



Telstra's contribution to the United Nations Sustainable Development Goals

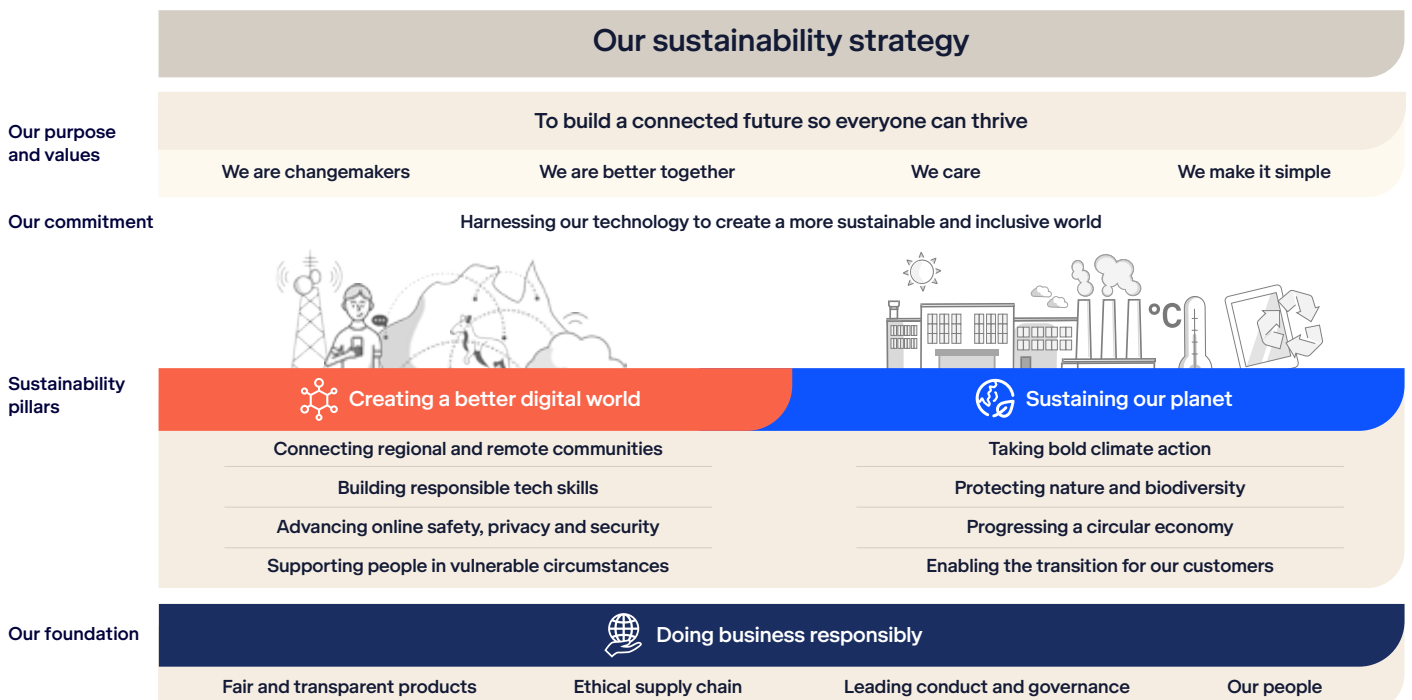
The United Nations Sustainable Development Goals (SDGs) comprise of 17 goals and 169 targets aimed at addressing the world's most significant development challenges. Working with government and civil society, businesses have an important role to play in achieving these goals.

Our priority Sustainable Development Goals

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



Our SDG priorities are embedded in our sustainability strategy which includes initiatives and targets to address our sustainability impacts and identify opportunities to create positive change.





Sustainable Development Goal 5

Achieve gender equality and empower all women and girls

Our commitment

Doing business responsibly is the foundation for our sustainability strategy. It guides our commitment to do the right thing, build trust, manage risk and drive positive change for our people, our customers and our communities. This includes achieving gender equality at Telstra, as well as supporting victim-survivors of family and domestic violence to stay safely connected to their Telstra services.

We are passionate about creating a work environment that is inclusive, accessible, supportive and equitable. We have implemented a range of policies, programs and engagement initiatives aimed at recruiting and championing female talent. They cement our

commitment to gender diversity and equity within our business and help create gender equality in the wider job market. These measures aim to create a fair and inclusive work environment that enables all employees, regardless of gender, to thrive and advance in their careers at Telstra.

We also know that for women to achieve gender equality they must have full, safe and accessible access to technology in all of its forms. That's why we also provide access to safe and secure communications to support women experiencing technology facilitated abuse. To better assist victim-survivors, we also have a designated customer service SAFE team in place, staffed by specially trained agents who are equipped to take a 'high care' approach.

Our achievements in FY23



35.2 per cent representation of women employees across Telstra Group



0.97 Female compa-ratio, an increase from 0.95 in FY22



Distributed 1,400 phones and support to domestic and family violence victim-survivors via WESNET



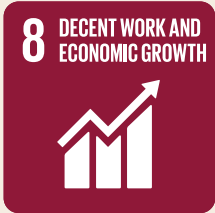
Launched our 2025-28 DEI Strategy

FY23 performance

SDG Target	Indicators	Disclosure location
5.1 End all forms of discrimination against all women and girls everywhere	<ul style="list-style-type: none"> Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation 	2023 Data Pack, Doing business responsibly <ul style="list-style-type: none"> Table 19: Gender Pay Equity: Compa-ratio
	<ul style="list-style-type: none"> Average hours of training per year per employee by gender, and by employee category 	2023 Data Pack, Doing business responsibly <ul style="list-style-type: none"> Table 21: Average hours of training per year by employee
	<ul style="list-style-type: none"> Total number and rate of employee turnover during the reporting period, by age group, gender and region 	2023 Data Pack, Doing business responsibly <ul style="list-style-type: none"> Table 10: Total Turnover Table 11: Turnover by gender, age group and region



SDG Target	Indicators	Disclosure location
<p>5.2 Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation</p>	<ul style="list-style-type: none"> • Policy/code addressing workplace harassment (including sexual harassment) that extends to its supply chain. <ul style="list-style-type: none"> ii) promote compliance of its workplace harassment policy/code along the value chain iii) All major employers along the value chain have a policy/code on workplace harassment (including sexual harassment) • Reported incidents of gender-based violence occurring in and around the workplace • Percentage of suppliers that were screened using social criteria • Percentage of new suppliers that were screened using labor practices criteria • Significant actual and potential negative impacts for labor practices in the supply chain and actions taken 	<ul style="list-style-type: none"> • Telstra Group Supplier Code of Conduct • Telstra Group Code of Conduct 2023 Data Pack, Doing business responsibly <ul style="list-style-type: none"> • Table 27: Discrimination complaints • Table 28: Sexual harassment complaints 2023 Bigger Picture Sustainability Report <ul style="list-style-type: none"> • Doing business responsibly, Working with our suppliers, p. 27 2023 Human Rights and Modern Slavery Act Statement <ul style="list-style-type: none"> • Addressing modern slavery risk in our supply chain, p. 23-35
<p>5.4 Recognise and value unpaid care and domestic work through the provision of public services, infrastructure and social protection policies and the promotion of shared responsibility within the household and the family as nationally appropriate</p>	<ul style="list-style-type: none"> • Total number of employees that were entitled to parental leave, by gender. 	<p>2023 Bigger Picture Sustainability Report</p> <ul style="list-style-type: none"> • Doing business responsibly, Providing leading employment conditions, p. 31-34 <p>2023 Data Pack, Doing business responsibly</p> <ul style="list-style-type: none"> • Table 12: Parental Leave by gender • Table 13: Returned to work after parental leave • Table 14: Returned to work rate by gender
<p>5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision making in political, economic and public life</p>	<ul style="list-style-type: none"> • Total workforce, with breakdown by employment type, contract and gender • Composition of highest governance body and its committees • Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity. • Female share of employment in senior and middle management • Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation • Frequency of periodic equal pay reviews/ audits, including basic pay, overtime and bonuses 	<p>2023 Data Pack, Doing business responsibly</p> <ul style="list-style-type: none"> • Table 5: Workforce by employment type • Table 8: New hires by gender, age group and significant location • Table 9: Internal hires by gender <p>2023 Corporate Governance Statement</p> <ul style="list-style-type: none"> • Table 2: Our Board committees, p. 8-10 <p>2023 Data Pack, Doing business responsibly</p> <ul style="list-style-type: none"> • Table 15: Female representation in the workforce by employment level • Table 16: Female representation in the workforce by employment level: within executive band <p>2023 Data Pack, Doing business responsibly</p> <ul style="list-style-type: none"> • Table 19: Gender Pay Equity: Compa-ratio <p>2023 Bigger Picture Sustainability Report</p> <ul style="list-style-type: none"> • Doing business responsibly, Building a high-performance culture, p. 30 <p>2023 Telstra Annual Report</p> <ul style="list-style-type: none"> • Remuneration report, p. 51-81
<p>5.b Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women</p>	<ul style="list-style-type: none"> • Number of phones donated to support victim/survivors of tech facilitated abuse 	<p>2023 Bigger Picture Sustainability Report</p> <ul style="list-style-type: none"> • Creating a better digital world, Supporting customers, p. 47-49



Sustainable Development Goal 8

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

Our commitment

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

Our workplace culture is critical to our ability to deliver on our purpose and business strategy and is underpinned by a strong commitment to our values and includes the following approaches:

- A market-leading approach to hybrid working continues to be an asset to our employees.
- We are adapting to our people's evolving work habits by creating spaces that foster social connections and collaboration, but also support their desire to work from home.
- An Accessibility and Inclusion Action Plan supports inclusion and equitable access to overcome barriers that prevent full social and economic participation for people with disability.

We measure employee engagement through our Experience Pulse, which provides insights into how our people feel about their experience of working at Telstra and include goals for employee engagement that we track throughout the year and report against annually.

As a large organisation within Australia and with an international footprint, we have an obligation to respect human rights and to influence others in our value chain to do the same. We have established policies aligned to the United Nations Guiding Principles on Business and Human Rights, and processes to help us prevent, identify and address instances of modern slavery in our business or supply chain. We continue to build greater awareness of this issue within our own organisation and supply chain, through training, supplier engagement and collaboration and to promote a culture of speaking up if something doesn't seem right.



Our achievements in FY23



Invested over **\$23.5 million** in employee learning and development



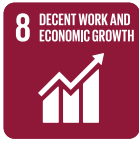
Expanded our team of **accessibility specialists**, of which 40 identify as living with a disability



Conducted more than **15 formal consultation meetings** with unions and Telstra employees



Conducted **41 independent third-party supplier audits** across 16 sites



FY23 performance

SDG Target	Indicators	Disclosure location
8.2 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services	<ul style="list-style-type: none"> • Policies and practices used to promote economic inclusion when selecting suppliers 	2023 Bigger Picture Sustainability Report <ul style="list-style-type: none"> • Doing Business Responsibly, Ethical Supply chain, p. 27 2023 Data Pack, Doing Business Responsibly <ul style="list-style-type: none"> • Table 20: Reconciliation Action Plan Update
8.3 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value	<ul style="list-style-type: none"> • Number of employees with a disability 	2023 Data Pack, Doing Business Responsibly <ul style="list-style-type: none"> • Table 18: Disability representation
	<ul style="list-style-type: none"> • Average hours of training that the organisation's employees have undertaken by gender, employee category 	2023 Data Pack, Doing Business Responsibly <ul style="list-style-type: none"> • Table 21: Employee learning and capability development
	<ul style="list-style-type: none"> • Type and scope of programs implemented and assistance provided to upgrade employee skills 	2023 Bigger Picture Sustainability Report <ul style="list-style-type: none"> • Doing Business Responsibly, Building culture and capabilities, p. 28-34
	<ul style="list-style-type: none"> • Percentage of employees per employee category in each of the following diversity categories: <ul style="list-style-type: none"> i) Gender; ii) Age group: under 30 years old, 30-50 years old, over 50 years old; iii) Other indicators of diversity where relevant 	2023 Data Pack, Doing Business Responsibly <ul style="list-style-type: none"> • Table 17: Female representation in the workforce by age distribution • Table 28: Disability representation in the workforce
8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value	<ul style="list-style-type: none"> • Major employers along the value chain have a policy/code on labour rights and standards 	2023 Human Rights and Modern Slavery Act Statement <ul style="list-style-type: none"> • Addressing modern slavery risk in our supply chain, p. 23-34
8.7 Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms	<ul style="list-style-type: none"> • Operations and suppliers identified as having significant risk for incidents of child labour and measures taken to contribute to the effective abolition of child labour • Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour and measures to contribute to the elimination of all forms of forced or compulsory labour 	2023 Human Rights and Modern Slavery Act Statement <ul style="list-style-type: none"> • Image: Our global labour risk profile, p. 9 • Identifying our modern slavery risk, p. 16-20 • Addressing modern slavery risk in our operations, p. 20-23 • Addressing modern slavery risk in our supply chain, p. 23-34
	<ul style="list-style-type: none"> • Number of supply chain audits 	2023 Human Rights and Modern Slavery Act Statement <ul style="list-style-type: none"> • Addressing modern slavery risk in our supply chain, p. 23-34
	<ul style="list-style-type: none"> • Proportion and number of children aged 5–17 years engaged in child labour, by sex and age 	2023 Human Rights and Modern Slavery Act Statement <ul style="list-style-type: none"> • Addressing modern slavery risk in our supply chain, p. 23-34 2023 Human Rights and Modern Slavery Act Statement <ul style="list-style-type: none"> • Annual Statement of disclosure, p. 5



Sustainable Development Goal 9

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

Our commitment

As a leading telecommunications and technology provider, we are working to create a better digital world by leveraging our advanced network and technology capabilities to connect people and support them to access the skills and tools to get the most out of their tech and stay safe online. This commitment lies at the heart of our ‘doing business responsibly’ pillar of our T25 strategy.

As the digital world continues to transform the way we live and work, having access to reliable telecommunications, whether it’s through mobile networks, fixed broadband or satellite services is critical. To ensure we can meet the rising demand

for data and content, we are making significant investments in our network infrastructure, expanding regional coverage, improving network resilience and introducing commercial 5G services. We are constantly investing in technology innovation to improve our network capabilities and enhance the digital experience of our customers. By ensuring that people and businesses can access the connectivity they want and need, we are making it easier for them to access information and services, across more of Australia.

We believe the more connected people are, the more opportunities open to them. We also help our communities to build digital skills and capabilities, empowering more people with the necessary skills to participate in the digital economy.

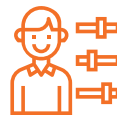
Our achievements in FY23



Increased our network to cover **99.6 per cent of the Australian population**



Expanded our 5G footprint to cover **85 per cent of the population**



Supported over **200,000 Australians to build digital skills**



Invested over **\$49 million in emissions reduction programs** across our networks and infrastructure

FY23 performance

SDG Target	Indicators	Disclosure location
9.1 Develop quality, reliable, sustainable and resilient infrastructure, including regional and trans-border infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all	<ul style="list-style-type: none"> Network population coverage 5G population coverage Delivery of mobile blackspot program sites Development and impact of infrastructure investments and services supported 	2023 Bigger Picture Sustainability Report <ul style="list-style-type: none"> Creating a better digital world, Connecting communities, p. 38-43
9.4 By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities	<ul style="list-style-type: none"> Investment in emissions reduction programs across our networks and infrastructure Development and impact of infrastructure investments and services supported Total environmental protection expenditures and investments by type Total amount invested in renewable energy 	2023 Telstra Annual Report <ul style="list-style-type: none"> Understanding our climate risk (our TCFD disclosure), p. 35-43 2023 Bigger Picture Sustainability Report <ul style="list-style-type: none"> Sustaining our planet, Taking bold climate action, p. 59
9.c Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries by 2020	<ul style="list-style-type: none"> Number of people supported to build digital skills 	2023 Bigger Picture Sustainability Report <ul style="list-style-type: none"> Creating a better digital world, Connecting communities, p. 38-43



Sustainable Development Goal 10

Reduce inequality within and among countries

Our commitment

As a leading telecommunications and technology provider, we are working to create a better digital world by leveraging our advanced network and technology capabilities to connect people and support them to access the skills and tools to get the most out of their tech and stay safe online. This commitment lies at the heart of our 'doing business responsibly' pillar of our T25 strategy

Today, more than 2.5 million Australians are still highly digitally excluded¹ and may miss out on the social and economic benefits that come with being online. Our commitment to creating a better digital world is underpinned by our long history of responding to digital exclusion by improving digital access, affordability and ability across Australia. We want to see all Australians

connect, participate and interact safely in the digital world, irrespective of age, income, ability or location.

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

Our achievements in FY23



Helped **1.26 million customers in vulnerable circumstances** to stay connected



Supported **10,489 customers** impacted by homelessness, domestic and family violence or natural disaster **with a free \$40 pre-paid mobile recharge**



Increased our spend with **First Nations businesses** that are certified of registered by Supply Nation **from \$14 million to \$20 million**



Connected **324 no-cost internet services** for low-income families with school age children

FY23 performance

SDG Target	Indicators	Disclosure location
10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status	<ul style="list-style-type: none"> Actions taken to improve performance in relation to content dissemination issues 	2023 Bigger Picture Sustainability Report <ul style="list-style-type: none"> Doing Business Responsibly, Design and accessibility excellence, p. 23-24 Sustainability at Telstra, Social and environmental partnerships, p. 14-15
10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard	<ul style="list-style-type: none"> Presence in markets which give access to underserved / disadvantaged populations 	2023 Bigger Picture Sustainability Report <ul style="list-style-type: none"> Creating a better digital world, Supporting customers, p. 47-49 Doing Business Responsibly, Design and accessibility excellence, p. 23-24 Doing Business Responsibly, Products and plans, p. 24

¹ <https://www.digitalinclusionindex.org.au>



Sustainable Development Goal 12

Ensure sustainable consumption and production patterns

Our commitment

As a leading provider and large-scale user of telecommunications hardware, we are committed to optimising the resources we use, reducing consumption and waste across our business and investing in circular solutions that are designed to be sustainable across their lifecycle.

Telstra is committed to embedding circular economy principles in how we design, develop, manage and operate our networks - as well as the products we put out to market. This year, we stepped up our environmental ambition to improve our use of resources, reduce waste going to landfill and create innovative solutions to reduce our environmental impact across the lifecycle of our networks and products. As a leader in the telecommunications and technology sector, we are committed to doing our part.

Our strategy has been designed to focus on both the resources we use and the waste generated by our operations, as well as the waste we generate from the manufacturing, distribution and use of our products. We are proud of our ambitious approach to improving our use of natural resources, because we know that by leading change across our organisation, we can also help our customers, suppliers, contractors and partners do the same.



Our achievements in FY23



Awarded an **Australian Financial Review Sustainability Leaders Innovation Award in Telecommunications, Media and Technology** for our Telstra Smart Modem 3



Achieved a **79 per cent network waste recycling rate**



Reused or recycled 632,919 mobile phones, modems and other devices, exceeded our 500,000 target



In October 2022, we met our commitment for **100 per cent of Telstra branded packaging to be made of renewable or recycled material and be fully recyclable**, two months ahead of the December 2022 target

FY23 performance

SDG Target	Indicators	Disclosure location
12.2 By 2030, achieve the sustainable management and efficient use of natural resources	<ul style="list-style-type: none"> Energy consumption rates Energy intensity rates Total fuel consumption within the organization from renewable sources, in joules or multiples, and including fuel types used 	2023 Data Pack, Sustaining our planet <ul style="list-style-type: none"> Table 3: Energy Consumption by Source Table 9: Carbon credits
	<ul style="list-style-type: none"> Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives, in joules or multiples 	2023 Telstra Annual Report <ul style="list-style-type: none"> Understanding our climate risk (our TCFD disclosure), p. 35-43 2023 Data Pack, Sustaining our planet <ul style="list-style-type: none"> Table 6: Emissions reduction project initiatives
12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse	<ul style="list-style-type: none"> Percentage of materials used that are recycled input materials 	2023 Data Pack, Sustaining our planet <ul style="list-style-type: none"> Table 10: Waste by composition and recycling rates 2023 Bigger Picture Sustainability Report <ul style="list-style-type: none"> Sustaining our planet, Progressing a circular economy, p. 72-77
	<ul style="list-style-type: none"> Percentage of reclaimed products and their packaging materials for each product category. The amount of product or waste covered by Extended Producer Responsibility 	2023 Bigger Picture Sustainability Report <ul style="list-style-type: none"> Sustaining our planet, Progressing a circular economy, p. 72-77 2023 Data Pack, Sustaining our planet <ul style="list-style-type: none"> Table 11: Reclaimed products
12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle	<ul style="list-style-type: none"> Number of suppliers supported to account for and address their climate change impacts via our CDP partnership 	2023 Bigger Picture Sustainability Report <ul style="list-style-type: none"> Sustaining our planet, Supplier emissions disclosures, p. 67 2023 Data Pack, Sustaining our planet <ul style="list-style-type: none"> Table 8: Supplier governance



Image: In-store sustainability walls



Sustainable Development Goal 13

Take urgent action to combat climate change and its impacts

Our commitment

We believe businesses, and in particular technology companies, have a critical role to play in addressing climate change. As one of the largest consumers of power in Australia, we are committed to mitigating our impact and meeting our climate change targets. To us, addressing climate change means taking ambitious steps to decarbonise our business, and help our customers and suppliers do the same. We're a member of the United Nations Global Compact's Business Ambition for 1.5°C, pledging to help limit global temperature rise to 1.5°C above pre-industrial levels.

We are committed to achieving net zero greenhouse gas (GHG) emissions by 2050, aligned with the Paris Agreement. To achieve this, we have set an emissions reduction target that has been validated by the Science Based Targets initiative (SBTi) as aligned to a trajectory to limit global warming to 1.5°C.

To achieve this, we have set the following climate goals:

- Reduce our absolute emissions by at least 50 per cent by 2030, from an FY19 baseline. This includes achieving a reduction across both our scope 1+2 emissions and scope 3 emissions (e.g. from our suppliers and customers). This emissions reduction target has been validated by the Science Based Targets initiative (SBTi) as aligned to a trajectory to limit global warming to 1.5°C.
- Enable renewable energy generation equivalent to 100 per cent of our consumption by 2025. Telstra is focused on decarbonising the grid through greater investment in renewable energy, thereby reducing reliance on non-renewable energy from fossil fuels. To achieve this goal we are supporting investment in building new solar and wind farms across Australia.
- Carbon neutral in our operations from 2020. In addition to reducing our absolute emissions we are committed to achieving climate action beyond our value chain by offsetting our residual emissions using carbon credits while we work to achieve our reduction target.

We are also focused on understanding our climate risk. Since 2020, Telstra has aligned its climate-related disclosures with the recommendations of the Task force on Climate-related Financial Disclosures (TCFD), which cover four thematic areas: governance, strategy, risk management, and metrics and targets.

Our achievements in FY23



Reduced combined **scope 1+2 emissions by 30 per cent** and **scope 3 emissions by 28 per cent** from an FY19 baseline



Achieved **renewable energy generation of 30 per cent towards the target** to enable renewable energy generation equivalent to **100 per cent of our consumption by 2025**



Received an **A rating in CDP Global Climate Change Index for 2022** - one of four in Australia and in the **top 2 per cent of companies worldwide** achieving this score



Telstra InfraCo was awarded **2022 Leading Energy User Award** by the National Energy Efficiency Council



FY23 performance

SDG Target	Indicators	Disclosure location
13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries	<ul style="list-style-type: none"> • Disclose our climate risks annual in alignment with the recommendations of the Task force on Climate-related Financial Disclosures (TCFD) 	2023 Telstra Annual Report <ul style="list-style-type: none"> • Understanding our climate risk (our TCFD disclosure), p. 35-43
	<ul style="list-style-type: none"> • Report comparable year on year GHG emissions (Scope 1, 2, and 3) • Scope 1 and 2 emissions reductions • Scope 3 emissions reductions 	2023 Data Pack, Sustaining our planet <ul style="list-style-type: none"> • Table 1: Telstra Group scope 1 and 2 greenhouse gas emissions reduced • Table 2: Total scope 1 and greenhouse gas emissions by source • Table 4: Total greenhouse gas emissions by category (scope 1 & 2 emissions) • Table 7: Greenhouse gas emissions by category (scope 3 emissions)
	<ul style="list-style-type: none"> • Enabling renewable energy generation 	2023 Bigger Picture Sustainability Report <ul style="list-style-type: none"> • Sustaining our planet, Taking bold climate action, p. 59-69





Sustainable Development Goal 16

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

Our commitment

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

We are committed to acting responsibly and being transparent and accountable, wherever we operate. We recognise that the long-term success of our company depends on maintaining the trust of our customers,

community and partners, not just within our own operations but also across our broader supply chains.

To enable us to maintain leading conduct and governance practices, we promote a fair and responsible culture through our [Code of Conduct](#), our [Supplier Code of Conduct](#), governance policies, mandatory compliance training and by recognising employees who demonstrate our values. Our purpose, values and policy framework, guide our people and partners to uphold our expectation to act fairly, ethically and in accordance with the law. We comply with all relevant laws and regulations governing our products and services, including consumer protection laws and regulations that ensure fair competition in the telecommunications industry.

Our achievements in FY23



Uplifted our RepTrak reputation score by 1.3 points, staying on track to achieve our FY25 target



Achieved our goal for a 100 per cent completion rate of our Business Essentials refresher conduct training course, across all Telstra team members

FY23 performance

SDG Target	Indicators	Disclosure location
16.5 Substantially reduce corruption and bribery in all their forms	<ul style="list-style-type: none"> Percentage of employees that completed Anti-Bribery and Anti-Corruption Training (Telstra Business Essentials training course) 	2023 Bigger Picture Sustainability Report <ul style="list-style-type: none"> Doing business responsibly, Leading conduct and governance, p. 19
16.6 Develop effective, accountable and transparent institutions at all levels	<ul style="list-style-type: none"> Composition of the highest governance body and its committees Whether the chair of the highest governance body is also an executive officer in the organisation 	2023 Corporate Governance Statement <ul style="list-style-type: none"> Our Board of Directors, p. 2-8
16.b Promote and enforce non-discriminatory laws and policies for sustainable development	<ul style="list-style-type: none"> Incidents of discrimination and corrective actions taken 	2023 Data Pack, Doing business responsibly <ul style="list-style-type: none"> Table 27: Discrimination complaints Table 28: Sexual harassment complaints



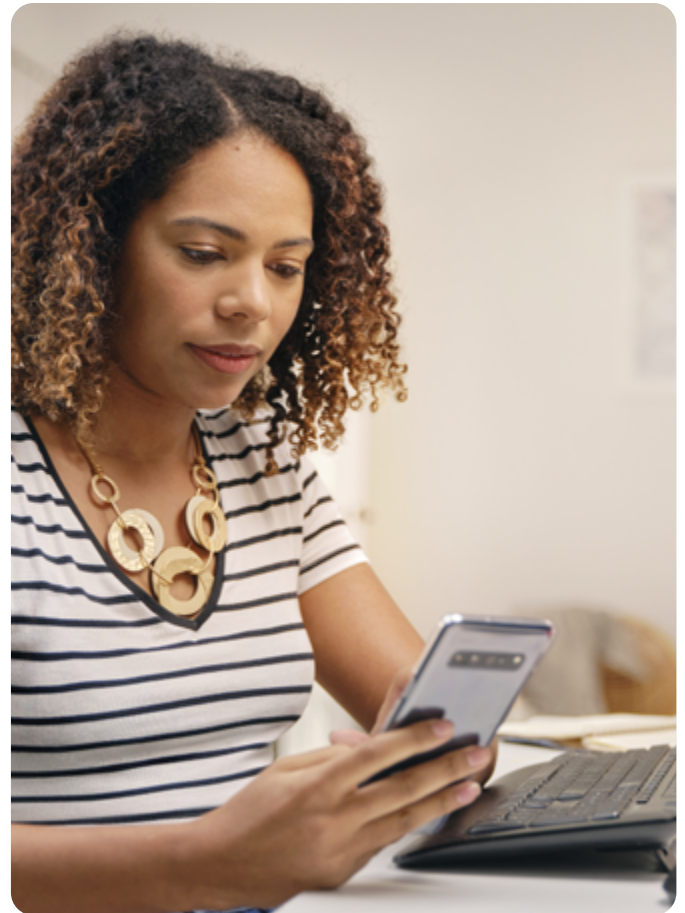
Sustainable Development Goal 17

Strengthen the means of implementation and revitalise the global partnership for sustainable development

Our commitment

Telstra's commitment to doing business responsibly guides how we approach ethical partnerships with our people, customers, communities, suppliers and the government. We report on the impacts and achievements created by our many partnerships through our comprehensive annual reporting suite. Our reports showcase our partnerships, investments, capacity-building programs, policy engagement activities and advocacy initiatives aimed at advancing our contributions to people and planet.

Collaboration is key to creating a more sustainable and inclusive world, and we're leveraging our resources, expertise, and networks to drive meaningful change beyond our own operations. We know that we play a role in driving sustainability in the wider community, and so we actively engage with customers, employees, suppliers and stakeholders to promote sustainable practices and collaborate on sustainability initiatives. We choose to make these contributions because they will help us create positive outcomes for all our stakeholders – outcomes that are long term, sustainable and transformative. It means holding ourselves to a higher standard and getting the basics right in all aspects of our operations. We recognise our success is intrinsically linked to the digital economy, and that our support helps it grow and deliver on its potential for the nation.



Our achievements in FY23



Recognised as being among **the top 8 per cent assessed for supplier engagement on climate change** on the 2022 CDP Supplier Engagement Leaderboard



Joined forces with CBA to **help protect customers from phone scams**



Formed a venture with Quantum to accelerate our collective ambition to **unlock the value of data and AI** for Telstra and its customers



Continued our partnership with the **Australian Digital Inclusion Index** to fund research to **accelerate digital inclusion**

FY23 performance

SDG Target	Indicators	Disclosure location
<p>17.16 Enhance the global partnership for sustainable development complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technologies and financial resources to support the achievement of sustainable development goals in all countries, particularly developing countries.</p>	<ul style="list-style-type: none"> • Number of suppliers engaged via the CDP 	<p>2023 Bigger Picture Sustainability Report</p> <ul style="list-style-type: none"> • Sustaining our planet, Taking bold climate action, p. 59-69
<p>17.17 Encourage and promote effective public, public-private, and civil society partnerships, building on the experience and resourcing strategies of partnerships.</p>	<ul style="list-style-type: none"> • Total amount invested in renewable energy under long term Power Purchase Agreements 	<p>2023 Bigger Picture Sustainability Report</p> <ul style="list-style-type: none"> • Sustaining our planet, Taking bold climate action, p. 59-69
	<ul style="list-style-type: none"> • Partnerships to drive tech innovation 	<p>2023 Bigger Picture Sustainability Report</p> <ul style="list-style-type: none"> • Creating a better digital world, Connecting communities, p. 42-43
	<ul style="list-style-type: none"> • Number and value of community partnerships and financial investment 	<p>2023 Bigger Picture Sustainability Report</p> <ul style="list-style-type: none"> • Sustainability at Telstra, Stakeholder engagement and partnerships, p. 14-15 • Creating a better digital world, Telstra Foundation, p. 54-55

