

Bigger Picture

2024 Sustainability Report Glossary



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| AA1000 Accountability Principles Standard | A framework for an organisation to identify, prioritise and respond to its sustainability challenges, based on the principles of Inclusivity, Materiality, Responsiveness and Impact. |
| Australian Digital Inclusion Index (ADII) | The Australian Digital Inclusion Index uses survey data to measure digital inclusion across three dimensions of Access, Affordability and Digital Ability. A detailed measure of digital inclusion for Australia allows critical barriers to inclusion to be identified. These may be related to accessing networks, the costs of devices or data, or skills and literacies. The Index can help shape initiatives to increase digital inclusion in Australia. Source: www.digitalinclusionindex.org.au . |
| Access for Everyone | Telstra's package of products and services to help people on a low income or facing financial hardship to stay connected. This includes the low-income package and marketing plan obligations under Telstra's Carrier Licence Condition 22. |
| Acute climate risk | Acute climate risks are those risks associated with discrete climate events such as bushfires, tropical cyclones or floods. |
| Artificial intelligence (AI) | Refers to the development of computer systems that can perform tasks usually requiring human intelligence. These tasks may include visual perception, speech recognition or decision making. Artificial intelligence enables machines to perceive their environment, learn from data and make decisions to achieve set goals. |
| Australian Communications and Media Authority (ACMA) | The Australian Government agency responsible for the regulation of broadcasting, radio communications, telecommunications and online content. |
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| Backhaul network | Backhaul is the link that connects key aggregation points in the network. Backhaul creates the link from a single location to all other locations in the network and out to the internet. Having sufficient bandwidth in the backhaul is critical in allowing customers to fully enjoy the faster speeds network technologies can offer. |
| Biodiversity | The variability among living organisms from all sources, including, inter alia, terrestrial, marine and other aquatic ecosystems and the ecological complexes of which they are part; this includes diversity within species, between species and of ecosystems. - UN Convention on Biodiversity [source: Taskforce on Nature-related Financial Disclosures, 2024]. |
| Biodiversity management (material topic definition) | The sustainable use and conservation of natural resources to reduce harm to the diversity of life on earth. This includes the prevention, management, or remediation of damage to natural habitats, ecosystems or landforms during network construction or maintenance activities. |
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| Carrier | The holder of a Carrier Licence under the Telecommunications Act 1997. |
| Carbon dioxide equivalent (CO₂e) | The standard unit of measurement used to express and compare emissions from various greenhouse gases on the basis of their global warming potential, by converting amounts of other gases to the equivalent amount of carbon dioxide. The six key greenhouse gases recognised by the Kyoto Protocol and included in Australia's <i>National Greenhouse and Energy Reporting Act (2007)</i> are: <ol style="list-style-type: none"> 1. Carbon dioxide (CO₂) 2. Methane (CH₄) 3. Nitrous oxide (N₂O) 4. Perfluorocarbons (PFC) 5. Hydrofluorocarbons (HFC) 6. Sulphur hexafluoride (SF₆) |
| Carbon dioxide emission factors | Our approach to greenhouse gas emissions reporting is consistent with reporting requirements set out in the <i>National Greenhouse and Energy Reporting Act (2007)</i> and subordinate legislation. Carbon dioxide emission factors are derived from the <i>National Greenhouse and Energy Reporting (Measurement) Determination 2008</i> (as amended) and are updated each year to reflect changes in Australia's energy mix. Where that Determination does not provide factors (e.g. scope 3 emissions), we use relevant National Greenhouse Account (NGA) factors (August 2021), Exiobase or the DEFRA factors. As per accepted practice, we do not restate previous year emissions based on emission factor updates unless materially significant. |
| Carbon dioxide emissions equivalent total | The aggregated greenhouse gas emissions (scope 1, 2 and 3) generated by Telstra's activities, expressed in the single measurement unit of carbon dioxide emissions equivalent (CO ₂ e). We calculate our greenhouse gas emissions according to the Greenhouse Gas Protocol of the World Business Council for Sustainable Development and World Resources Institute as well as the NGER (Measurement) Determination 2008 (as amended). Scope 3 emissions are additional to our reporting obligations under the NGER Act 2007. We report the following scope 3 greenhouse gas emissions, as categorised in the Greenhouse Gas Protocol Corporate Value Chain (scope 3) Accounting and Reporting Standard: Category 1. Purchased goods and services Category 2. Capital goods |

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| | <p>Category 3. Fuel- and energy-related activities (not included in scope 1 or scope 2)</p> <p>Category 4. Upstream transportation and distribution</p> <p>Category 5. Waste generated in operations</p> <p>Category 6. Business travel</p> <p>Category 7. Employee commuting</p> <p>Category 8. Upstream leased assets</p> <p>Category 9. Downstream transportation and distribution</p> <p>Category 11. Use of sold products</p> <p>Category 12. End of life treatment of sold products</p> <p>Category 15. Investments</p> |
| Carbon emissions intensity (tCO₂e/PB) | The average rate of carbon emissions relative to the intensity of a specific activity. At Telstra, this is expressed as a ratio of tonnes of carbon dioxide equivalent per petabyte (tCO ₂ e/PB) of data traffic. This is calculated using our Australian scope 1 and 2 emissions and domestic network volume traffic measured as bytes uploaded or downloaded at Access Network Points or Points of Interconnect aggregated from monthly totals. |
| Carbon neutral, Carbon offset | <p>To become carbon neutral, businesses and organisations calculate the greenhouse gas emissions generated by their activity, such as fuel or electricity use and travel. They reduce these emissions where possible by investing in new technology or changing the way they operate. Any remaining emissions can be offset by purchasing carbon credits to become carbon neutral.</p> <p>Between FY20 and FY24, Telstra was certified carbon neutral in its operations under the Australian Government’s Climate Active scheme. Over the course of FY24 we changed the language we use in relation to this certification, from being “carbon neutral in our operations” to “offsetting the emissions from our operations”. From 1 July 2024 Telstra Group no longer offsets the emissions from our operations. We will continue to offset emissions associated with mobile phone plans and mobile broadband plans until 31 August 2024. This means FY24 is the last year we will be Climate Active certified for our operations, products and for our other brands like Belong.</p> |
| Carbon offsets | Reduced or avoided greenhouse gas emissions from one activity to compensate for or to offset the same amount of greenhouse gas emissions made elsewhere. Carbon offsets are measured in CO ₂ e. From FY25, Telstra will no longer be offsetting the emissions from our operations, our products and for our other brands like Belong. We will continue to offset emissions associated with Telstra and Belong mobile phone plans and mobile broadband plans until the end of August 2024. |
| Cash (social and community investment) | Monetary amount paid in support of a community organisation or project. |
| CDP | <p>We’ve partnered with CDP through their Supply Chain Program to engage our suppliers to better account for and address their climate change impacts and use this data to calculate more accurate supply specific emission intensity factors for scope 3, category 1, 2 and 4.</p> <p>CDP is a not-for-profit organisation that runs a global disclosure system for investors, companies, cities, states and regions to manage their environmental impacts. Telstra partners with CDP to engage our suppliers to account for and address their climate change impacts more effectively. We also disclose our own climate data to CDP. You can find Telstra’s CDP score here.</p> |
| Chronic climate risks | Chronic climate risks are risks associated with long-term changes in climate patterns such as increasing average annual temperatures, rising sea levels or changing rainfall patterns. |
| Circular economy and waste (material topic definition) | Efforts to move to a system where waste and pollution are eliminated and materials are kept in use as products, components or raw materials. |
| Climate Active program | Commonwealth Government body that certifies Carbon Neutral status. From FY25, Telstra will no longer be seeking Climate Active certification or market our products and services as carbon neutral or as having their emissions offset. |
| Climate impact and adaption (material topic definition) | Managing and disclosing risks presented by climate change. |
| Community investment (material topic definition) | Making a positive contribution to the communities in which we operate by using our technology, time, funds and expertise, including responding to community needs during disaster relief and recovery. |
| Critical infrastructure and disaster response (material topic definition) | Minimising impacts and responding appropriately to disruptions caused by global challenges, public health crises and natural disasters so we can continue to provide the critical infrastructure that we all depend on. |
| Customer experience (material topic definition) | Providing leading products and services and delivering brilliant customer experiences through streamlining systems and processes and keeping the diverse needs of all our customers front of mind. |
| Customers in vulnerable circumstances | A customer in vulnerable circumstances refers to a customer whose circumstances places them at an increased risk of harm or disadvantage, if an organisation does not act with appropriate levels of care. We look at vulnerable circumstances through four dimensions: Economic, Disability, Digitally Excluded, and Safety and Security. |
| Customers in vulnerable circumstances (target) | <p>Help to close the digital inclusion gap by helping one million customers in vulnerable circumstances to stay connected each year through our affordability, accessibility and digital ability programs each year from FY22-25.</p> <p>This metric comprises several different programs, services and activities that are aggregated. The total is calculated based on the number of unique customers who have benefited from a program or service intended to support them to stay connected in the relevant financial year (unique customers per program).</p> |

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| Decarbonise | <p>Reduce the carbon emissions generated as a result of a process or activity. To achieve Telstra’s climate change and energy use goals we will focus on:</p> <ul style="list-style-type: none"> Decarbonising Telstra by becoming more energy efficient, reducing our consumption, and investing in renewable energy. Decarbonising the grid by investing in renewable energy and helping our customers access renewables for their energy needs. Decarbonising our economy by improving the efficiency of our products and investing in technology that helps to address our most significant environmental challenges. |
| Decommissioning activities | Energy and/or emissions savings as a result of decommissioning and depowering of network equipment at our network facilities and commercial buildings. Savings are summed to a total energy and emissions (scope 2) savings as a result of the initiatives over 12 months. These activities are separate to our energy efficiency projects. |
| Digital inclusion | Building strength, participation, practice and entrepreneurship in the digital economy of the digitally disadvantaged (incl. consultation forums, employment, e-health, digital inclusion and Science, Technology, Engineering, the Arts and Maths (STEAM) education opportunities). |
| Digital capability programs | <p>Our digital capability programs aim to build digital skills and confidence online and include face-to-face and online training or mentoring as well as online resources.</p> <p>Face-to-face and online training</p> <p>Our training and mentoring programs include:</p> <ul style="list-style-type: none"> our digital literacy programs (including programs such as Tech Savvy Seniors and inDigiMOB,) our Telstra Foundation programs (including programs such as Code Club Australia, Moonhack). <p>Online resources</p> <p>We provide instructional digital literacy and cyber safety resources online and track the number of downloads or views.</p> |
| Digital ethics, rights and responsibilities (material topic definition) | Ensuring good governance and ethical standards for emerging technologies produced, sold, or supported by Telstra and respecting and protecting customers’ digital rights including freedom of expression. |
| Digital inclusion (material topic definition) | Enabling all Australians can access and use digital technologies effectively by maintaining our leadership in public policy advocacy, collaborating for impact and championing affordable products and services. |
| Digital transformation (megatrends definition) | Innovative digital technologies to drive sustainability and new business models. |
| Digital transformation enablement (material topic definition) | Our role to enable business and society to benefit from the way technology is changing the way we live and work, and adapting to and leveraging innovative and emerging technologies like AI, augmented / virtual reality, blockchain, automation etc. |
| Disability enterprise | A disability enterprise is generally a non-profit organisation that provides supported employment opportunities to people with disability. |
| Disaster relief (social and community investment) | Covers customer and community measures, including disaster relief credits, disaster-related support and grants and free calls to disaster zones. |
| Diversity | At Telstra, diversity means difference in all its forms, both visible and not visible. This includes differences that relate to gender, age, cultural background, disability, religion and sexual orientation, as well as differences in background and life experience, and interpersonal and problem-solving skills. |
| Diversity, equity and inclusion (material topic definition) | Preventing discrimination and valuing and measuring workforce diversity, equity and inclusion (including workplace flexibility). May be abbreviated as DEI. |
| Double materiality | <p>We apply a double materiality approach, considering materiality from both an impact materiality perspective, as well as a financial materiality perspective. This means assessing the two dimensions of materiality:</p> <ol style="list-style-type: none"> We assess impact materiality through our sustainability materiality assessment process where we identify the outward impacts that Telstra creates, or has the potential to create, on people, society and the environment. The output of our material impact assessment informs the content of our annual 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 inward impacts that generate or may generate risks or opportunities influencing Telstra’s enterprise value. The output of our material risk assessment, including sustainability-related risks, is provided in the Material Risks and Understanding our Climate Risks sections of our Annual Report. |

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| e-health | e-health is the sharing of health resources and provision of healthcare by electronic means. It encompasses three main areas: <ul style="list-style-type: none"> the delivery of health information, for health professionals and health consumers, through the internet and telecommunications the use of information technology and e-commerce to improve public health services (for example, the delivery of training services for health workers) the use of e-commerce and e-business practices in health systems management. |
| Electromagnetic energy (EME) | The energy stored in an electromagnetic field. Most radio communication systems use EME, including mobile phones, base stations and emergency services communications systems. |
| Employee and customer health, safety and wellbeing | The occupational health, safety and wellbeing of our employees, supply chain workers and customers. |
| Employee volunteering and giving (social and community investment) | Value of employee volunteering, charitable donations and donations from the Telstra reward and recognition program. |
| Energy and emissions (material topic definition) | Reducing our greenhouse gas emissions whilst improving the energy efficiency of our operations, including increasing the uptake of renewable energy. |
| Energy consumption / use | Energy, measured in gigajoules (GJ), is used to run all aspects of our operations. Key energy sources include electricity, gas and liquid fuels used in our buildings and vehicle fleet. Electricity and gas consumption is compiled from metering and billing data. Fleet fuel use is derived from fuel card data. We also consume small amounts of other fuels, such as diesel for standby generators and mobile plants. Our energy consumption data for these activities is based on fuel delivery data. |
| Energy efficiency projects | Energy and/or emissions savings from energy efficiency projects at our network facilities and commercial buildings. Savings are summed to a total energy and emissions (scope 2) savings as a result of the initiatives over 12 months. |
| Engaging, developing and enabling people (material topic definition) | Attracting and retaining talent and building the capability of our people and enabling them to succeed. |
| Engaged workforce (megatrends definition) | Protecting the health, safety and wellbeing of a company's workforce and empowering its workers. |
| ESG | Environmental, social and governance. |
| ESG regulation and compliance (material topic definition) | Managing environmental, social and governance (ESG) risks and impacts and ensuring compliance of our operations and supply chain. |
| ESG regulation and integration (megatrends definition) | How a company manages ESG regulation and embeds ESG into the core of their business. |
| Ethical business practices (material topic definition) | Complying with ethical and responsible business practices such as anti-bribery and corruption, fair competition, compliance, tax practices and transparency. |
| Everyone Connected (social and community investment) | Our customer and digital inclusion programs that include digital access and digital innovation. |
| e-waste | Electronic waste (e-waste) is a term used to describe specific items of electrical and electronic equipment, and their parts, that have been disposed by the owner as waste without the intention of reuse. For our industry, e-waste includes end-of-life consumer devices, batteries, electronic accessories as well as network equipment including routers, servers and cables. Telstra's own e-waste also includes information technology (IT) and lighting equipment. Electronics stewardship seeks to reduce the impacts of technology – from equipment design through to end-of-life disposal. Electronics stewardship involves taking responsibility beyond the point of manufacture or sale and influencing across the total life cycle of products to decouple product growth from the reliance on raw materials to manufacture. |

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| Fibre Optic Sensing (FOS) | The detection of changes in a number of parameters such as temperature, strain and vibration via the physical properties of light as it travels along a fibre. |
| First Nations | The terms Aboriginal and Torres Strait Islander and First Nations are used interchangeably to reference Australia's First Peoples. |
| First Nations reconciliation and inclusion (material topic definition) | Backing the aspirations of First Nations peoples, communities, and leaders for a better future by actioning, supporting and advocating for rights, reconciliation and inclusion. |
| Foregone revenue (social and community investment) | Social contribution in the form of missed earnings to assist community organisations or customers in time of need. |

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| Gender pay equity (compa-ratio) | Compa-ratio compares an employee’s fixed remuneration to the median of the market remuneration range that they are mapped against. Compa-ratio analysis includes full time and part time staff in Telstra Group Limited and its controlled entities, excluding casuals, contractors and agency staff. It does not include staff in any other controlled entities within the Telstra Group. Compa-ratio is based on Fixed Remuneration (base salary plus superannuation). |
| Gigajoules (GJ) | A joule is the standard unit of energy in the metric system. A gigajoule (GJ) is one billion joules. |
| Global megatrend | Trajectories of change that typically unfold over years or decades and have the potential for substantial and transformative impact. |
| Global Reporting Initiative (GRI) | A multi-stakeholder non-profit organisation that produces the GRI Sustainability Reporting Standards, a comprehensive sustainability reporting framework widely used around the world. |
| Greenhouse Gas (GHG) emissions | Gases which contribute to the greenhouse effect, resulting in global warming. The six key greenhouse gases recognised by the Kyoto Protocol and included in Australia’s National Greenhouse and Energy Reporting (NGER) Act (2007) are: <ol style="list-style-type: none"> 1. Carbon dioxide (CO₂) 2. Methane (CH₄) 3. Nitrous oxide (N₂O) 4. Perfluorocarbons (PFC) 5. Hydrofluorocarbons (HFC) 6. Sulphur hexafluoride (SF₆) |

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| Information and Communications Technology (ICT) | In this report, the definition of ICT is consistent with that proposed by the GeSI (Global e-Sustainability Initiative, 2012), as follows: <ul style="list-style-type: none"> • End-user devices: including computers (desktops and laptops), monitors, tablets, smartphones and other connected and mobile devices, printers, and peripherals (IPTV boxes, modems, routers, etc.) • Networks: wireless and fixed telecommunications networks • Data centres: facilities to house computer systems and associated infrastructure. |
| International Financial Reporting Standards (IFRS) Foundation | A not-for-profit organization responsible for developing global accounting and sustainability standards, known as the IFRS Standards. |
| International Sustainability Standards Board (ISSB) | The sub-group of the International Financial Reporting Standards (IFRS) Foundation which now holds global accountability for the implementation of the recommendations of the former Task force on Climate-related Financial Disclosures (TCFD). The ISSB publish the global sustainability (S1) and climate (S2) reporting standards. |
| Internet of Things (IoT) | IoT is about connecting everyday objects and enabling them to send and receive data. Its applications range from simply gathering data to applying smart, connected and intelligent ways to solve the most pressing issues facing our country. |
| In-kind (social and community investment) | Contribution of products or services, valued at retail cost to Telstra, to assist community organisations. |
| Innovative tech products, services and solutions for good (material topic definition) | Using technology for good by creating or enabling innovative programs, products, services and solutions. |
| ISAE 3000 Assurance Standard | The ISAE 3000 (2013) is the International Standard for Assurance Engagements Other than Audits or Reviews of Historical Financial Information. This is a recognised international standard to ensure the quality of assurance work – including report verification, as well as assurance on environmental performance, corporate governance, internal compliance, stakeholder engagement and other areas central to corporate responsibility. |

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| Joint Audit Cooperation (JAC) | JAC is an association of telecom operators aiming to verify, assess and develop the sustainability practices of suppliers in the ICT industry. The JAC process is a coordinated on-site audit and development program based on a common methodology. |

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| Leadership, ethics and governance (material topic definition) | Robust governance and leadership, including governance of social and environmental matters. |
| LEO Satellite / LEOSat – Low Earth Orbit | Low Earth Orbit satellites, or LEO Sats orbit between 500-1000km above the Earth’s surface. This is much closer than traditional geostationary satellites (GEO). Due to this lower orbit the satellites work as part of a network or “constellation” and the shorter distance enables them to send and receive data with lower latency. This means they can support low-latency applications such as videocalls and streaming. |
| Leverage (social and community investment) | Contributions by employees to a partner organisation or project as a result of the active support of Telstra (e.g. employee contributions through Telstra’s recognition and reward program). |
| Limited assurance | A reduction in assurance engagement risk to a level that is acceptable in the circumstances of the assurance engagement but where that risk is greater than for a reasonable assurance engagement, as the basis for a negative form of expression of the assurance practitioner’s conclusion. |

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| Long term leave | Employees on 12 or more weeks of leave. |
| Lost time injury (LTI) | An LTI is a work-related injury or disease, including mental health issues, that results in one or more days of lost time (for Australian-based Telstra employees). This metric is no longer dependent on having a worker's compensation claim. |
| Lost time injury frequency rate (LTIFR) | LTIFR is the reported number per million hours worked of all work-related injuries or diseases that result in one or more days of lost time (for Australian-based Telstra employees). |
| Low Income Measures Assessment Committee (LIMAC) | An independent body that advises Telstra on the effectiveness of its low-income programs. LIMAC comprises senior representatives from eight national Australian community organisations and the Commonwealth government. |

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| Macro site | A macro site is a cell in a mobile phone network that provides radio coverage served by a high-power cell site (tower, antenna or mast). |
| Management costs (social and community investment) | Costs borne by Telstra to deliver the suite of initiatives within our social and community investment program. |
| Materiality / material topics | Material topics are topics that represent Telstra's most significant impacts on the economy, environment, and people, including impacts on their human rights. We align our materiality definition and methodology with that provided in the Global Reporting Initiative (GRI) 2021 Standards. |
| Megalitre | A metric unit of capacity equal to a million litres. |
| Metadata | Metadata is the data generated when a telecommunications service is used – information such as the number called, when it was called and how long the parties to the call spoke for. It does not include the content of a communication, such as the detail of what was said or written in an email or SMS. |
| MobileMuster | The Australian mobile phone industry's official product stewardship program that facilitates the responsible collection and recycling of mobile phones, accessories and other devices. Telstra eCycle is our collection and recycling program for eligible, unwanted electronic goods. In our retail stores, this service leverages the MobileMuster collection network to provide customers with the option to responsibly and safely recycle their mobile phones, accessories and other devices. The quantity of old mobile handsets, accessories and other devices collected is measured in tonnes, and provided directly by MobileMuster. |
| Mobile Black Spot Program | Commonwealth Government investment program that aims to improve mobile coverage (by investing in infrastructure) and competition across Australia. The Program is supported by co-contributions from state and local governments, mobile network operators, businesses and local communities. |
| Modern slavery | Modern slavery includes the crimes of human trafficking, slavery and slavery like practices such as servitude, forced labour, child labour, forced or servile marriage, the sale and exploitation of children and debt bondage. |
| Modern Slavery Statement | A public document produced by an organisation detailing the steps it has taken to ensure that modern slavery is not taking place within its business operations and supply chains. The Telstra Group prepares its annual statement to meet the requirements of the <i>Modern Slavery Act 2018 (Cth)</i> (Australian Act), <i>Modern Slavery Act 2015 (UK)</i> (UK Act) and <i>Fighting Against Forced Labour and Child Labour in Supply Chains Act (CA)</i> (Canadian Act). |
| Modern slavery and exploitation (material topic definition) | Eliminating modern slavery and exploitation from our supply chain and upholding human rights for all. |

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| nbn network | A high-speed broadband network that is planned to reach all Australian households through a combination of different technologies. |
| National Greenhouse Accounts (NGA) Factors | Government approved emission factors of activities to assist companies and individuals in estimating greenhouse gas emissions. The NGA Factors draw on the National Greenhouse and Energy Reporting (Measurement) Determination 2008 (as amended); however, methods described have a general application to the estimation of a broader range of greenhouse emissions inventories. |
| National Greenhouse and Energy Reporting Act 2007; NGER Act | Provides a single national framework for the reporting and dissemination of information about the greenhouse gas emissions, greenhouse gas projects, and energy use and production of corporations in Australia. Telstra reports its energy use and greenhouse gas emissions in accordance with the operational control model defined in Section 11 of the NGER Act. We also report selected indirect (scope 3) emissions arising from our business activities to provide a more holistic picture of our emissions footprint. Scope 3 emissions are not required to be reported under the NGER Act 2007 and subordinate legislation. |
| Nature | The natural world, with an emphasis on the diversity of living organisms (including people) and their interactions among themselves and their environment [source: Taskforce on Nature-related Financial Disclosures, 2024]. Nature is made up of four realms: land, ocean, freshwater and atmosphere. |
| Nature related risk categories (as defined by the TNFD) | The TNFD defines nature-related risks as potential threats posed to an organisation that arise from its and wider society's dependencies and impacts on nature. Nature related risks can be physical risks, transition risks, or systemic risks: <ul style="list-style-type: none"> Nature-related physical risks are risks to an organisation that stem from the degradation of nature. These risks can be acute or chronic. Nature-related transition risks are risks to an organisation that stem from a misalignment of economic actors with actions aimed at protecting, restoring and/ or reducing negative impacts on nature. |

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| | <ul style="list-style-type: none"> Nature-related systemic risks are risks to an organisation that arise from the breakdown of the entire system. |
| Net-Zero target | Net-zero greenhouse gas (GHG) emissions by 2050. This commitment is in the process of being formally validated by the SBTi. |
| Network resilience and reliability (material topic definition) | Continual investment in our networks to increase coverage and performance for all our customers, including improvements to increase network reliability and minimise and manage disruptions. |
| Network related emissions | The assessment of emissions attributable to the operation and maintenance of the Telstra network inclusive of unmetered sites and data centre services hosted at Telstra exchanges. We report network emissions as a percentage of total emissions (scope 1 and 2 only). This consists of all scope 1 and 2 emissions allocated to the Telstra network, based on premises, vehicle or activity end use. |
| Non-profit organisation | An organisation that uses surplus revenue to achieve its goals rather than distributing them as profits or dividends. These organisations are often established by and for the community with little or no intervention from the government. |

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| Online safety (material topic definition) | Investment in products, services and programs designed to make the online experience safe for everyone including responsible use of tech, protecting against online threats and addressing cyberbullying. |

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| Petabyte (PB) | One petabyte is a quadrillion bytes or 1,000 terabytes. A byte is a unit of digital information in computing and telecommunications. |
| Political engagement, social issues and advocacy (material topic definition) | Telstra's role as an industry leader to influence public policy discussions and advocate for social change that affects our business or customers. |
| Privacy, cybersecurity and data protection (material topic definition) | Assuring cybersecurity, data protection and privacy across services and operations; identifying risks relating to collection, retention and use of sensitive, confidential and/or proprietary customer, employee, partners, supply chain worker or user data. |

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| Reconciliation Action Plan (RAP) | The Reconciliation Action Plan program provides a framework for organisations to support the national reconciliation movement. |
| Regional Telecommunications Independent Review Committee (RTIRC) | The Regional Telecommunications Review is an opportunity for people living and working in regional, rural and remote areas of Australia to share their views and experiences using telecommunications services in their area. Every three years the Regional Telecommunications Independent Review Committee is appointed to conduct the review. Committee reports are important in setting the regional communications policy agenda in the following years. |
| Renewable Power Purchase Agreement (PPA) | Investments in renewable energy power purchasing. Telstra currently invests in seven PPAs: the Murra Warra Wind Farm, Emerald Solar park, Crookwell Wind Farm, MacIntyre Wind Farm, Munna Creek Solar Farm, Bundaberg Solar Farm and Glenellen Solar Farm. |
| RepTrak | A reputation measurement platform used to understand how customers and the broader community think and feel about Telstra. |
| Responsible sales practices (material topic definition) | Ensuring our marketing and communications of our product and service offerings are accurate, lawful and transparent that we're selling and serving our customers ethically and responsibly, and in line with their best interests. |
| Responsible investing (megatrends definition) | Green and sustainable investment models. |

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| Safeguarding natural systems (megatrend definitions) | Responsible use of natural resources and strengthening biodiversity. |
| Satellite Small cells | Satellite Small cells provide coverage in a localised area compared to a standard mobile base station, with backhaul to the core network provided through a satellite link. They are used to improve connectivity where it is not feasible to construct a full mobile base station, for example in some regional and rural areas. |
| Scope 1 emissions | Direct greenhouse gas emissions measured in tonnes CO ₂ e produced by our organisation as a result of our activities. Telstra's key sources include transport vehicles (excluding taxis), heavy machinery, generator sets, natural gas consumption and grounds maintenance. Emissions are calculated using the National Greenhouse and Energy Reporting (Measurement) Determination 2008 (as amended). |
| Scope 2 emissions | Indirect greenhouse gas emissions measured in tonnes CO ₂ e from the generation of electricity that is purchased and consumed by Telstra. Emissions are calculated using the NGER (Measurement) Determination 2008 (as amended) and other international databases. |

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| Scope 3 emissions | Indirect greenhouse gas emissions measured in tonnes CO ₂ e that are a consequence of our activities but occur from sources we do not operate. For Telstra, this means all categories assessed as relevant under the Greenhouse Gas Protocol Corporate Value Chain (scope 3) Accounting and Reporting Standard. Emissions are calculated using a mix of supplier specific emissions factors, hybrid emission factors using supplier revenue and emissions data, LCA databases and other published sources such as the latest Climate Active Factors and National GHG Account Factors. |
| SBTi | The Science-based Targets Initiative provide a clearly defined pathway for companies to reduce GHG emissions. Targets are considered ‘science-based’ if they are in line with what the latest climate science deems necessary to meet the goals of the Paris Agreement – limiting global warming to 1.5°C above pre-industrial levels. |
| Servicing customer needs (material topic definition) | Providing leading products and services and delivering brilliant customer experiences through streamlining systems and processes and keeping the diverse needs of all our customers front of mind. |
| Small cells | A small cell is a low powered radio transmitter for mobile phone services. Their small size makes them far more discreet. Telstra uses small cells to improve coverage, connectivity and customer mobile experience without the need to build as many big mobile towers. |
| Social and community investment | Investments that create a meaningful benefit for society that may also be valuable to the business. Types of investment includes cash, in-kind, time, management costs, leverage and revenue foregone. |
| Solar energy generation | Telstra has several thousand sites with solar panels installed, providing power to telecommunications equipment in rural and remote locations where the power grid does not reach. Kilowatt hours are calculated based on geographic location and designed capacity with reference to the Australian Government’s Clean Energy Regulator Small Generation Unit / Small-Scale Technology Certificate guidance. |
| Spectrum | Mobile networks use radio transmission to carry signals through the air just like radio and television. The spectrum we use is defined by where on the dial we sit (the frequency) and how much of the dial we take up (the spectrum bandwidth). The more spectrum bandwidth we have access to, the greater the amount of information we can carry and the more users we can support on our network. |
| Sponsorship (social and community investment) | Local community and high-profile national sponsorships, memberships and donations. Focus on art, health, sport, children and youth, general community assistance, economic development and diversity. |
| Stakeholder | Our stakeholders are any group or individual who influences or is impacted by our business, and our constructive and transparent engagement with them is the foundation of our approach to sustainability. Telstra’s key stakeholders include: <ul style="list-style-type: none"> • Shareholders / investors • Employees • Customers • Communities • Suppliers and partners • Environment • Government and industry. |
| Stationary energy | Energy used by Telstra to power buildings, offices and telecommunications infrastructure. Includes electricity from the grid, diesel fuel used to power emergency generator sets and natural gas for heating systems. Also includes fuel used in grounds maintenance and solar energy generated and consumed in remote locations. All energy types are converted into Gigajoules (GJ) using their respective energy content conversion factors, and emissions calculated for each energy type using the NGER (Measurement) Determination 2008 (as amended) (scope 1 + 2 emissions) and NGA Factors (scope 3 emissions). |
| Supplier | Any individual or company which provides goods or services to Telstra, directly or indirectly. |
| Supply chain risk management | Management of risks and opportunities across our supply chain including sanctions, privacy and data security, human rights, health and safety and environmental compliance. |
| Supply chain engagement traceability and transparency (material topic definition) | Transparency of our supply chain operations and how we engage with our supply chain partners and workers to apply and evolve environmental, social and governance related standards. |
| Supply chain resilience (megatrend definitions) | Building stronger and more transparent supply chains. |
| Sustainable/ Sustainability | In 1987, United Nations Brundtland Commission published the Report of the World Commission on Environment and Development; Our Common Future, which defined sustainability as “meeting the needs of the present without compromising the ability of future generations to meet their own needs.” |
| Sustainable Development Goals | The United Nations Sustainable Development Goals (SDGs) comprise 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. |
| Sustainable engagement | Ensuring our workforce is engaged, enabled and energised. |

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| Taskforce on Climate-related Financial Disclosures (TCFD) | Recommendations about the information that companies should disclose to support investor assessment of risks related to climate change. See www.fsb-tcfd.org for more information. |

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| Taskforce on Nature-related Financial Disclosure (TNFD) | The Taskforce on Nature-related Financial Disclosures (TNFD) has developed a set of disclosure recommendations and guidance that encourage and enable business and finance to assess, report and act on their nature-related dependencies, impacts, risks and opportunities. Telstra is a TNFD early-adopter. As a TNFD early-adopter we registered our intention to start making public disclosures aligned with the TNFD recommendations in 2024. Find out more here - https://tnfd.global/engage/tnfd-adopters/ |
| Tech4Good | Telstra Foundation initiatives that use the power of technology to enable all young people to thrive. |
| Tech for Good | Using technology for good by creating or enabling innovative programs, products, services and solutions. |
| Terabyte | One terabyte is a trillion bytes. A byte is a unit of digital information in computing and telecommunications. |
| Telecommunications Industry Ombudsman (TIO) | Dispute resolution service for small business and residential customers who have a complaint about their telephone or internet service in Australia. The TIO is independent of industry, the government and consumer organisations. |
| Telstra Foundation | Telstra Foundation is Telstra's registered, philanthropic charity in Australia with a vision for all Australians to be empowered through technology. Through the Foundation we focus on improving digital inclusion and enabling community action on climate change, in particular within diverse, vulnerable and disadvantaged communities. |
| Telstra Labs | Telstra Labs is Telstra's innovation arm that explores and validates emerging technologies that have the potential to radically transform our economy and society. They look at technology such as 5G, AI, IoT, autonomous machines, smart cities and wireless power. |
| Time (social and community investment) | Contributions of employee time, during work hours, to assist community organisations. |
| TIO complaints | Expression of dissatisfaction from a consumer that is referred to the Telecommunication Industry Ombudsman (TIO) to identify code rules relevant to the issue. If details of the complaint suggest that code rules may not have been followed, the TIO refers these issues to Telstra. |
| Titanium Ventures | In June 2024, Telstra Ventures rebranded to Titanium Ventures, reflecting Telstra's strategic decision to explore selling its current investment in Telstra Ventures' funds. Read more here - https://ti.vc/news/rebranded-from-telstra-ventures-to-titanium-ventures/ . |
| Total electricity consumption | Electricity used in Telstra's buildings and network facilities. Electricity consumption is based on invoiced (billing) data where available. Where metering data is not available on invoices, estimates are calculated based upon prior invoiced consumption, taking into account seasonal variations. For unmetered assets where consumption is not recorded on the invoice, estimates are calculated using the asset load profiles where distributors have provided them, and if not using average location-based cost per kWh profile. |
| Total energy consumption | Total consumption of electricity, natural gas and fuels for Telstra's buildings, network and fleet, measured in gigajoules. |
| Total Recordable Injury Frequency Rate (TRIFR) | TRIFR is the reported number per million hours worked of all work-related injuries or diseases including mental health that require medical treatment beyond simple first aid. |
| Total waste | The total weight of solid materials collected for recycling or disposal to landfill measured in tonnes. |
| Training | Training refers to all types of vocational training and instruction; paid educational leave provided for employees; training or education pursued externally and paid for in whole or in part by Telstra; and training on specific topics. Training does not include on-site coaching by supervisors. |
| Turnover | The number of employees who leave Telstra including all types of separation. |

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| United Nations (UN) | The United Nations is an international organisation founded in 1945. Currently made up of 193 Member States, the UN and its work are guided by the purposes and principles contained in its founding Charter. |
| United Nations Global Compact (UN Global Compact) | A United Nations initiative to encourage businesses worldwide to adopt sustainable and socially responsible policies, and to report on their implementation. The UN Global Compact is based on ten principles in the areas of human rights, labour rights, the environment and anti-corruption. Telstra has been a signatory since 2011. |

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| V | |
| Value Chain | The activities and processes that are performed by Telstra in order to deliver value and benefit to our customers. |
| virtual and augmented reality (VR/AR) | VR and AR are immersive technologies; VR typically requires a headset, creating a digital environment users can interact with, AR typically requires a device such as a phone or tablet to overlay digital information onto the real world. |

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| Wages, benefits and freedom of association (material topic definition) | The wages, benefits and working conditions experienced by our employees and supply chain workers, including freedom of association and access to collective bargaining. |
| Waste diverted to recyclers | Collecting material for materials recovery that enables that material to be reused. Waste diverted to recyclers involves the diversion of waste to a supplier that performs the separation and reprocessing of those materials for another or similar purpose. |
| Waste emissions | Telstra generates waste from business activities across its commercial and network portfolio. Emissions are calculated using total tonnes of waste to landfill and applying Climate Active emission factors. |
| Water consumption | The amount of water drawn into the boundaries of the undertaking (or facility) and not discharged back to the water |

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| | <p>environment or a third party over the course of the reporting period. Water consumption is equal to water withdrawal less water discharge.</p> <p>Amount of water consumed as a result of Telstra's operations, expressed as megalitres (or thousand kilolitres). Consumption is based on billing invoices. Where invoice data is not available, estimates are calculated via substitution with either the corresponding month in the previous year or the neighbouring month's data.</p> |
| Water usage | Managing the impacts of water use and potential discharges to water in our direct operations and supply chain. |
| Water withdrawal | The sum of all water drawn into the boundaries of the undertaking (or facility) from all sources for any use over the course of the reporting period. |
| Workplace relations | Our relationship with our employees, contractors and their representatives, including unions, with a focus on dialogue and resolution. |

Additional information on definitions and assumptions of metrics are available on request. Contact: sustainability@team.telstra.com