



Global Reporting Initiative and United Nations Global Compact Index

Bigger Picture 2018 Sustainability Report

Contents

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

This index provides a guide to where information on our material impacts, as they relate to the GRI and UNGC reporting requirements and disclosures, can be found throughout Telstra's 2018 Annual Report, the Bigger Picture 2018 Sustainability Report and our website, www.telstra.com/sustainability/report.

GRI reporting boundary	03
Stakeholder engagement	04
General disclosures	
Strategy and profile	06
Governance and ethics	09
Management approach and topic-specific disclosures	
Economic	10
Environmental	10
Social	
Labour practices and decent work	12
Human rights	15
Society	15
Product responsibility	17

GRI Reporting Boundary

The GRI topics and disclosures we've reported on throughout the Bigger Picture 2018 Sustainability Report have been determined through our materiality process, and relate to our 8 material topics, which are outlined below.

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

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

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

Material topic	Supply chain		Telstra			Customer and community		
	Manufactured products	Service providers	Purpose, vision and values	Products and solutions	Networks and operations	Customer	Community	End of life
Business resilience			●	●	●	●	●	
Changing regulatory landscape			●	●	●	●	●	
Climate change resilience	●		●	●	●	●	●	●
Community investment			●	●	●	●	●	
Corporate taxation			●				●	
Customer experience		●	●	●	●	●	●	
Cyber safety			●	●	●	●	●	
Digital inclusion			●	●	●	●	●	
Diversity and inclusion			●	●	●			
Employee engagement			●	●	●			
Energy and emissions	●		●	●	●	●		●
Environmental risk and compliance	●		●	●	●	●		●
Ethics, values and governance			●	●	●			
Human rights	●	●	●	●	●	●	●	●
Industry disruption and competition			●	●	●	●	●	
Network investment			●	●	●	●	●	
New growth and business expansion		●	●	●	●	●		
People capability			●	●	●	●		
Privacy and data security		●	●	●	●	●		●
Political and social advocacy			●				●	
Product responsibility	●		●	●	●	●	●	
Product stewardship	●		●	●	●	●		●
Social and environmental innovation			●	●	●	●	●	●
Stakeholder trust in business			●			●	●	
Supply chain	●	●	●	●				
Health, safety and wellbeing	●	●	●	●	●	●	●	
Talent attraction			●	●	●	●		
Workplace relations			●	●	●	●	●	

Stakeholder engagement

Stakeholder group

How we engage

Key sustainability topics

Customers

Our customers are residential consumers, small to medium enterprises, large companies and organisations, as well as government

Customer service channels including face-to-face, online and calls, external market research, social media, newsletters and white papers, Telecommunications Industry Ombudsman (TIO), regular messages issued through the mobile safety information SMS campaign and face-to-face consumer forums

- Customer experience
- Privacy and data security
- Business resilience
- Ethics, values and governance

Communities

We engage with our communities wherever we operate, including non-profit organisations and program partners, as well as community groups and individuals local to our operations

Team of Community Engagement Specialists, ongoing engagement through Corporate Affairs, Telstra stores and Telstra Country Wide, online channels, feedback surveys, sustainability programs and partnerships, community consultation, individual meetings and proactive community engagement in response to EME concerns and mobile base station consultation projects

- Customer experience
- Business resilience
- Ethics, values and governance
- Health, safety and wellbeing
- Human rights

Employees/potential employees

Our workforce is large and diverse, with more than 32,000 employees in over 20 countries

Annual employee engagement survey, employee networking and engagement through internal social media channels, intranet corporate news, grievance mechanisms, performance reviews, and regular team/ departmental/ company-wide meetings

- Customer experience
- Privacy and data security
- Business resilience
- Health, safety and wellbeing
- Cyber safety

Government

We engage with government ministers and staff at local, state and federal levels in Australia, and internationally. Engagement can be with ministers, party leaders and department staff

Ongoing personal engagement, newsletters, online channels, public policy participation, government inquiries, feedback surveys, complaints/inquiries, information requests and partnerships

- Privacy and data security
- Business resilience
- Cyber safety
- Network investment
- Societal impacts of technology

Industry

We engage with our sector peers and competitors, as well as ICT and telecommunications specific associations

Participation in industry associations, memberships such as Groupe Speciale Mobile Association (GSMA), Joint Audit Committee (JAC) and Global e-Sustainability Initiative (GeSI)

- Customer experience
- Supply chain sustainability
- Energy and emissions
- Social and environmental sustainability
- Ethics, values and governance

Shareholders and investment community

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

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

- Customer experience
- Privacy and data security
- Business resilience
- Regulatory change
- Industry disruption and competition

Stakeholder group

Media

We regularly engage with representatives from print, radio, TV, social and online media at a local, national and international level

How we engage

Ongoing direct engagement with our communications, investor relations and media teams, media releases, interviews

Key sustainability topics

- Industry disruption and competition
- Business resilience
- Customer experience
- Privacy and data security
- Network investments

Unions

We work closely with the relevant employee trade unions including Community and Public Sector Union, Communications Electrical Plumbing Union and Professionals Australia

Formal consultation meetings and correspondence, ongoing engagement through Work Health Safety representatives

- Workplace relations
- Health, safety and wellbeing
- Growing inequality
- People capability
- Industry disruption and competition

Suppliers

We engage with more than 6,000 suppliers, located across 45 countries around the world.

Ongoing engagement by our procurement team, supplier surveys, ongoing assessments and onsite audits, participation in JAC- appointed audits and GeSI initiatives, commenced roll out of the Supplier Governance Framework, quarterly contractor HSE Forum with major suppliers of our construction workforce, ongoing collaboration with the Indigenous Workforce Program and activities under our Indigenous Labour Program, direct engagement of suppliers with higher potential human rights risks

- Privacy and data security
- Ethics, values and governance
- Supply chain sustainability
- Energy and emissions
- New growth and business expansion

Regulators

We work closely with industry regulators in all our markets

Participation in reviews conducted by regulators, information provision under various reporting requirements, ongoing regulatory inspections, ongoing regular engagement, newsletters, participation in industry bodies

- Customer experience
- Ethics, values and governance
- Regulatory change
- Industry disruption and competition

General disclosures

Strategy and profile

GRI standards / UNGC CoP alignment	Description	Reference / Response	External assurance
Strategy and analysis			
GRI 102-14 UNGC Statement of support	Statement from senior decision maker	Bigger Picture 2018 Sustainability Report: Message from our Chairman and CEO, p. 2	
GRI 102-15	Key impacts, risks and opportunities	<p>Telstra 2018 Annual Report: Our material risks, p. 12</p> <p>Bigger Picture 2018 Sustainability Report:</p> <p><i>Sustainability at Telstra</i> – Message from our Chairman and CEO, p. 2; Our changing world, p. 5; Our customers, p. 6; Material topics, p. 11; Managing material impacts across our value chain, p. 12; Stakeholder engagement, p.12; About this report, p. 14.</p> <p><i>Ethics and governance</i>, p. 15;</p> <p><i>Culture and capabilities</i>, p. 28;</p> <p><i>Everyone connected</i>, p. 41;</p> <p><i>Networks</i>, p. 37;</p> <p><i>Tech for good</i>, p. 49;</p> <p><i>Climate change and energy</i>, p. 57;</p> <p><i>Environment and resource efficiency</i>, p. 63.</p>	
Organisational profile			
GRI 102-1	Name of organisation	Telstra Corporation Limited	
GRI 102-2	Activities, brands, products and services	<p>Telstra 2018 Annual Report: Our business, p. 2</p> <p>Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – About Telstra, p. 4</p>	
GRI 102-3	Location of headquarters	Telstra's principal Australian office is located at 242 Exhibition Street, Melbourne, Australia.	
GRI 102-4	Location of operations	Telstra 2018 Annual Report: Our business , p. 2	
GRI 102-5	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>	

GRI standards / UNGC CoP alignment	Description	Reference / Response	External assurance
GRI 102-6	Markets served	Telstra 2018 Annual Report: Our business, p. 2; Strategy and performance, p. 8-9; and further information at: https://www.telstra.com.au/aboutus/telstra-international Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – About Telstra, p. 4	
GRI 102-7	Scale	By products/services provided: Telstra 2018 Annual Report: Our business, p. 2. By net sales, debt and equity: Telstra 2018 Annual Report: Full year results and operations review, p. 16. By number of employees: Bigger Picture 2018 Sustainability Report: <i>Culture and capabilities</i> – Employment and workplace relations, p. 36.	
GRI 102-8	Information on employees and other workers	Full employment statistics are available online at: www.telstra.com/sustainability/report/data	
GRI 102-41 UNGC 1 & 3	Collective bargaining	Bigger Picture 2018 Sustainability Report: <i>Culture and capabilities</i> – Employment and workplace relations, p. 36.	
GRI 102-9	Supply chain	Bigger Picture 2018 Sustainability Report: <i>Ethics and governance</i> - Managing our supply chain, p. 21; www.telstra.com/sustainability/report/valuechain	
GRI 102-10	Significant changes in the period	Significant operational changes: Bigger Picture 2018 Sustainability Report: <i>Culture and capabilities</i> – Employment and workplace relations, p. 4 Telstra 2018 Annual Report: Chairman and CEO message, p. ; Strategy and Performance, p. 8 Significant supply chain changes: Bigger Picture 2018 Sustainability Report: <i>Ethics and governance</i> - Managing our supply chain, p. 21.	
GRI 102-11 UNGC 7	Precautionary Principle or approach	Telstra takes a precautionary approach to environmental management. Bigger Picture 2018 Sustainability Report: <i>Climate change and energy</i> – Approach, p. 57, <i>Environment and resource efficiency</i> - Approach, p. 63. This approach is also embedded in Telstra's Environment Strategy.	
GRI 102-12 UNGC 1–10	External initiatives	Sustainability initiatives to which Telstra subscribes: Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – Our changing world, p. 5. Development and governance of initiatives: Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – Our sustainability approach, p. 9.	
GRI 102-13	Membership of associations	Telstra does not provide substantive funding beyond routine membership dues to associations or advocacy organisations. Sustainability memberships: Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – Stakeholder engagement, p. 13; Bigger Picture 2018 Sustainability Report: <i>Everyone connected</i> – Digital inclusion, p. 42	

GRI standards / UNGC CoP alignment	Description	Reference / Response	External assurance
Identified material aspects and boundaries			
GRI 102-45	Entities included in the consolidated financial statements	Telstra 2018 Annual Report: Our business, p. 2; Financial report, p. 57.	
GRI 102-46	Defining report content and topic Boundaries	Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – Material topics, p. 11; Bigger Picture Sustainability Report Assurance statement – www.telstra.com/sustainability/report/data	YES
GRI 102-47	List of materials topics	Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – Material topics, p. 11; Bigger Picture Sustainability Report Assurance statement – www.telstra.com/sustainability/report/data	YES
GRI 103-1	Explanation of the material topic and its Boundary	<p>The internal boundary for all material topics is the Telstra Group, which includes the Telstra Corporation and its controlled entities.</p> <p>As the scope of this report is limited to Telstra Corporation Limited, excluding all controlled entities unless otherwise stated, we have extended our reporting boundary wherever possible to include our operations across the Telstra Group.</p> <p>In instances where the aspect boundary extends beyond our reporting boundary and scope, we are working to increase our disclosures over time.</p> <p>The external boundary for all material topics is described in GRI Reporting Boundary (page 3 of this Index).</p>	
GRI 102-48	Re-statements of information	We have restated our Networks and Culture and capabilities 2020 performance targets. See Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – Our sustainability approach, p. 9	
GRI 102-49	Changes in reporting	No significant changes from previous reporting periods in the list of material topics and topic Boundaries.	
Engagement			
GRI 102-40	List of stakeholder groups	Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – Stakeholder engagement, p. 13.	
GRI 102-42	Identifying and selecting stakeholders	Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – Stakeholder engagement, p. 13.	
GRI 102-43	Approach to stakeholder engagement	<p>Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – Stakeholder engagement, p. 13, Material topics, p. 11, Glossary, available at: www.telstra.com/sustainability/report/data</p> <p>Further information on stakeholder engagement undertaken in the reporting year: Bigger Picture 2018 Sustainability Report: <i>Culture and capabilities</i> – Building culture and engagement, p. 29; <i>Everyone connected</i> - Approach, p. 42, Digital inclusion, p. 42; <i>Climate change and energy</i> – Approach, p. 58.</p>	
GRI 102-44	Key topics and concerns raised	Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – Stakeholder engagement, p. 13; Material topics p. 11.	

GRI standards / UNGC CoP alignment	Description	Reference / Response	External assurance
Report profile			
GRI 102-50	Reporting period	FY18: 2017/2018 financial year (1 July 2017 to 30 June 2018)	
GRI 102-51	Date of most recent report	Bigger Picture 2018 Sustainability Report. Published 31 August 2018.	
GRI 102-52	Reporting cycle	Annual	
GRI 102-53	Contact point for questions regarding the report	Tim O'Leary, Government and Regional Affairs and Sustainability Executive, at sustainability@team.telstra.com	
GRI 102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.	
GRI 102-55	GRI Content Index	This Index specifies each of the GRI Standards used and lists all disclosures included in the report. Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – About this report - Reporting standards, p. 14.	
GRI 102-56	External assurance	Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – About this report - Assurance, p. 14. Ernst and Young's assurance statement can be accessed at: www.telstra.com/sustainability/report/data	YES

Governance and ethics

Governance			
GRI 102-18 UNGC 1–10	Governance structure	Telstra 2018 Corporate Governance Statement Bigger Picture 2018 Sustainability Report: <i>Ethics and governance</i> – Ethics, values and governance, p. 16.	
Ethics			
GRI 102-16 UNGC 1–10	Values, principles, standards and norms of behaviour	Code of Conduct https://1u0b5867gsn1ez16a1p2vcj1-wpengine.netdna-ssl.com/wp-content/uploads/2017/09/telstra-group-code-of-conduct-01092017.pdf Level of implementation: Bigger Picture 2018 Sustainability Report: <i>Ethics and governance</i> – Ethics, values and governance, p. 16.	

Management approach and topic-specific disclosures

Economic topics

GRI standards / UNGC CoP alignment	Description	Reference / Response	Notes	External assurance
GRI 103-1	Explanation of the material topic and its Boundary	Telstra 2018 Annual Report – Strategy and performance, p. 8; Telstra 2018 Annual Report – Our material risks, p. 12.		
GRI 103-2	The management approach and its components	Telstra 2018 Annual Report – Strategy and performance, p. 8; Telstra 2018 Annual Report – Our material risks, p. 12.		
GRI 103-3	Evaluation of the management approach	Telstra 2018 Annual Report - Directors report, p. 29.		
Economic performance				
GRI 201-1	Activities, brands, products and services	Telstra 2018 Annual Report - Full year results and operations review, p. 16. Bigger Picture 2018 Sustainability Report: <i>Everyone connected</i> – Community investment, p. 48.		YES. Programs to assist vulnerable customers.
GRI 201-2 UNGC 7-9	Financial implications and other risks and opportunities due to climate change	Bigger Picture 2018 Sustainability Report: <i>Climate change and energy</i> – Climate change resilience, p. 62.		
Indirect economic impacts				
GRI 203-1	Location of operations	Bigger Picture 2018 Sustainability Report: <i>Everyone connected</i> – Regional and remote communities, p. 45. Indigenous communities p. 46. Bigger Picture 2018 Sustainability Report: <i>Everyone connected</i> –Community investment, p. 48; Older Australians, p 45. Bigger Picture 2018 Sustainability Report: <i>Networks</i> , p. 38.		YES. Programs to assist vulnerable customers.
GRI 203-2	Significant indirect economic impacts	Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – Our changing world, p. 5; <i>Digital futures</i> – Networks, p. 38; <i>Social and Environmental Innovation</i> , p. 50		
Environmental topics				
GRI 103-1 UNGC 7-9	Explanation of the material topic and its Boundary	Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – Material topics, p. 11; <i>Climate change and energy</i> - Approach, p. 58; <i>Environment and resource efficiency</i> - Approach, p. 64.		

GRI standards / UNGC CoP alignment	Description	Reference / Response	Notes	External assurance
GRI 103-2	The management approach and its components	Bigger Picture 2018 Sustainability Report: <i>Climate change and energy</i> – Energy and emissions - Approach, p. 58; <i>Climate change and energy</i> – Energy and emissions – Our Environment Strategy, p. 58; <i>Climate change and energy</i> – <i>Climate change resilience</i> - Approach, p. 62; <i>Environment and resource efficiency</i> – Resource efficiency - Approach, p. 64; <i>Environment and resource efficiency</i> – Environmental risk and compliance - Approach, p. 66.		
GRI 103-3	Evaluation of the management approach	Bigger Picture 2018 Sustainability Report: <i>Climate change and energy</i> – Climate change governance, p. 58; <i>Environment and resource efficiency</i> – Environmental risk and compliance - Progress, p. 66.		
Materials				
GRI 301-2 UNGC 8	Recycled input materials used	Bigger Picture 2018 Sustainability Report: <i>Environment and resource efficiency</i> – Resource efficiency, p. 64.	We do not calculate the percentage of materials used that are recycled input materials.	
Energy				
GRI 302-1 UNGC 8	Energy consumption within the organisation	Bigger Picture 2018 Sustainability Report: <i>Climate change and energy</i> – Energy and emissions, p. 58; www.telstra.com/sustainability/report/data Methodology and conversion factors: Glossary, available at: www.telstra.com/sustainability/report/data	We do not sell or consume steam, and therefore do not report on steam consumption in our response to this indicator.	YES
GRI 302-4 UNGC 7-9	Reduction of energy consumption	Bigger Picture 2018 Sustainability Report: <i>Climate change and energy</i> – Energy and emissions, p. 58; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/data	We do not sell or consume steam, and therefore do not report on steam consumption in our response to this indicator.	YES
Water				
GRI 303-1 UNGC 8	Water withdrawal by source	www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/data		
Emissions				
GRI 305-1 UNGC 8	Direct (Scope 1) GHG emissions	Bigger Picture 2018 Sustainability Report: <i>Climate change and energy</i> – Energy and emissions, p. 58; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/data		YES

GRI standards / UNGC CoP alignment	Description	Reference / Response	Notes	External assurance
GRI 305-2 UNGC 8	Energy indirect (Scope 2) GHG emissions	Bigger Picture 2018 Sustainability Report: <i>Climate change and energy</i> – Energy and emissions, p. 58; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/data		YES
GRI 305-3 UNGC 8	Other indirect (Scope 3) GHG emissions	Bigger Picture 2018 Sustainability Report: <i>Climate change and energy</i> – Energy and emissions, p. 58; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/data		YES
GRI 305-4 UNGC 8	GHG emissions intensity	Bigger Picture 2018 Sustainability Report: <i>Climate change and energy</i> – Energy and emissions, p. 58; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/data		YES
GRI 305-5 UNGC 7-9	Reduction of GHG emissions	Bigger Picture 2018 Sustainability Report: <i>Climate change and energy</i> – Energy and emissions, p. 58; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/data		YES
Effluents and waste				
GRI 306-1 UNGC 8	Water discharge by quality and destination	www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/data		
GRI 306-2 UNGC 8	Waste by type and disposal method	Bigger Picture 2018 Sustainability Report: <i>Environment and resource efficiency</i> – Resource efficiency p. 64; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/data		YES. Total waste and recycling (t), total e-waste (t) and MobileMuster contribution (t)
Compliance				
GRI 307-1 UNGC 8	Non-compliance with environmental laws and regulations	Bigger Picture 2018 Sustainability Report: <i>Environment and resource efficiency</i> – Environmental risk and compliance p. 66 Telstra has not been prosecuted for, or convicted of, any significant breaches of environmental regulation during the financial year.		
Supplier environmental assessment				
GRI 308-2 UNGC 7-8	Negative environmental impacts in the supply chain and actions taken	Bigger Picture 2018 Sustainability Report: <i>Ethics and governance</i> – Managing our supply chain, p. 21		
Social topics				
Labour practices and decent work				
GRI 103-1 UNGC 1-6	Explanation of the material topic and its Boundary	Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – Material topics, p. 11; <i>Culture and capabilities</i> – Approach, p. 29.		

GRI standards / UNGC CoP alignment	Description	Reference / Response	Notes	External assurance
GRI 103-2	The management approach and its components	<p>Where Telstra and employees cannot reach agreement on decisions affecting employment, a number of grievance resolution mechanisms are available including an internal resolution policy and process.</p> <p>Management of material topics:</p> <p>Employment and Labour/Management Relations: Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – Material topics, p. 11; <i>Responsible business - Culture and capabilities</i>, p. 29.</p> <p>Training and awareness: Bigger Picture 2018 Sustainability Report: <i>Responsible business - Ethics and governance</i> – Ethics, values and governance, p. 16; <i>Responsible business - Culture and capabilities</i> – Developing our people, p. 31.</p> <p>Occupational health and safety: Bigger Picture 2018 Sustainability Report: <i>Responsible business - Culture and capabilities</i> – Promoting health, safety and wellbeing, p. 35.</p> <p>Training and education: Bigger Picture 2018 Sustainability Report: <i>Responsible business - Culture and capabilities</i> – Building culture and engagement, p. 29; <i>Developing our people</i>, p. 31; <i>Careers at Telstra</i> https://careers.telstra.com/home</p> <p>Diversity and Equal remuneration for women and men: Bigger Picture 2018 Sustainability Report: <i>Responsible business - Culture and capabilities</i> – Creating a diverse and inclusive workplace, p. 32.</p> <p>Training and awareness: Bigger Picture 2018 Sustainability Report: <i>Responsible business - Ethics and governance</i> – Ethics, values and governance, p. 16.</p> <p>Supplier Assessment for Labour Practices and Labour Practices Grievance Mechanisms: Bigger Picture 2018 Sustainability Report: <i>Responsible business - Ethics and governance</i> – Managing our supply chain, p. 21; <i>Responsible business - Ethics and governance</i>, p. 15.</p>		
GRI 103-3	Evaluation of the management approach	Bigger Picture 2018 Sustainability Report: <i>Responsible business - Culture and capabilities</i> – Sustainable engagement, p. 29		
Employment				
GRI 401-1 UNGC 6	New employee hires and employee turnover	www.telstra.com/sustainability/report/data		
Labour management relations				
GRI 401-3	Parental leave	www.telstra.com/sustainability/report/data		
GRI 402-1 UNGC 1, 3 Outcomes	Minimum notice periods regarding 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 standards / UNGC CoP alignment	Description	Reference / Response	Notes	External assurance
Occupational health and safety				
GRI 403-2 UNGC 1-2	Types of injury and rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities	Lost days, injury rates, fatalities: Bigger Picture 2018 Sustainability Report: <i>Responsible business - Culture and capabilities</i> – Promoting health, safety and wellbeing, p. 35. Absenteeism: www.telstra.com/sustainability/report/data	We do not report on rates of disease as this is not material to our operations.	
Training and education				
GRI 404-1	Average hours of training per year per employee	Bigger Picture 2018 Sustainability Report: <i>Responsible business - Culture and capabilities</i> – Developing our people, p. 31.	We do not track hours, we track dollars invested per employee.	
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	Bigger Picture 2018 Sustainability Report: <i>Responsible business - Culture and capabilities</i> – Creating a diverse and inclusive workplace, p. 32; Developing our people, p. 31; Preparing our employees for the future of work, p. 31.		
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	Bigger Picture 2018 Sustainability Report: <i>Responsible business - Culture and capabilities</i> – Managing performance, p. 30.	We disclose our approach to performance management but not the percentage of participating employees.	
Diversity and equal opportunity				
GRI 405-1 UNGC 1, 6	Diversity of governance bodies and employees	Bigger Picture 2018 Sustainability Report: <i>Responsible business - Culture and capabilities</i> – Creating a diverse and inclusive workplace, p. 32. Board age: Directors Report – Telstra 2018 Annual Report, Board of Directors, p. 26. Report glossary: www.telstra.com/sustainability/report/data Workforce statistics: www.telstra.com/sustainability/report/data	Identified groups, apart from female employees are not reported separately. Refer to Glossary for definition.	
Equal remuneration for men and women				
GRI 405-2 UNGC 6	Ratio of basic salary of men to women by employee category	Bigger Picture 2018 Sustainability Report: <i>Responsible business - Culture and capabilities</i> – Gender pay equity, p. 34. 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		

Human rights

GRI standards / UNGC CoP alignment	Description	Reference / Response	Notes	External assurance
GRI 103-1 UNGC 1-6	Explanation of the material topic and its Boundary	Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – Material topics, p. 11; <i>Responsible business - Ethics and governance</i> – Human Rights - Approach, p. 24. Training and awareness: Bigger Picture 2018 Sustainability Report: <i>Responsible business - Ethics and governance</i> – Ethics, values and governance, p. 16.		
GRI 103-2	The management approach and its components	Bigger Picture 2018 Sustainability Report: <i>Responsible business - Ethics and governance</i> – Ethics, values and governance, p. 16; Human rights, p. 24, Managing our supply chain, p. 21.		
GRI 103-3	Evaluation of the management approach	Bigger Picture 2018 Sustainability Report: <i>Responsible business - Ethics and governance</i> – Human rights in our supply chain, p. 24		
Investment				
GRI 412-2 UNGC 1-6	Employee training on human rights policies or procedures	Bigger Picture 2018 Sustainability Report: <i>Responsible business - Ethics and governance</i> – Managing our supply chain, p. 21; Human rights in our supply chain, p. 24.		
Freedom of association and collective bargaining				
GRI 407-1 UNGC 1-3	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – Stakeholder engagement, p. 13; <i>Responsible business - Culture and capabilities</i> – Employment instruments, p. 36.		
Supplier human rights assessment				
GRI 414-2 UNGC 1-6	Negative social impacts in the supply chain and actions taken	Bigger Picture 2018 Sustainability Report: <i>Responsible business - Ethics and governance</i> – Managing our supply chain, p. 21.		
Society				
GRI 103-1 UNGC 1, 10	Explanation of the material topic and its Boundary	Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – Material topics, p. 11; <i>Responsible business - Ethics and governance</i> - Approach, p. 16; <i>Everyone connected</i> - Approach, p. 42.		
GRI 103-2	The management approach and its components	Bigger Picture 2018 Sustainability Report: <i>Everyone connected</i> – Approach, p. 32; Digital inclusion, p. 42, Community investment, p. 48; <i>Sustainability at Telstra</i> - Our sustainability approach, p. 9; <i>Responsible business - Ethics and governance</i> - Managing our supply chain, p. 21; Ethics, values and governance, p. 16. Public policy: Bigger Picture 2018 Sustainability Report: <i>Responsible business - Ethics and governance</i> – Ethics, values and governance, p. 16. Bigger Picture Sustainability Report Glossary– www.telstra.com/sustainability/report/data		
GRI 103-3	Evaluation of the management approach	Bigger Picture 2018 Sustainability Report: <i>Responsible business - Ethics and governance</i> – Understanding and reporting risk, p. 17.		

GRI standards / UNGC CoP alignment	Description	Reference / Response	Notes	External assurance
Local communities				
GRI 413-1 UNGC 1-2	Operations with local community engagement, impact assessments, and development programs	<p>We assess and report the impacts of a number of aspects of our operations including the following:</p> <p>Base station location: Bigger Picture 2018 Sustainability Report: <i>Responsible business - Ethics and governance</i> – Ethics, values and governance, p. 16. <i>Ethics and governance - Mobile phones, base stations and health</i>, p. 27.</p> <p>Telecommunications products and services: Bigger Picture 2018 Sustainability Report: <i>Everyone connected</i> – Digital inclusion, p. 42; Community investment, p.48.</p> <p>Examples of feedback and how it is incorporated: Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – Stakeholder engagement, p. 13; <i>Responsible business - Ethics and governance - Mobile phones, base stations and health</i>, p. 27.</p>		
Anti-corruption				
GRI 205-1 UNGC 10	Operations assessed for risks related to corruption	Bigger Picture 2018 Sustainability Report: <i>Responsible business - Ethics and governance</i> – Commitment to anti-bribery and anti-corruption, p. 17.		
GRI 205-2 UNGC 10	Communication and training about anti-corruption policies and procedures	<p>Bigger Picture 2018 Sustainability Report: <i>Responsible business - Ethics and governance</i> – Commitment to anti-bribery and anti-corruption, p. 17.</p> <p>Bigger Picture Sustainability Report Glossary– www.telstra.com/sustainability/report/data</p>		
Public policy				
GRI 415-1 UNGC 10	Contributions to political parties or related institutions	Bigger Picture 2018 Sustainability Report: <i>Responsible business</i> – Political donations, p. 17.		
Anti-competitive behaviour				
GRI 206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Telstra operates in a highly regulated industry and from time to time receives request for information from key regulators who may be investigating a range of matters within their remit including anti-competitive behaviour. There were no significant legal actions against Telstra for anti-competitive, anti-trust or monopoly practices during the reporting period.		
Supplier assessment for impacts on society				
GRI 414-2 UNGC 1-10	Negative social impacts in the supply chain and actions taken	Bigger Picture 2018 Sustainability Report: <i>Responsible business - Ethics and governance</i> – Managing our supply chain, p. 21.		

Product responsibility

GRI standards / UNGC CoP alignment	Description	Reference / Response	Notes	External assurance
GRI 103-1 UNGC 1,-2, 7-9	Explanation of the material topic and its Boundary	Bigger Picture 2018 Sustainability Report: <i>Sustainability at Telstra</i> – Material topics, p. 11; <i>Responsible business - Ethics and governance</i> - Approach, p. 15.		
GRI 103-2	The management approach and its components	Bigger Picture 2018 Sustainability Report: <i>Responsible business - Ethics and governance</i> – Mobile phones, base stations and health, p. 27. Information about Electromagnetic energy: www.telstra.com.au/consumer-advice/eme Bigger Picture 2018 Sustainability Report: <i>Responsible business - Ethics and governance</i> – Product responsibility, p. 25.		
GRI 103-3	Evaluation of the management approach	Bigger Picture 2018 Sustainability Report: <i>Responsible business - Ethics and governance</i> – Product responsibility, p. 25		
Customer health and safety				
GRI 416-1 UNGC 1-2	Assessment of the health and safety impacts of product and service categories	Bigger Picture 2018 Sustainability Report: <i>Responsible business - Ethics and governance</i> - Mobile phones, base stations and health, p. 27. Electromagnetic energy: www.telstra.com.au/consumer-advice/eme		
GRI 416-2 UNGC 1-2	Incidents of non-compliance concerning the health and safety impacts of products and services	No incidents of non-compliance concerning the health and safety impacts of products and services during the reporting period		
Marketing communications				
GRI 417-3	Incidents of non-compliance concerning marketing communications	Bigger Picture 2018 Sustainability Report: <i>Responsible business - Ethics and governance</i> – Product responsibility, p. 25. Telstra had three incidents of non-compliance with regulations and/or voluntary codes concerning marketing communications, as detailed in the Product Responsibility section of this report.		
Customer privacy				
GRI 418-1 UNGC 1-2	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Bigger Picture 2018 Sustainability Report: <i>Responsible business - Ethics and governance</i> – Protecting our customers data and privacy, p. 19; Bigger Picture Sustainability Report Glossary – www.telstra.com/sustainability/report/data		YES.
Compliance				
GRI 419-1	Non-compliance with laws and regulations in the social and economic arena	Telstra has not been prosecuted for or convicted of any significant breaches of laws and regulations in the social and economic area during the reporting period.		