Global Reporting Initiative and United Nations Global Compact Index

Telstra reports with reference to the Global Reporting Initiative (GRI) G4 Guidelines and the United Nations Global Compact (UNGC) Communication on Progress. This index provides a guide to where information on our material impacts, as they relate to the GRI and UNGC reporting requirements and indicators, can be found throughout Telstra's 2016 Annual Report, the Bigger Picture 2016 Sustainability Report and our website, www.telstra.com/sustainability/report.

The icon above can be found throughout the Bigger Picture 2016 Sustainability Report, and indicates where we are providing information on our progress in implementing the ten principles of the United Nations Global Compact.

Contents

Our reporting boundary

The GRI aspects and indicators we've reported on throughout the Bigger Picture 2016 Sustainability Report have been determined through our materiality process, and relate to our 12 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, please refer to our sustainability website at 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
HUMAN RIGHTS	●	●	●	●	●	●	●	●
SUPPLY CHAIN SUSTAINABILITY	●	●		●				
ETHICS, VALUES & GOVERNANCE			●	●	●			
GLOBAL GROWTH AND DEVELOPMENT		●	●	●	●	●		
DIGITAL INNOVATION			●	●	●	●	●	
CLIMATE CHANGE AND ENERGY	●			●	●	●		●
RESOURCE USE, WASTE AND E-WASTE	●			●	●	●		●
STRENGTHENING OUR WORKFORCE		●	●	●	●			
PRIVACY AND DATA PROTECTION		●	●	●	●	●		●
CUSTOMER EXPERIENCE		●	●	●	●	●		
DIGITAL INCLUSION			●	●		●	●	
CONNECTING COMMUNITIES			●	●	●	●	●	
MOBILE PHONE, BASE STATIONS AND HEALTH (EME)					●	●	●	

Our contribution to the Sustainable Development Goals

The UN Sustainable Development Goals (SDGs) comprise 17 ambitious goals and 169 targets that seek to address the world's most significant development challenges across environment, society and sustainable economic growth.

Telstra welcomes the introduction of the SDGs. This year we conducted a baseline assessment of how our current programs, initiatives and operations align to the SDGs, and the areas in which we have can make the greatest impact. Our assessment looked at the relevance of each SDG and each of the 169 SDG targets across each stage of our value chain. We identified four initial priority areas for Telstra, and within these areas, have identified 11 targets that we are working to address.

The table below outlines the targets we are pursuing in relation to our four priority SDGs, and the stages across our value chain where we can have the greatest impact.

PRIORITY SDGS AND TARGETS	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
5. GENDER EQUALITY Achieve gender equality and empower all women and girls								
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	●	●					●	
End all forms of discrimination against all women and girls everywhere	●	●	●	●	●	●	●	
Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women			●	●	●	●	●	
8. DECENT WORK AND ECONOMIC GROWTH Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all								
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	●							●
Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors			●	●	●	●		

PRIORITY SDGS AND TARGETS	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
8. DECENT WORK AND ECONOMIC GROWTH Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all								
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	●	●	●	●	●	●		
9. INDUSTRY INNOVATION AND INFRASTRUCTURE Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation								
Develop quality, reliable, sustainable and resilient infrastructure, including regional and trans border infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all				●	●	●		
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	●		●	●	●	●		●
Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries by 2020					●	●	●	
13. CLIMATE ACTION Take urgent action to combat climate change and its impacts								
Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries	●			●	●	●		
Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning	●	●	●	●	●	●	●	●

General standard disclosures

Strategy and profile

GENERAL STANDARD DISCLOSURES / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	EXTERNAL ASSURANCE
STRATEGY AND ANALYSIS			
G4-1 UNGC Statement of support	Statement from the Chairman and CEO	Telstra 2016 Sustainability Report: p. 2.	
G4-2	Key impacts, risks and opportunities	Telstra 2016 Annual Report: Material business risks, p. 16. Bigger Picture 2016 Sustainability Report: Sustainability at Telstra, p. 1; Responsible business, p. 25.	
ORGANISATIONAL PROFILE			
G4-3	Name of organisation	Telstra Corporation Limited	
G4-4	Primary brands, products and services	Telstra 2016 Annual Report: Our business, p. 2-3.	
G4-5	Location of organisation's headquarters	Telstra's principal Australian office is located at 242 Exhibition Street, Melbourne, Australia.	
G4-4	Primary brands, products and services	Telstra 2016 Annual Report: Our business, p. 2-3.	
G4-6	Countries of operation	Telstra 2016 Annual Report: Our business, p. 2-3; Build new growth businesses, p. 15-16.	
G4-7	Nature of 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).	
G4-8	Markets served	Telstra 2016 Annual Report: Our business, p. 2-3; Build new growth businesses, p. 15-16; and further information at: https://www.telstra.com.au/aboutus/telstra-international	
G4-9	Scale	By products/services provided: Telstra 2016 Annual Report: Our business, p. 2-3. By net sales, debt and equity: Telstra 2016 Annual Report: Full year results and operations review, p. 20. By number of employees: Bigger Picture 2016 Sustainability Report: Our people – Employment and workplace relations, p. 51	
G4-10	Breakdown of employment type	www.telstra.com/sustainability/report/data	
G4-11 UNGC 1 & 3	Collective bargaining	Bigger Picture 2016 Sustainability Report: Our people – Employment and workplace relations, p. 51.	
G4-12	Describe the organisation's supply chain	Bigger Picture 2016 Sustainability Report: Responsible business – Supply chain sustainability, p. 32; www.telstra.com/sustainability/report/valuechain	
G4-13	Significant changes in the period	Significant operational changes: Bigger Picture 2016 Sustainability Report: Our people – Employment and workplace relations, p. 51 Telstra 2016 Annual Report: Chairman and CEO message, p. 6; Strategy and Performance, p. 9 Significant supply chain changes: Bigger Picture 2016 Sustainability Report: Responsible business – Supply chain sustainability, p. 32.	

Strategy and profile

GENERAL STANDARD DISCLOSURES / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	EXTERNAL ASSURANCE
ORGANISATIONAL PROFILE			
G4-14 UNCG 7	Precautionary approach	Telstra takes a precautionary approach to environmental management. Bigger Picture 2016 Sustainability Report: Environmental stewardship – Context, p. 68, Environment Strategy, p. 78. This approach is also embedded in Telstra's Environment Policy: http://www.telstra.com.au/aboutus/community-environment/reports/#tab-environment	
G4-15 UNGC 1–10	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses	Sustainability initiatives to which Telstra subscribes: Bigger Picture 2016 Sustainability Report: Sustainability at Telstra – Voluntary sustainability initiatives, p. 9. Development and governance of initiatives: Bigger Picture 2016 Sustainability Report: Sustainability at Telstra – Our sustainabiltiy strategy, p. 4	
REPORT PROFILE			
G4-16	Memberships in associations and advocacy organisations	Telstra does not provide substantive funding beyond routine membership dues to associations or advocacy organisations.	
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES			
G4-17	Operational structure of the organisation	Telstra 2016 Annual Report: Our business, p. 2-3; Full year results and operations review, p. 20	
G4-18	Process for defining report content and Aspect Boundaries	Bigger Picture 2016 Sustainability Report: Sustainability at Telstra – Managing our most material topics, p. 8 Bigger Picture Sustainability Report Assurance statement– www.telstra.com/sustainability/report/download	YES
G4-19	Material aspects identified	Bigger Picture 2016 Sustainability Report: Sustainability at Telstra – Managing our most material topics, p. 8 Bigger Picture Sustainability Report Assurance statement– www.telstra.com/sustainability/report/download	YES
G4-20	Internal aspect boundary for each material aspect	The internal boundary for all material aspects is the Telstra Group, which includes the Telstra Corporation and its controlled entities. 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. In instances where the aspect boundary extends beyond our reporting boundary and scope, we are working to increase our disclosures over time.	YES
G4-21	External aspect boundary for each material aspect	See page two of this Index.	
G4-22	Re–statements	FY15 paper use: www.telstra.com/sustainability/report/data	
G4-23	Significant changes from previous report	This year we refined our annual materiality process to bring more focus to our reporting. While a broad range of issues were assessed to determine their materiality, we have consolidated our list of key topics to focus on only our most material impacts. The structure of our report has been updated to align to these topics.	
ENGAGEMENT			
G4-24	List of stakeholder groups engaged by the organisation	Bigger Picture 2016 Sustainability Report: Sustainability at Telstra – Engaging with our stakeholders, p. 9.	
G4-25	Basis for identification and selection of stakeholders with whom to engage	Bigger Picture 2016 Sustainability Report: Sustainability at Telstra – Engaging with our stakeholders, p. 9.	

Strategy and profile

GENERAL STANDARD DISCLOSURES / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	EXTERNAL ASSURANCE
G4-26	Approaches to engaging our stakeholders, including frequency of engagement by type and by stakeholder group	Bigger Picture 2016 Sustainability Report: Sustainability at Telstra – Engaging with our stakeholders, p. 9, Managing our most material topics, p. 8.	
G4-27	Key topics and concerns of stakeholders, and response	Bigger Picture 2016 Sustainability Report: Sustainability at Telstra – Engaging with our stakeholders, p. 9; Managing our most material topics, p. 8	
REPORT PROFILE			
G4-28	Reporting period	FY16: 2015/2016 financial year (1 July 2015 to 30 June 2016)	
G4-29	Date of most recent previous report	Bigger Picture 2015 Sustainability Report. Published 13 August 2015.	
G4-30	Reporting cycle	Annual	
G4-31	Contact point	Tim O'Leary, Chief Sustainability Officer, at sustainability@team.telstra.com	
G4-32	Location of the standard disclosures	The Bigger Picture 2016 Sustainability Report has been prepared in accordance with the GRI G4-Core Sustainability Reporting Guidelines. This Index provides an overview of the location of standard disclosures throughout our reporting. Ernst and Young's assurance statement can be accessed at: www.telstra.com/sustainability/report/download	
G4-33	External assurance of Report	Bigger Picture 2016 Sustainability Report: Sustainability at Telstra – About our report, p. 7. Ernst and Young's assurance statement can be accessed at: www.telstra.com/sustainability/report/download	YES

Governance and ethics

GENERAL STANDARD DISCLOSURES / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	EXTERNAL ASSURANCE
GOVERNANCE			
G4-34 UNGC 1–10	Governance structure	Telstra 2016 Annual Report: Governance at Telstra, p. 42. Bigger Picture 2016 Sustainability Report: Sustainabilty at Telstra – Our sustainability strategy, p. 4.	
ETHICS			
G4- 56 UNGC 1–10	Mission and value statements	Mission, values, Code of Conduct and Business Principles: https://www.telstra.com.au/content/dam/tcom/about-us/investors/pdf%20D/Telstra-Group-Code-of-Conduct-170616.pdf Level of implementation: Bigger Picture 2016 Sustainability Report: Responsible business – Ethics, values and governance, p. 27.	

Specific standard disclosures

Economic

SPECIFIC STANDARD DISCLOSURES / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	NOTES	EXTERNAL ASSURANCE
G4 DMA	Economic management approach	Telstra 2016 Annual Report – Strategy and performance, p. 9; Telstra 2016 Annual Report - Managing our risks, p. 44. Additional contextual information: Telstra 2016 Annual Report - Directors report, p. 47.		
ECONOMIC PERFORMANCE				
G4-EC1	Direct economic value generated and distributed	Revenues; operating costs; employee wages and benefits; payments to government: Telstra 2016 Annual Report - Full year results and operations review, p. 20. Bigger Picture 2016 Sustainability Report: Connecting communities, p. 52; Responsible business, p. 25. Economic value retained can be calculated as revenue minus the remaining items listed.		
G4-EC2 UNGC 7-9	Financial implications, risks and opportunities due to climate change	Bigger Picture 2016 Sustainability Report: Environmental stewardship – Climate change and energy, p. 71.		
G4-EC3	Defined benefit plan obligations	Telstra 2016 Annual Report - Notes to the financial statements, p.82. Statement of financial position, p. 79.		
G4-EC4	Financial assistance from government	Telstra 2016 Annual Report - Full year results and operating review, p. 25.		
INDIRECT ECONOMIC IMPACTS				
G4-EC7	Development and impact of infrastructure investments and services supported	Bigger Picture 2016 Sustainability Report: Connecting communities – Connecting rural and regional communities, p. 56. Our commitment to reconciliation, p. 58. Bigger Picture 2016 Sustainability Report: Connecting communities - delivering social benefits, p. 65; Responsible business - Generating social value, p. 29. Bigger Picture 2016 Sustainability Report: Customer experience – Consolidating our network leadership, p. 18.		

Environment

SPECIFIC STANDARD DISCLOSURES / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	NOTES	EXTERNAL ASSURANCE
G4 DMA UNGC 7-9	Environment management approach	Replace with: Bigger Picture 2016 Sustainability Report: Environmental stewardship, p. 66 www.telstra.com/sustainability/report/materialtopics		
MATERIALS				
G4-EN2 UNGC 8	Percentage of materials used that are recycled input materials	Bigger Picture 2016 Sustainability Report: Environmental stewardship – Energy use and efficiency, p. 72.	We do not calculate the percentage of materials used that are recyled input materials.	YES: Water withdrawal from municipal water suppliers and other water utilities only
ENERGY				
G4-EN3 UNGC 8	Energy consumption within the organisation	Bigger Picture 2016 Sustainability Report: Environmental stewardship – Energy use and efficiency, p. 72; www.telstra.com/sustainability/report/data Methodology and conversion factors: Glossary, available at: www.telstra.com/sustainability/report/download	We do not sell or consume steam, and therefore do not report on steam consumption in our response to this indicator.	YES
G4-EN6 UNGC 7-9	Reduction of energy consumption	Bigger Picture 2016 Sustainability Report: Environmental stewardship – Energy use and efficiency, p. 72; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/download	We do not sell or consume steam, and therefore do not report on steam consumption in our response to this indicator.	YES
WATER				
G4-EN8 UNGC 8	Total water withdrawal by source	Bigger Picture 2016 Sustainability Report: Environmental stewardship – Resource use, waste and e-waste p. 75; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/download		YES: Water withdrawal from municipal water suppliers and other water utilities only
BIODIVERSITY				
G4-EN12 UNGC 8	Significant impacts of activities, products, and services on biodiversity	There are no known significant impacts to biodiversity due to Telstra's activities, products or services. Telstra's goal is to prevent environmental harm and use our technology, expertise, scale and presence to minimise our own environmental impact and that of our customers. Our commitments are outlined in the Telstra Group Environment Policy. (http://www.telstra.com.au/uberprod/groups/webcontent/@corporate/@aboutus/documents/document/uberstaging_285414.pdf) Telstra's network activities and facilities typically comprise small footprints and are subject to stringent Commonwealth and State/Territory environmental approvals processes. Many of these facilities meet the siting and approval requirements for low-impact facilities as specified in the Telecommunications (Low-impact Facilities) Determination 1997, under the Telecommunications Act 1997. In addition, Telstra's Corporate, Network Delivery and NBN Delivery business units implement environmental management systems certified to ISO 14001 (2015) to manage environmental impacts of facilities and construction activities across Australia.		YES: Water withdrawal from municipal water suppliers and other water utilities only

Environment

GENERAL STANDARD DISCLOSURES / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	EXTERNAL ASSURANCE
EMISSIONS			
G4-EN15 UNGC 8	Direct greenhouse gas emissions (Scope 1)	Bigger Picture 2016 Sustainability Report: Environmental stewardship – Energy use and efficiency, p. 72; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/download	YES
G4-EN16 UNGC 8	Indirect greenhouse gas emissions (Scope 2)	Bigger Picture 2016 Sustainability Report: Environmental stewardship - Energy use and efficiency, p. 72; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/download	YES
G4-EN17 UNGC 8	Other indirect greenhouse gas (GHG) emissions (Scope 3)	Bigger Picture 2016 Sustainability Report: Environmental stewardship - Energy use and efficiency, p. 72; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/download	YES
G4-EN18 UNGC 8	Greenhouse gas (GHG) emissions intensity	Bigger Picture 2016 Sustainability Report: Environmental stewardship - Energy use and efficiency, p. 72; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/download	YES
G4-EN19 UNGC 7-9	Initiatives to reduce greenhouse gas emissions and reductions achieved	Bigger Picture 2016 Sustainability Report: Environmental stewardship – Energy use and efficiency, p. 72; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/download	YES
G4-EN19 UNGC 7-9	Initiatives to reduce greenhouse gas emissions and reductions achieved	Bigger Picture 2016 Sustainability Report: Environmental stewardship – Energy use and efficiency, p. 72; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/download	YES
EFFLUENTS AND WASTE			
G4-EN22 UNGC 8	Total water discharge by quality and destination	Bigger Picture 2016 Sustainability Report: Environmental stewardship – Resource use, waste and e-waste p. 77; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/about	
G4-EN23 UNGC 8	Total weight of waste by type and disposal method	Bigger Picture 2016 Sustainability Report: Environmental stewardship – Resource use, waste and e-waste p. 77; www.telstra.com/sustainability/report/data Methodology: Glossary, available at: www.telstra.com/sustainability/report/download	
G4-EN24 UNGC 8	Total number and volume of significant spills	Bigger Picture 2016 Sustainability Report: Environmental stewardship – Environmental compliance p. 78.	
G4-EN25 UNGC 8	Weight of hazardous waste and percentage shipped internationally	www.telstra.com/sustainability/report/data	
PRODUCTS AND SERVICES			
G4-EN27 UNGC 7-9	Initiatives to mitigate environmental impacts of products and services	Bigger Picture 2016 Sustainability Report: Environmental stewardship – Energy use and efficiency, p. 72, Environmental Customer Value Proposition, p. 69, Responsible business - Supply chain sustainability, p. 32. Supplier Code of Conduct: https://www.telstra.com.au/content/dam/tcom/about-us/our-company/pdf/telstra-supplier-code-of-conduct-2014.pdf	
COMPLIANCE			
G4-EN29 UNGC 8	Non–compliance with environmental laws and regulations	Telstra has not been prosecuted for, or convicted of, any significant breaches of environmental regulation during the financial year. On 6 July 2015, Telstra received an infringement notice penalty of $8,538 for contravention of the Environmental Protection Act 1994 (Qld) as a result of a diesel spill from a fuel storage tank at a Telstra site in Cape Kimberley that occurred in April 2015. Telstra subsequently undertook clean-up work to remediate the site.	

Environment

GENERAL STANDARD DISCLOSURES / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	EXTERNAL ASSURANCE
TRANSPORT			
G4-EN30 UNGC 8	Significant environmental impacts of transporting products, goods, materials, workforce	Bigger Picture 2016 Sustainability Report: Environmental stewardship – Energy use and efficiency, p. 72; Bigger Picture Sustainability Report Glossary – www.telstra.com/sustainability/report/data	YES – Emissions associated with fleet and air travel only
SUPPLIER ENVIRONMENTAL ASSESSMENT			
G4-EN33 UNGC 7-8	Significant actual and potential negative environmental impacts in the supply chain	Bigger Picture 2016 Sustainability Report: Responsible business – Supply chain sustainability, p. 32.	
ENVIRONMENTAL GRIEVANCE MECHANISMS			
G4-EN34 UNGC 7-8	Number of grievances about environmental impacts	During FY16 we received 13 environmental complaints from the public concerning our operations. We've responded and investigated each complaint, and in many cases, implemented preventative actions to avoid a reoccurrence.	

Social: Labour practices and decent work

SPECIFIC STANDARD DISCLOSURES / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	NOTES	EXTERNAL ASSURANCE
G4 DMA UNGC 1-6	Labour practices management approach	Bigger Picture 2016 Sustainability Report: Our people, p. 37 www.telstra.com/sustainability/report/materialtopics		
EMPLOYMENT				
G4 LA1 UNGC 6	Employee turnover	www.telstra.com/sustainability/report/data		
LABOUR MANAGEMENT RELATIONS				
G4-LA4 UNGC 1, 3 Outcomes	Minimum notice period(s) regarding significant operational changes	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.		
OCCUPATIONAL HEALTH AND SAFETY				
G4-LA6 UNGC 1-2	Rates of injury, disease, lost days, absenteeism and fatalities	Lost days, injury rates, fatalities: Bigger Picture 2016 Sustainability Report: Our people – Ensuring the health and safety of our people, p. 48 Absenteeism: www.telstra.com/sustainability/report/data	We do not report on rates of disease as this is not material to our operations.	
G4 LA-9	Hours of training per employee	Bigger Picture 2016 Sustainability Report: Our people – Providing learning and development opportunities, p. 41.	We do not track hours, we track dollars invested per employee.	
G4-LA10	Programs for skills management and lifelong learning	Bigger Picture 2016 Sustainability Report: Our people – Embedding diversity and inclusion, p. 44; Our people – Providing learning and development opportunities, p. 41.		
G4-LA11	Performance and career development	Bigger Picture 2016 Sustainability Report: Our people – Managing performance, p. 40.		

Social: Labour practices and decent work

SPECIFIC STANDARD DISCLOSURES / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	NOTES	EXTERNAL ASSURANCE
G4-LA12 UNGC 1, 6	Composition of governance bodies and breakdown of employees as according to indicators of diversity	Bigger Picture 2016 Sustainability Report: Our people – Embedding diversity and inclusion, p. 44. Board age: Directors Report – Telstra 2016 Annual Report, Board of Directors, p. 38. Report glossary: www.telstra.com/sustainability/report/about	Identified groups, apart from female employees are not reported separately. Refer to Glossary for definition.	YES – percentage of workforce that self declare as Indigenous or having a disability
EQUAL REMUNERATION FOR MEN AND WOMEN				
G4-LA13 UNGC 6	Ratio of basic salary of men to women by employee category	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: www.telstra.com/diversity Bigger Picture 2016 Sustainability Report: Our People – Embedding diversity and inclusion, p. 44.	Pay equity metrics are reported to the Telstra Board of Directors, but are not disclosed publicly.	
SUPPLIER ASSESSMENT FOR LABOUR PRACTICES				
G4-LA15 UNGC 1-6	Significant actual and potential negative labour impacts in the supply chain	Bigger Picture 2016 Sustainability Report: Responsible business – Supply chain sustainability, p. 32.		
LABOUR GRIEVANCE MECHANISMS				
G4-LA16 UNGC 1-6	Number of grievances about labour practices	Bigger Picture 2016 Sustainability Report: Our people – Preventing bullying and discrimination, p. 50		
G4 DMA UNGC 1–6	Human rights management approach	Bigger Picture 2016 Sustainability Report: Responsible business, p. 31 www.telstra.com/sustainability/report/materialtopics		
INVESTMENT				
G4-HR2 UNGC 1–6	Total hours of employee training on policies and procedures concerning aspects of human rights relevant to business operations	Bigger Picture 2016 Sustainability Report: Responsible business– Ethics, values and governance, Compliance training, p. 28.	We do not track hours, we track course completion.	
NON–DISCRIMINATION				
G4-HR3 UNGC 1, 2, 6	Incidents of discrimination	Bigger Picture 2016 Sustainability Report: Our people – Preventing bullying and discrimination, p. 50		
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING				
G4-HR4 UNGC 1–3	Freedom of association and collective bargaining	Bigger Picture 2016 Sustainability Report: Sustainability at Telstra – Engaging our stakeholders, p. 9; Our people - Engaging with unions, p. 51, Enterprise agreements, p. 51.		
CHILD LABOUR				
G4-HR5 UNGC 1, 2, 5	Operations and significant suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour	Bigger Picture 2016 Sustainability Report: Responsible business – Supply chain sustainability, p. 32.		

Social: Human rights

SPECIFIC STANDARD DISCLOSURES / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	NOTES	EXTERNAL ASSURANCE
FORCED AND COMPULSORY LABOUR				
G4-HR6 UNGC 1, 2, 4	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour	Bigger Picture 2016 Sustainability Report: Responsible business – Supply chain sustainability, p. 32.		
INDIGENOUS RIGHTS				
G4-HR8 UNGC 1, 2, 6	Incidents of violations involving rights of indigenous people	In FY16, we have not been able to identify any incidents of violations involving rights of indigenous people.		
ASSESSMENT				
G4-HR9 UNGC 1-6	Number of operations that have been subject to human rights reviews or impact assessments	Bigger Picture 2016 Sustainability Report: Responsible business – Human rights, p. 31		
SUPPLIER HUMAN RIGHTS ASSESSMENT				
G4-HR11 UNGC 1-6	Significant actual and potential negative human rights impacts in the supply chain	Bigger Picture 2016 Sustainability Report: Responsible business – Supply chain sustainability, p. 32.		
HUMAN RIGHTS GRIEVANCE MECHANISMS				
G4-HR12 UNGC 1-6	Number of grievances about human rights impacts	To the best of our knowledge, no grievances were raised about human rights impacts via formal grievance mechanisms during the reporting period.		

Social: Society

SPECIFIC STANDARD DISCLOSURES / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	EXTERNAL ASSURANCE
G4 DMA UNGC 1, 10	Society management approach	Bigger Picture 2016 Sustainability Report: Connecting communities, p. 52; Responsible business, p. 25 www.telstra.com/sustainability/report/materialtopics	YES: People reached through digital literacy training. YES – e-health case study (access to medical care for regional and rural Indigenous peoples)
LOCAL COMMUNITIES			
G4-S01 UNGC 1-2	Impacts of operations on communities	We assess and report the impacts of a number of aspects of our operations including the following: Base station location: Bigger Picture 2016 Sustainability Report: Responsible business - Mobile phones, base stations and health, p. 35. Telecommunications products and services: Bigger Picture 2016 Sustainability Report: Connecting communities – Digital inclusion, p.54, Disaster relief and recovery, p. 63.	

Social: Society

SPECIFIC STANDARD DISCLOSURES / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	EXTERNAL ASSURANCE
ANTI-CORRUPTION			
G4-S03 UNGC 10	Analysis for risk of corruption	Bigger Picture 2016 Sustainability Report: Responsible business – Ethics, values and governance, p. 27.	
G4-S04 UNGC 10	Percentage of employees trained in anti-corruption	Bigger Picture 2016 Sustainability Report: Responsible business - Ethics, values and governance, Compliance training, p. 28. Bigger Picture Sustainability Report Glossary– www.telstra.com/sustainability/report/data	YES – Percentage completion of Code of conduct training
PUBLIC POLICY			
G4 S06 UNGC 10	Contributions to political parties or related institutions	Bigger Picture 2016 Sustainability Report: Responsible business – Working ethically, p. 27.	
ANTI-COMPETITIVE BEHAVIOUR			
G4-S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	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 are currently no significant legal actions against Telstra for anti-competitive, anti-trust or monopoly practices.	
COMPLIANCE			
G4-S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulation	On 6 July 2015, Telstra received an infringement notice penalty of $8,538 for contravention of the Environmental Protection Act 1994 (Qld) as a result of a diesel spill from a fuel tank at a Telstra site in Cape Kimberley that occurred in April 2015. Telstra subsequently undertook clean-up work to remediate the site.	
SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY			
G4-S010 UNGC 1-10	Significant actual and potential negative society impacts in the supply chain	Bigger Picture 2016 Sustainability Report: Responsible business – Supply chain sustainability, p. 32.	
SOCIETY GRIEVANCE MECHANISMS			
G4-S011 UNGC 1-10	Number of grievances about society impacts	To the best of our knowledge, no grievances were raised about society impacts via formal grievance mechanisms during the reporting period.	

Social: Product responsibility

SPECIFIC STANDARD DISCLOSURES / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / RESPONSE	NOTES	EXTERNAL ASSURANCE
G4 DMA UNGC 1,-2, 7-9	Product responsibility management approach	Bigger Picture 2016 Sustainability Report: Customer experience, 13; Responsible business, 25. www.telstra.com/sustainability/report/materialtopics		
CUSTOMER HEALTH AND SAFETY				
G4-PR1 UNGC 1-2	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Bigger Picture 2016 Sustainability Report: Responsible business - Mobile phones, base stations and health, p. 35. Electromagnetic energy: www.telstra.com.au/consumer-advice/eme		
G4-PR2 UNGC 1-2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services	No such incidents have been identified for the reporting period.		
PRODUCT AND SERVICE LABELLING				
G4 PR3	Type of product and service information required by procedures for product and service information and labelling	Safe use of product and service: Bigger Picture 2016 Sustainability Report: Responsible business – Mobile phones, base stations and health, p. 35; Customer experience, p. 15, Privacy and data protection, p. 20	We do not report the percentage of products covered by and assessed for compliance with such procedures.	
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling	No such incidents have been identified for the reporting period.		
G4-PR5	Customer satisfaction	Bigger Picture 2016 Sustainability Report: Customer experience – Enhancing customer advocacy, p. 15.		
MARKETING COMMUNICATIONS				
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications	No such incidents have been identified for the reporting period.		
CUSTOMER PRIVACY				
G4-PR8 UNGC 1-2	Number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Bigger Picture 2016 Sustainability Report: Customer experience - Privacy and data protection, p. 20; Bigger Picture Sustainability Report Glossary – www.telstra.com/sustainability/report/download		YES – number of privacy requests (actioned and rejected) from government agencies
COMPLIANCE				
G4 PR9	Monetary value of significant fines for non–compliance with laws and regulations concerning the provision and use of products and services	Telstra has not been prosecuted for or convicted of any significant breaches of laws and regulations. On 6 July 2015, Telstra received an infringement notice penalty of $8,538 for contravention of the Environmental Protection Act 1994 (Qld) as a result of a diesel spill from a fuel tank at a Telstra site in Cape Kimberley that occurred in April 2015. Telstra subsequently undertook clean-up work to remediate the site.		