# Sustainability at Telstra

Our purpose is to build a connected future so everyone can thrive

The world is experiencing seismic environmental, geo-political and economic shifts. Increasingly, organisations are becoming more active and more aspirational in their efforts to meet the environmental and societal challenges of today, and of the coming decades.

Operating sustainably is crucial to achieving our purpose and is a key component of our Connected Future 30 strategy. By operating sustainably, we can create ongoing value for our business and positive impact for stakeholders, communities and the environment.

We create positive impact by harnessing technology to create a better digital world, minimising our impact on the planet and helping our customers, our suppliers and Australia do the same. We also continue to engage with our customers and stakeholders to understand the challenges they may face and how we can support them by building more resilient communities.

Connected Future 30
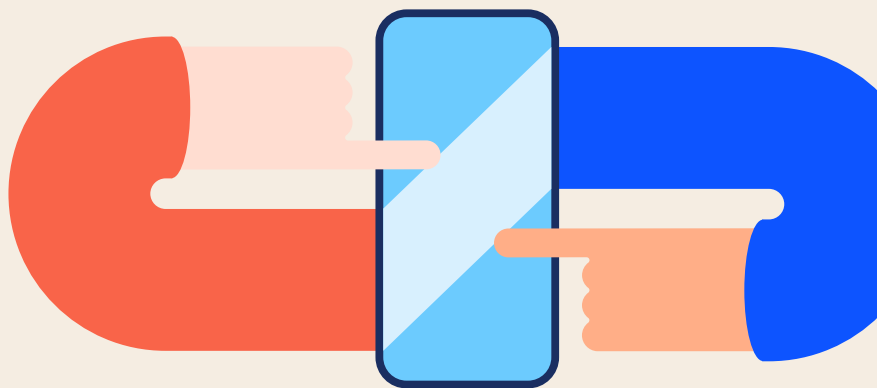
Our ambition is to be the number one choice for connectivity in Australia

Our three layers and goals

Customer Engagement
To lead in how we anticipate and deliver on the connectivity needs of our customers

Network as a Product
To build and operate Australia's leading network and reinvent how we capture value from it

Digital Infrastructure
To be Australia's leading digital infrastructure provider

Our four enablers

- People & culture
- Technology leadership
- Sustainability
- Financial discipline

Management approach

We manage sustainability at Telstra by:

- **Doing better as a business** — delivering on our commitment to do business responsibly and being transparent, ethical and accountable, wherever we operate.

| 5 GENDER EQUALITY | 8 DECENT WORK AND ECONOMIC GROWTH | 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE | 16 PEACE, JUSTICE AND STRONG INSTITUTIONS | 17 PARTNERSHIPS FOR THE GOALS |

- **Doing better for communities** — technology connects us all. We create a better digital world by helping make sure Australians, of every background and ability, have the skills and confidence to safely take part in the online world.

| 8 DECENT WORK AND ECONOMIC GROWTH | 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE | 10 REDUCED INEQUALITIES |

- **Doing better by the environment** — we take climate action, protect nature and biodiversity and contribute to a circular economy. We work with our customers and suppliers to minimise the impact of climate change and enable the transition to a low-carbon future.

| 12 RESPONSIBLE CONSUMPTION AND PRODUCTION | 13 CLIMATE ACTION |

We continue to explore new ways of embedding sustainability into our business, our decision-making and our culture at Telstra. We know that building organisational resilience and capacity to respond to emerging challenges will position us to anticipate and manage the future risk landscape more effectively. It will accelerate innovation by driving the development of new products, services and solutions that can attract customers and lead to market opportunities. As a purpose-led organisation, we seek to attract and keep the best talent, build our reputation and strengthen our stakeholder relationships.

Contributing to the United Nations Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) are comprised of 17 goals and 169 targets aimed at addressing the world's most significant development challenges. Working with government and civil society, businesses have an important role to play in achieving these goals.

At Telstra, we consider telecommunications and technology as an enabler of action on the SDGs. This is reflected in our purpose, our T25 sustainability strategy and Connected Future 30. We periodically undertake an assessment to determine which SDGs best reflect our business context and strategy, our information and communication technology (ICT) capabilities, as well as our key risks and impacts across our value chain. We focus on eight of the SDGs because they reflect the areas we believe Telstra is best placed to contribute to, given our role as a large employer and a leading telecommunications provider.

Priority Sustainable Development Goals

5 GENDER EQUALITY

Achieve gender equality and empower all women and girls

We are committed to achieving diversity at Telstra and have implemented a range of policies, programs and engagement initiatives to help us achieve this. These include a broad range of policies and initiatives aimed at recruiting and championing female talent. They cement our commitment to gender diversity and equity within our business. These measures aim to create a fair and inclusive work environment that enables all employees, regardless of gender, to thrive and advance in their careers at Telstra.

8 DECENT WORK AND ECONOMIC GROWTH
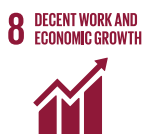
Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

We are committed to creating opportunities for meaningful and productive work. This commitment extends across our value chain and into developing the skills we will require in the future. Our approach is values-led and focused on building a diverse and inclusive workforce that reflects our customers and the countries in which we operate. It is underpinned by our commitment to work to eradicate modern slavery and protect labour rights. It also includes supporting future generations of digital innovators and problem solvers to build STEAM (Science, Technology, Engineering, the Arts and Mathematics) capabilities.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation

We believe the more connected people are, the more opportunities are open to them. To help ensure we can meet the rising demand for data and content, we are making significant investments in our network infrastructure, expanding coverage, improving network resilience, and expanding 5G services. We are focused on minimising our environmental impacts. We also help our communities to build digital skills and capabilities, empowering more people with the necessary skills to participate in the digital economy.

10 REDUCED INEQUALITIES

Reduce inequality within and among countries

Telstra contributes to reducing inequality through various initiatives and practices that promote inclusivity, accessibility and equal opportunities. We are working towards making telecommunications services accessible to all people, including people facing financial hardship, living with disability or living in remote areas. We value a diverse and equitable workplace and have implemented programs and policies to promote equal opportunities. This includes equal opportunities for women and initiatives to hire and retain employees from diverse backgrounds, such as people who are Culturally and Linguistically Diverse (CALD) and people with a disability. By fostering a diverse and inclusive work environment, we contribute to reducing inequality and promoting fairness in employment.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Ensure sustainable consumption and production patterns

As a leading provider and user of telecommunications hardware, we are committed to maximising the value of the resources we use, reducing consumption and waste across our business, and investing in circular solutions that are designed to be sustainable across their lifecycle. Our resource efficiency targets commit us to promoting responsible consumption and production across our value chain.

13 CLIMATE ACTION

Take urgent action to combat climate change and its impacts

We believe businesses, and in particular technology companies, have a critical role to play in addressing climate change. We are committed to reducing emissions, mitigating our impact and meeting our climate change targets. Details on our targets can be found in our Sustainability Report available on our reports page. We are also committed to enabling our customers to manage their own environmental impacts using technology.

Priority Sustainable Development Goals (continued)

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

At Telstra, we are committed to acting responsibly and being transparent and accountable, wherever we operate. We know the long-term success of our company depends on maintaining the trust of our customers, community and partners through our value chain. Across our operations, we promote a fair and responsible culture through the Telstra Group Code of Conduct, Group Policies, mandatory compliance training and by recognising employees who demonstrate our behaviours and habits.

17 PARTNERSHIPS FOR THE GOALS

Partnership for the goals

Telstra's commitment to doing business responsibly guides how we approach ethical partnerships with our people, customers, communities, suppliers and governments. We report on the impacts and achievements created by our many partnerships through our comprehensive annual reporting suite. Our Sustainability Report aligns with the guidance provided by the Global Reporting Initiative (GRI) Standards and the ten principles of the UNGC. It showcases our partnerships, investments, technology transfer, capacity-building programs, policy engagement activities and advocacy initiatives aimed at advancing our contributions to people and planet.

For more information about how we are contributing to the SDGs through our work, see our latest Content Index available on our reports page.

Governance and transparency

The Board is responsible for overseeing Telstra Group's approach to ESG (environmental, social and governance) and monitoring its performance, including approving key external environmental targets and selected environmental disclosures. The Board has oversight of the due diligence processes for the Sustainability Report and its key disclosures. The Board also receives an update on our annual materiality assessment findings highlighting the priority material sustainability topics.

The Risk & Sustainability Committee reviews and monitors Telstra Group's ESG performance and highlights our focus on sustainability across all areas of the organisation, including managing the risks and opportunities associated with these topics.

For more information about our corporate governance, see our latest **Corporate Governance Statement** available on our reports page.

For more information about our climate change and nature governance, please see our latest **Annual Report** available on our reports page.

We seek external limited assurance in accordance with ASAE 3000 over a selection of performance disclosures in our 2025 Bigger Picture Sustainability Report, including greenhouse gas emissions results, and the 2025 Modern Slavery Act Statement.
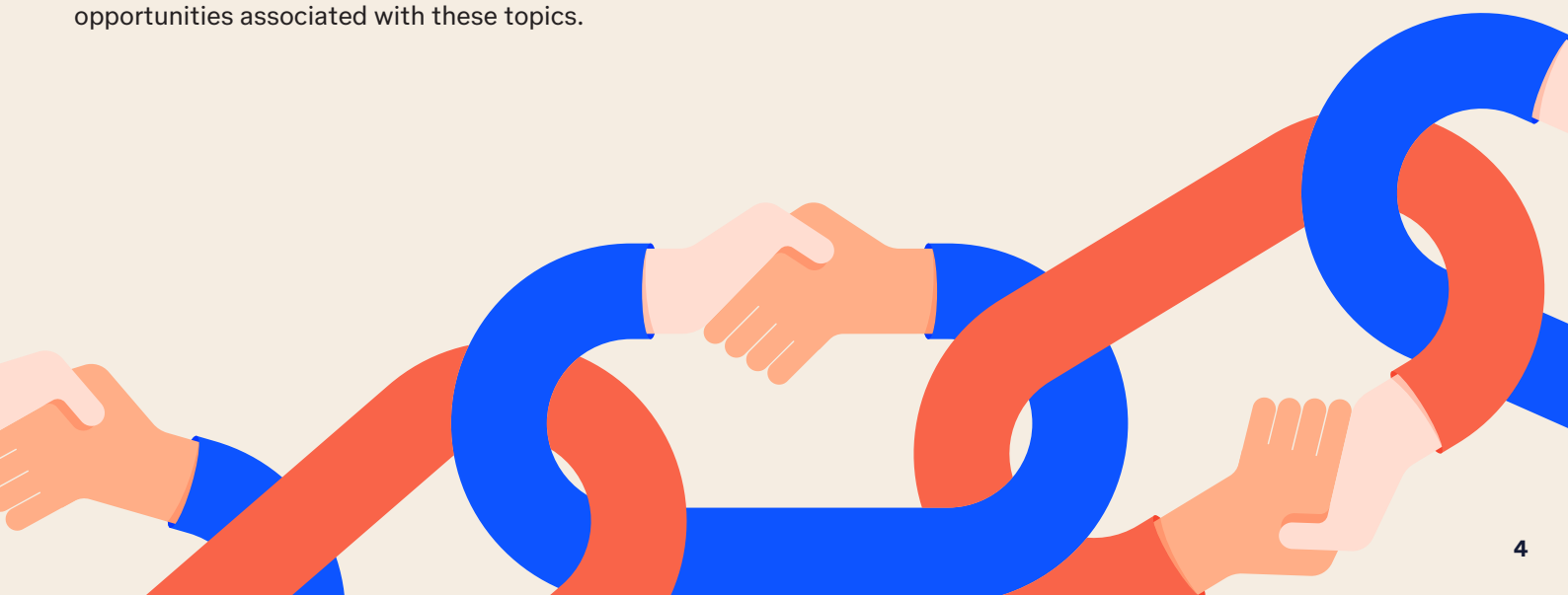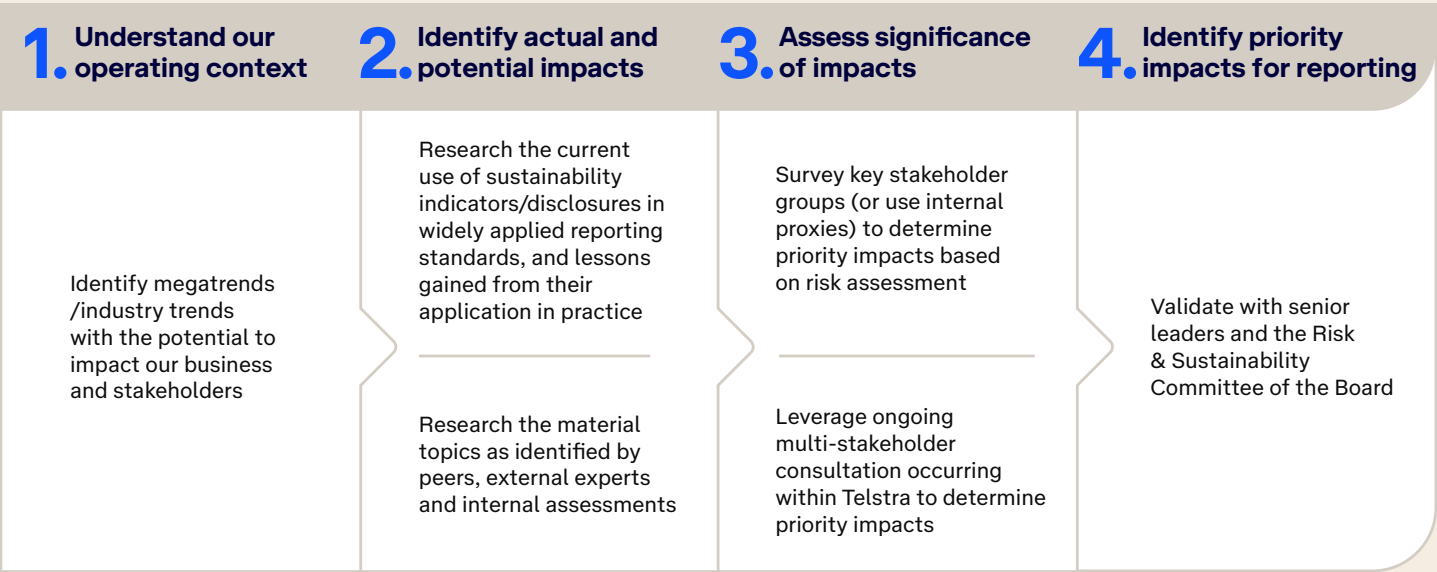
Materiality methodology

At Telstra, we regularly review our most significant sustainability impacts, informed by the Global Reporting Initiative (GRI) Standards. We apply a double materiality approach, considering both impact materiality (the outward-facing impact that Telstra can create on people and the environment) and financial materiality (the inward-facing risks and opportunities which may impact Telstra's value). Our impact materiality assessment informs the content of this report and is a key consideration in how we continue to evolve our sustainability ambitions. We assess financial materiality through our finance and risk management process. We use a combination of key external and internal stakeholder assessments (including surveys and desktop reviews of external assessments such as peer company reports and industry reports) to determine priority topics.

We apply the following methodology.

1. Understand our operating context	2. Identify actual and potential impacts	3. Assess significance of impacts	4. Identify priority impacts for reporting
Identify megatrends/industry trends with the potential to impact our business and stakeholders	Research the current use of sustainability indicators/disclosures in widely applied reporting standards, and lessons gained from their application in practice Research the material topics as identified by peers, external experts and internal assessments	Survey key stakeholder groups (or use internal proxies) to determine priority impacts based on risk assessment Leverage ongoing multi-stakeholder consultation occurring within Telstra to determine priority impacts	Validate with senior leaders and the Risk & Sustainability Committee of the Board

That materiality assessment is an input in determining our sustainability priorities. We consider it in the context of our purpose and our Connected Future 30 Strategy to determine whether there are other topics apart from those rated 'Highest' or 'High' on which Telstra should focus. For example, First Nations reconciliation and inclusion was rated 'Low' priority in the materiality assessment. However, we know through the Australian Digital Inclusion Index and Mapping the Gap research that many First Nations communities in remote areas have some of the highest levels of digital exclusion. We also know that focusing on activities that increase the level of digital inclusion will make a meaningful difference to people living in these communities and is consistent with our purpose of building a connected future so everyone can thrive. Water and biodiversity were also rated 'Low'. However, we know that we need to better understand the impact of our business on biodiversity and water as well as the role that improved biodiversity may have in addressing climate change. Starting the work to better understand these matters will put us in a better position to understand them as risks and opportunities for our business and also help us prepare for future reporting requirements on nature.

This report and related reports in our annual reporting suite (including our 2025 Modern Slavery Act Statement) highlight the sustainability topics we have chosen to prioritise.
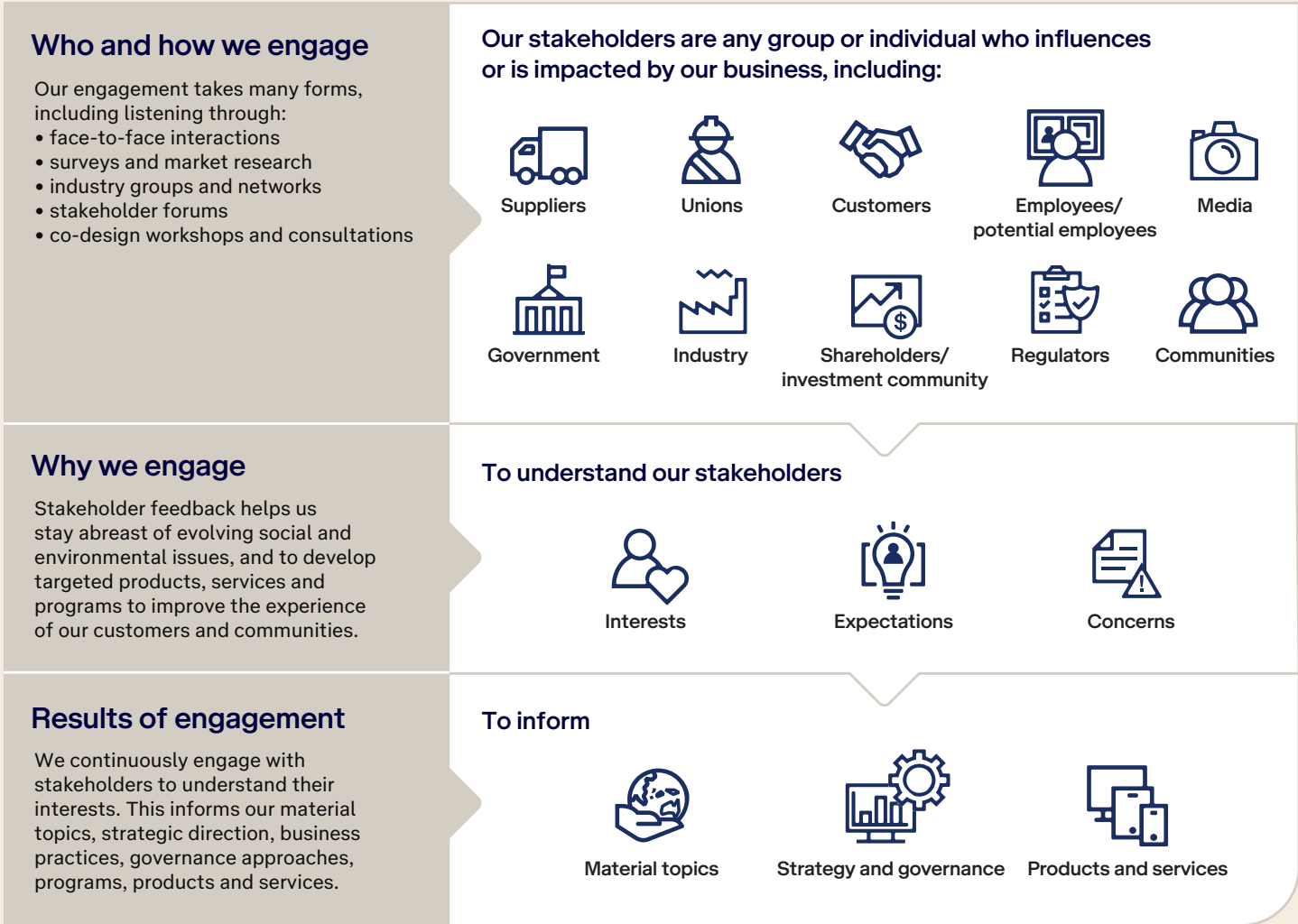
Stakeholder engagement and partnerships

Our ability to deliver on our sustainability strategy is highly dependent on the strength of our stakeholder relationships and partnerships. Led by multiple specialised functions within Telstra, our teams regularly engage with key stakeholder groups to help ensure we understand their expectations and respond to their diverse interests and concerns.

This helps us to keep abreast of emerging social and environmental issues, focus our advocacy on areas we have the most capability to influence, leverage stakeholder insights to develop targeted products, services and programs that enhance the experience of our customers, and work together to solve the biggest issues facing our communities.

We are active in industry groups, participate in and convene industry networks and forums and have teams across the company that manage relationships with specific stakeholder groups. These forums include our CEO Consumer Roundtable, Disability Stakeholder Forum, Low Income Measures Assessment Committee, First Nations Expert Advisory Committee and Regional Advisory Councils.

The infographic below summarises our approach to stakeholder engagement.

Who and how we engage

Our engagement takes many forms, including listening through:
• face-to-face interactions
• surveys and market research
• industry groups and networks
• stakeholder forums
• co-design workshops and consultations

Our stakeholders are any group or individual who influences or is impacted by our business, including:

Suppliers | Unions | Customers | Employees/ potential employees | Media

Government | Industry | Shareholders/ investment community | Regulators | Communities

Why we engage

Stakeholder feedback helps us stay abreast of evolving social and environmental issues, and to develop targeted products, services and programs to improve the experience of our customers and communities.

To understand our stakeholders

Interests | Expectations | Concerns

Results of engagement

We continuously engage with stakeholders to understand their interests. This informs our material topics, strategic direction, business practices, governance approaches, programs, products and services.

To inform

Material topics | Strategy and governance | Products and services

For a detailed list of our stakeholders, how we engage with them and their key areas of interest, see our latest **Content Index** available on our reports page.

Social and environmental partnerships

Telstra's social and environmental partnerships deliver business objectives, community outcomes and employment opportunities. We continue to work with suppliers that support people with disability or experiencing disadvantage. We also work with our strategic partners and suppliers to promote supplier diversity and transparency, address climate change impacts and reduce our environmental impact across the lifecycle of our networks and products.

Telstra is a signatory to, or participant in, the following voluntary sustainability initiatives, membership groups and reporting frameworks:

- Australian Digital Inclusion Alliance
- Australian Industry Group (Energy & Climate working group)
- Australian Mobile Telecommunications Association
- Australian Packaging Covenant
- Business Council of Australia (Climate working group)
- Carbon Market Institute (CMI)
- CDP (formerly Carbon Disclosure Project)
- Climate Leaders Coalition (Solving for Nature and Climate Together and Artificial Intelligence for Climate working groups)
- Global Reporting Initiative (GRI)
- Global System for Mobile Communications Association (GSMA)
- Joint Alliance for Corporate Social Responsibility (JAC) (Modern Slavery Community of Practice)
- MobileMuster
- Product Stewardship Centre of Excellence
- Science Based Targets initiative (SBTi)
- Supply Nation
- Taskforce on Nature-related Financial Disclosures (TNFD)
- Tech Council of Australia
- Telco Together Foundation[1]
- Thriving Communities Partnership
- Transparency International Australia
- UNESCO's Business Council to promote ethical AI
- United Nations Global Compact (UNGC) (Modern Slavery Community of Practice)
- United Nations Business Ambition for 1.5 degrees
- United Nations Sustainable Development Goals (SDGs)
- We Mean Business Coalition.

1   We ceased membership of the Telco Together Foundation at the end of FY25.