



Service providers

In FY21, we engaged directly with more than 4,900 suppliers from 96 countries and approximately 78 per cent of our total spend was with our top 100 suppliers.

Our largest category of spend is on information and communications technology (ICT) (48 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 22 per cent of our total spend. The remaining 30 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
- COVID-19 impacts

Key stakeholders

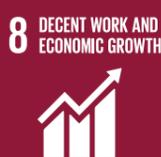
- Customers
- Government
- Local communities
- Suppliers

Priority SDGs



Targets

- End all forms of discrimination against all women and girls everywhere
- Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation



- 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
- Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors



- By 2030, achieve the sustainable management and efficient use of natural resources
- By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse
- Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle
- Promote public procurement practices that are sustainable, in accordance with national policies and priorities



- 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 2021 Sustainability Report and the 2021 Human Rights and Modern Slavery Act Statement.

- Sustainability report: Trusted operations
 - Setting clear expectations of our suppliers
- Human Rights and Modern Slavery Act Statement
 - Our supply chain