# FY20 performance

## Focus area

### Responsible business

**Ethics and governance**
- Being ethical, responsible and transparent in how we do business
  - 2020 target: 100% completion of our new enterprise-wide values-based conduct training
  - SDG priorities alignment: Goal 8
  - Progress: 89.4% of Telstra Group employees, contractors, contingent workers and partners completed the values-based conduct training.
  - More info: See page 17

### Culture and capabilities
- Creating a world-class workplace where our people can thrive
  - 2020 target: Achieve a sustainable engagement score that is in line with the global high performing norm by 2022
  - SDG priorities alignment: Goal 5, Goal 8
  - Progress: Achieved a sustainable engagement score of 83 per cent, up 16 points since FY19
  - More info: See page 39

### Digital futures

#### Networks
- Delivering leading telecommunications networks
  - 2020 target: Achieve commercial deployment of 5G in major cities and high demand regional centres
  - SDG priorities alignment: Goal 9
  - Progress: 5G deployed in selected areas within 53 major and regional cities and towns across Australia
  - More info: See page 47

#### Everyone Connected
  - Ensuring everyone can enjoy the benefits of being connected
  - 2020 target: Provide tailored support, products and services to enable 1.5 million people to connect or thrive online
  - SDG priorities alignment: Goal 9
  - Progress: Provided tailored support, products and services to an additional 306,000 people this year, bringing the total to 1.65 million people over three years
  - More info: See page 51

#### Tech for good
- Using the power of technology to enable all young people to thrive
  - 2020 target: Invest $18 million from FY18 to FY20 in Telstra Foundation funded initiatives designed to support young people to thrive in a digital world
  - SDG priorities alignment: Goal 8, Goal 9
  - Progress: Invested $5.3 million in Telstra Foundation funded initiatives to help young people to thrive in a digital world, bringing total investment since FY18 to $17.3 million
  - More info: See page 61

### Environmental solutions

#### Climate change and energy
- Mitigating climate change impacts and helping our customers and communities to do the same
  - 2020 target: Reduce carbon emissions intensity (tCO\textsubscript{2}e per petabyte) by 50 per cent, from a baseline year of FY17
  - SDG priorities alignment: Goal 13
  - Progress: Reduced carbon emissions intensity (tCO\textsubscript{2}e per petabyte) by 55 per cent, based on a baseline year of FY17
  - More info: See page 72

#### Environment and resource efficiency
- Using resources efficiently and minimising environmental impacts across our value chain
  - 2020 target: Reuse or recycle 60 tonnes of mobile phones and accessories over the next three years
  - SDG priorities alignment: Goal 9
  - Progress: Collected 19.7 tonnes of mobile phones and accessories for reuse or recycling this year, bringing the total to 59 tonnes over three years.
  - More info: See page 74

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1 For further targets relating to Goal 5 please see our [2020 Corporate Governance Statement](#).

2 The wording of this target has been updated to reflect the wording published in our T22 strategy document.

3 This target comprises our efforts to support customers in vulnerable circumstances (including programs such as our Access for Everyone program and Disability Equipment program) and our digital capability programs (face to face and online training only). For more information see the [Report Glossary](#).