



End of life

As consumers want the latest smartphones and other electronic gadgets, e-waste continues to increase and is one of the fastest growing types of waste in Australia. As Australia's leading telecommunications and technology company, we have a responsibility to improve our resource efficiency and help our customers and suppliers minimise their environmental impacts.

We rely on large volumes of electronic equipment to operate our network. The rapid evolution of technology requires us to continuously upgrade our network and has also led to increased customer demand for the latest devices, further increasing the amount of equipment becoming e-waste.

Responsible e-waste management has become one of our most significant product stewardship issues.

We are committed to improving the circular economy of electronic equipment. We contribute to sector-wide initiatives and seek to improve our own practices through effective product design and reuse and repurposing. Our employees share this journey with us. They contribute directly to our recycling campaigns and are advocates for effective stewardship in our workplaces, businesses and communities.

Key material issues

- Energy and emissions
- Environmental risk and compliance
- Privacy and data security
- Product stewardship

Key stakeholders

- Customers
- Employees
- Government
- Local community

Priority SDGs

8 DECENT WORK AND ECONOMIC GROWTH



Targets

- Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



- By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities.

13 CLIMATE ACTION



- Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.

For more information on Telstra's approach please refer to the following sections of the Bigger Picture 2020 Sustainability Report:

- Responsible Business
 - Protecting our customers' data and privacy
- Environmental Solutions
 - Climate change and energy
 - Environment and resource efficiency