

# Sustainability Matters



**September 2021**

## **Responding to the Bigger Picture: Telstra's 2021 Sustainability Report is now live**

As COVID-19 forced many households and businesses to shut their doors this year, something happened: digital doors opened in their place. Australians have embraced connected technologies like never before to keep businesses running, people working, children learning, families connected and themselves entertained. But while so much has changed over the last 12 months one thing has stayed the same: Telstra's purpose to build a connected future where everyone can thrive.

A deep commitment to our purpose and values continues to drive our efforts to do the right thing for our customers, our people, and the communities in which we operate. Our [Bigger Picture 2021 Sustainability Report](#) brings to life the many things Telstra has delivered in this past year, guided by our new [Responsible](#)

[Business Strategy](#), aimed at building trust, and drawing on our tech expertise to play a leadership role in promoting digital inclusion and environmental action. It also acknowledges a small number of areas where we didn't reach the standards we have set for ourselves, and explains how we'll do better.

We hope you enjoy this year's report and welcome [your feedback](#) on our approach and performance.



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## Trusted operations

There has never been a more important time for business to think deeply about the role it plays in society. While technological innovation and digital disruption have opened up new opportunities for staying connected as the pandemic has kept us apart, they have also highlighted our need to engage with ethical concerns and our

responsibility to support, educate and protect the people who use and supply our products and services. As a result, responsible business has again been front and centre in our organisational priorities for FY21.

Highlights this year include:

- Providing \$28 million in COVID-19 relief packages for our customers and supporting our people globally during the COVID-19 pandemic
- Blocking around 13 million scam calls each month, protecting our customers and their data
- Achieving 100 per cent completion of supplier risk training for designated employees; and
- Investing over \$21 million in employee learning and development.



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## Digital inclusion

Even before COVID-19 turned the world upside down, connected digital technologies were rapidly changing the way we live and work. While the digital economy is generating social, cultural and



economic benefits for many Australians, we know these benefits are not equally shared. At Telstra, digital inclusion is our core business. We are focused on supporting those in our community most at risk of digital exclusion and building a connected future so that everyone can thrive.

Highlights this year include:

- Being awarded first place in the inaugural World Benchmarking Alliance Digital Inclusion Index
- Helping one million customers in vulnerable circumstances to stay connected through delivery of specialised products, programs and services
- Announcing a \$200 million co-investment fund to improve regional connectivity over the next four years; and
- Providing \$127.3 million of value through our social and community programs, focused on improving the participation of Australia's most digitally excluded groups, including Indigenous and Senior Australians.



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As Australia's leading telecommunications and technology company, and a large user of energy, Telstra has an important role to play in addressing climate change and the many environmental challenges we face. We recognise that climate change and environmental sustainability are the defining challenges of the decade and we have a responsibility to act. We are committed to leading by example and using our scale and voice to help drive better environmental outcomes. Our latest Environment Strategy is aimed at accelerating our ambition to tackle climate change by reducing our emissions in our day-to-day operations, purchasing carbon offsets to counteract emissions, and creating a more sustainable future by using resources more sustainably and efficiently.

Highlights this year include:

- Maintaining our carbon neutral certification with Climate Active
- Reducing our GHG emissions by 11 per cent from a FY19 baseline, on track towards our 50 per cent emissions reduction target by 2030.
- Announcing a third power purchase agreement to build Crookwell Stage III windfarm in NSW; and
- Introducing three new resource efficiency targets, to optimise the resources we use, reduce consumption and waste across our business and invest in 'circular solutions' that are designed to be sustainable across their lifecycle.



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**We welcome your feedback, please send us an email at [sustainability@team.telstra.com](mailto:sustainability@team.telstra.com)**

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