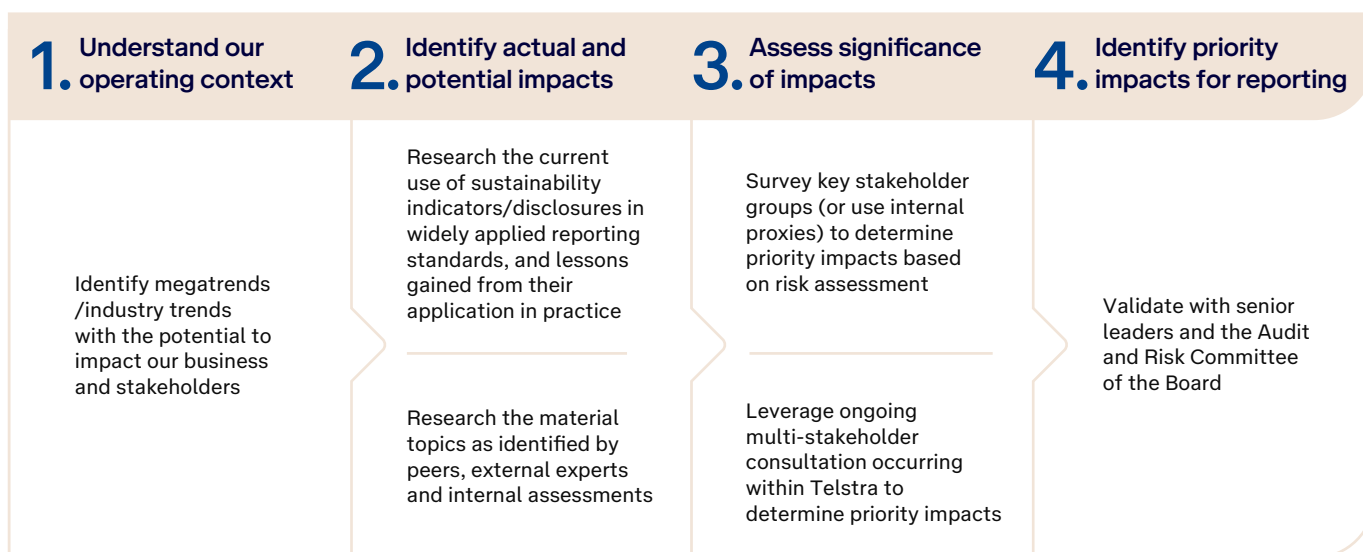
For more information about our climate change and nature governance, please see our latest **Annual Report** available on our [reports page](#).

We seek external assurance over selected environmental and social performance metrics in our Sustainability Report, as well as a selection of performance disclosures that form part of our regulatory disclosures under the National Greenhouse and Energy Reporting Act and the Modern Slavery Act.



Materiality methodology

At Telstra, we regularly review our most significant sustainability impacts in accordance with the Global Reporting Initiative (GRI) Standards. Our materiality process operates in two-year cycles between a full materiality assessment and a desktop review, both of which include peer reviews, industry and global reporting standard reviews, internal reviews and survey results. We apply the following methodology.



We apply a double materiality approach, considering materiality from both an impact materiality perspective, as well as a financial materiality perspective.

The output of our material impact assessment informs the content of our Sustainability Report and is a key consideration in how we continue to evolve our sustainability ambitions.

We assess financial risk materiality through our risk management process where we identify the internal impacts that may generate risks to influencing Telstra's enterprise value.

The output of our material risk assessment, including sustainability-related risks, is provided in our Annual Report.

Stakeholder engagement and partnerships

Our ability to deliver on our sustainability strategy is highly dependent on the strength of our stakeholder relationships and partnerships. Led by multiple specialised functions within Telstra, our teams regularly engage with key stakeholder groups to help ensure we understand their expectations and respond to their diverse interests and concerns.

This helps us to keep abreast of emerging social and environmental issues, focus our advocacy on areas we have the most capability to influence, leverage stakeholder insights to develop targeted products, services and programs that enhance the experience of our customers, and work together to solve the biggest issues facing our communities.

We are active in industry groups, participate in and convene industry networks and forums and have teams across the company that manage relationships with specific stakeholder groups. These forums include our CEO Consumer Roundtable, Disability Stakeholder Forum, Low Income Measures Assessment Committee, First Nations Expert Advisory Committee and Regional Advisory Councils.

The infographic below summarises our approach to stakeholder engagement.



For a detailed list of our stakeholders, how we engage with them and their key areas of interest, see our latest **Content Index** available on our [reports page](#).

Social and environmental partnerships

Telstra's social and environmental partnerships deliver business objectives, community outcomes and employment opportunities. We continue to work with suppliers that support people with disability or experiencing disadvantage. We also work with our strategic partners and suppliers to promote supplier diversity and transparency, address climate change impacts and reduce our environmental impact across the lifecycle of our networks and products.

Telstra is a signatory to, or participant in, the following voluntary sustainability initiatives, membership groups and reporting frameworks:

- Australian Digital Inclusion Alliance
- Australian Packaging Covenant
- Carbon Market Institute (CMI)
- CDP (formerly Carbon Disclosure Project)
- Global Reporting Initiative (GRI)
- Global System for Mobile Communications Association (GSMA)
- Joint Audit Cooperation (JAC)
- MobileMuster
- Product Stewardship Centre of Excellence
- Science Based Targets initiative (SBTi)
- Supply Nation
- Taskforce on Nature-related Financial Disclosures (TNFD)
- Telco Together Foundation
- Thriving Communities Partnership
- Transparency International Australia
- United Nations Global Compact (UNGC)
- United Nations Business Ambition for 1.5 degrees
- United Nations Sustainable Development Goals (SDGs)
- We Mean Business Coalition.



For information on our approach to advocating on environment policy and our principles for engaging industry associations on those matters, see our **Environment Advocacy** available on our [reports page](#).