



Service providers

In FY20, we engaged directly with more than 5,700 suppliers from 91 countries and approximately 80 per cent of our total spend was with 100 suppliers.

Our largest category of spend is on information and communications technology (ICT) (51 per cent). These items are provided directly to customers, used to provide and manage our network and data services, or used by Telstra employees. It also includes services that relate to

developing and programming software, and providing technology support to our customers and people.

Construction and physical network infrastructure maintenance represents 24 per cent of our total spend. The remaining 25 per cent of procurement spend is on non-core activities, such as professional services, travel and uniforms.

Key material issues

- Customer experience
- Human rights
- Privacy and data security
- Supply chain sustainability

Key stakeholders

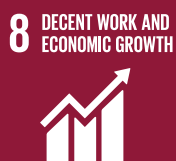
- Customers
- Government
- Local communities
- Suppliers

Priority SDGs



Targets

- End all forms of discrimination against all women and girls everywhere.



- By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.

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

- Responsible Business
 - Managing our supply chain
 - Human rights