

Bigger Picture

2023 Sustainability Report Glossary



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, Responsiveness and Impact.
Australian Digital Inclusion Index (ADII) Pillars	The Australian Digital Inclusion Index uses survey data to measure digital inclusion across three dimensions of Access, Affordability and Digital Ability. A detailed measure of digital inclusion for Australia allows critical barriers to inclusion to be identified. These may be related to accessing networks, the costs of devices or data, or skills and literacies. The Index can help shape initiatives to increase digital inclusion in Australia. Source: www.digitalinclusionindex.org.au
Access for Everyone	Telstra's package of products and services to help people on a low income or facing financial hardship to stay connected. This includes the low-income package and marketing plan obligations under Telstra's Carrier Licence Condition 22.
Air travel emissions	Carbon dioxide equivalent (CO ₂ e) emissions resulting from business-related air travel by Telstra employees. 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 Climate Active Program.
Australian Communications and Media Authority (ACMA)	The Australian Government agency responsible for the regulation of broadcasting, radio communications, telecommunications and online content.
B	
Backhaul network	Backhaul is the link that connects key aggregation points in the network. Backhaul creates the link from a single location to all other locations in the network and out to the internet. Having sufficient bandwidth in the backhaul is critical in allowing customers to fully enjoy the faster speeds network technologies can offer.
Biodiversity (material topic definition)	The variability among living organisms from all sources, including, inter alia, terrestrial, marine and other aquatic ecosystems and the ecological complexes of which they are part; this includes diversity within species, between species and of ecosystems. - UN Convention on Biodiversity.
C	
Carrier	The holder of a Carrier Licence under the Telecommunications Act 1997.
Carbon dioxide emissions equivalent (CO₂e)	The standard unit of measurement used to express and compare emissions from various greenhouse gases on the basis of their global warming potential, by converting amounts of other gases to the equivalent amount of carbon dioxide. The six key greenhouse gases recognised by the Kyoto Protocol and included in Australia's <i>National Greenhouse and Energy Reporting (NGER) Act (2007)</i> are: <ol style="list-style-type: none"> 1. Carbon dioxide (CO₂) 2. Methane (CH₄) 3. Nitrous oxide (N₂O) 4. Perfluorocarbons (PFC) 5. Hydrofluorocarbons (HFC) 6. Sulphur hexafluoride (SF₆)
Carbon dioxide emission factors	Our approach to greenhouse gas emissions reporting is consistent with reporting requirements set out in the <i>NGER Act (2007)</i> and subordinate legislation. Carbon dioxide emission factors are derived from the NGER (Measurement) Determination 2008 (as amended) and are updated each year to reflect changes in Australia's energy mix. Where the NGER (Measurement) Determination 2008 (as amended) does not provide factors (scope 3 emissions, air travel etc.), we use relevant National Greenhouse Account (NGA) factors (August 2021), Exiobase or the DEFRA factors. As per accepted practice, we do not restate previous year emissions based on emission factor updates.
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 ₂ e). We calculate our greenhouse gas emissions according to the Greenhouse Gas Protocol of the World Business Council for Sustainable Development and World Resources Institute as well as the NGER (Measurement) Determination 2008 (as amended). Scope 3 emissions are additional to our reporting obligations under the NGER Act 2007. FY22 is the first year Telstra has been able to report current year scope 3 emissions, so there is no longer a lag in the data compared to scope 1 + 2. We report the following scope 3 greenhouse gas emissions, as categorised in the Greenhouse Gas Protocol; Corporate Value Chain (scope 3) Accounting and Reporting Standard: Category 1. Purchased goods and services Category 2. Capital goods Category 3. Fuel- and energy-related activities (not included in scope 1 or scope 2) Category 4. Upstream transportation and distribution Category 5. Waste generated in operations Category 6. Business travel Category 7. Employee commuting Category 8. Upstream leased assets Category 9. Downstream transportation and distribution Category 11. Use of sold products Category 12. End of life treatment of sold products Category 15. Investments

CDP	We've partnered with CDP through their Supply Chain Program to engage our suppliers to better account for and address their climate change impacts and use this data to calculate more accurate supply specific emission intensity factors for scope 3, category 1, 2 and 4.
Carbon emissions intensity (tCO₂e/PB)	The average rate of carbon emissions relative to the intensity of a specific activity. At Telstra, this is expressed as a ratio of tonnes of carbon dioxide equivalent per petabyte (tCO ₂ e/PB) of data traffic. This is calculated using our scope 1, 2 and 3 emissions and network volume traffic measured as bytes uploaded or downloaded at Access Network Points or Points of Interconnect aggregated from monthly totals.
Carbon neutral	To become carbon neutral, businesses and organisations calculate the greenhouse gas emissions generated by their activity, such as fuel or electricity use and travel. They reduce these emissions as much as possible by investing in new technology or changing the way they operate. Any remaining emissions can be offset by purchasing carbon credits to become carbon neutral.
Carbon neutral target	Our target to be carbon neutral in our operations from 2020 and maintain ongoing certification.
Carbon offsets	Reduced or avoided greenhouse gas emissions from one activity to compensate for or to offset the same amount of greenhouse gas emissions made elsewhere. Carbon offsets are measured in CO ₂ e.
Carbon sequestration	The process of capturing and storing atmospheric carbon dioxide with the goal of reducing the overall amount of carbon dioxide in the atmosphere through one of three approaches: Biological: storage through vegetation, soils and oceans Geological: storage underground in rocks Technological: an emerging form or storage using innovative science technologies.
Circular economy and waste (material topic definition)	Efforts to move to a system where waste and pollution are eliminated and materials are kept in use as products, components or raw materials.
Climate Active program	Commonwealth Government body that certifies Carbon Neutral status. See Telstra's Climate Active Public Disclosure Statement and Belong's Climate Active Public Disclosure Statement .
Climate impact (material topic definition)	Managing and disclosing risks presented by climate change.
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 agency responsible for workplace safety, rehabilitation and compensation in the jurisdiction of the 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 (material topic definition)	Making a positive contribution to the communities in which we operate by using our technology, time, funds and expertise, including responding to community needs during disaster relief and recovery.
Compliance training target	Achieve 100 per cent annual completion of our Business Essentials refresher conduct training course.
Consumer health, safety and welfare (material topic definition)	Addressing health, safety and wellbeing across the life cycle of our products and services, and adhering to customer health and safety regulations and voluntary codes.
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 Organisation for Economic Cooperation and Development (OECD): http://www.oecd.org/tad/xcred/crc.htm
Critical infrastructure and disaster response (material topic definition)	Minimising impacts and responding appropriately to disruptions caused by global challenges, public health crises and natural disasters so we can continue to provide the critical infrastructure that we all depend on.
Customers in vulnerable circumstances	A customer in vulnerable circumstances refers to a customer whose circumstances places them at an increased risk of harm or disadvantage, if an organisation does not act with appropriate levels of care. We look at vulnerable circumstances through four dimensions: Economic, Disability, Digitally Excluded and Safety and Security.
Customers in vulnerable circumstances target	Help to close the digital inclusion gap by assisting one million vulnerable customers to stay connected each year through our affordability, accessibility and digital ability programs each year from FY22-25. This metric comprises several different programs, services and activities that are aggregated. The total is calculated based on the number of unique customers who have benefited from a program or service intended to support them to stay connected in the relevant financial year (unique customers per program).

D	
Decarbonise	Reduce the carbon emissions generated as a result of a process or activity. To achieve Telstra's climate change and energy use goals we will focus on: <ul style="list-style-type: none"> Decarbonising Telstra by becoming more energy efficient, reducing our consumption, and investing in renewable energy. Decarbonising the grid by investing in renewable energy and helping our customers access renewables for their energy needs. Decarbonising our economy by improving the efficiency of our products and investing in technology that helps to address our most significant environmental challenges.
Decommissioning activities	Energy and/or emissions savings as a result of decommissioning and depowering of network equipment at our network facilities and commercial buildings. Savings are summed to a total energy and emissions (scope 2 + 3) savings as a result of the initiatives over 12 months. These activities are separate to our energy reduction projects.

Demographic shifts and social change (megatrend definition)	How shifts in global demographics such as ageing populations, workforce practices, immigration influx and consumer spending habits are evolving behaviours and social trends, and influencing social change movements related to values, human rights and equality.
Device reuse/recycling target	Our target to reuse or recycle 650,000 mobile phones, modems and other devices each year to 2025.
Digital inclusion	Building strength, participation, practice and entrepreneurship in the digital economy of the digitally disadvantaged (incl. consultation forums, employment, e-health, digital inclusion and Science, Technology, Engineering, the Arts and Maths (STEAM) education opportunities).
Digital capability programs	Our digital capability programs aim to build digital skills and confidence online and include face-to-face and online training or mentoring as well as online resources. Face-to-face and online training Our training and mentoring programs include: <ul style="list-style-type: none"> our digital literacy programs (including programs such as Tech Savvy Seniors, Social Seniors, inDigiMOB, Deadly Digital Communities) our Telstra Foundation programs (including programs such as Code Club Australia, Moonhack). Online resources We provide instructional digital literacy and cyber safety resources online and track the number of downloads or views.
Digital capability target	Increase digitally active customers by two million, by FY25, including building digital skills for 500,000 Australians, by FY25.
Digital dependence (megatrend definition)	The increasingly rapid adoption of digital and data technologies resulting in economic and social activity being transferred to the digital world.
Digital ethics, rights and responsibilities (material topic definition)	Ensuring good governance and ethical standards for emerging technologies produced, sold, or supported by Telstra and Respecting and protecting customers' digital rights including freedom of expression.
Digital inclusion (material topic definition)	Enabling all Australians can access and use digital technologies effectively by maintaining our leadership in public policy advocacy, collaborating for impact and championing affordable products and services.
Digital transformation enablement (material topic definition)	Our role to enable business and society to benefit from the way technology is changing the way we live and work, and adapting to and leveraging innovative and emerging technologies like AI, augmented / virtual reality, blockchain, automation etc.
Digital with Purpose Movement	Global e-Sustainability Initiative (GeSI's) Digital with Purpose Movement is focused on bringing together the ICT industry to leverage technology and innovation to deliver against the Paris Climate Agreement and Sustainable Development Goals (SDGs) by 2030.
Disability enterprise	A disability enterprise is generally a non-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 to other employers and an opportunity for people with a disability to contribute and connect to their local community. Source: Supported Employment Department of Social Services, Australian Government (dss.gov.au)
Diversity	At Telstra, diversity means difference in all its forms, both visible and not visible. This includes differences that relate to gender, age, cultural background, disability, religion and sexual orientation, as well as differences in background and life experience, and interpersonal and problem-solving skills.
Diversity, equity and inclusion (material topic definition)	Preventing discrimination and valuing and measuring workforce diversity, equity and inclusion (including workplace flexibility).
Double materiality	We apply a double materiality approach, considering materiality from both an impact materiality perspective, as well as a financial materiality perspective. This means assessing the two dimensions of materiality: <ol style="list-style-type: none"> We assess impact materiality through our sustainability materiality assessment process where we identify the outward impacts that Telstra creates, or has the potential to create, on people, society and the environment. The output of our material impact assessment informs the content of our annual Sustainability Report and is a key consideration in how we continue to evolve our sustainability ambitions. We assess financial risk materiality through our risk management process where we identify the inward impacts that generate or may generate risks or opportunities influencing Telstra's enterprise value. The output of our material risk assessment, including sustainability-related risks, is provided in the Material Risks and Understanding our Climate Risks sections of our Annual Report.
E	
Economic shocks/cost of living (megatrends definition)	The persistence of global economic shocks and a cost-of living crisis could result in a growing proportion of the most vulnerable parts of society being priced out of access to basic needs, fuelling unrest and political instability.
e-health	e-health is the sharing of health resources and provision of healthcare by electronic means. It encompasses three main areas: <ul style="list-style-type: none"> the delivery of health information, for health professionals and health consumers, through the internet and telecommunications the use of information technology and e-commerce to improve public health services (for example, the delivery of training services for health workers) the use of e-commerce and e-business practices in health systems management.
Electromagnetic energy (EME)	The energy stored in an electromagnetic field. Most radio communication systems use EME, including mobile phones, base stations, and emergency services communications systems.
Emissions target	Reduce our absolute emissions (scope 1, 2 and 3) by at least 50 per cent by 2030.

Energy and emissions (material topic definition)	Reducing our greenhouse gas emissions whilst improving the energy efficiency of our operations, including increasing the uptake of renewable energy.
Energy consumption / use	Energy, measured in gigajoules (GJ), is used to run all aspects of our operations. Key energy sources include electricity, gas and liquid fuels used in our buildings and vehicle fleet. Electricity and gas consumption is compiled from metering and billing data. Fleet fuel use is derived from fuel card data. We also consume small amounts of other fuels, such as diesel for standby generators and mobile plant. Our energy consumption data for these activities is based on fuel delivery data.
Energy reduction projects	<p>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 additionality).</p> <p>Savings are summed to a total energy and emissions (scope 2 and scope 3) savings as a result of the initiatives over 12 months.</p> <p>Additionality</p> <p>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.</p> <p>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.</p> <p>The following categories of additionality may be considered in determining whether an activity meets the above definition:</p> <ul style="list-style-type: none"> • 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: The fact that 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.
Engaging, developing and enabling people (material topic definition)	Attracting and retaining talent and building the capability of our people and enabling them to succeed.
Environmental decline (megatrend definition)	The ongoing deterioration of the environment due to depletion of resources, loss of biodiversity and waste practices. As floods, heatwaves, droughts and other extreme weather events become more severe and frequent, a wider set of populations will be affected.
ESG regulation and compliance (material topic definition)	Managing social, environmental and governance (ESG) risks and impacts and ensuring compliance of our operations and supply chain.
Ethical business practices (material topic definition)	Complying with ethical and responsible business practices such as anti-bribery and corruption, fair competition, compliance, tax practices and transparency.
Ethics and trust (megatrends definition)	The greater demand by consumers for increased transparency from organisations, particularly in response to new technologies and ethical considerations.
e-waste	<p>Electronic waste (e-waste) is a term used to describe specific items of electrical and electronic equipment, and their parts, that have been disposed by the owner as waste without the intention of reuse.</p> <p>For our industry, e-waste includes end-of-life consumer devices, batteries, electronic accessories as well as network equipment including routers, servers and cables. Telstra’s own e-waste also includes information technology (IT) and lighting equipment.</p> <p>Electronics stewardship seeks to reduce the impacts of technology – from equipment design through to end-of-life disposal. Electronics stewardship involves taking responsibility beyond the point of manufacture or sale, and influencing across the total life cycle of products to decouple product growth from the reliance on raw materials to manufacture.</p>
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.
First Nations	The terms Aboriginal and Torres Strait Islander and First Nations are used interchangeably to reference Australia’s First Peoples.
First Nations reconciliation and inclusion (material topic definition)	Backing the aspirations of First Nations peoples, communities, and leaders for a better future by actioning, supporting and advocating for rights, reconciliation and inclusion.
FTSE4Good	An index series designed to measure the performance of companies that meet globally recognised corporate responsibility standards.
G	
Gender pay equity	Gender pay equity refers to the average fixed remuneration (base salary and superannuation) for males and females across the Telstra Group and its controlled entities broken down by the classification levels aligned to our gender representation reporting. We use a “compa-ratio” to compare the remuneration for individuals. Compa-ratio compares an employee’s fixed remuneration to the median of the market remuneration range that they are mapped against. Compa-ratio analysis includes full time and part time staff in Telstra Group Limited and its controlled entities, excluding casuals, contractors and agency staff. It does not include staff in any other controlled entities within the Telstra Group. Compa-ratio is based on Fixed Remuneration (base salary plus superannuation).
Geopolitical shifts and stability (megatrends definition)	Stability or changes in the balance of power, influence and land between countries and/or regions that are likely to have long-lasting impacts globally.
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 megatrend	Trajectories of change that typically unfold over years or decades and have the potential for substantial and transformative impact.
Global Reporting Initiative (GRI)	A multi-stakeholder non-profit organisation that produces the GRI Sustainability Reporting Standards, a comprehensive sustainability reporting framework widely used around the world.
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 14 months, with a minimum of three rotations to gain breadth and build skills. The Telstra graduate program is distinct from the Networks Technology Program.
Greenhouse Gas (GHG) emissions	Gases which contribute to the greenhouse effect, resulting in global warming. The six key greenhouse gases recognised by the Kyoto Protocol and included in Australia's National Greenhouse and Energy Reporting (NGER) Act (2007) are: 1. Carbon dioxide (CO ₂) 2. Methane (CH ₄) 3. Nitrous oxide (N ₂ O) 4. Perfluorocarbons (PFC) 5. Hydrofluorocarbons (HFC) 6. Sulphur hexafluoride (SF ₆)

H

Health, safety and wellbeing (material topic definition)	The occupational health, safety and wellbeing of our employees and supply chain workers.
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I

Identified groups	Identified groups are female employees, First Nations employees, other culturally and linguistically diverse (CALD) employees, employees with disability, and lesbian, gay, bisexual, transgender and intersex (LGBTI) employees.
Information and Communications Technology (ICT)	In this report, the definition of ICT is consistent with that proposed by GeSI (2012), as follows: <ul style="list-style-type: none"> • End-user devices: including computers (desktops and laptops), monitors, tablets, smartphones and other connected and mobile devices, printers, and peripherals (IPTV boxes, modems, routers, etc.) • Networks: wireless and fixed telecommunications networks • Data centres: facilities to house computer systems and associated infrastructure.
Internet of Things (IoT)	IoT is about connecting everyday objects and enabling them to send and receive data. Its applications range from simply gathering data to applying smart, connected and intelligent ways to solve the most pressing issues facing our country.
In kind (social and community investment)	Contribution of products or services, valued at retail cost to Telstra, to assist non-profits.
Innovative tech products, services and solutions for good (material topic definition)	Using technology for good by creating or enabling innovative programs, products, services and solutions.
ISAE 3000 Assurance Standard	The ISAE 3000 (2013) is the International Standard for Assurance Engagements Other than Audits or Reviews of Historical Financial Information. This is a recognised international standard to ensure the quality of assurance work – including report verification, as well as assurance on environmental performance, corporate governance, internal compliance, stakeholder engagement and other areas central to corporate responsibility.

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.
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L

Leadership, ethics and governance (material topic definition)	Robust governance and leadership, including governance of social and environmental matters.
LEO Satellite / LEOSat – Low Earth Orbit Satellite	One of the benefits of LEO satellites compared to traditional GEO satellites is that they are much closer to Earth, with multiple satellites that are a part of a “constellation”, allowing them to send and receive signals much faster. This means they offer more data throughput - making them a more reliable option for services that need low latency, such as online gaming, voice and video calls.
Leverage (social and community investment)	The measure of any additional resources contributed to a community organisation or activity that comes from a source other than Telstra. These are reported as an output as they result from Telstra's own contribution, encouragement or support.
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 a work-related injury or disease, including mental health issues, that results in one or more days of lost time (for Australian-based Telstra employees). This metric is no longer dependent on having a worker's compensation claim.

Lost time injury frequency rate (LTIFR)	LTIFR is the reported number per million hours worked of all work-related injuries or diseases that result in one or more days of lost time (for Australian-based Telstra employees).
Low Income Measures Assessment Committee (LIMAC)	An independent body that advises Telstra on the effectiveness of its low-income programs. LIMAC comprises senior representatives from eight national Australian community organisations and the Commonwealth government.
M	
Macro site	A macro site is a cell in a mobile phone network that provides radio coverage served by a high power cell site (tower, antenna or mast).
Materiality / material topics	Material topics are topics that represent Telstra's most significant impacts on the economy, environment, and people, including impacts on their human rights. We align our materiality definition and methodology with that provided in the Global Reporting Initiative (GRI) 2021 Standards.
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.
MobileMuster	<p>The Australian mobile phone industry's official product stewardship program that facilitates the responsible collection and recycling of mobile phones, accessories and other devices. Telstra eCycle is our collection and recycling program for eligible, unwanted electronic goods. In our retail stores, this service leverages the MobileMuster collection network to provide customers with the option to responsibly and safely recycle their mobile phones, accessories and other devices.</p> <p>The quantity of old mobile handsets, accessories and other devices collected is measured in tonnes, and provided directly by MobileMuster.</p>
Mobile Black Spot Program	Commonwealth Government investment program that aims to improve mobile coverage (by investing in infrastructure) and competition across Australia. The Program is supported by co-contributions from state and local governments, mobile network operators, businesses and local communities.
Mobile Black Spot Program target	Enhance digital access in regional communities by delivering over 200 Mobile Black Spot Program sites in FY21-22.
Modern slavery	Modern slavery includes the crimes of human trafficking, slavery and slavery like practices such as servitude, forced labour, child labour, forced or servile marriage, the sale and exploitation of children, and debt bondage.
Modern Slavery Act 2018 (Cth)	On 1 January 2019, the <i>Modern Slavery Act 2018</i> (Cth) came into force. The <i>Modern Slavery Act 2018</i> (Cth) requires Australian entities with annual consolidated revenue exceeding AUD \$100 million to produce an annual statement. The statement must disclose the risks of modern slavery in the entity's operations and supply chains and what they are doing to address those risks.
Modern slavery and exploitation (material topic definition)	Eliminating modern slavery and exploitation from our supply chain and upholding human rights for all.
N	
nbn network	A high-speed broadband network that is planned to reach all Australian households through a combination of different technologies.
National Greenhouse Accounts (NGA) Factors	<p>Government approved emission factors of activities to assist companies and individuals in estimating greenhouse gas emissions.</p> <p>The NGA Factors draw on the NGER (Measurement) Determination 2008; however methods described have a general application to the estimation of a broader range of greenhouse emissions inventories.</p>
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.
Net Promoter Score (NPS)	<p>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.</p> <p>We measure NPS in two ways: Strategic NPS and Episode NPS. Strategic NPS is a measure that obtains customer feedback on their overall perceptions of and experiences with Telstra, and is relative to experiences they have with other organisations including competitors. Episode NPS directly measures feedback from customers in relation to a specific service experience our customers have with Telstra, such as moving home or connecting a service. We also measure NPS across different customer segments and have separate NPS for our Enterprise customers and Consumer and Small Business customers which we combine to obtain a company-wide NPS.</p>
Network resilience and reliability (material topic definition)	Continual investment in our networks to increase coverage and performance for all our customers, including improvements to increase network reliability and minimise and manage disruptions.
Network Waste target	Increase our network waste recycling rate to 85 percent by 2025.
Network related emissions	<p>The assessment of emissions attributable to the operation and maintenance of the Telstra network inclusive of unmetered sites and data centre services hosted at Telstra exchanges. We report network emissions as a percentage of total emissions (scope 1 and 2 only).</p> <p>This consists of all scope 1 and 2 emissions allocated to the Telstra network, based on premises, vehicle or activity end use.</p>
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	
Online safety (material topic definition)	Investment in products, services and programs designed to make the online experience safe for everyone including responsible use of tech, protecting against online threats and addressing cyberbullying.
P	
Petabyte (PB)	One petabyte is a quadrillion bytes or 1,000 terabytes. A byte is a unit of digital information in computing and telecommunications.
Political engagement, social issues and advocacy (material topic definition)	Telstra's role as an industry leader to influence public policy discussions and advocate for social change that affects our business or customers.
Privacy, cybersecurity and data protection (material topic definition)	Assuring cybersecurity, data protection and privacy across services and operations; identifying risks relating to collection, retention and use of sensitive, confidential and/or proprietary customer, employee, partners, supply chain worker or user data.
R	
Reconciliation Action Plan (RAP)	The Reconciliation Action Plan program provides a framework for organisations to support the national reconciliation movement. Telstra's new Stretch Reconciliation Action Plan launched in July 2022 and reflects a new starting point for us as we rebuild trust and engagement with First Nations peoples and communities across Australia.
Regional coverage target	We have set a target to expand regional coverage by 100,000 km ² by FY25.
Regional Telecommunications Independent Review Committee (RTIRC)	The Regional Telecommunications Review is an opportunity for people living and working in regional, rural and remote areas of Australia to share their views and experiences using telecommunications services in their area. Every three years the Regional Telecommunications Independent Review Committee is appointed to conduct the review. Committee reports are important in setting the regional communications policy agenda in the following years.
Renewable energy target	Enable renewable energy generation equivalent to 100 per cent of our consumption by 2025.
Renewable Power Purchase Agreement (PPA)	Investments in renewable energy power purchasing. Telstra currently invests in five PPAs: the Murra Warra Wind Farm, Emerald Solar park, Crookwell Wind Farm, MacIntyre Wind Farm and Munna Creek Solar Farm.
RepTrak	A reputation measurement platform used to understand how customers and the broader community think and feel about Telstra.
Responsible sales practices (material topic definition)	Ensuring our marketing and communications of our product and service offerings are accurate, lawful and transparent that we're selling and serving our customers ethically and responsibly, and in line with their best interests.
Revenue foregone (social and community investment)	Social contribution in the form of missed earnings for Telstra to assist community-based, non-profit organisations or customers in times of need.
S	
Satellite Small cells	Satellite Small cells provide coverage in a localised area compared to a standard mobile base station, with backhaul to the core network provided through a satellite link. They are used to improve connectivity where it is not feasible to construct a full mobile base station, for example in some regional and rural areas.
Scope 1 emissions	Direct greenhouse gas emissions measured in tonnes CO ₂ e produced by our organisation as a result of our activities. Telstra's key sources include transport vehicles (excluding taxis), heavy machinery, generator sets, natural gas consumption and grounds maintenance. Emissions are calculated using the NGER (Measurement) Determination 2008 (as amended).
Scope 2 emissions	Indirect greenhouse gas emissions measured in tonnes CO ₂ e from the generation of electricity that is purchased and consumed by Telstra. Emissions are calculated using the NGER (Measurement) Determination 2008 (as amended) and other international databases.
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 means all categories assessed as relevant under the Greenhouse Gas Protocol Corporate Value Chain (scope 3) Accounting and Reporting Standard (Greenhouse Gas Protocol, 2013). Emissions are calculated using a mix of supplier specific emissions factors, hybrid emission factors using supplier revenue and emissions data, LCA databases and other published sources such as the latest Climate Active Factors and National GHG Account Factors.
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.
Servicing customer needs (material topic definition)	Providing leading products and services and delivering brilliant customer experiences through streamlining systems and processes and keeping the diverse needs of all our customers front of mind.
Shadow carbon pricing	Shadow carbon pricing is a method of investment analysis that adds a hypothetical surcharge to the price of projects that involve the creation of carbon emissions.
Small cells	A small cell is a low powered radio transmitter for mobile phone services. Their small size makes them far more discreet. Telstra uses small cells to improve coverage, connectivity and customer mobile experience without the need to build as many big mobile towers.
Social and community investment	Investments that create a meaningful benefit for society that are also valuable to the business. Types of investment includes time, in-kind, leverage and revenue foregone.
Solar energy generation	Telstra has several thousand sites with solar panels installed, providing power to telecommunications equipment in rural and remote locations where the power grid does not reach. Kilowatt hours are calculated based on geographic location and designed capacity with reference to the Australian Government's Clean Energy Regulator Small Generation Unit / Small-Scale Technology Certificate guidance.
Spectrum	Mobile networks use radio transmission to carry signals through the air just like radio and television. The spectrum we use is defined by where on the dial we sit (the frequency) and how much of the dial we take up (the spectrum bandwidth). The more spectrum bandwidth we have access to, the greater the amount of information we can carry and the more users we can support on our network.

Stakeholder	<p>Our stakeholders are any group or individual who influences or is impacted by our business, and our constructive and transparent engagement with them is the foundation of our approach to sustainability.</p> <p>Telstra's key stakeholders include:</p> <ul style="list-style-type: none"> • Shareholders / investors • Employees • Customers • Communities • Suppliers and partners • Environment • Government and industry.
Stationary energy	<p>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 wastewater from pits, and solar energy generated and consumed in remote locations.</p> <p>All energy types are converted into Gigajoules (GJ) using their respective energy content conversion factors, and emissions calculated for each energy type using the NGER (Measurement) Determination 2008 (as amended) (scope 1 + 2 emissions) and NGA Factors (scope 3 emissions).</p>
Supplier	Any individual or company which provides goods or services to Telstra, directly or indirectly.
Supplier targets	<ul style="list-style-type: none"> • Apply a risk-based approach to identify suppliers and undertake site sustainability audits in our supply chain. • Onboard suppliers to Telstra's new Know Your Supplier (KYS) platform.
Supply chain risk management	Management of risks and opportunities across our supply chain including sanctions, privacy and data security, human rights, health and safety and environmental compliance.
Supply chain engagement, traceability and transparency (material topic definition)	Transparency of our supply chain operations and how we engage with our supply chain partners and workers to apply and evolve environmental, social and governance related standards.
Sustainability Accounting Standards Board (SASB) Standards	The Sustainability Accounting Standards Board (SASB) Standards comprise a set of globally applicable industry-specific Standards which identify the minimal set of financially material sustainability topics and their associated metrics for the typical company in an industry. SASB identifies financially material issues, which are the issues that are reasonably likely to impact the financial condition or operating performance of a company and therefore are most important to investors.
Sustainable/ Sustainability	In 1987, United Nations Brundtland Commission published the Report of the World Commission on Environment and Development; Our Common Future, which defined sustainability as “meeting the needs of the present without compromising the ability of future generations to meet their own needs.”
Sustainable Development Goals	The United Nations Sustainable Development Goals (SDGs) comprise 17 goals and 169 targets aimed at addressing the world's most significant development challenges. Working with government and civil society, businesses have an important role to play in achieving these goals.
Sustainable engagement	Ensuring our workforce is engaged, enabled and energised.
Sustainable engagement score	<p>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.</p> <p>Telstra measures sustainable engagement by using the results of our internally administered Employee Engagement Surveys that are conducted on a regular basis.</p>
Sustainable packaging target	<p>100 per cent of Telstra branded packaging is made of renewable or recycled material and is fully recyclable by 2022. Telstra branded packaging relates to packaging where Telstra has accountability for its production. Specifically:</p> <ul style="list-style-type: none"> • Telstra branded products: any component of packaging that follows the Telstra branded packaging style guide and where the product name has the Telstra brand • Telstra endorsed products (e.g. 3rd party manufactured hardware): any component of the merchandising packaging that follows the Telstra branded packaging style guide. This excludes non-Telstra branded internal packaging for Telstra endorsed products (e.g. internal sleeves, wraps etc). This also excludes products that are non-Telstra branded with approval to display the Telstra logo on their packaging (e.g. powered by the Telstra Network) • The target excludes products which are no longer a part our current product range but which we may continue to sell (i.e. end-of-life).

T	
Task Force on Climate-related Financial Disclosures (TCFD)	Recommendations about the information that companies should disclose to support investor assessment of risks related to climate change. See www.fsb-tcfd.org for more information.
Tech4Good	Telstra Foundation initiatives that use the power of technology to enable all young people to thrive.
Tech for Good	Using technology for good by creating or enabling innovative programs, products, services and solutions.
Terabyte	One terabyte is a trillion bytes. A byte is a unit of digital information in computing and telecommunications.
Telecommunications Industry Ombudsman (TIO)	Dispute resolution service for small business and residential customers who have a complaint about their telephone or internet service in Australia. The TIO is independent of industry, the government and consumer organisations.
Telstra Air®	Telstra's Wi-Fi network, launched officially in June 2015.
Telstra Foundation	<p>Telstra Foundation is Telstra's registered, philanthropic charity in Australia with a vision for all Australians to be empowered through technology.</p> <p>Through the Foundation we focus on improving digital inclusion and enabling community action on climate change, in particular within diverse, vulnerable, and disadvantaged communities.</p>
Telstra Labs	Telstra Labs is Telstra's innovation arm that explores and validates emerging technologies that have the potential to radically transform our economy and society. They look at technology such as 5G, AI, IoT, autonomous machines, smart cities and wireless power.

Time (social and community investment)	A time contribution is the cost to the company of the paid working hours contributed by employees to a community organisation or activity. The term 'volunteering' is often used to describe time contributions, but it can go beyond this to include any active engagement in community activity during paid working time.
TIO complaints	Expression of dissatisfaction from a consumer that is referred to the Telecommunication Industry Ombudsman (TIO) to identify code rules relevant to the issue. If details of the complaint suggest that code rules may not have been followed, the TIO refers these issues to Telstra.
Total electricity consumption	Electricity used in Telstra's buildings and network facilities. Electricity consumption is based on invoiced (billing) data where available. Where metering data is not available on invoices, estimates are calculated based upon prior invoiced consumption, taking into account seasonal variations. For unmetered assets where consumption is not recorded on the invoice, estimates are calculated using the asset load profiles where distributors have provided them, and if not using average location-based cost per kWh profile
Total energy consumption	Total consumption of electricity, natural gas and fuels for Telstra's buildings, network and fleet, measured in gigajoules.
Total Recordable Injury Frequency Rate (TRIFR)	TRIFR is the reported number per million hours worked of all work-related injuries or diseases including mental health that require medical treatment beyond simple first aid.
Total waste	The total weight of solid materials collected for recycling or disposal to landfill measured in tonnes.
Training hours and spend	We calculate our training hours and 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.
Turnover	The number of employees who leave Telstra including all types of separation.

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

V	
Value Chain	The activities and processes that are performed by Telstra in order to deliver value and benefit to our customers.

W	
Wages, benefits and freedom of association (material topic definition)	The wages, benefits and working conditions experienced by our employees and supply chain workers, including freedom of association and access to collective bargaining.
Waste emissions	Telstra generates waste from business activities across its commercial and network portfolio. Emissions are calculated using total tonnes of waste to landfill and applying Climate Active emission factors.
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 Group 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.

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

Contact: sustainability@team.telstra.com