Glossary

Bigger Picture 2018
Sustainability Report

A

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 and Responsiveness.
Access for Everyone	Telstra's program 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.
Air travel emissions	Carbon dioxide equivalent (CO_2e) emissions resulting from air travel by Telstra employees for business. These are accounted for as Scope 3 emissions. To calculate these emissions, Telstra's travel services provider tracks the kilometres travelled. Since FY13 we have used the UK Department for Environment, Food and Rural Affairs (DEFRA) methodology for calculating carbon emissions from air travel, which is reviewed and updated on an annual basis. This methodology is used by the Greenhouse Gas Protocol and is endorsed by the Australian National Carbon Offset Standard.
Australian Communications and Media Authority (ACMA)	The Australian government agency responsible for the regulation of broadcasting, radio communications, telecommunications and online content.

B

Bill shock	The negative reaction a customer can experience if their phone bill contains unexpected charges.
Business resilience	The risk management approach and response to planned or unplanned service disruptions including how incidents and crises are effectively escalated and resolved.

C

Carrier	The holder of a Carrier Licence under the Telecommunications Act 1997.
Carbon dioxide emissions equivalent (CO_2e)	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 National Greenhouse and Energy Reporting (NGER) Act are: 1. Carbon dioxide (CO_2) 2. Methane (CH_4) 3. Nitrous oxide (N_2O) 4. Perfluorocarbons (PFC) 5. Hydrofluorocarbons (HFC) 6. Sulphur hexafluoride (SF_6).

Carbon dioxide emission factors	Our approach to greenhouse gas emissions reporting is consistent with reporting requirements set out in the National Greenhouse and Energy Reporting (NGER) Act (2007) and subordinate legislation. Carbon dioxide emission factors are derived from the National Greenhouse and Energy Reporting (Measurement) Determination 2008 (as amended), and are updated each year to reflect changes in Australia's energy mix. Where the National Greenhouse and Energy Reporting (Measurement) Determination 2008 (as amended) does not provide factors (scope 3 emissions, air travel etc.), we use relevant National Greenhouse Account factors (August 2016), or the UK Department for Environment, Food and Rural Affairs (DEFRA) factors. As per accepted practice, we do not restate previous year emissions based on emission factor updates.
Carbon dioxide emissions 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_2e). 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 Australian National Greenhouse and Energy Reporting (Measurement) Determination 2008 (as amended). Scope 3 emissions are additional to our reporting obligations under the National Greenhouse and Energy Reporting (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 3:** Fuel- and energy-related activities (not included in scope 1 or scope 2) **Category 5:** Waste generated in operations **Category 6:** Business travel
Carbon emissions intensity (CO_2e/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 (tCO2e/PB) of data traffic. This is calculated using our Scope 1, 2 and 3 emissions and network data traffic measured as bytes uploaded or downloaded at Access Network Points or Points of Interconnect aggregated from monthly totals.
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_2e.
Category M1 (Cat M1) and Narrowband	Category M1 (Cat M1) and Narrowband are Internet of Things (IoT) technologies that integrate with connected devices to send small volumes of data at very low power levels on a national scale. The technologies offers a range of benefits including coverage that penetrates far deeper into buildings and sub-surface areas, lower cost and, longer battery life. Cat M1 is well suited to applications with data in the 100s of kilobits per second with extended range and long battery life, such as personal health monitors or devices used to measure vehicle performance. Narrowband is better suited to applications sending even smaller amounts of data and operating with an even longer battery life, such as moisture sensors or livestock tracking devices.

C (continued)

Changing regulatory landscape	Telstra's ability to adapt, respond to and influence the rapidly evolving and increasing regulatory landscape impacting the ICT industry both locally and abroad.
Climate change adaptation	Managing the risk to our business of changing climatic conditions, and building resilience of our operations and that of our customers.
Cloud computing	Provision of services, software, storage and security over the internet. In simple terms, it allows access to information/programs etc. on multiple devices in multiple locations.
Comcare/Comcare ratings	The Australian government agency responsible for workplace safety, rehabilitation and compensation in the jurisdiction of the Australian Commonwealth Government. Comcare ratings have three tiers (1-3) with the highest being 3. This tier reflects a high standard of internal quality assurance, strong management systems and ability to self audit. Telstra is a Commonwealth Safety, Rehabilitation and Compensation Commission (SRCC) approved self-insurer licensee with a Tier 3 status for both prevention and claims management. Tier status for rehabilitation is yet to be confirmed.
Community investment	Making a positive contribution to the communities in which we operate using our technology, time, funds and expertise, including responding to community needs during disaster relief and recovery.
Contractor	Any person, company or other contracting party engaged to provide services to or on behalf of Telstra under a contract of services, either directly or indirectly (for example, through a third party). This includes agency workers, consultants, agents and suppliers.
Contribution to Gross Domestic Product (GDP)	Measure of the value added by Telstra to Australia's Gross Domestic Product (GDP). This is measured as the difference between telecommunications revenue (i.e. total operating revenue excluding non-operating revenue) and the cost of non-labour raw materials and other goods and services purchased as inputs and used to produce Telstra's output.
Country risk	Country risk classification is as defined by the OECD: http://www.oecd.org/tad/xcred/crc.htm
Customer experience	Providing leading products and services with streamlined systems and processes that result in brilliant customer experiences.
Cyber safety	Products, services and programs designed to make the online experience safe for everyone including responsible use, protecting against online threats, access control mechanisms for content, education and awareness-raising about safe use, addressing cyberbullying and participation in the fight against child exploitation.

D

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 and Scope 3) savings as a result of the initiatives over 12 months. These activities are separate to our energy reduction projects.
Digital inclusion	Ensuring that everyone - regardless of age, income, ability or location - can enjoy the benefits of being connected; and that everyone has the confidence and skills to participate safely in the digital world.
Digital literacy programs – number of people impacted	Our digital literacy programs aim to build information and communication technology skills and include our Tech Savvy Seniors, Telstra Digital Ambassadors and Cyber Safety Awareness programs. The number of people reached through digital literacy training includes face-to-face training, downloads of instructional videos and guides as well as hard copy fact sheets on cyber safety. **Face-to-face training** The Tech Savvy Seniors program, provides face-to-face digital literacy training and is delivered in partnership with State governments. Each state government provides the number of seniors trained to Telstra on a quarterly basis. Where attendance data is not available, government departments provide enrolment data as a proxy. The Digital Ambassadors program is an employee volunteering program that delivers simple coaching in small groups for seniors who have minimal or no digital literacy skills. A Telstra program administrator coordinates the events and tracks overall attendance. Attendance at each event is tracked by the Telstra volunteers conducting the training and is provided to the program administrator. **Online training** Along with face-to-face training, we provide instructional digital literacy and cyber safety resources on our website. We track the number of downloads of these resources.
Disability enterprise	A disability enterprise is generally a not for profit organisation that provides supported employment opportunities to people with disability. Australian Disability Enterprises (ADEs) are part of a continuum of employment opportunities for people with disability and act as a link, helping them gain training and experience to confidently step into open employment or to continue in supported employment if they choose. ADEs support people with moderate to severe disability to engage in a wide variety of work tasks such as packaging, assembly, production, recycling, screen printing, plant nursery, garden maintenance and landscaping, cleaning services, laundry services and food services. ADEs offer similar working conditions as other employers and an opportunity for people with a disability to contribute and connect to their local community Source: https://www.dss.gov.au/disability-and-carers-programmes-services-for-people-with-disability/australian-disability-enterprises

D (continued)

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 and inclusion	Ensuring we have a diverse and inclusive culture that is reflected in our workforce and our operations.

E

eHealth	eHealth is the sharing of health resources and provision of healthcare by electronic means. It encompasses three main areas: • 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 the emergency services communications systems.
Energy and emissions	Reducing the greenhouse gas emissions and improving the energy requirements of our operations including increasing uptake of renewable energy to reduce our environmental impact.
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 plant. Our energy consumption data for these activities is based on fuel delivery data.

Energy reduction projects	Energy and/or emissions savings from energy reduction projects at our network facilities and commercial buildings that are considered to be additional (see below for definition of additional). Savings are summed to a total energy and emissions (Scope 2 and Scope 3) savings as a result of the initiatives over 12 months. **Additionality** To be considered as an energy reduction project, an additionality test is used to assess whether a project or activity creates 'additional' energy and/or emissions reductions that would not have occurred in the absence of that activity. An energy and/or emission reduction activity will be considered as additional when the core purpose of the activity is to save energy, above and beyond business as usual operations. The following categories of additionality may be considered in determining whether an activity meets the above definition. • Activity additionality - An energy and/or emission reduction activity will be considered as additional if it is usually uncommon in the sector or industry due to barriers to uptake, which may include high costs relative to financial returns, requirements for additional skills or information barriers • Regulatory additionality - An energy and/or emissions-reducing activity is non-additional if it is required by law. NOTE: Just because an activity is not required by law does not mean it is additional, and an assessment should be performed in conjunction with other additionality tests. • Financial additionality - An energy and/or emissions-reducing activity is additional if it is not the most economically attractive option. That is, that an alternative, more energy intensive and financially attractive activity would have occurred in the absence of the initiative.
Environmental risk and compliance	Managing environmental risks and impacts and managing the environmental compliance of our operations.
Ethics, values and governance	Ensuring our business activities and culture is responsible, transparent and compliant with our legal and ethical obligations (i.e. anti-bribery and corruption, tax transparency).
Everyone Connected	Everyone Connected is Telstra's digital inclusion strategy and aims to ensure everyone – regardless of age, income, ability or location – can enjoy the benefits of being connected to communications technologies. Telstra's Everyone Connected target aims to provide tailored support, products and services to enable 1.5 million people to connect or thrive online by 2020. This target comprises our efforts to support vulnerable customers (including programs such as our Access for Everyone program, the Disability Equipment program, etc); our digital literacy capability programs (including programs such as our Tech Savvy Seniors, Digital Ambassador, Cyber safety training, downloads, etc) and our Telstra Foundation programs (including programs such as Code Club, IDX, e-smart libraries, etc).

E (continued)

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 re-use. 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 IT and lighting equipment. Electronics stewardship seeks to reduce the impacts of technology – from equipment design through to end-of-life disposal. Electronic 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.

F

First Aid Injury	An injury that requires a single first aid treatment and a follow-up visit for subsequent observation involving only minor injuries (minor scratches, burns, cuts and so forth) which do not ordinarily require medical care, and for which the person would typically return immediately to their normal activities, and does not incur lost time. Such treatment and observation is considered first aid even if it is administered by a physician or registered medical professional.
FTSE4Good	An index series designed to measure the performance of companies that meet globally recognised corporate responsibility standards.

G

Gender Pay Equity (GPE)	Gender pay equity refers to the average fixed remuneration (base salary and superannuation) for males and females across Telstra Corporation broken down by the classification levels aligned to our gender representation reporting. The Gender Pay Equity report includes full time, part time staff in Telstra Corporation excluding casuals and external employees i.e. contractors and agency staff. It does not include staff in any other controlled entities within the Telstra Group.
Gigajoules (GJ)	A joule is the standard unit of energy in the metric system. A gigajoule (GJ) is one billion joules.
Global e-Sustainability Initiative (GeSI)	In collaboration with members from major ICT companies and organisations around the globe, the Global e-Sustainability Initiative (GeSI) is a leading source of impartial information, resources and best practices for achieving integrated social and environmental sustainability through ICT. GeSI supports member initiatives in both developed and developing nations to quickly and effectively respond to issues such as climate change, energy efficiency, e-waste management and resource efficiency, responsible supply chain practices and human rights.

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.
Graduate Program	The Telstra graduate program includes graduates who have completed a minimum of a Bachelor degree through a higher education institution. The program is for 18 months, with a minimum of three rotations to gain breadth and build skills. Telstra brings in Graduates from 6 streams, including Information Technology, Engineering, Finance and Strategy, Business and Commerce, Human Resources and Marketing disciplines. Graduates work in 11 business units across Telstra. The Telstra graduate program is distinct from the Networks Technology Program.

H

Health and safety (HSWE)	Having an effective HSE culture and associated management system to ensure everyone takes responsibility for their own safety and wellbeing as well as that of others. Health, Safety, Wellbeing and Environment (HSWE) - Having an effective HSWE culture and associated management system to ensure everyone takes responsibility for their safety, wellbeing and protecting the environment.
Human rights	Human rights are defined as set out in the Universal Declaration of Human Rights and the ten principles of the UN Global Compact.

I

Identified groups	Identified groups are female employees, Indigenous employees, other culturally and linguistically diverse employees (CALD), employees with disability, and lesbian, gay, bisexual, transgender and intersex employees (LGBTI).
Industry disruption and competition	Telstra's ability to innovate and capitalise on rapidly changing business models, consumer behaviours and technologies to drive a competitive edge amidst increased competitive pressure.
Information and Communications Technology (ICT)	In this report, the definition of ICT is consistent with that proposed by GeSI (2012), as follows: **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.
In kind (social and community investment)	Contribution of products or services, valued at retail cost to Telstra, to assist non-profits.

I (continued)

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.

J

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.

K, L

Leverage (social and community investment)	Financial and/or in kind contributions by employees to a partner organisation or project as a direct result of the active support of Telstra.
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.
Long term leave	Employees on 12 or more weeks of leave.
Lost time injury (LTI)	An LTI is the reported number of occurrences of lost time arising from injury or disease that have resulted in an accepted workers' compensation claim.
Lost time injury frequency rate (LTIFR)	LTIFR is the reported number of accepted workers' compensation claims for work-related injury or disease that incur lost time for each million hours worked. Includes full time, part time and casual staff in Telstra Corporation Limited, excluding subsidiaries, contractors and agency staff.
Low Income Measures Assessment Committee (LIMAC)	An independent body that annually assesses the effectiveness of Telstra's low income programs and reports to the Minister for Communications. LIMAC comprises senior representatives from eight national Australian community organisations and the Australian Federal Government.

M

Management costs (of social and community investment)	Costs borne by Telstra to deliver the suite of initiatives within our community and social investment program.
Materiality/material topics	In the context of this report, materiality is a measure of the relative importance of various sustainability issues to Telstra. We define our material sustainability issues as those that are most important to our business and our stakeholders.

Medical Treatment Injury (MTI)	A work-related injury or disease that results in a certain level of treatment (not first aid treatment) given by a physician or other medical personnel, but does not incur lost time.
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. In certain circumstances the police and other enforcement agencies can lawfully access metadata.
MobileMuster	The Australian mobile phone industry's official product stewardship program that facilitates the responsible collection and recycling of mobile phones and accessories. 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 and accessories. The quantity of old mobile handsets, batteries and accessories collected is measured in tonnes, and provided directly by MobileMuster.
Mobile phones, base stations and health	Responding to community concerns about possible health effects from electromagnetic energy (EME) and our approach to community consultation, EME measurement and compliance.
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.

N

National Broadband Network (nbn™)	A high speed broadband network that is planned to reach Australian households with 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; however methods described have a general application to the estimation of a broader range of greenhouse emissions inventories.
National Greenhouse and Energy Reporting (NGER) Act 2007	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.

N (continued)

Net Promoter Score	A simple metric that shows how well we are performing with our customers. It is calculated based on our customers' likelihood to recommend Telstra. That likelihood is measured on a scale from 0-10 where 0 means 'not at all likely to recommend' and 10 'extremely likely'. It is calculated by subtracting the percentage of Detractors (scores 0 to 6) from the percentage of Advocates (scores 9 and 10). Net Promoter Score = % of Advocates minus % of Detractors.
Net Promoter System (NPS)	A way of doing business that drives customer advocacy.
New growth and business expansion	Delivering financial and strategic benefits through driving innovation, emerging area opportunities and expansion from strategic acquisitions.
Network investment	The criticality of continued investment in our networks to ensure differentiation and a positive customer experience in relation to coverage and performance.
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, 2 and 3). This consists of all Scope 1, 2 and 3 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.

O

Olympic-sized swimming pool	An Olympic swimming pool with dimensions 50 m × 25 m × 2 m holds 2,500 m^3 (2.5 megalitres).

P

Paper consumption	Telstra's major paper use categories are office paper (A4 and A3 paper used in photocopiers, printers and fax machines in commercial offices), billing paper (used for invoicing consumer and business customers) and printing paper (brochures, flyers, magazines etc.). Office paper consumption is based on the weight calculated using the size and thickness of paper purchased. Billing paper consumption is based on the tonnage of sheets printed and enveloped. Printing paper consumption is based on weight of paper used based on size and thickness of paper stock. Telstra's overall paper consumption figure only includes direct paper purchases and excludes paper purchases made by third parties providing design and print services to Telstra.
Payroll giving	A tax-effective charitable donation scheme whereby employee contributions to charity are deducted from the employee's salary and paid to the charity concerned. Data stating the amount donated by Telstra employees is extracted from Telstra's HR management system – People Express – on an annual basis for reporting purposes.
People capability	Growing the skillsets of employees to transform the workforce, so we can realise our vision of becoming a world-class technology company.
Petabyte (PB)	One petabyte is a quadrillion bytes or 1,000 terabytes. A byte is a unit of digital information in computing and telecommunications.
Privacy and data security	Efforts undertaken to ensure we keep customers' personal information safe and secure, and that we're transparent about how we manage this information. It also includes privacy incidents and complaints, and an overview of how we manage key privacy issues, such as metadata retention and copyright as well as how we deal with information requests from Law Enforcement Agencies.
Product responsibility	Ensuring that at a minimum we meet our lawful obligations (e.g. marketing, provision of critical information summaries) but actively manage key areas of concern that affect human or environmental health.
Product stewardship	Actively managing and minimising the use of non-renewable resources across our value chain and minimising waste production.

Q, R

Revenue foregone (social and community investment)	Social contribution in the form of missed earnings for Telstra to assist community-based, not for profit organisations or customers in times of need.

S

Scope 1 emissions	Direct greenhouse gas emissions measured in tonnes CO_2e produced by our organisation as a result of our activities. Telstra's key sources include transport vehicles (excluding car rentals and 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_2e from the generation of electricity that is purchased and consumed by Telstra. Emissions are calculated using the National Greenhouse and Energy Reporting (Measurement) Determination 2008 (as amended).

Scope 3 emissions	Indirect greenhouse gas emissions that are a consequence of our activities but occur from sources we do not operate. For Telstra, this includes emissions from waste disposal, air travel, electricity transmission losses and extraction, production and distribution of fuel. Electricity transmission losses account for the majority of our Scope 3 emissions. Emissions are calculated using the National Greenhouse Accounts (NGA) Factors, August 2016.	Sustainable employee engagement	Sustainable employee engagement is our key employee engagement metric. It consists of three components – how engaged, enabled and energised our people are in their roles. This significantly influences employees' willingness to learn and perform at work, and impacts their interactions with our customers. Telstra measures sustainable engagement by conducting Employee Engagement Surveys through an independent third party, on a regular basis.
Serious injury rate	Serious injury rate is defined as the number of lost time injuries that require an absence from work of one working week or more per 1,000 full time equivalent employees.	Sustainable engagement	Ensuring our workforce is engaged, enabled and energised.
Social and community investment	Investments that create a meaningful benefit for society that are also valuable to the business.	**T**	
Social and environmental innovation	Emerging technology products, services and investments that are delivering innovative social and environmental benefits for our customers and communities. Examples include: e-Health, Precision Agriculture, Smart Home.	Talent attraction	Attracting and retaining global talent and leadership, through engagement, competitive salaries and benefits and lifelong learning.
Solar energy generation	Telstra has more than 10,200 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.	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 Air®	Telstra's Wi-Fi network, launched officially in June 2015.
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.	Time (social and community investment)	Contributions of employee time, during work hours, to assist community-based, not for profit organisations, valued at $20 per hour for unskilled contributions, $150 per hour for skilled contributions and $180 per hour for legal pro bono work.
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, removing waste water from pits, 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 National Greenhouse and Energy Reporting (Measurement) Determination 2008 (as amended) (Scope 1 and 2 emissions) and NGA Factors (Scope 3 emissions).	TIO level 1 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 as a Level 1 complaint. Level 1 is the first of four stages in helping consumers and service providers understand and resolve complaints.
		Transport energy	The energy associated with petrol, diesel, LPG and ethanol fuel use for the Telstra vehicle fleet and mobile plant, measured in gigajoules. The majority of fleet fuel use and associated energy is calculated using fuel card data. More minor amounts of energy are calculated from kilometres travelled in hired vehicles and from separate fuel purchases.
Supplier	Any individual or company which provides goods or services to Telstra, directly or indirectly.	Training spend	We calculate our training spend across employees from the Telstra Group excluding contractors. This number includes permanent, fixed term, dealers, full time and part time but excludes labour costs.
Supply chain risk management	Management of risks and opportunities across our supply chain including sanctions, privacy, human rights, health and safety and environmental compliance.	Total electricity consumption	Electricity used in Telstra's buildings and network facilities. Electricity data is based on invoiced (billing) data. Where metering data is not available, estimates are calculated based upon prior invoiced consumption taking into account seasonal variations.

T (continued)

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 that require medical treatment beyond simple first aid. *Previous definition for reference: TRIFR is the reported number of all work-related injury or disease that require medical treatment greater than first aid, for each million hours worked. Includes full time, part time and casual staff in Telstra Corporation Limited, excluding subsidiaries, contractors and agency staff.*
Total waste	The total weight of materials collected for recycling or disposal to landfill measured in tonnes.
Turnover	The number of employees who leave Telstra including all types of separation.

U

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.

V

Volunteer days	Telstra's employee volunteering program has been established to support and encourage community involvement. Telstra's permanent and fixed term full and part-time staff are entitled to paid volunteer leave (up to one standard work day) for personal, group, or team volunteering in a skilled or unskilled capacity. Employee volunteer days are calculated and reported based on: • Days recorded by employees and approved by their managers within our HR management system, People Express. • A manual calculation of hours undertaken for volunteering initiatives that are not typically recorded within People Express, based on data provided by our charity partners and internal program coordinators. In the instance where hours have been recorded in People Express, these hours are removed from the manual calculation to avoid duplication. Volunteer days are calculated by dividing total volunteer hours recorded by 7.35 hours (standard work day as prescribed by the Telstra Enterprise Agreement 2015-2018).

Vulnerable customers	Our work with vulnerable customers includes people with disability, Indigenous Australians, people living in remote areas, older Australians, single parents, people impacted by family violence, homelessness and natural disasters, and those on low incomes or seeking hardship support.

W

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 the *Commercial and Industrial* waste emission factor from the National Greenhouse Accounts (NGA) Factors, August 2016.
Waste recycled	Passing waste material through a system that enables that material to be reused. Waste recycling involves the collection of waste materials and the separation and reprocessing of those materials for another or similar purpose.
Water consumption	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.
Women in Executive Management roles	Gender equality measure that calculates the percentage of women in Executive Management roles (CEO and bands A, B, C). Includes full time, part time and casual staff in Telstra Corporation and its wholly owned subsidiaries, excluding contractors and agency staff. It does not include staff in any other controlled entities within the Telstra Group.
Workplace relations	Our relationship with our employees, contractors and their representatives, including unions, with a focus on dialogue and resolution.

X, Y, Z

Additional information on definitions and assumptions of metrics is available on request.

Contact: sustainability@team.telstra.com