



Bigger Picture

2019 Global Reporting Initiative and United Nations Global Compact Index



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Telstra's sustainability reporting is prepared in accordance with the United Nations Global Compact (UNGC) Communication on Progress and the Global Reporting Initiative (GRI) Sustainability Reporting Standards (GRI Standards): Core Option.

This index provides a guide to where information on our material impacts, as they relate to the GRI and UNGC reporting requirements and disclosures, can be found throughout Telstra's 2019 Annual Report, the Bigger Picture 2019 Sustainability Report and our website, www.telstra.com/sustainability/report.

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GRI Reporting Boundary

The GRI topics and disclosures we've reported on throughout the Bigger Picture 2019 Sustainability Report have been determined through our materiality process, and relate to our 36 material topics, which are outlined below.

We have assessed these topics to identify where along our value chain they are most material for our organisation, and focused our programs and performance disclosures accordingly.

While the scope of this report is Telstra Corporation Limited, excluding all controlled entities unless otherwise stated, wherever possible we have extended the scope of this report to include our operations across the Telstra Group, as well

as our external impacts. In instances where our materiality boundaries extend beyond the scope of our reporting, we are working to increase our disclosures.

For further information on our value chain including the key stakeholders impacted, please refer to our sustainability website at www.telstra.com/sustainability/report/valuechain.

Material topic	Supply chain		Telstra			Customer and community		
	Products manufacture	Service providers	Purpose, vision and values	Products and solutions	Network and operations	Customer	Community	End of life
Climate change	●		●	●	●	●	●	●
Community investment			●	●	●	●	●	
Corporate taxation			●				●	
Employee engagement			●	●	●			
Customer experience		●	●	●	●	●	●	
Cyber safety			●	●	●	●	●	
Digital inclusion			●	●	●	●	●	
Diversity and inclusion			●	●	●			
Customer experience		●	●	●	●	●	●	
Emerging-tech ethics		●	●	●	●	●	●	
Energy and emissions	●		●	●	●	●		●
Environmental risk and compliance	●		●	●	●	●		●
Ethics, values and governance			●	●	●			
Executive remuneration			●	●	●			
Future of work	●	●	●	●	●	●	●	
Growing inequality	●	●	●	●	●	●	●	
Health, safety and wellbeing	●	●	●	●	●	●	●	
Human rights	●	●	●	●	●	●	●	●
Industry disruption and competition			●	●	●	●	●	

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Maintaining trust in business			●					
Mobile phones, base stations and health			●	●	●	●	●	
Networks investment and innovation			●	●	●	●	●	
Network resilience			●	●	●	●	●	
New growth and business expansion		●	●	●	●	●		
Political and social advocacy			●				●	
Privacy and data security		●	●	●	●	●		●
Product and service innovation	●	●	●	●	●	●	●	
Product and service responsibility	●		●	●	●	●	●	
Product stewardship	●		●	●	●	●		●
Regulatory change			●	●	●			
Social and environmental innovation			●	●	●	●	●	●
Supply chain sustainability	●	●	●	●				●
Talent attraction			●	●	●	●		
Women's empowerment and ICT	●	●	●	●	●	●	●	
Workforce capability			●	●	●	●		
Workforce changes			●	●	●	●		

Stakeholder engagement

Stakeholder group	How we engage	Key sustainability topics
<p>Customers Our customers are residential consumers, small to medium enterprises, large companies and organisations, as well as government.</p>	Customer service channels including face-to-face, online and calls, external market research, social media, newsletters and white papers, Telecommunications Industry Ombudsman (TIO), regular messages issued through the mobile safety information SMS campaign and face-to-face consumer forums.	<ul style="list-style-type: none"> • Customer experience • Network resilience • Product responsibility • Ethics, values and governance • Privacy and data protection
<p>Communities We engage with our communities wherever we operate, including non-profit organisations and program partners, as well as community groups and individuals local to our operations.</p>	Team of Community Engagement Specialists, ongoing engagement through Corporate Affairs, Telstra stores and Telstra Regional Australia, online channels, feedback surveys, sustainability programs and partnerships, community consultation, individual meetings and proactive community engagement in response to EME concerns and mobile base station consultation projects.	<ul style="list-style-type: none"> • Network resilience • Ethics, values and governance • Cyber safety • Health, safety and wellbeing • Privacy and data security • Human rights
<p>Employees/potential employees Our workforce is large and diverse – we have nearly 29,800 employees located in over 20 countries.</p>	Annual and monthly employee engagement surveys, employee networking and engagement through internal social media channels, intranet corporate news, grievance mechanisms, performance reviews, and regular team/departmental/ company-wide meetings.	<ul style="list-style-type: none"> • Culture and engagement • Workforce capabilities • Customer experience • Workforce changes • Ethics, values and governance
<p>Government We engage with government ministers and staff at local, state and federal levels in Australia, and internationally.</p>	Ongoing personal engagement, newsletters, online channels, public policy participation, government inquiries, feedback surveys, complaints/inquiries, information requests and partnerships.	<ul style="list-style-type: none"> • Corporate tax • Network resilience • Cyber safety • Health, safety and wellbeing • Privacy and data security • Network investment and innovation
<p>Industry We engage with our sector peers and competitors, as well as ICT and telecommunications specific associations.</p>	Participation in industry associations, memberships such as Groupe Speciale Mobile Association (GSMA), Joint Audit Committee (JAC) and Global e-Sustainability Initiative (GeSI).	<ul style="list-style-type: none"> • Customer experience • Energy and emissions • Ethics, values and governance • Privacy and data protection • Supply chain sustainability
<p>Shareholders and investment community Our investment community comprises institutional investors, buy and sell-side analysts, as well as around 1.3 million shareholders, some of whom invest with social and environmental preferences.</p>	Half year and full year briefings, investor days, investor roadshows, investor meetings, ASX announcements, direct phone and email correspondence, Telstra annual general meeting, Telstra website, online Telstra Exchange.	<ul style="list-style-type: none"> • Network resilience • Industry disruption and competition • Privacy and data security • Maintaining stakeholder trust • Executive remuneration
<p>Media We regularly engage with representatives from print, radio, TV, social and online media at a local, national and international level.</p>	Ongoing direct engagement with our communications, investor relations and media teams, media releases, interviews.	<ul style="list-style-type: none"> • Industry disruption and competition • Business resilience • Customer experience • Privacy and data security • Network investments
<p>Unions We work closely with the relevant employee trade unions including Community and Public Sector Union, Communications Electrical Plumbing Union and Professionals Australia.</p>	Formal consultation meetings and correspondence, ongoing engagement through Work Health Safety representatives.	<ul style="list-style-type: none"> • Workforce changes • Executive remuneration • Health, safety and wellbeing • Network investment and innovation • New growth and business expansion
<p>Suppliers We engage with more than 5,000 suppliers, located across 46 countries around the world.</p>	Ongoing engagement by our procurement team, supplier surveys, ongoing assessments and onsite audits, participation in JAC-appointed audits and GeSI initiatives, commenced roll out of the Supplier Governance Framework, quarterly contractor HSE Forum with major suppliers of our construction workforce, ongoing collaboration with the Indigenous Workforce Program and activities under our Indigenous Labour Program, direct engagement of suppliers with higher potential human rights risks.	<ul style="list-style-type: none"> • Energy and emissions • Supply chain sustainability • Health, safety and wellbeing • Ethics, values and governance • Privacy and data protection • Human rights
<p>Regulators We work closely with industry regulators in all our markets.</p>	Participation in reviews conducted by regulators, information provision under various reporting requirements, ongoing regulatory inspections, ongoing regular engagement, newsletters, participation in industry bodies.	<ul style="list-style-type: none"> • Network resilience • Ethics, values and governance • Health, safety and wellbeing • Customer experience • Maintaining stakeholder trust

Strategy and profile

GRI Standards / UNGC CoP alignment	Description	Reference / response	External assurance
Strategy and analysis			
GRI 102-14 UNGC Statement of support	Statement from senior decision maker	Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra</i> – Message from our Chairman and CEO, p. 2.	
GRI 102-15	Key impacts, risks and opportunities	Telstra 2019 Annual Report: Our material risks p. 12. Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra</i> – Message from our Chairman and CEO, p. 2; Our changing world, p. 6; Our customers, p. 6; Contributing to the UN SDGs, p. 9; Material topics, p. 12; Managing material impacts across our value chain, p. 13; Stakeholder engagement, p.14; About this report, p. 15. <i>Responsible business</i> - Ethics, values and governance, p. 16; Culture and capabilities, p. 29. <i>Digital futures</i> - Networks, p. 36; Everyone connected, p. 39; Tech for good, p. 46. <i>Environmental solutions</i> – Climate change and energy, p. 50; Climate change resilience, p. 54; Environment and resource efficiency, p. 55.	
Organisational profile			
GRI 102-1	Name of organisation	Telstra Corporation Limited	
GRI 102-2	Activities, brands, products and services	Telstra 2019 Annual Report: Chairman and CEO message, p. 4; Strategy and performance, p. 8. Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra</i> – About Telstra, p. 5.	
GRI 102-3	Location of headquarters	Telstra's principal Australian office is located at 242 Exhibition Street, Melbourne, Australia.	
GRI 102-4	Location of operations	Telstra 2019 Annual Report: Chairman and CEO message, p. 4; Strategy and performance, p. 8. Bigger Picture 2019 Sustainability Report: <i>About Telstra</i> , p. 5.	
GRI 102-5	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).	
GRI 102-6	Markets served	Telstra 2019 Annual Report: Chairman and CEO message, p. 4; Strategy and performance, p. 8. and further information at: https://www.telstra.com.au/aboutus/telstra-international Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra</i> – About Telstra, p. 5.	
GRI 102-7	Scale	By products/services provided: Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra</i> – About Telstra, p. 5. By net sales, debt and equity: Telstra 2019 Annual Report: Full year results and operations review, p. 16. By number of employees: Bigger Picture 2019 Sustainability Report: <i>Responsible Business</i> - Culture and capabilities, Employment and workplace relations, p.35.	

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GRI 102-8	Information on employees and other workers	Full employment statistics are available online at: www.telstra.com/sustainability/report/data	
GRI 102-41 UNGC 1 & 3	Collective bargaining	Bigger Picture 2019 Sustainability Report: <i>Responsible Business</i> - Culture and capabilities, Employment and workplace relations, p.35.	
GRI 102-9	Supply chain	Bigger Picture 2019 Sustainability Report: <i>Responsible Business</i> - Managing our supply chain, p. 22. www.telstra.com/sustainability/report/valuechain	
GRI 102-10	Significant changes in the period	Significant operational changes: Bigger Picture 2019 Sustainability Report: <i>Responsible Business</i> - Culture and capabilities, Employment and workplace relations, p.35. <i>Digital Futures</i> - Networks: Creation of a standalone infrastructure business unit, p. 38. Telstra 2019 Annual Report: Chairman and CEO message, p.4 ; Strategy and Performance, p. 8. Significant supply chain changes: Bigger Picture 2019 Sustainability Report: <i>Responsible Business</i> - Managing our supply chain, p. 22.	
GRI 102-11 UNGC 7	Precautionary Principle or approach	Telstra takes a precautionary approach to environmental management. Bigger Picture 2019 Sustainability Report: <i>Environmental solutions</i> - Climate change and energy, Our Environment Strategy, p. 50; Energy and emissions, Approach, p. 51, Climate change resilience, Approach, p. 54; Environment and resource efficiency, p. 55.	
GRI 102-12 UNGC 1-10	External initiatives	Sustainability initiatives to which Telstra subscribes: Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra</i> – Stakeholder engagement, p. 14. Development and governance of initiatives: Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra</i> – Our sustainability approach, p. 10.	
GRI 102-13	Membership of associations	Telstra does not provide substantive funding beyond routine membership dues to associations or advocacy organisations. Sustainability memberships: Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra</i> – Stakeholder engagement, p. 14. <i>Environmental solutions</i> – Climate change resilience, Industry associations and the role they play, p. 54. <i>Digital futures</i> - Everyone connected, Digital inclusion, p. 39.	
Identified material aspects and boundaries			
GRI 102-45	Entities included in the consolidated financial statements	Telstra 2019 Annual Report: Financial report, p. 74.	
GRI 102-46	Defining report content and topic Boundaries	Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra</i> – Material topics, p. 12. Bigger Picture 2019 Sustainability Report Assurance statement – www.telstra.com/sustainability/report/data	YES
GRI 102-47	List of materials topics	Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra</i> – Material topics, p. 12. Bigger Picture 2019 Sustainability Report - Assurance statement – www.telstra.com/sustainability/report/data	YES

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GRI 103-1	Explanation of the material topic and its Boundary	<p>The internal boundary for all material topics is the Telstra Group, which includes the Telstra Corporation and its controlled entities.</p> <p>As the scope of this report is limited to Telstra Corporation Limited, excluding all controlled entities unless otherwise stated, we have extended our reporting boundary wherever possible to include our operations across the Telstra Group.</p> <p>In instances where the aspect boundary extends beyond our reporting boundary and scope, we are working to increase our disclosures over time.</p> <p>The external boundary for all material topics is described in the Defining report content and topic Boundaries disclosure (page 3 of this Index).</p>
GRI 102-48	Re-statements of information	<p>We have re-stated our FY18 total GHG emissions due to the identification of additional contractor fuel data from a review of our operational boundary. This increased our scope 1 and 3 GHG emissions by 5,352 tCO₂e (9.2% change in scope 1, 0.1% change in scope 3 and 0.4% change in total GHG emissions from previously reported).</p> <p>See Bigger Picture 2019 Sustainability Report: <i>Environmental solutions - Energy and emission, Managing our energy and emissions</i>, p. 51.</p>
GRI 102-49	Changes in reporting	<p>New materiality topics for 2019 include Digital transformation, Product and service innovation and Future of work. See Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra – Material topics</i>, p. 12.</p>
Engagement		
GRI 102-40	List of stakeholder groups	<p>Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra – Stakeholder engagement</i>, p. 14.</p>
GRI 102-42	Identifying and selecting stakeholders	<p>Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra – Stakeholder engagement</i>, p. 14.</p>
GRI 102-43	Approach to stakeholder engagement	<p>Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra – Material topics</i>, p. 12; <i>Stakeholder engagement</i>, p. 14; Glossary, available at: www.telstra.com/sustainability/report/data</p> <p>Further information on stakeholder engagement undertaken in the reporting year: Bigger Picture 2019 Sustainability Report: <i>Responsible Business - Culture and capabilities, Sustainable engagement</i>, p. 29; <i>Mobile phones, base stations and health (EME)</i>, p.28; <i>Employment and workplace relations, Engaging with our workforce</i>, p. 35.</p> <p><i>Digital futures - Everyone connected, Digital inclusion</i>, p. 39; <i>Regional and remote communities</i>, p. 42.</p> <p><i>Environmental solutions - Climate change and energy, Approach</i>, p. 71.</p>
GRI 102-44	Key topics and concerns raised	<p>Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra – Material topics</i>, p. 12; <i>Stakeholder engagement</i>, p. 14.</p>
Report profile		
GRI 102-50	Reporting period	FY19: 2018/2019 financial year (1 July 2018 to 30 June 2019)
GRI 102-51	Date of most recent report	Bigger Picture 2019 Sustainability Report. Published 30 August 2019.
GRI 102-52	Reporting cycle	Annual
GRI 102-53	Contact point for questions regarding the report	Tim O'Leary, Government and Regional Affairs and Sustainability Executive, at sustainability@team.telstra.com

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GRI 102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.	
GRI 102-55	GRI Content Index	This Index specifies each of the GRI Standards used and lists all disclosures included in the report. Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra</i> – About this report - Reporting standards, p. 15.	
GRI 102-56	External assurance	Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra</i> – About this report - Assurance, p. 15. Ernst and Young's assurance statement can be accessed at: www.telstra.com/sustainability/report/data	YES

Governance and ethics

GRI Standards /UNGC CoP alignment	Description	Reference / response	External assurance
Governance			
GRI 102-18 UNGC 1–10	Governance structure	Telstra 2019 Corporate Governance Statement Bigger Picture 2019 Sustainability Report: <i>Responsible business</i> - Ethics and governance – Ethics, values and governance, p. 16.	
Ethics			
GRI 102-16 UNGC 1–10	Values, principles, standards and norms of behaviour	Mission, values, Code of Conduct and Business Principles: https://www.telstra.com.au/content/dam/tcom/about-us/investors/pdf%20F/Telstra-Group-Code-of-Conduct-01092017.pdf Level of implementation: Bigger Picture 2019 Sustainability Report: <i>Responsible business</i> - Ethics and governance – Ethics, values and governance, p. 16.	

Economic topics

GRI Standards / UNGC CoP alignment	Description	Reference / response	External assurance
GRI 103-1	Explanation of the material topic and its Boundary	Telstra 2019 Annual Report – Strategy and performance, p. 8; Our material risks, p. 12.	
GRI 103-2	The management approach and its components	Telstra 2019 Annual Report – Strategy and performance, p. 8; Our material risks, p. 12.	
GRI 103-3	Evaluation of the management approach	Telstra 2019 Annual Report - Directors report, p. 32.	
Economic performance			
GRI 201-1	Direct economic value generated and distributed	Telstra 2019 Annual Report - Full year results and operations review, p. 16. www.telstra.com/sustainability/report/data Methodology and definitions: Glossary, available at: www.telstra.com/sustainability/report/about	
GRI 201-2 UNGC 7-9	Financial implications and other risks and opportunities due to climate change	Bigger Picture 2019 Sustainability Report: <i>Environmental solutions</i> - Climate change resilience, p.54.	
Indirect economic impacts			
GRI 203-1	Infrastructure investments and services supported	Bigger Picture 2019 Sustainability Report: <i>Digital futures</i> - Everyone connected, Networks, p. 36; Regional and remote communities, p. 42; Indigenous communities, p. 44.	
GRI 203-2	Significant indirect economic impacts	Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra</i> – Our changing world, p. 6; Managing material impacts across our supply chain, p. 13; Supplier social impact, p. 24. <i>Digital futures</i> - Everyone connected, Networks, p. 36; Customers in vulnerable circumstances, p. 40; Regional and remote communities, p. 42; Indigenous communities, p. 44.	

Environmental topics

GRI Standards / UNGC CoP alignment	Description	Reference / response	Notes	External assurance
GRI 103-1 UNGC 7-9	Explanation of the material topic and its Boundary	Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra</i> – Material topics, p. 12. <i>Environmental solutions</i> – Climate change and energy, Our Environment Strategy, p. 50; Climate change resilience, p.54; Environment and resource efficiency, p. 55.		
GRI 103-2	The management approach and its components	Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra</i> – Material topics, p. 12. <i>Environmental solutions</i> – Climate change resilience, p.54; Environment and resource efficiency, p. 55; Environmental risk and compliance, Approach, p. 58.		
GRI 103-3	Evaluation of the management approach	Bigger Picture 2019 Sustainability Report: <i>Environmental solutions</i> – Climate change resilience, Progress, Climate change governance, p. 54; Environment and resource efficiency, p. 55; Environmental risk and compliance, Progress, p. 58.		
Materials				
GRI 301-2 UNGC 8	Recycled input materials used	Bigger Picture 2019 Sustainability Report: <i>Environmental solutions</i> – Environment and resource efficiency, p. 55.	We do not calculate the percentage of materials used that are recycled input materials.	
Energy				
GRI 302-1 UNGC 8	Energy consumption within the organisation	Bigger Picture 2019 Sustainability Report: <i>Environmental solutions</i> – Energy and emissions, p.51. www.telstra.com/sustainability/report/data Methodology and conversion factors: Report Glossary, available at: www.telstra.com/sustainability/report/about	We do not sell or consume steam, and therefore do not report on steam consumption in our response to this indicator.	YES
GRI 302-4 UNGC 7-9	Reduction of energy consumption	Bigger Picture 2019 Sustainability Report: <i>Environmental solutions</i> – Energy and emissions, p.51. www.telstra.com/sustainability/report/data	We do not sell or consume steam, and therefore do not report on steam consumption in our response to this indicator.	
Water				
GRI 303-1 UNGC 8	Water withdrawal by source	www.telstra.com/sustainability/report/data Methodology and conversion factors: Report Glossary, available at: www.telstra.com/sustainability/report/about		

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Emissions				
GRI 305-1 UNGC 8	Direct (Scope 1) GHG emissions	Bigger Picture 2019 Sustainability Report: <i>Environmental solutions</i> – Energy and emissions, p.51. www.telstra.com/sustainability/report/data Methodology and conversion factors: Report Glossary, available at: www.telstra.com/sustainability/report/about		YES
GRI 305-2 UNGC 8	Energy indirect (Scope 2) GHG emissions	Bigger Picture 2019 Sustainability Report: <i>Environmental solutions</i> – Energy and emissions, p.51. www.telstra.com/sustainability/report/data Methodology and conversion factors: Report Glossary, available at: www.telstra.com/sustainability/report/about		YES
GRI 305-3 UNGC 8	Other indirect (Scope 3) GHG emissions	Bigger Picture 2019 Sustainability Report: <i>Environmental solutions</i> – Energy and emissions, p.51. www.telstra.com/sustainability/report/data Methodology and conversion factors: Report Glossary, available at: www.telstra.com/sustainability/report/about		YES
GRI 305-4 UNGC 8	GHG emissions intensity	Bigger Picture 2019 Sustainability Report: <i>Environmental solutions</i> – Energy and emissions, p.51. www.telstra.com/sustainability/report/data Methodology and conversion factors: Report Glossary, available at: www.telstra.com/sustainability/report/about		YES
GRI 305-5 UNGC 7-9	Reduction of GHG emissions	Bigger Picture 2019 Sustainability Report: <i>Environmental solutions</i> – Energy and emissions, p.51. www.telstra.com/sustainability/report/data Methodology and conversion factors: Report Glossary, available at: www.telstra.com/sustainability/report/about		YES
Effluents and waste				
GRI 306-1 UNGC 8	Water discharge by quality and destination	www.telstra.com/sustainability/report/data Methodology and conversion factors: Report Glossary, available at: www.telstra.com/sustainability/report/about		
GRI 306-2 UNGC 8	Waste by type and disposal method	Bigger Picture 2019 Sustainability Report: <i>Environmental solutions</i> – Environment and resource efficiency, p. 55. www.telstra.com/sustainability/report/data Methodology and conversion factors: Report Glossary, available at: www.telstra.com/sustainability/report/about	Waste disposal method information is provided by waste disposal contractors.	YES - Total waste and recycling (t), total e-waste (t) and MobileMuster contribution (t)

Compliance

GRI 307-1 UNGC 8	Non-compliance with environmental laws and regulations	<p>Bigger Picture 2019 Sustainability Report:</p> <p><i>Environmental solutions</i> – Environment and resource efficiency, p. 55; Environmental risk and compliance, Approach, p. 58.</p> <p>Telstra has not been prosecuted for, or convicted of, any significant breaches of environmental regulation during the financial year.</p>
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Supplier environmental assessment

GRI 308-2 UNGC 7-8	Negative environmental impacts in the supply chain and actions taken	<p>Bigger Picture 2019 Sustainability Report:</p> <p><i>Sustainability at Telstra</i> – Managing material impacts across our value chain, p. 13; Managing our supply chain, p. 22; Supplier social impact, p. 24.</p>
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Labour practices and decent work

GRI Standards / UNGC CoP alignment	Description	Reference / response	Notes	External assurance
GRI 103-1 UNGC 1-6	Explanation of the material topic and its Boundary	Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra</i> – Material topics, p. 12. <i>Responsible Business</i> - Culture and capabilities, Approach, p.29.		
GRI 103-2	The management approach and its components	Where Telstra and employees cannot reach agreement on decisions affecting employment, a number of grievance resolution mechanisms are available including an internal resolution policy and process. Management of material topics: Employment and Labour/Management Relations: <i>Sustainability at Telstra</i> – Material topics, p. 12; <i>Responsible Business</i> - Culture and capabilities, Approach, p.29. Training and awareness: Bigger Picture 2019 Sustainability Report: <i>Responsible Business</i> – Ethics, values and governance, p. 16; Culture and capabilities, p.29. Occupational health and safety: Bigger Picture 2019 Sustainability Report: <i>Responsible business</i> - Culture and capabilities, Promoting health, safety and wellbeing, p. 34. Training and education: Bigger Picture 2019 Sustainability Report: <i>Responsible business</i> - Culture and capabilities, Building culture and engagement, p. 29; Developing our people, p. 30; Career Progression: https://careers.telstra.com/special-pages/lightbox/discover-telstra/related-growth-opportunities/career-opportunities Diversity and Equal remuneration for women and men: Bigger Picture 2019 Sustainability Report: <i>Responsible business</i> - Creating a diverse and inclusive workplace, p. 32. Supplier Assessment for Labour Practices and Labour Practices Grievance Mechanisms: Bigger Picture 2019 Sustainability Report: <i>Responsible business</i> – Ethics, values and governance, p. 16; Managing our supply chain, p. 22.		
GRI 103-3	Evaluation of the management approach	Bigger Picture 2019 Sustainability Report: <i>Responsible Business</i> - Culture and capabilities, Sustainable engagement, p.29; Employment and workplace relations, Engaging with our workforce, p. 35.		Yes – Sustainable Engagement Score
Employment				
GRI 401-1 UNGC 6	New employee hires and employee turnover	www.telstra.com/sustainability/report/data		
Labour management relations				
GRI 401-3	Parental leave	www.telstra.com/sustainability/report/data		

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GRI 402-1 UNGC 1, 3 Outcomes	Minimum notice periods regarding operational changes	<p>Bigger Picture 2019 Sustainability Report:</p> <p><i>Responsible Business</i> - Employment and workplace relations, Engaging with our workforce, p. 35.</p> <p>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.</p>		
Occupational health and safety				
GRI 403-2 UNGC 1-2	Types of injury and rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities	<p>Lost days, injury rates, fatalities: Bigger Picture 2019 Sustainability Report: <i>Responsible business</i> - Promoting health, safety and wellbeing, p. 34.</p> <p>Absenteeism: www.telstra.com/sustainability/report/data</p>	We do not report on rates of disease as this is not material to our operations.	
Training and education				
GRI 404-1	Average hours of training per year per employee	<p>Bigger Picture 2019 Sustainability Report:</p> <p><i>Responsible business</i> - Culture and capabilities, Developing our people, p. 30.</p>	We do not track hours, we track dollars invested per employee.	
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	<p>Bigger Picture 2019 Sustainability Report:</p> <p><i>Responsible business</i> - Culture and capabilities, Building culture and engagement, p. 29; Creating a diverse and inclusive workplace, p. 32.</p>		
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	<p>Bigger Picture 2019 Sustainability Report:</p> <p><i>Responsible business</i> - Culture and capabilities, Building a high performance culture, p. 31.</p>	We disclose our approach to performance management but not the percentage of participating employees.	
Diversity and equal opportunity				
GRI 405-1 UNGC 1, 6	Diversity of governance bodies and employees	<p>Bigger Picture 2019 Sustainability Report:</p> <p><i>Responsible business</i> - Creating a diverse and inclusive workplace, p. 32.</p> <p>Board age: Telstra 2019 Annual Report, Board of Directors, p. 26.</p> <p>Report Glossary: www.telstra.com/sustainability/report/about</p> <p>Workforce statistics: www.telstra.com/sustainability/report/data</p>	Identified groups, apart from female employees are not reported separately. Refer to Glossary for definition.	YES – Representation of women by level
Equal remuneration for men and women				
GRI 405-2 UNGC 6	Ratio of basic salary of men to women by employee category	<p>Bigger Picture 2019 Sustainability Report:</p> <p><i>Responsible business</i> - Creating a diverse and inclusive workplace, p. 32.</p> <p>We are focused on closing the gender pay equity gap and report on our progress in accordance with the requirements of the Workplace Gender Equality Act 2012: www.telstra.com/diversity</p>		

Human rights

GRI Standards / UNGC CoP alignment	Description	Reference / response	Notes	External assurance
GRI 103-1 UNGC 1-6	Explanation of the material topic and its Boundary	Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra</i> – Material topics, p. 12. <i>Responsible business</i> – Ethics, values and governance, p. 16; Human rights, Approach, p. 25.		
GRI 103-2	The management approach and its components	Bigger Picture 2019 Sustainability Report: <i>Responsible business</i> – Ethics, values and governance, p. 16; Managing our supply chain, p. 22; Human rights, Approach, p. 25.		
GRI 103-3	Evaluation of the management approach	Bigger Picture 2019 Sustainability Report: <i>Responsible business</i> – Ethics, values and governance, p. 16; Managing our supply chain, p. 22; Human rights, Progress, Managing human rights, p. 25.		
Investment				
GRI 412-2 UNGC 1-6	Employee training on human rights policies or procedures	Bigger Picture 2019 Sustainability Report: <i>Responsible business</i> – Human rights, Progress, Managing human rights, p. 25.	We disclose our approach to managing human rights but not the hours or percentage of employees trained.	
Freedom of association and collective bargaining				
GRI 407-1 UNGC 1-3	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Bigger Picture 2019 Sustainability Report: <i>Responsible Business</i> - Employment and workplace relations, Progress, Employment instruments, p. 35.	We disclose our approach to enterprise bargaining and the number of employees in scope.	
Supplier human rights assessment				
GRI 414-2 UNGC 1-6	Negative social impacts in the supply chain and actions taken	Bigger Picture 2019 Sustainability Report: <i>Responsible business</i> – Ethics, values and governance, p. 16; Managing our supply chain, p. 22; Human rights, Progress, Managing human rights, p. 25.		

Society

GRI Standards / UNGC CoP alignment	Description	Reference / response	Notes	External assurance
GRI 103-1 UNGC 1, 10	Explanation of the material topic and its Boundary	<p>Bigger Picture 2019 Sustainability Report:</p> <p><i>Sustainability at Telstra</i> – Material topics, p. 12.</p> <p><i>Responsible business</i> – Ethics, values and governance, p. 16; Human rights, Approach, p. 25.</p> <p><i>Digital futures</i> - Everyone connected, p. 59.</p>		
GRI 103-2	The management approach and its components	<p>Bigger Picture 2019 Sustainability Report:</p> <p><i>Sustainability at Telstra</i> – Contributing to the Sustainable Development Goals, p. 9; Our sustainability approach, p. 10.</p> <p><i>Responsible business</i> – Ethics, values and governance, p. 16; Managing our supply chain, p. 22.</p> <p><i>Digital futures</i> - Everyone connected, p. 39.</p> <p>Report Glossary: www.telstra.com/sustainability/report/about</p>		
GRI 103-3	Evaluation of the management approach	<p>Bigger Picture 2019 Sustainability Report:</p> <p><i>Responsible business</i> – Ethics, values and governance, Governance at Telstra, Understanding and reporting risk, p. 17.</p> <p><i>Digital futures</i> - Tech for good, p. 46.</p>		
Local communities				
GRI 413-1 UNGC 1-2	Operations with local community engagement, impact assessments, and development programs	<p>We assess and report the impacts of a number of aspects of our operations including the following:</p> <p>Base stations: Bigger Picture 2019 Sustainability Report: <i>Responsible business</i> - Ethics and governance, Mobile phones, base stations and health, p. 28.</p> <p>Telecommunications products and services: Bigger Picture 2019 Sustainability Report: <i>Digital futures</i> - Everyone connected, p. 39; Indigenous communities, p. 44.</p> <p>Examples of feedback and how it is incorporated: Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra</i> – Stakeholder engagement, p. 14; <i>Responsible business</i> - Mobile phones, base stations and health, p. 28.</p>	Because we assess this criterion on a whole of business basis, we do not report a percentage of operations with local community engagement as it is not applicable for our business.	YES – Reconciliation Action Plan case study
Anti-corruption				
GRI 205-1 UNGC 10	Operations assessed for risks related to corruption	<p>Bigger Picture 2019 Sustainability Report:</p> <p><i>Responsible business</i> - Ethics, value and governance, Governance at Telstra, Understanding and reporting risk, p. 17; Commitment to anti-bribery and anti-corruption, p. 18.</p>	We disclose our approach to assessing risk of corruption but not the number of operations assessed.	

GRI AND UNGC INDEX

GRI 205-2 UNGC 10	Communication and training about anti-corruption policies and procedures	Bigger Picture 2019 Sustainability Report: <i>Responsible business</i> - Ethics, value and governance, Governance at Telstra, Compliance training, p. 17; Commitment to anti-bribery and anti-corruption, p. 18.
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Report glossary:
www.telstra.com/sustainability/report/about

Public policy

GRI 415-1 UNGC 10	Contributions to political parties or related institutions	Bigger Picture 2019 Sustainability Report: <i>Responsible business</i> – Ethics, values and governance, Political donations, p. 18.
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Anti-competitive behaviour

GRI 206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Telstra operates in a highly regulated industry and from time to time receives request for information from key regulators who may be investigating a range of matters within their remit including anti-competitive behaviour. There were no significant legal actions against Telstra for anti-competitive, anti-trust or monopoly practices during the reporting period.
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Supplier assessment for impacts on society

GRI 414-2 UNGC 1-10	Negative social impacts in the supply chain and actions taken	Bigger Picture 2019 Sustainability Report: <i>Responsible business</i> – Ethics, values and governance, p. 16; Managing our supply chain, p. 22.
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Product responsibility

GRI Standards / UNGC CoP alignment	Description	Reference / response	External assurance
GRI 103-1 UNGC 1,-2, 7-9	Explanation of the material topic and its Boundary	Bigger Picture 2019 Sustainability Report: <i>Sustainability at Telstra</i> – Material topics, p. 12. <i>Responsible business</i> – Ethics, values and governance, p. 22.	
GRI 103-2	The management approach and its components	Bigger Picture 2019 Sustainability Report: <i>Responsible business</i> - Product responsibility, p. 26; Mobile phones, base stations and health, p. 28. Information about Electromagnetic energy: www.telstra.com.au/consumer-advice/eme	
GRI 103-3	Evaluation of the management approach	Bigger Picture 2019 Sustainability Report: <i>Responsible business</i> - Product responsibility, p. 26; Mobile phones, base stations and health, p. 28.	
Customer health and safety			
GRI 416-1 UNGC 1-2	Assessment of the health and safety impacts of product and service categories	Bigger Picture 2019 Sustainability Report: <i>Responsible business</i> - Product responsibility, p. 26; Mobile phones, base stations and health, p. 28. Information about Electromagnetic energy: www.telstra.com.au/consumer-advice/eme	
GRI 416-2 UNGC 1-2	Incidents of non-compliance concerning the health and safety impacts of products and services	No incidents of non-compliance concerning the health and safety impacts of products and services during the reporting.	
Marketing communications			
GRI 417-3	Incidents of non-compliance concerning marketing communications	Bigger Picture 2019 Sustainability Report: <i>Responsible business</i> - Product responsibility, p. 26. Telstra had no incidents of non-compliance with regulations and/or voluntary codes concerning marketing communications during the reporting period.	
Customer privacy			
GRI 418-1 UNGC 1-2	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Bigger Picture 2019 Sustainability Report: <i>Responsible business</i> - Protecting our customers' and privacy, p. 20. Report Glossary: www.telstra.com/sustainability/report/about	
Compliance			
GRI 419-1	Non-compliance with laws and regulations in the social and economic arena	Telstra has not been prosecuted for or convicted of any significant breaches of laws and regulations in the social and economic area during the reporting period.	