



Global Reporting Initiative and United Nations Global Compact Index

Bigger Picture 2017 Sustainability Report

Contents

Global Reporting Initiative and United Nations Global Compact Index

Telstra's sustainability reporting is prepared in accordance with the United Nations Global Compact (UNGC) Communication on Progress and the Global Reporting Initiative (GRI) G4 Core Sustainability Reporting Guidelines (GRI G4 Guidelines).

This index provides a guide to where information on our material impacts, as they relate to the GRI and UNGC reporting requirements and indicators, can be found throughout Telstra's 2017 Annual Report, the Bigger Picture 2017 Sustainability Report and our [website](#).

Our reporting boundary	03
Stakeholder engagement	04
General standard disclosures	
Strategy and profile	05
Governance and ethics	08
Specific standard disclosures	
Economic	09
Environmental	09
Social	
Labour practices and decent work	12
Human rights	14
Society	15
Product responsibility	16

GRI reporting boundary

The GRI aspects and indicators we've reported on throughout the Bigger Picture 2017 Sustainability Report have been determined through our materiality process, and relate to our 26 material topics, which are outlined below.

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

While the scope of this report is Telstra Corporation Limited, excluding all controlled entities unless otherwise stated, wherever possible we have extended the scope of this report to include our operations across the Telstra Group, as well as our external impacts. In instances where our materiality boundaries extend beyond the scope of our reporting, we are working to increase our disclosures.

For further information on our value chain including the key stakeholders impacted, please refer to our sustainability [website](#).

Material topic	Supply chain		Telstra			Customer and community		
	Products manufacture	Service providers	Purpose, vision and values	Products and solutions	Network and operations	Customer	Community	End of life
Business resilience			●	●	●	●		
Changing regulatory landscape			●	●	●	●	●	
Climate change resilience	●		●	●	●	●	●	●
Community investment			●	●	●	●	●	
Customer experience		●	●	●	●	●	●	
Cyber safety			●	●	●	●	●	
Digital inclusion			●	●	●	●	●	
Diversity and inclusion			●	●	●			
Energy and emissions	●		●	●	●	●		●
Environmental risk and compliance	●		●	●	●	●		●
Ethics, values and governance			●	●	●			
Human rights	●	●	●	●	●	●	●	●
Industry disruption and competition			●	●	●	●	●	
Mobile phones, base stations and health			●	●	●	●	●	
Network investment			●		●	●	●	
New growth and business expansion		●	●	●	●	●		
People capability			●	●	●	●		
Privacy and data security		●	●	●	●	●		●
Resource efficiency	●		●	●	●	●		●
Social and environmental innovation			●	●	●	●	●	●
Supply chain	●	●	●	●				
Sustainable engagement			●	●	●			
Health and safety	●	●	●	●	●	●	●	
Talent attraction			●	●	●	●		
Workplace relations			●	●	●	●		

Stakeholder engagement

Stakeholder group	How we engage	Key sustainability topics	
<p>Customers</p> <p>Our customers are residential consumers, small to medium enterprises, large companies and organisations, as well as government</p>	Customer service channels including face-to-face, online and calls, external market research, social media, newsletters and white papers, Telecommunications Industry Ombudsman (TIO)	<ul style="list-style-type: none"> • Customer experience • Business resilience • Network investment 	<ul style="list-style-type: none"> • Privacy and data security • People capability
<p>Communities</p> <p>We engage with our communities wherever we operate, including non-profit organisations and program partners, as well as community groups and individuals local to our operations</p>	Team of Community Engagement Specialists, ongoing engagement through Corporate Affairs, online channels, feedback surveys, sustainability reporting	<ul style="list-style-type: none"> • Ethics, values and governance • Customer experience 	<ul style="list-style-type: none"> • Resource efficiency • Network investment • Privacy and data security
<p>Employees/potential employees</p> <p>Our workforce is large and diverse, with more than 32,000 employees in more than 20 countries</p>	Annual employee engagement survey, workplace health survey, intranet corporate news, grievance mechanisms, performance reviews, team/departmental meetings, social media channels, online channels	<ul style="list-style-type: none"> • People capability • Talent attraction • Sustainable engagement 	<ul style="list-style-type: none"> • Diversity and inclusion • Digital inclusion
<p>Government</p> <p>We engage with government at local, state and federal levels in Australia, as well as in other countries. Engagement can be with ministers, party leaders and department staff</p>	Ongoing personal engagement by Corporate Affairs, newsletters, online channels, public policy participation, government inquiries, feedback surveys /complaints/inquiries	<ul style="list-style-type: none"> • Customer experience • Network investment • Privacy and data security 	<ul style="list-style-type: none"> • Industry disruption and competition • Changing regulatory landscape
<p>Industry</p> <p>We engage with our sector peers and competitors, as well as ICT and telecommunications specific associations</p>	Participation in industry associations, memberships such as Groupe Speciale Mobile Association (GSMA)	<ul style="list-style-type: none"> • Privacy and data security • Supply chain • Resource efficiency 	<ul style="list-style-type: none"> • Climate change resilience • Human rights
<p>Shareholders and investment community</p> <p>Our investment community comprises institutional investors, buy and sell-side analysts, as well as around 1.4 million shareholders, some of whom invest with social and environmental preferences</p>	Half year and full year briefings, investor days, investor roadshows, investor meetings, ASX announcements, direct phone and email correspondence, Telstra annual general meeting, Telstra website, online Telstra Exchange	<ul style="list-style-type: none"> • Industry disruption and competition • Business resilience • Privacy and data security 	<ul style="list-style-type: none"> • Changing regulatory landscape • Customer experience
<p>Media</p> <p>We regularly engage with representatives from print, radio, TV, social and online media at a local, national and international level</p>	Ongoing engagement by our communications, investor relations and media teams	<ul style="list-style-type: none"> • Industry disruption and competition • Business resilience 	<ul style="list-style-type: none"> • Customer experience • Privacy and data security • Network investments
<p>Unions</p> <p>We work closely with the relevant employee trade unions including Community and Public Sector Union, Communications Electrical Plumbing Union and Professionals Australia</p>	Formal consultation meetings and correspondence, ongoing engagement through Work Health Safety representatives	<ul style="list-style-type: none"> • Customer experience • Privacy and data security • Health and safety 	<ul style="list-style-type: none"> • Digital inclusion • People capability
<p>Suppliers</p> <p>We engage with approximately 4,500 domestic and 3,300 international suppliers</p>	Ongoing engagement by our procurement team, supplier surveys and ongoing assessments	<ul style="list-style-type: none"> • Energy and emissions • Resource efficiency • People capability 	<ul style="list-style-type: none"> • Privacy and data security • Supply chain
<p>Regulators</p> <p>We work closely with industry regulators in all our markets</p>	Participation in reviews conducted by regulators, information provision under various reporting requirements, ongoing regulatory inspections, ongoing regular engagement as necessary, newsletters, participation in industry bodies	<ul style="list-style-type: none"> • Customer experience • Network investments • Ethics, values and governance 	<ul style="list-style-type: none"> • Changing regulatory landscape • Industry disruption and competition

Strategy and profile

GENERAL STANDARD DISCLOSURES / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	EXTERNAL ASSURANCE
Strategy and analysis			
G4-1 UNGC Statement of support	Statement from the Chairman and CEO	Bigger Picture 2017 Sustainability Report: p. 2.	
G4-2	Key impacts, risks and opportunities	<p>Telstra 2017 Annual Report: Our material risks, p. 16.</p> <p>Bigger Picture 2017 Sustainability Report:</p> <p><i>Sustainability at Telstra</i> – Message from the Chairman and CEO, p. 2; Our changing world, p. 5; Our customers, p. 8; Materiality, p. 10; Stakeholder engagement, p.12; About this report, p. 13.</p> <p><i>Ethics and governance</i>, p. 14;</p> <p><i>Culture and capabilities</i>, p. 25;</p> <p><i>Everyone connected</i>, p. 37;</p> <p><i>Networks</i>, p. 44;</p> <p><i>Tech for good</i>, p. 48;</p> <p><i>Climate change and energy</i>, p. 57;</p> <p><i>Environment and resource efficiency</i>, p. 62.</p>	
Organisational profile			
G4-3	Name of organisation	Telstra Corporation Limited	
G4-4	Primary brands, products and services	<p>Telstra 2017 Annual Report: Our business, p. 2.</p> <p>Bigger Picture 2017 Sustainability Report: <i>Sustainability at Telstra</i> – About Telstra, p. 4</p>	
G4-5	Location of organisation's headquarters	Telstra's principal Australian office is located at 242 Exhibition Street, Melbourne, Australia.	
G4-6	Countries of operation	Telstra 2017 Annual Report: Our business, p. 2.	
G4-7	Nature of ownership and legal form	<p>Telstra Corporation Limited (ABN 33 051 775 556)</p> <p>Incorporated in the Australian Capital Territory.</p> <p>Telstra is listed on Stock Exchanges in Australia and in New Zealand (Wellington).</p>	
G4-8	Markets served	<p>Telstra 2017 Annual Report: Our business, p. 2; Build new growth businesses close to the core, p. 14; and further information at:</p> <p>https://www.telstra.com.au/aboutus/telstra-international</p> <p>Bigger Picture 2017 Sustainability Report:</p> <p><i>Sustainability at Telstra</i> – About Telstra, p. 4</p>	

GENERAL STANDARD DISCLOSURES / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	EXTERNAL ASSURANCE
G4-9	Scale	By products/services provided: Telstra 2017 Annual Report: Our business, p. 2. By net sales, debt and equity: Telstra 2017 Annual Report: Full year results and operations review, p. 20. By number of employees: Bigger Picture 2017 Sustainability Report: <i>Culture and capabilities</i> – Employment and workplace relations, p. 36.	
G4-10	Breakdown of employment type	Full employment statistics are available online at: www.telstra.com/sustainability/report/data	
G4-11 UNGC 1 & 3	Collective bargaining	Bigger Picture 2017 Sustainability Report: <i>Culture and capabilities</i> – Employment and workplace relations, p. 36.	
G4-12	Describe the organisation's supply chain	Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> – Managing our supply chain, p. 20; www.telstra.com/sustainability/report/valuechain	
G4-13	Significant changes in the period	Significant operational changes: Bigger Picture 2017 Sustainability Report: <i>Culture and capabilities</i> – Employment and workplace relations, p. 36 Telstra 2017 Annual Report: Chairman and CEO message, p. 4; Strategy and Performance, p. 8 Significant supply chain changes: Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> – Managing our supply chain, p. 20.	
G4-14 UNCG 7	Precautionary approach	Telstra takes a precautionary approach to environmental management. Bigger Picture 2017 Sustainability Report: <i>Climate change and energy</i> – Approach, p. X, <i>Environment and resource efficiency</i> – Approach, p. X. This approach is also embedded in Telstra's Environment Policy: http://www.telstra.com.au/aboutus/community-environment/reports/#tab-environment	
G4-15 UNGC 1–10	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses	Sustainability initiatives to which Telstra subscribes: Bigger Picture 2017 Sustainability Report: <i>Sustainability at Telstra</i> – Our changing world, p. 5. Development and governance of initiatives: Bigger Picture 2017 Sustainability Report: <i>Sustainability at Telstra</i> – Our approach, p. 7.	
G4-16	Memberships in associations and advocacy organisations	Telstra does not provide substantive funding beyond routine membership dues to associations or advocacy organisations. Sustainability memberships: Bigger Picture 2017 Sustainability Report: <i>Sustainability at Telstra</i> – Stakeholder engagement, p. 11; Bigger Picture 2017 Sustainability Report: <i>Everyone connected</i> – Digital inclusion, p. 38	
Identified material aspects and boundaries			
G4-17	Operational structure of the organisation	Telstra 2017 Annual Report: Our business, p. 2; Financial statement, p. 70.	

GENERAL STANDARD DISCLOSURES / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	EXTERNAL ASSURANCE
G4-18	Process for defining report content and Aspect Boundaries	Bigger Picture 2017 Sustainability Report: <i>Sustainability at Telstra</i> – Materiality, p. 10; Bigger Picture Sustainability Report Assurance statement – www.telstra.com/sustainability/report/data	Yes
G4-19	Material aspects identified	Bigger Picture 2017 Sustainability Report: <i>Sustainability at Telstra</i> – Materiality, p. 10; Bigger Picture Sustainability Report Assurance statement – www.telstra.com/sustainability/report/data	Yes
G4-20	Internal aspect boundary for each material aspect	<p>The internal boundary for all material aspects is the Telstra Group, which includes the Telstra Corporation and its controlled entities.</p> <p>As the scope of this report is limited to Telstra Corporation Limited, excluding all controlled entities unless otherwise stated, we have extended our reporting boundary wherever possible to include our operations across the Telstra Group.</p> <p>In instances where the aspect boundary extends beyond our reporting boundary and scope, we are working to increase our disclosures over time.</p>	
G4-21	External aspect boundary for each material aspect	See page two of this Index.	
G4-22	Re-statements	Bigger Picture 2017 Sustainability Report: <i>Culture and capabilities</i> – Promoting health, safety and wellbeing, p. 35; www.telstra.com/sustainability/report/data	
G4-23	Significant changes from previous report	In FY16 we chose to consolidate our topics to high-level material impacts. This year we have kept our topics as they were originally identified and defined through the materiality process. This has allowed us greater visibility over specific topics, which will allow us to better respond to risks and opportunities.	
Engagement			
G4-24	List of stakeholder groups engaged by the organisation	Bigger Picture 2017 Sustainability Report: <i>Sustainability at Telstra</i> – Stakeholder engagement, p. 12.	
G4-25	Basis for identification and selection of stakeholders with whom to engage	Bigger Picture 2017 Sustainability Report: <i>Sustainability at Telstra</i> – Stakeholder engagement, p. 12.	
G4-26	Approaches to engaging our stakeholders, including frequency of engagement by type and by stakeholder group	<p>Bigger Picture 2017 Sustainability Report: <i>Sustainability at Telstra</i> – Stakeholder engagement, p. 12, Materiality, p. 10, Glossary, available at: www.telstra.com/sustainability/report/data</p> <p>Further information on stakeholder engagement undertaken in the reporting year: Bigger Picture 2017 Sustainability Report: <i>Culture and capabilities</i> – Building culture and engagement, p. 26; <i>Everyone connected</i> - Approach, p. 37, Digital inclusion, p. 38; <i>Climate change and energy</i> – Approach, p. 57.</p>	
G4-27	Key topics and concerns of stakeholders, and response	Bigger Picture 2017 Sustainability Report: <i>Sustainability at Telstra</i> – Stakeholder engagement, p. 12; Materiality p. 10.	

GENERAL STANDARD DISCLOSURES / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	EXTERNAL ASSURANCE
Report profile			
G4-28	Reporting period	FY17: 2016/2017 financial year (1 July 2016 to 30 June 2017)	
G4-29	Date of most recent previous report	Bigger Picture 2016 Sustainability Report. Published 14 August 2016.	
G4-30	Reporting cycle	Annual	
G4-31	Contact point	Tim O'Leary, Executive Director, Rural Affairs and Chief Sustainability Officer, at sustainability@team.telstra.com	
G4-32	Location of the standard disclosures	The Bigger Picture 2017 Sustainability Report has been prepared in accordance with the GRI G4-Core Sustainability Reporting Guidelines. This Index provides an overview of the location of standard disclosures throughout our reporting. Ernst and Young's assurance statement can be accessed at: www.telstra.com/sustainability/report/data	
G4-33	External assurance of Report	Bigger Picture 2017 Sustainability Report: <i>Sustainability at Telstra</i> – About this report, p. 13. Ernst and Young's assurance statement can be accessed at: www.telstra.com/sustainability/report/assurance	Yes

Governance and ethics

GENERAL STANDARD DISCLOSURES / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	EXTERNAL ASSURANCE
Governance			
G4-34 UNGC 1-10	Governance structure	Telstra 2017 Corporate Governance Statement Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> – Ethics, values and governance, p. 15.	
Ethics			
G4- 56 UNGC 1-10	Mission and value statements	Mission, values, Code of Conduct and Business Principles: https://www.telstra.com.au/content/dam/tcom/about-us/investors/pdf%20D/Telstra-Group-Code-of-Conduct-170616.pdf Level of implementation: Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> – Ethics, values and governance, p. 15.	

Economic

SPECIFIC STANDARD DISCLOSURES – MATERIAL ASPECTS AND INDICATORS / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	NOTES	EXTERNAL ASSURANCE
G4 DMA	Economic management approach	Telstra 2017 Annual Report – Strategy and performance, p. 8; Telstra 2017 Annual Report – Our material risks, p. 16. Additional Contextual information: Telstra 2017 Annual Report - Directors report, p. 39.		
Economic performance				
G4-EC1	Direct economic value generated and distributed	Revenues; operating costs; employee wages and benefits; payments to government: Telstra 2017 Annual Report - Full year results and operations review, p. 20. Bigger Picture 2017 Sustainability Report: <i>Everyone connected</i> – Community investment, p. 42.		
G4-EC2 UNGC 7-9	Financial implications, risks and opportunities due to climate change	Bigger Picture 2017 Sustainability Report: <i>Climate change and energy</i> – Climate change resilience, p. 61.		
Indirect economic impacts				
G4-EC7	Development and impact of infrastructure investments and services supported	Bigger Picture 2017 Sustainability Report: <i>Everyone connected</i> – Rural and regional communities, p. 40. Our commitment to reconciliation, p. 41. Bigger Picture 2017 Sustainability Report: <i>Everyone connected</i> – Community investment, p. 42. Bigger Picture 2017 Sustainability Report: <i>Networks</i> – Continuing to invest in our network, p. 45.		

Environment

GRI 64 / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	NOTES	EXTERNAL ASSURANCE
G4 DMA UNGC 7-9	Environment management approach	Aspects – materials; energy; water; biodiversity, emissions; effluents and waste; products and services, compliance; transport, supplier environmental assessment, environmental grievance mechanisms. Materiality of aspects: Bigger Picture 2017 Sustainability Report: <i>Sustainability at Telstra</i> – Materiality, p. 10; <i>Climate change and energy</i> - Approach, p. 57; <i>Environment and resource efficiency</i> - Approach, p. 62. Management of aspects: Materials; energy; water; biodiversity, emissions; effluents and waste; products and services, compliance; transport. Bigger Picture 2017 Sustainability Report: <i>Climate change and energy</i> – Energy and emissions, p. 58.		
Indirect economic impacts				
G4-EN2 UNGC 8	Percentage of materials used that are recycled input materials	Bigger Picture 2017 Sustainability Report: <i>Environment and resource efficiency</i> – Materials efficiency, p. 63.	We do not calculate the percentage of materials used that are recycled input materials.	

GRI G4 / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	NOTES	EXTERNAL ASSURANCE
Energy				
G4-EN3 UNGC 8	Energy consumption within the organisation	Bigger Picture 2017 Sustainability Report: <i>Climate change and energy – Energy and emissions</i> , p. 59; www.telstra.com/sustainability/report/data Methodology and conversion factors: Glossary, available at: www.telstra.com/sustainability/report/about	We do not sell or consume steam, and therefore do not report on steam consumption in our response to this indicator.	Yes
G4-EN6 UNGC 7-9	Reduction of energy consumption	Bigger Picture 2017 Sustainability Report: <i>Climate change and energy – Energy and emissions</i> , p. 59; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/about	We do not sell or consume steam, and therefore do not report on steam consumption in our response to this indicator.	Yes
Water				
G4-EN8 UNGC 8	Total water withdrawal by source	www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/about		
Emissions				
G4-EN15 UNGC 8	Direct greenhouse gas emissions (Scope 1)	Bigger Picture 2017 Sustainability Report: <i>Climate change and energy – Energy and emissions</i> , p. 59; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/about		Yes
G4-EN16 UNGC 8	Indirect greenhouse gas emissions (Scope 2)	Bigger Picture 2017 Sustainability Report: <i>Climate change and energy – Energy and emissions</i> , p. 59; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/about		Yes
G4-EN17 UNGC 8	Other indirect greenhouse gas (GHG) emissions (Scope 3)	Bigger Picture 2017 Sustainability Report: <i>Climate change and energy – Energy and emissions</i> , p. 59; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/about		Yes
G4-EN18 UNGC 8	Greenhouse gas (GHG) emissions intensity	Bigger Picture 2017 Sustainability Report: <i>Climate change and energy – Energy and emissions</i> p. 59; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/about		Yes
G4-EN19 UNGC 7-9	Initiatives to reduce greenhouse gas emissions and reductions achieved	Bigger Picture 2017 Sustainability Report: <i>Climate change and energy – Energy and emissions</i> , p. 59; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/about		Yes

GRI G4 / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	NOTES	EXTERNAL ASSURANCE
Effluents and waste				
G4-EN22 UNGC 8	Total water discharge by quality and destination	www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/about		
G4-EN23 UNGC 8	Total weight of waste by type and disposal method	Bigger Picture 2017 Sustainability Report: <i>Environment and resource efficiency</i> – Materials efficiency p. 63; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/about		Yes – Total waste and recycling (t), total e-waste (t) and MobileMuster contribution (t)
Products and services				
G4-EN27 UNGC 7-9	Initiatives to mitigate environmental impacts of products and services	Bigger Picture 2017 Sustainability Report: <i>Environment and resource efficiency</i> – Materials efficiency, p. 63-64, Supplier Code of Conduct: https://www.telstra.com.au/content/dam/tcom/about-us/our-company/pdf/telstra-supplier-code-of-conduct-2014.pdf		
Compliance				
G4-EN29 UNGC 8	Non-compliance with environmental laws and regulations	Telstra has not been prosecuted for, or convicted of, any significant breaches of environmental regulation during the financial year.		
Transport				
G4-EN30 UNGC 8	Significant environmental impacts of transporting products, goods, materials, workforce	Bigger Picture 2017 Sustainability Report: <i>Climate change and energy</i> – Energy and emissions, p. 60; Bigger Picture Sustainability Report Glossary – www.telstra.com/sustainability/report/data		Yes – Emissions associated with fleet and air travel only.
Supplier environmental assessment				
G4-EN33 UNGC 7-8	Significant actual and potential negative environmental impacts in the supply chain	Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> – Managing our supply chain, p. 20.		

Social: Labour practices and decent work

GRI G4 / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	NOTES	EXTERNAL ASSURANCE
G4 DMA UNGC 1-6	Labour practices management approach	<p>Aspects: Employment; Labour/Management Relations; Occupational Health and Safety; Training and Education; Diversity and Equal Opportunity; Equal Remuneration for Women and Men; Supplier Assessment for Labour Practices; Labour Practices Grievance Mechanisms.</p> <p>Materiality of aspects: Bigger Picture 2017 Sustainability Report: <i>Sustainability at Telstra</i> — Materiality, p. 10; <i>Culture and capabilities</i> - Approach, p. 25.</p> <p>Management of aspects: Employment and Labour/Management Relations: Bigger Picture 2017 Sustainability Report: <i>Sustainability at Telstra</i> – Materiality, p. 10; <i>Culture and capabilities</i>, p. 25. Training and awareness: Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> – Ethics, values and governance, p. 15; <i>Culture and capabilities</i> – Developing our people, p. 28. Aspect: Occupational health and safety Bigger Picture 2017 Sustainability Report: <i>Culture and capabilities</i> – Promoting health, safety and wellbeing, p. 34. Aspect: Training and education Bigger Picture 2017 Sustainability Report: <i>Culture and capabilities</i> – Building culture and engagement, p. 26; Developing our people, p. 28; Career Progression: http://careers.telstra.com/Career-Paths Aspects: Diversity and Equal remuneration for women and men Bigger Picture 2017 Sustainability Report: <i>Culture and capabilities</i> – Creating a diverse and inclusive workplace, p. 29. Training and awareness: Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> - Ethics, values and governance, p. 15. Aspects: Supplier Assessment for Labour Practices and Labour Practices Grievance Mechanisms Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> – Managing our supply chain, p. 20; Ethics, values and governance, p. 15.</p>		
Employment				
G4 LA1 UNGC 6	Employee turnover	www.telstra.com/sustainability/report/data		
Labour management relations				
G4 LA3	Return to work and retention rates after parental leave	www.telstra.com/sustainability/report/data		
G4-LA4 UNGC 1, 3 Outcomes	Minimum notice period(s) regarding significant operational changes	In all instances Telstra is committed to providing appropriate notice and to following legal, industrial relations and consultation requirements, if any, within the countries implementing a change.		

GRI G4 / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	NOTES	EXTERNAL ASSURANCE
Occupational health and safety				
G4-LA6 UNGC 1-2	Rates of injury, disease, lost days, absenteeism and fatalities	Lost days, injury rates, fatalities: Bigger Picture 2017 Sustainability Report: <i>Culture and capabilities</i> – Promoting health, safety and wellbeing, p. 34. Absenteeism: www.telstra.com/sustainability/report/data	We do not report on rates of disease as this is not material to our operations.	Yes – Lost time injury frequency rate (LTIFR) and Total recordable injury frequency rate (TRIFR)
Training and education				
G4-LA-9	Hours of training per employee	Bigger Picture 2017 Sustainability Report: <i>Culture and capabilities</i> – Developing our people, p. 28.	We do not track hours, we track dollars invested per employee.	
G4-LA10	Programs for skills management and lifelong learning	Bigger Picture 2017 Sustainability Report: <i>Culture and capabilities</i> – Creating a diverse and inclusive workplace, p. 29; <i>Culture and capabilities</i> – Developing our people, p. 28.		
G4-LA11	Performance and career development	Bigger Picture 2017 Sustainability Report: <i>Culture and capabilities</i> – Culture and engagement, p. 26.		
Diversity and equal opportunity				
G4-LA12 UNGC 1, 6	Composition of governance bodies and breakdown of employees as according to indicators of diversity	Bigger Picture 2017 Sustainability Report: <i>Culture and capabilities</i> – Creating a diverse and inclusive workplace, p. 29. Board age: Directors Report – Telstra 2017 Annual Report, Board of Directors, p. 39. Report glossary: www.telstra.com/sustainability/report/about Workforce statistics: www.telstra.com/sustainability/report/data	Identified groups, apart from female employees are not reported separately. Refer to Glossary for definition.	Yes – Representation of women by level
Equal remuneration for men and women				
G4-LA13 UNGC 6	Ratio of basic salary of men to women by employee category	Bigger Picture 2017 Sustainability Report: <i>Culture and capabilities</i> – Creating a diverse and inclusive workplace, p. 29. We are focused on closing the gender pay equity gap and report on our progress in accordance with the requirements of the Workplace Gender Equality Act 2012: www.telstra.com/diversity		

Social: Human rights

GRI G4 / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	NOTES	EXTERNAL ASSURANCE
G4 DMA UNGC 1-6	Human rights management approach	<p>Aspects: Investment; non-discrimination; freedom of association and collective bargaining; child labour; forced and compulsory labour; Indigenous rights; Assessment; Supplier human rights assessment; Human rights grievance mechanism.</p> <p>Materiality of aspects: Bigger Picture 2017 Sustainability Report: <i>Sustainability at Telstra</i> – Materiality, p. 10; <i>Ethics and governance</i> - Approach, p. 14.</p> <p>Management of aspects: Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> - Human rights, p. 22, Managing our supply chain, p. 20 and Ethics, values and governance, p. 15.</p> <p>Training and awareness: Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> – Ethics, values and governance, p. 15.</p>		
Investment				
G4-HR2 UNGC 1-6	Total hours of employee training on policies and procedures concerning aspects of human rights relevant to business operations	Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> – Managing our supply chain, p. 20; Human rights, p. 22	Human rights training was compiled in FY17 and due to be implemented in FY18.	
Freedom of association and collective bargaining				
G4-HR4 UNGC 1-3	Freedom of association and collective bargaining	Bigger Picture 2017 Sustainability Report: <i>Sustainability at Telstra</i> – Stakeholder engagement, p. 12; <i>Culture and capabilities</i> – Employment and workplace relations, p. 36.		
Supplier human rights assessment				
G4-HR11 UNGC 1-6	Significant actual and potential negative human rights impacts in the supply chain	Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> – Human rights, p. 22.		
G4-HR12 UNGC 1-6	Number of grievances about human rights impacts	Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> – Human rights, p. 22, Managing our supply chain, p. 20; <i>Culture and capabilities</i> – Creating a diverse and inclusive workplace, p. 29, Promoting health and safety and wellbeing, p. 34, Employment and workplace relations, p. 36; <i>Everyone connected</i> – Digital inclusion, p. 38.		

Social: Society

GRI G4 / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	NOTES	EXTERNAL ASSURANCE
G4 DMA UNGC 1, 10	Society management approach	<p>Aspect: Local communities; anti-corruption; public policy; society grievance mechanisms; anti-competitive behaviour; compliance; supplier assessment for impacts on society; grievance mechanisms for impacts on society.</p> <p>Materiality of aspects: Bigger Picture 2017 Sustainability Report: <i>Sustainability at Telstra</i> – Materiality, p. 10; <i>Ethics and governance</i> - Approach, p. 14; <i>Everyone connected</i> - Approach, p. 37.</p> <p>Management of aspects: Bigger Picture 2017 Sustainability Report: <i>Everyone connected</i> – Approach, p. 27; Digital inclusion, p. 38, Community investment, p. 42; <i>Sustainability at Telstra</i> - Our approach, p. 7; <i>Ethics and governance</i> - Managing our supply chain, p. 20; Ethics, values and governance, p. 15.</p> <p>Aspect: Public policy: Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> – Ethics, values and governance, p. 15</p> <p>Bigger Picture Sustainability Report Glossary– www.telstra.com/sustainability/report/data</p>		
Local communities				
G4-S01 UNGC 1-2	Impacts of operations on communities	<p>We assess and report the impacts of a number of aspects of our operations including the following:</p> <p>Base station location: Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> - Mobile phones, base stations and health, p. 24.</p> <p>Telecommunications products and services: Bigger Picture 2017 Sustainability Report: <i>Everyone connected</i> – Digital inclusion, p. 38; Community investment, p.42.</p> <p>Examples of feedback and how it is incorporated: Bigger Picture 2017 Sustainability Report: <i>Sustainability at Telstra</i> – Stakeholder engagement, p. 12; <i>Ethics and governance</i> - Mobile phones, base stations and health, p. 24.</p>		
Anti-corruption				
G4-S03 UNGC 10	Analysis for risk of corruption	Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> – Ethics, values and governance, p. 15.		
G4-S04 UNGC 10	Percentage of employees trained in anti-corruption	<p>Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> - Ethics, values and governance, p. 15.</p> <p>Bigger Picture Sustainability Report Glossary– www.telstra.com/sustainability/report/data</p>		
Public policy				
G4 S06 UNGC 10	Contributions to political parties or related institutions	Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> – Ethics, values and governance, p. 15.		

GRI G4 / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	NOTES	EXTERNAL ASSURANCE
Anti-competitive behaviour				
G4-S07	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	Telstra operates in a highly regulated industry and from time to time receives request for information from key regulators who may be investigating a range of matters within their remit including anti-competitive behaviour. There are currently no significant legal actions against Telstra for anti-competitive, anti-trust or monopoly practices.		
Supplier assessment for impacts on society				
G4-S010 UNGC 1-10	Significant actual and potential negative society impacts in the supply chain	Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> – Managing our supply chain, p. 20.		

Product responsibility

GRI G4 / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	NOTES	EXTERNAL ASSURANCE
G4 DMA UNGC 1,-2, 7-9	Product responsibility management approach	Aspects: Customer health and safety, product and service labelling, marketing communications, customer privacy, compliance. Materiality of aspects: Bigger Picture 2017 Sustainability Report: <i>Sustainability at Telstra</i> – Materiality, p. 10; <i>Ethics and governance</i> - Approach, p. 14. Management of aspects: Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> – Mobile phones, base stations and health, p. 24. Information about Electromagnetic energy: www.telstra.com.au/consumer-advice/eme Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> – Product responsibility, p. 23.		
Customer health and safety				
G4-PR1 UNGC 1-2	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> – Mobile phones, base stations and health, p. 24. Electromagnetic energy: www.telstra.com.au/consumer-advice/eme		
G4-PR2 UNGC 1-2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services	No such incidents have been identified for the reporting period.		
Product and service labelling				
Product and service labelling G4-PR5	Customer satisfaction	Bigger Picture 2017 Sustainability Report: <i>Sustainability at Telstra</i> – Our customers, p. 8.		

GRI G4 / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	NOTES	EXTERNAL ASSURANCE
Marketing communications				
PR-7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications	No such incidents have been identified for the reporting period.		
Customer privacy				
G4-PR8 UNGC 1-2	Number of substantiated complaints regarding breaches of customer privacy and losses of customer data privacy and losses of customer data	Bigger Picture 2017 Sustainability Report: <i>Ethics and governance</i> – Protecting our customers data and privacy, p. 18.; Bigger Picture Sustainability Report Glossary – www.telstra.com/sustainability/report/data Sustainability Report Glossary – www.telstra.com/sustainability/report/data		
Compliance				
G4 PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Telstra has not been prosecuted for or convicted of any significant breaches of laws and regulations.		
Product and service labelling				
Product and service labelling G4-PR5	Customer satisfaction	Bigger Picture 2017 Sustainability Report: <i>Sustainability at Telstra</i> – Our customers, p. 8.		