



# Bigger Picture

2020 Global Reporting Initiative, United Nations Global Compact and Task Force on Climate-related Financial Disclosures Content Index



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## Global Reporting Initiative, United Nations Global Compact and Task Force on Climate-related Financial Disclosures Content Index

Telstra's sustainability reporting is prepared in accordance with the United Nations Global Compact (UNGC) Communication on Progress, the Global Reporting Initiative Sustainability Reporting Standards (GRI Standards): Core Option, and the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD).

This Index provides a guide to disclosure on our material topics, as they relate to the GRI, UNGC reporting requirements, and TCFD recommendations. Disclosures can be found throughout Telstra's 2020 Annual Report, 2020 Corporate Governance Statement, the Bigger Picture 2020 Sustainability Report and our website: [www.telstra.com/sustainability/report](http://www.telstra.com/sustainability/report).

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# GRI Reporting Boundary

The topics and disclosures we have reported on throughout the Bigger Picture 2020 Sustainability Report have been determined through our materiality process and relate to our 37 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, see the sustainability website at [www.telstra.com/sustainability/report/valuechain](http://www.telstra.com/sustainability/report/valuechain).

Material topic	Supply chain		Telstra			Customer and community		
	Products manufacture	Service providers	Purpose, vision and values	Products and solutions	Network and operations	Customer	Community	End of life
Climate change	●		●	●	●	●	●	●
Community investment			●	●	●	●	●	
Corporate taxation			●				●	
Culture and engagement			●	●	●			
Customer experience		●	●	●	●	●	●	
Cyber safety			●	●	●	●	●	
Digital inclusion			●	●	●	●	●	
Digital transformation	●	●	●	●	●	●	●	
Diversity and inclusion			●	●	●			
Customer experience		●	●	●	●	●	●	
Emerging-tech ethics		●	●	●	●	●	●	
Energy and emissions	●		●	●	●	●		●
Environmental risk and compliance	●		●	●	●	●		●
Ethics, Values and Governance			●	●	●			
Executive remuneration			●	●	●			
Future of work	●	●	●	●	●	●	●	
Growing inequality	●	●	●	●	●	●	●	
Health, safety and wellbeing	●	●	●	●	●	●	●	
Human rights	●	●	●	●	●	●	●	●
Industry disruption and competitive practice			●	●	●	●	●	

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Material topic	Supply chain		Telstra			Customer and community		
	Products manufacture	Service providers	Purpose, vision and values	Products and solutions	Network and operations	Customer	Community	End of life
Maintaining trust			●			●	●	
Mobile phones, base stations and health			●	●	●	●	●	
Networks investment and innovation			●	●	●	●	●	
Network resilience and reliability			●	●	●	●	●	
New growth and business expansion		●	●	●	●	●		
Online content management		●	●	●		●	●	
Political and social advocacy			●				●	
Privacy and data security		●	●	●	●	●		●
Product and service innovation	●	●	●	●	●	●	●	
Product and service responsibility	●		●	●	●	●	●	
Product stewardship	●		●	●	●	●		●
Regulatory change			●	●	●			
Social and environmental innovation			●	●	●	●	●	●
Supply chain sustainability	●	●	●	●				●
Talent attraction and retention			●	●	●	●		
Women's empowerment and ICT	●	●	●	●	●	●	●	
Workforce capability			●	●	●	●		
Workforce changes			●	●	●	●		

# Stakeholder engagement

Stakeholder group	How we engage	Key sustainability topics
<p><b>Customers</b></p> <p>Our customers are residential consumers, small to medium enterprises, large companies and organisations, as well as government.</p>	<p>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.</p>	<ul style="list-style-type: none"> <li>• Climate change</li> <li>• Energy and emissions</li> <li>• Ethics, values and governance</li> <li>• Environmental compliance and risk</li> <li>• Product and service innovation</li> </ul>
<p><b>Communities</b></p> <p>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.</p>	<p>Team of Community Engagement Specialists, ongoing engagement through Corporate Affairs, Rural and Regional Affairs, Telstra stores, online channels, feedback surveys, sustainability programs and partnerships, community consultation, individual meetings and proactive community engagement in response to electromagnetic energy (EME) concerns and mobile base station consultation projects.</p>	<ul style="list-style-type: none"> <li>• Network resilience and reliability</li> <li>• Cyber safety</li> <li>• Climate change</li> <li>• Supply chain sustainability</li> </ul>
<p><b>Employees/potential employees</b></p> <p>Our workforce is large and diverse – we have nearly 29,000 employees located in over 20 countries.</p>	<p>Annual and monthly employee engagement surveys, employee networking and engagement through internal social media channels, intranet corporate news, grievance mechanisms, performance reviews, and regular team/departmental/ company-wide meetings.</p>	<ul style="list-style-type: none"> <li>• Network resilience</li> <li>• Ethics, values and governance</li> <li>• Privacy and data security</li> <li>• Health, safety and wellbeing</li> <li>• Customer experience</li> </ul>
<p><b>Government</b></p> <p>We engage with government ministers and staff at local, state and commonwealth levels in Australia, and internationally.</p>	<p>Ongoing personal engagement, newsletters, online channels, public policy participation, government inquiries, feedback surveys, complaints/inquiries, information requests and partnerships.</p>	<ul style="list-style-type: none"> <li>• Network resilience</li> <li>• Customer experience</li> <li>• Regulatory changes</li> <li>• Workforce changes</li> <li>• Network investment and innovation</li> <li>• Future of work</li> <li>• Digital inclusion</li> </ul>
<p><b>Industry</b></p> <p>We engage with our sector peers and competitors, as well as ICT and telecommunications specific associations.</p>	<p>Participation in industry associations, memberships such as Groupe Speciale Mobile Association (GSMA), Joint Audit Committee (JAC) and Global e-Sustainability Initiative (GeSI).</p>	<ul style="list-style-type: none"> <li>• Ethics, values and governance</li> <li>• Social and environmental innovation</li> <li>• Climate change</li> <li>• Emerging-tech ethics</li> <li>• Maintaining trust</li> </ul>
<p><b>Shareholders and investment community</b></p> <p>Our investment community comprises institutional investors, buy and sell-side analysts, as well as around 1.3 million shareholders, some of whom invest with social and environmental preferences.</p>	<p>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.</p>	<ul style="list-style-type: none"> <li>• Network resilience</li> <li>• Executive remuneration</li> <li>• Customer experience</li> <li>• Maintaining trust</li> <li>• Cyber safety</li> </ul>
<p><b>Media</b></p> <p>We regularly engage with representatives from print, radio, TV, social and online media at a local, national and international level.</p>	<p>Ongoing direct engagement with our communications, investor relations and media teams, media releases and interviews.</p>	<ul style="list-style-type: none"> <li>• Digital inclusion</li> <li>• Industry disruption and competitive practice</li> <li>• Network investment and innovation</li> <li>• Network resilience and reliability</li> <li>• New growth and business expansion</li> </ul>

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<p><b>Unions</b></p> <p>We work closely with the relevant employee trade unions including Community and Public Sector Union, Communications Electrical Plumbing Union and Professionals Australia.</p>	<p>Formal consultation meetings and correspondence, ongoing engagement through Work Health Safety representatives.</p>	<ul style="list-style-type: none"> <li>• Workforce changes</li> <li>• Health, safety and wellbeing</li> <li>• Ethics, values and governance</li> </ul>
<p><b>Suppliers</b></p> <p>We engage with more than 5,700 suppliers, located across 91 countries around the world.</p>	<p>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.</p>	<ul style="list-style-type: none"> <li>• Climate change</li> <li>• Energy and emissions</li> <li>• Environmental compliance and risk</li> <li>• Health, safety and wellbeing</li> <li>• Ethics, values and governance</li> <li>• Human rights</li> <li>• Supply chain sustainability</li> <li>• Product and service responsibility</li> </ul>
<p><b>Regulators</b></p> <p>We work closely with industry regulators in all our markets.</p>	<p>Participation in reviews conducted by regulators, information provision under various reporting requirements, ongoing regulatory inspections, ongoing regular engagement, newsletters, participation in industry bodies.</p>	<ul style="list-style-type: none"> <li>• Network resilience and reliability</li> <li>• Ethics, values and governance</li> <li>• Privacy and data security</li> <li>• Health, safety and wellbeing</li> <li>• Regulatory change</li> <li>• Product and service responsibility</li> </ul>

# Strategy and Profile

GRI Standards / UNGC CoP alignment / TCFD recommendations	Description	Reference / response	External assurance
<b>Strategy and analysis</b>			
GRI 102-14 UNGC Statement of support TCFD - Strategy	Statement from senior decision maker  a) Describe the climate-related risks and opportunities identified over the short, medium, and long term	Bigger Picture 2020 Sustainability Report:  Sustainability at Telstra – Message from our Chairman and CEO, p. 3-4.	
GRI 102-15 TCFD – Strategy	Key impacts, risks and opportunities  a) Describe the climate-related risks and opportunities identified over the short, medium, and long term  b) Describe the impact of climate-related risks and opportunities on businesses, strategy, and financial planning  c) Describe the resilience of the strategy, taking into consideration different climate-related scenarios.	Telstra 2020 Annual Report:  Our material risks, p.16-19; Outlook – p. 20.  Bigger Picture 2020 Sustainability Report:  Sustainability at Telstra – Message from our Chairman and CEO, p. 3-4; Our changing world, p. 7; Material topics, p. 10; Managing material impacts across our value chain, p. 11; Stakeholder engagement, p.12; Contributing to the UN SDGs, p. 13; About this report, p. 14.	
TCFD – Risk management	a) Describe the organisation's processes for identifying and assessing climate-related risks.  b) Describe the organisation's processes for managing climate-related risks.  c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management.	Responsible business - Ethics, values and governance, p. 16-19; Product and service responsibility, p. 34-36; Mobile phone, base stations and health (EME), p. 37-38; Culture and capabilities, p. 39-40; Employment and workplace relations, p. 45.  Digital futures - Networks, p. 47-50; Everyone connected, p. 51-54; Tech for good, p. 59-60.  Environmental solutions – Climate change and energy, Risk management framework, p. 70-71.	
<b>Organisational profile</b>			
GRI 102-1	Name of organisation	Telstra Corporation Limited	
GRI 102-2	Activities, brands, products and services	Telstra 2020 Annual Report:  Strategy and performance - p. 10-15.  Bigger Picture 2020 Sustainability Report:  Sustainability at Telstra – About Telstra, p. 6.	
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	Available online at:  <a href="https://www.telstra.com.au/aboutus/our-company">https://www.telstra.com.au/aboutus/our-company</a> and <a href="https://www.telstra.com.au/aboutus/telstra-international">https://www.telstra.com.au/aboutus/telstra-international</a>  Further information in our Modern Slavery Statement available online at: <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a>	
GRI 102-5	Ownership and legal form	Telstra Corporation Limited (ABN 33 051 775 556)  Incorporated in the Australian Capital Territory.  Telstra is listed on Stock Exchanges in Australia and in New Zealand (Wellington).	

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GRI 102-6	Markets served	<p>Telstra 2020 Annual Report: Full year results and operations review - p. 22-31; and further information at: <a href="https://www.telstra.com.au/aboutus/telstra-international">https://www.telstra.com.au/aboutus/telstra-international</a></p> <p>Bigger Picture 2020 Sustainability Report: Sustainability at Telstra – About Telstra, p. 6.</p>
GRI 102-7	Scale	<p>By products/services provided and net sales, debt and equity: Telstra 2020 Annual Report: Full year results and operations review, p. 22-31.</p> <p>By number of employees: Bigger Picture 2020 Sustainability Report: Responsible Business - Culture and capabilities, Employment and workplace relations, p.45.</p>
GRI 102-8	Information on employees and other workers	<p>Full employment statistics are available online at: <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a></p>
GRI 102-41 UNGC 1, 3	Collective bargaining	<p>Bigger Picture 2020 Sustainability Report: Responsible Business - Culture and capabilities, Employment and workplace relations, p.45.</p>
GRI 102-9	Supply chain	<p>Bigger Picture 2020 Sustainability Report: Responsible Business - Managing our supply chain, p. 23-27 and further information at: <a href="http://www.telstra.com/sustainability/report/valuechain">www.telstra.com/sustainability/report/valuechain</a></p>
GRI 102-10	Significant changes in the period	<p>Significant operational changes: Bigger Picture 2020 Sustainability Report: Sustainability at Telstra – Message from our Chairman and CEO, p. 3-4. Responsible Business - Culture and capabilities, Employment and workplace relations, p.45.</p> <p>Telstra 2020 Annual Report: Chairman and CEO message, p.4-7 ; Strategy and performance, p. 10-15.</p> <p>Significant supply chain changes: Bigger Picture 2020 Sustainability Report: Responsible Business - Ethics and governance, Managing our supply chain, p. 23-27 and further information at: <a href="http://www.telstra.com/sustainability/report/valuechain">www.telstra.com/sustainability/report/valuechain</a></p>
GRI 102-11 UNGC 7	Precautionary Principle or approach	<p>Telstra takes a precautionary approach to environmental management. Bigger Picture 2020 Sustainability Report: Environmental solutions - Climate change and energy, Approach, p. 66-67; Risk management framework, p. 70-71; Environment and resource efficiency, Approach, p. 74.</p>
GRI 102-12 UNGC 1–10	External initiatives	<p>Sustainability initiatives to which Telstra subscribes: Bigger Picture 2020 Sustainability Report: Sustainability at Telstra – Stakeholder engagement, p. 12.</p> <p>Development and governance of initiatives: Bigger Picture 2020 Sustainability Report: Sustainability at Telstra – Our sustainability approach, p. 8.</p>



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GRI 102-13	Membership of associations	<p>Telstra does not provide substantive funding beyond routine membership dues to associations or advocacy organisations.</p> <p>Sustainability memberships:</p> <p>Bigger Picture 2020 Sustainability Report:</p> <p>Sustainability at Telstra – Stakeholder engagement, p. 12.</p> <p>Digital futures - Everyone connected, Digital inclusion, p. 52.</p> <p>Environmental solutions – Industry associations and the valuable role they play, p. 69.</p>	
<b>Identified material aspects and boundaries</b>			
GRI 102-45	Entities included in the consolidated financial statements	<p>Telstra 2020 Annual Report:</p> <p>Financial report - p. 79.</p>	
GRI 102-46	Defining report content and topic Boundaries	<p>Bigger Picture 2020 Sustainability Report:</p> <p>Sustainability at Telstra – Material topics, p. 10; Managing material impacts across our value chain, p. 11.</p> <p>Bigger Picture 2020 Sustainability Report Assurance statement– <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a></p>	YES
GRI 102-47	List of material topics	<p>Bigger Picture 2020 Sustainability Report:</p> <p>Sustainability at Telstra – Material topics, p. 10.</p> <p>Bigger Picture 2020 Sustainability Report Assurance statement– <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a></p> <p>All material topics are described in the 2020 Glossary - <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a></p>	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 overtime.</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	<p>Bigger Picture 2020 Sustainability Report:</p> <p>Digital futures - Everyone connected, p. 52-55. <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a></p> <p>Environmental solutions - Managing our energy and emissions, p.73-4. <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a></p>	
GRI 102-49	Changes in reporting	<p>New material topics for 2020 include Online content management.</p> <p>Bigger Picture 2020 Sustainability Report:</p> <p>Sustainability at Telstra – Material topics, p. 10; Glossary, available at: <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a></p>	
<b>Engagement</b>			
GRI 102-40	List of stakeholder groups	<p>Bigger Picture 2020 Sustainability Report:</p> <p>Sustainability at Telstra – Stakeholder engagement, p. 12.</p>	
GRI 102-42	Identifying and selecting stakeholders	<p>Bigger Picture 2020 Sustainability Report:</p> <p>Sustainability at Telstra – Stakeholder engagement, p. 12.</p>	

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GRI 102-43	Approach to stakeholder engagement	<p>Bigger Picture 2020 Sustainability Report:</p> <p>Sustainability at Telstra – Material topics, p. 10; Stakeholder engagement, p. 12; Glossary, available at: <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a></p> <p>Further information on stakeholder engagement undertaken in the reporting year: Bigger Picture 2020 Sustainability Report:</p> <p>Responsible business - Managing our supply chain, p. 23-27; Our customers, 31-33; Product and service responsibility, p. 34-36; Mobile phone, base stations and health (EME), p. 37-38; Culture and capabilities, p. 39-40; Employment and workplace relations, p. 45.</p> <p>Digital futures - Everyone connected, Digital inclusion, p. 52; Regional and remote communities, p. 55.</p>
GRI 102-44	Key topics and concerns raised	<p>Bigger Picture 2020 Sustainability Report:</p> <p>Sustainability at Telstra – Material topics, p. 10; Stakeholder engagement, p. 12.</p> <p>The key material topics of interest or concern to stakeholders are described in GRI Reporting Boundary (page 5-6 of this Index).</p>
<b>Report profile</b>		
GRI 102-50	Reporting period	FY20: 2019-2020 financial year (1 July 2019 to 30 June 2020)
GRI 102-51	Date of most recent report	Bigger Picture 2020 Sustainability Report. Published 28 August 2020.
GRI 102-52	Reporting cycle	Annual
GRI 102-53	Contact point for questions regarding the report	Jules Scarlett, Government, Regional Affairs and Sustainability Executive, at <a href="mailto:sustainability@team.telstra.com">sustainability@team.telstra.com</a>
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	<p>This Index specifies each of the GRI Standards used and lists all disclosures included in the report.</p> <p>Bigger Picture 2020 Sustainability Report:</p> <p>Sustainability at Telstra – About this report, Reporting standards, p. 14.</p>
GRI 102-56	External assurance	<p>Bigger Picture 2020 Sustainability Report:</p> <p>Sustainability at Telstra – About this report - Assurance, p. 14.</p> <p>Ernst and Young’s assurance statement can be accessed at: <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a></p>

# Governance and ethics

GRI Standards (2016 Disclosures) / UNGC CoP alignment	Description	Reference / response	External assurance
<b>Governance</b>			
GRI 102-18 UNGC 1-10	Governance structure	Telstra 2020 Corporate Governance Statement: 2 The Board of Directors - p. 7-12. 3 Board Committees - p. 13-16.	
TCFD - Governance	a) Describe the board's oversight of climate-related risks and opportunities	4 Assurance and risk management - p. 16-18. Bigger Picture 2020 Sustainability Report: Responsible business - Ethics and governance, Ethics, values and governance, p. 16. Environmental solutions - Climate change and energy, Climate change governance, p. 68.	
GRI 102-20 UNGC 1-10	Executive-level responsibility	Telstra 2020 Annual Report: Senior management team - p. 34. Bigger Picture 2020 Sustainability Report:	
TCFD - Governance	b) Describe management's role in assessing and managing climate-related risks and opportunities	Environmental solutions - Climate change and energy, Climate change governance, p. 68.	
<b>Ethics</b>			
GRI 102-16 UNGC 1-10	Values, principles, standards and norms of behaviour	Telstra 2020 Corporate Governance Statement: 5 Acting lawfully, ethically and responsibly - p. 19-21. Mission, values, Code of Conduct and Business Principles: Bigger Picture 2020 Sustainability Report: Responsible business - Ethics and governance – Ethics, values and governance, p. 16-18.	YES – Completion of conduct compliance training

# Economic topics

GRI Standards (2016 Disclosures) / UNGC CoP alignment	Description	Reference / response	Notes	External assurance
GRI 103-1	Explanation of the material topic and its Boundary	Telstra 2020 Annual Report: Strategy and performance - p. 10-15. Our material risks – p. 16-19.		
GRI 103-2	The management approach and its components	Telstra 2020 Annual Report: Strategy and performance - p. 10-15. Our material risks – p. 16-19.		
TCFD – Metrics and targets	c) Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.	Environmental solutions - Climate change and energy, Approach, p.66-67; Managing our energy and emissions, p.72.		
GRI 103-3	Evaluation of the management approach	Telstra 2020 Annual Report: Directors report - p. 38-76.		
<b>Economic performance</b>				
GRI 201-1	Direct economic value generated and distributed	Telstra 2020 Annual Report: Full year results and operations review - p. 20-29. <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a> Methodology and definitions: Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>		
GRI 201-2 UNGC 7-9	Financial implications and other risks and opportunities due to climate change	Telstra 2020 Annual Report: Our material risks – p. 16-19.		
TCFD - Strategy	b) Describe the impact of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning	Environmental solutions - Climate change and energy, Climate change governance, p. 68.		
<b>Indirect economic impacts</b>				
GRI 203-1	Infrastructure investments and services supported	Bigger Picture 2020 Sustainability Report: Digital futures - Everyone connected, Networks, p. 47-50; Customers in vulnerable circumstances, p. 52-54; Regional and remote communities, p. 55; Indigenous communities, p. 56-57.		YES- 5G deployment
GRI 203-2	Significant indirect economic impacts	Bigger Picture 2020 Sustainability Report: Sustainability at Telstra – Our changing world, p. 7; Managing material impacts across our value chain, p. 11. Responsible business - Social and environmental outcomes with suppliers, p. 28-29. Digital futures - Everyone connected, Networks, p. 47-50; Customers in vulnerable circumstances, p. 52-54; Regional and remote communities, p. 55; Indigenous communities, p. 56-57.		

# Environmental topics

GRI Standards (2016 Disclosures) / UNGC CoP alignment	Description	Reference / response	Notes	External assurance
GRI 103-1 UNGC 7-9	Explanation of the material topic and its Boundary	Bigger Picture 2020 Sustainability Report: Sustainability at Telstra – Material topics, p. 10.  Environmental solutions – Climate change and energy, Approach, p. 66-67; Risk management framework, p.70-72; Environment and resource efficiency, p. 74-76.		
GRI 103-2	The management approach and its components	Bigger Picture 2020 Sustainability Report: Sustainability at Telstra – Material topics, p. 10.  Environmental solutions – Climate change and energy, Approach, p. 66-67; Risk management framework, p.70-71; Managing our energy and emissions, p.72-73; Environment and resource efficiency, p. 74-76. <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a>		
TCFD – Metrics and targets	a) Describe the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process.	Methodology and conversion factors: Report Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>		
GRI 103-3	Evaluation of the management approach	Bigger Picture 2020 Sustainability Report: Sustainability at Telstra – About this report, Assurance, p. 14.  Ernst and Young’s assurance statement can be accessed at: <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a>  Environmental solutions - Climate change and energy, Approach, p.66-67; Climate change governance, p.68; Our commitment to transparency, p. 69.		
<b>Materials</b>				
GRI 301-2 UNGC 8	Recycled input materials used	Bigger Picture 2020 Sustainability Report: Environmental solutions – Environment and resource efficiency, p. 74-76.	We do not calculate the percentage of materials used that are recycled input materials.	
<b>Energy</b>				
GRI 302-1 UNGC 8 TCFD – Metrics and targets	Energy consumption within the organisation  b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.  c) Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.	Bigger Picture 2020 Sustainability Report: Environmental solutions - Climate change and energy, Approach, p.66-67; Managing our energy and emissions, p.72-73. <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a>  Methodology and conversion factors: Report Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>	We do not sell or consume steam, and therefore do not report on steam consumption in our response to this indicator.	YES – Energy consumption

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GRI 302-4 UNGC 7-9	Reduction of energy consumption	Bigger Picture 2020 Sustainability Report: Environmental solutions - Climate change and energy, Approach, p.66-67; Managing our energy and emissions, p.72-73. <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a> Methodology and conversion factors: Report Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>	We do not sell or consume steam, and therefore do not report on steam consumption in our response to this indicator.
TCFD – Metrics and targets	<p>b) Disclose scope 1, scope 2, and, if appropriate, scope 3 greenhouse gas (GHG) emissions, and the related risks</p> <p>c) Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.</p>		

### Water

GRI 303-1 UNGC 8	Water withdrawal by source	<a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a> Methodology and conversion factors: Report Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>	
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### Emissions

GRI 305-1 UNGC 8	Direct (scope 1) GHG emissions	Bigger Picture 2020 Sustainability Report: Environmental solutions - Climate change and energy, Approach, p.66-67; Managing our energy and emissions, p.72-73. <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a> Methodology and conversion factors: Report Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>	YES - Direct (scope 1) GHG emissions
TCFD – Metrics and targets	<p>b) Disclose scope 1, scope 2, and, if appropriate, scope 3 greenhouse gas (GHG) emissions, and the related risks.</p> <p>c) Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.</p>		
GRI 305-2 UNGC 8	Energy indirect (scope 2) GHG emissions	Bigger Picture 2020 Sustainability Report: Environmental solutions - Climate change and energy, Approach, p.66-67; Managing our energy and emissions, p.72-73. <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a> Methodology and conversion factors: Report Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>	YES - Energy indirect (scope 2) GHG emissions
TCFD – Metrics and targets	<p>b) Disclose scope 1, scope 2, and, if appropriate, scope 3 greenhouse gas (GHG) emissions, and the related risks</p> <p>c) Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.</p>		

## GRI, UNGC and TCFD CONTENT INDEX

GRI 305-3 UNGC 8	Other indirect (scope 3) GHG emissions	Bigger Picture 2020 Sustainability Report: Environmental solutions - Climate change and energy, Approach, p.66-67; Managing our energy and emissions, p.72-73. <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a> Methodology and conversion factors: Report Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>	YES - Other indirect (scope 3) GHG emissions
TCFD – Metrics and targets	b) Disclose scope 1, scope 2, and, if appropriate, scope 3 greenhouse gas (GHG) emissions, and the related risks. c) Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.		
GRI 305-4 UNGC 8	GHG emissions intensity	Bigger Picture 2020 Sustainability Report: Environmental solutions - Climate change and energy, Approach, p.66-67; Managing our energy and emissions, p.72-73. <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a> Methodology and conversion factors: Report Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>	YES - GHG emissions intensity
TCFD – Metrics and targets	b) Disclose scope 1, scope 2, and, if appropriate, scope 3 greenhouse gas (GHG) emissions, and the related risks. c) Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.		
GRI 305-5 UNGC 7-9	Reduction of GHG emissions	Bigger Picture 2020 Sustainability Report: Environmental solutions - Climate change and energy, Approach, p.66-67; Managing our energy and emissions, p.72-73. <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a> Methodology and conversion factors: Report Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>	YES - Reduction of GHG emissions
<b>Effluents and waste</b>			
GRI 306-1 UNGC 8	Water discharge by quality and destination	<a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a> Methodology and conversion factors: Report Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>	
GRI 306-2 UNGC 8	Waste by type and disposal method	Bigger Picture 2020 Sustainability Report: Environmental solutions – Environment and resource efficiency, p. 74-76. <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a> Methodology and conversion factors: Report Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>	Waste disposal method information is provided by waste disposal contractors. YES - Total waste and recycling (t), total e-waste (t) and MobileMuster contribution (t)

## GRI, UNGC and TCFD CONTENT INDEX

### Compliance

GRI 307-1 UNGC 8	Non-compliance with environmental laws and regulations	Bigger Picture 2020 Sustainability Report: Environmental solutions –Environmental risk and compliance, Approach, p. 77.  Telstra has not been prosecuted for, or convicted of, any significant breaches of environmental regulation during the financial year.
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### Supplier environmental assessment

GRI 308-2 UNGC 7, 8	Negative environmental impacts in the supply chain and actions taken	Bigger Picture 2020 Sustainability Report: Sustainability at Telstra – Managing material impacts across our value chain, p. 11; Managing our supply chain, p. 23-27; Social and environmental outcomes with suppliers, p. 28-29 and further information at: <a href="http://www.telstra.com/sustainability/report/valuechain">www.telstra.com/sustainability/report/valuechain</a>
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# Social: Labour practices and decent work

GRI Standards (2016 Disclosures) / UNGC CoP alignment	Description	Reference / response	Notes	External assurance
GRI 103-1	Explanation of the material topic and its Boundary	Bigger Picture 2020 Sustainability Report: Sustainability at Telstra – Material topics, p. 10.		
UNGC 1-6		Responsible Business - Culture and capabilities, Approach, p.39-40.		
GRI 103-2	The management approach and its components	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.  Management of material topics:  Employment and Labour/Management Relations:  Sustainability at Telstra – Material topics, p. 10. Responsible business - Culture and capabilities, Approach, p.39-40.  Training and awareness:  Bigger Picture 2020 Sustainability Report:  Responsible business – Ethics, values and governance, p. 16-18; Culture and capabilities, p.39-40..  Occupational health and safety:  Bigger Picture 2020 Sustainability Report: Responsible business - Culture and capabilities, Promoting health, safety and wellbeing, p. 43-44.  Training and education:  Bigger Picture 2020 Sustainability Report:  Responsible business - Culture and capabilities, Approach, p.39-40.  Career Progression: <a href="https://careers.telstra.com/special-pages/lightbox/discover-telstra/related-growth-opportunities/career-opportunities">https://careers.telstra.com/special-pages/lightbox/discover-telstra/related-growth-opportunities/career-opportunities</a>  Diversity and Equal remuneration for women and men: Bigger Picture 2020 Sustainability Report:  Responsible business - Creating a diverse and inclusive workplace, p. 41-42.  Supplier Assessment for Labour Practices and Labour Practices Grievance Mechanisms:  Bigger Picture 2020 Sustainability Report:  Responsible business – Ethics, values and governance, p. 16-18; Managing our supply chain, p. 23-27.		
GRI 103-3		Evaluation of the management approach	Bigger Picture 2020 Sustainability Report:  Responsible business - Culture and capabilities, Approach, p.39-40; Employment and workplace relations, p. 45.	
<b>Employment</b>				
GRI 401-1	New employee hires and employee turnover	<a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a>		
UNGC 6				

## GRI, UNGC and TCFD CONTENT INDEX

Labour management relations			
GRI 401-3	Parental leave	<a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a>	
GRI 402-1 UNGC 1, 3	Minimum notice periods regarding operational changes	<p>Bigger Picture 2020 Sustainability Report: Responsible business - Employment and workplace relations, p. 45.</p> <p>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.</p>	
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	<p>Lost days, injury rates, fatalities: Bigger Picture 2020 Sustainability Report: Responsible business - Culture and capabilities Promoting health, safety and wellbeing, p. 43-44.</p> <p>Absenteeism: <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a></p>	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	<p>Bigger Picture 2020 Sustainability Report: Responsible business - Culture and capabilities, Training and development, p. 40.</p>	We do not track hours, we track dollars invested per employee.
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	<p>Bigger Picture 2020 Sustainability Report: Responsible business - Culture and capabilities, Training and development, p. 40; Creating a diverse and inclusive workplace, p. 41-42.</p>	
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	<p>Bigger Picture 2020 Sustainability Report: Responsible business – Building a high performance culture, p. 40.</p>	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	<p>Telstra 2020 Annual Report: Directors Report – Board of Directors, p. 32-33 Telstra 2020 Corporate Governance Statement: 2 The Board of Directors - p. 7-12.</p> <p>Bigger Picture 2020 Sustainability Report: Responsible business - Creating a diverse and inclusive workplace, p. 41-42.</p> <p>Report Glossary: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a></p> <p>Workforce statistics: <a href="http://www.telstra.com/sustainability/report/data">www.telstra.com/sustainability/report/data</a></p>	Identified groups, apart from female employees are not reported separately. Refer to Glossary for definition.

## GRI, UNGC and TCFD CONTENT INDEX

### Equal remuneration for men and women

GRI 405-2 UNGC 6	Ratio of basic salary of men to women by employee category	Bigger Picture 2020 Sustainability Report: Responsible business - Creating a diverse and inclusive workplace, p. 41-42.  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: <a href="http://www.telstra.com/diversity">www.telstra.com/diversity</a>
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# Social: Human rights

GRI Standards (2016 Disclosures) / 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 2020 Sustainability Report: Sustainability at Telstra – Material topics, p. 10. Responsible business – Ethics, values and governance, p. 16; Human rights, Approach, p. 30.		
GRI 103-2	The management approach and its components	Bigger Picture 2020 Sustainability Report: . Responsible business – Ethics, values and governance, p. 16; Managing our supply chain, p. 23; Human rights, Approach, p. 30.		
GRI 103-3	Evaluation of the management approach	Bigger Picture 2020 Sustainability Report: Responsible business – Ethics, values and governance, p. 16; Managing our supply chain, p. 23; Managing human rights, p. 30; Human rights in our supply chain, p.30.		
<b>Investment</b>				
GRI 412-2 UNGC 1-6	Employee training on human rights policies or procedures	Bigger Picture 2020 Sustainability Report: Responsible business – Managing human rights, p. 30; Human rights in our supply chain, p.30.	We disclose our approach to managing human rights but not the hours or percentage of employees trained.	
<b>Freedom of association and collective bargaining</b>				
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 2020 Sustainability Report: Responsible business - Culture and capabilities, Employment and workplace relations, p. 45.	We disclose our approach to enterprise bargaining and the number of employees in scope.	
<b>Supplier human rights assessment</b>				
GRI 414-2 UNGC 1-6	Negative social impacts in the supply chain and actions taken	Bigger Picture 2020 Sustainability Report: Responsible business – Ethics, values and governance, p. 16; Managing our supply chain, p. 23; Managing human rights, p. 30; Human rights in our supply chain, p.30.		

# Social: Society

GRI Standards (2016 Disclosures) / UNGC CoP alignment	Description	Reference / response	Notes	External assurance
GRI 103-1 UNGC 1, 10	Explanation of the material topic and its Boundary	Bigger Picture 2020 Sustainability Report: Sustainability at Telstra – Material topics, p. 11.  Responsible business – Ethics, values and governance, p. 16; Human rights, Approach, p. 30.  Digital futures - Everyone connected, p. 51-54.		
GRI 103-2	The management approach and its components	Bigger Picture 2020 Sustainability Report: Sustainability at Telstra –Our sustainability approach, p. 8; Contributing to the Sustainable Development Goals, p. 13.  Responsible business – Ethics, values and governance, p. 16; Managing our supply chain, p. 23.  Digital futures - Everyone connected, p. 51.  Report Glossary: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>		
GRI 103-3	Evaluation of the management approach	Bigger Picture 2020 Sustainability Report: Responsible business – Ethics, values and governance, Understanding and managing risk, p. 17.  Digital futures - Everyone connected, Tech for good, p. 59-60.		
<b>Local communities</b>				
GRI 413-1 UNGC 1, 2	Operations with local community engagement, impact assessments, and development programs	We assess and report the impacts of a number of aspects of our operations including the following:  Base stations: Bigger Picture 2020 Sustainability Report: Responsible business - Ethics and governance, Mobile phones, base stations and health (EME), p. 37.  Telecommunications products and services: Bigger Picture 2020 Sustainability Report: Digital futures - Everyone connected, p. 51-54.  Examples of feedback and how it is incorporated: Bigger Picture 2020 Sustainability Report: Sustainability at Telstra – Stakeholder engagement, p. 12; Responsible business - Ethics and governance, Mobile phones, base stations and health (EME), p. 37.	Because we assess this criterion on a whole of business basis, we do not report a percentage of operations with local community engagement as it is not applicable for our business.	YES – Performance against the everyone connected target
<b>Anti-corruption</b>				
GRI 205-1 UNGC 10	Operations assessed for risks related to corruption	Bigger Picture 2020 Sustainability Report: Responsible business - Ethics and governance, Understanding and reporting risk, p. 17; Commitment to anti-bribery and anti-corruption, p. 18.	We disclose our approach to assessing risk of corruption but not the number of operations assessed.	

## GRI, UNGC and TCFD CONTENT INDEX

GRI 205-2 UNGC 10	Communication and training about anti-corruption policies and procedures	Bigger Picture 2020 Sustainability Report: Responsible business - Ethics and governance, Compliance training, p.17; Commitment to anti-bribery and anti-corruption, p. 18.  Report glossary: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>	Yes – Completion of conduct compliance training
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### Public policy

GRI 415-1 UNGC 10	Contributions to political parties or related institutions	Bigger Picture 2020 Sustainability Report: Responsible business – Political donations, p. 18.	
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### 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.	
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### Supplier assessment for impacts on society

GRI 414-2 UNGC 1-10	Negative social impacts in the supply chain and actions taken	Bigger Picture 2020 Sustainability Report: Responsible business – Ethics, values and governance, p. 16; Managing our supply chain, p. 23.	
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# Product responsibility

GRI Standards (2016 Disclosures) / 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 2020 Sustainability Report: Sustainability at Telstra – Material topics, p. 10. Responsible business – Ethics, values and governance, p. 16.		
GRI 103-2	The management approach and its components	Bigger Picture 2020 Sustainability Report: Responsible business - Ethics and governance, Product and service responsibility, p. 34-36; Mobile phone, base stations and health (EME), p. 37-38.  Information about Electromagnetic energy: <a href="http://www.telstra.com.au/consumer-advice/eme">www.telstra.com.au/consumer-advice/eme</a>		
GRI 103-3	Evaluation of the management approach	Bigger Picture 2020 Sustainability Report: Responsible business - Ethics and governance, Product and service responsibility, p. 34-36; Mobile phone, base stations and health (EME), p. 37-38.		
<b>Customer health and safety</b>				
GRI 416-1 UNGC 1, 2	Assessment of the health and safety impacts of product and service categories	Bigger Picture 2020 Sustainability Report: Responsible business - Ethics and governance, Product and service responsibility, p. 34-36; Mobile phone, base stations and health (EME), p. 37-38.  Information about Electromagnetic energy: <a href="http://www.telstra.com.au/consumer-advice/eme">www.telstra.com.au/consumer-advice/eme</a>		
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.		
<b>Marketing communications</b>				
GRI 417-3	Incidents of non-compliance concerning marketing communications	Bigger Picture 2020 Sustainability Report: Responsible business - Ethics and governance, Product responsibility, p. 34-36. Telstra had no incidents of non-compliance with regulations and/or voluntary codes concerning marketing communications during the reporting period.		
<b>Customer privacy</b>				
GRI 418-1 UNGC 1, 2	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Bigger Picture 2020 Sustainability Report: Responsible business - Ethics and governance, Protecting our customers' data and privacy, p. 20.  Report Glossary: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>		
<b>Compliance</b>				
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.		