Bigger Picture Report

2026 Glossary

A	
AASB	The Australian Accounting Standards Board develops and maintains financial reporting standards.
AASB S2 Climate Disclosures	AASB S2 Climate Disclosures is the mandatory Australian reporting framework for the disclosure of climate-related risks and opportunities.
Accessibility and Inclusion Action Plan (AIAP)	Telstra's AIAP outlines the actions Telstra is taking to create more inclusive customer experiences, improve accessibility across our products, services and digital channels, and expand employment opportunities for people with disability.
Accessibility Maturity Score	The internal measure of accessibility for our digital assets based on the international accessibility guidelines (WCAG) and expressed as a percentage of identified versus fixed defects.
ADSL	A copper-based broadband technology that delivers internet via phone lines. Telstra plans to retire this service by November 2027.
API (Application Programming Interface)	Set of commands, definitions and protocols that programmers use to interface with external systems.
Artificial intelligence (AI)	Refers to the development of computer systems that can perform tasks usually requiring human intelligence. These tasks may include visual perception, speech recognition or decision making. Artificial intelligence enables machines to perceive their environment, learn from data and make decisions to achieve set goals.
Australian Communications and Media Authority (ACMA)	The Australian Government agency responsible for the regulation of broadcasting, radio communications, telecommunications and online content.
Australian Digital Inclusion Index (ADII)	The Australian Digital Inclusion Index uses survey data to measure digital inclusion across three dimensions of access, affordability and digital ability. A detailed measure of digital inclusion for Australia allows critical barriers to inclusion to be identified. These may be related to accessing networks, the costs of devices or data, or skills and literacies. The Index can help shape initiatives to increase digital inclusion in Australia (source: www.digitalinclusionindex.org.au).
ASSA 5000 Assurance Standard	The Australian Standard on Sustainability Assurance, ASSA 5000, is the Australian equivalent of the International Standard on Sustainability Assurance (ISSA) 5000, issued by the Australian Auditing and Assurance Standards Board (AUASB). The Standard provides a framework including guidance on procedures, evidence and reporting for sustainability assurance engagements. It applies to sustainability assurance engagements for reporting periods beginning on or after 1 January 2025.
Australian Sustainability Reporting Standard (ASRS)	The Australian Sustainability Reporting Standard is the umbrella term to describe a new suite of Australia specific sustainability and climate disclosure frameworks developed by the AASB.

C	
Customer Access Network Radio (CAN Radio)	CAN Radio is a voice service delivered over a radio network for customers in remote locations, using antennas, shelters and solar panels. Telstra plans to retire this service by November 2027.
Carbon credits, carbon offsets	Reduced or avoided greenhouse gas emissions from one activity to compensate for or to offset the same amount of greenhouse gas emissions made elsewhere. Telstra no longer offsets the emissions from our operations.
Carbon dioxide emissions equivalent total	The aggregated greenhouse gas emissions (scope 1, 2 and 3) generated by Telstra's activities, expressed in the single measurement unit of carbon dioxide emissions equivalent (CO_2e). We calculate our greenhouse gas emissions according to the Greenhouse Gas Protocol of the World Business Council for Sustainable Development and World Resources Institute as well as the NGER (Measurement) Determination 2008 (as amended). Scope 3 emissions are additional to our reporting obligations under the NGER Act 2007. We report the following scope 3 greenhouse gas emissions, as categorised in the Greenhouse Gas Protocol Corporate Value Chain (scope 3) Accounting and Reporting Standard: **Category 1.** Purchased goods and services **Category 2.** Capital goods **Category 3**. Fuel- and energy-related activities (not included in scope 1 or scope 2) **Category 4.** Upstream transportation and distribution **Category 5.** Waste generated in operations **Category 6.** Business travel **Category 7.** Employee commuting **Category 8.** Upstream leased assets **Category 9.** Downstream transportation and distribution **Category 11.** Use of sold products **Category 12.** End of life treatment of sold products **Category 13.** Downstream leased assets **Category 15.** Investments

Carbon dioxide emission factors	Our approach to greenhouse gas emissions reporting is consistent with reporting requirements set out in the *National Greenhouse and Energy Reporting Act (2007)* and subordinate legislation. Carbon dioxide emission factors are derived from the *National Greenhouse and Energy Reporting (Measurement) Determination 2008* and are updated each year to reflect changes in Australia's energy mix. Where that Determination does not provide factors (e.g. scope 3 emissions), we use relevant National Greenhouse Account (NGA) Factors (2025), Exiobase or the DEFRA factors. As per accepted practice, we do not restate previous year emissions based on emission factor updates unless materially significant.
Carbon dioxide equivalent (CO_2e)	The standard unit of measurement used to compare and aggregate greenhouse gas (GHG) emissions. Greenhouse gas emissions are converted to the equivalent amount of carbon dioxide considering their global warming potential relative to carbon dioxide. This accounts for the varying warming impact of different gases.
Carbon emissions intensity (tCO_2e/PB)	The average rate of carbon emissions relative to the intensity of a specific activity. At Telstra, this is expressed as a ratio of tonnes of carbon dioxide equivalent per petabyte (tCO_2e/PB) of data traffic. This is calculated using our Australian scope 1 and 2 emissions and domestic network volume traffic measured as bytes uploaded or downloaded at Access Network Points or Points of Interconnect aggregated from monthly totals.
Carrier	The holder of a Carrier Licence under the *Telecommunications Act 1997*.
Cash (social and community investment)	Monetary amount paid in support of a community organisation or project.
CDP	CDP (formerly the Carbon Disclosure Project) is a not-for-profit organisation that runs a global disclosure system for investors, companies, cities, states and regions to manage their environmental impacts. Telstra discloses our own climate data to CDP. You can find Telstra's CDP response here. We've partnered with CDP through their Supply Chain Program to engage our suppliers to better account for and address their climate change impacts and use this data to calculate supplier specific emissions intensity factors for scope 3 categories 1, 2 and 4.
Cell on Wheels	Cell on Wheels are portable mobile base stations used to provide temporary cellular network coverage, particularly during emergencies or at high-traffic events.
Climate-related physical risks	Risks resulting from climate change that can be event-driven (acute physical risk) or from longer-term shifts in climatic patterns (chronic physical risk). Acute physical risks arise from weather-related events such as storms, floods, drought, or heatwaves, which are increasing in severity and frequency. Chronic physical risks arise from longer-term shifts in climatic patterns including changes in precipitation and temperature which could lead to sea level rise, reduced water availability, biodiversity loss and changes in soil productivity.
Climate-related transition risks	Risks that arise from efforts to transition to a lower-carbon economy. Transition risks include policy, legal, technological, market and reputational risks. These risks could carry financial implications, such as increased operating costs or asset impairment due to new or amended climate-related regulations. Financial performance could also be affected by shifting consumer demands and the development and deployment of new technology.
Connected Future 30	Telstra's five-year strategy to FY30. Sustainability is a key enabler in this strategy.
Consumer health, safety and welfare (top impact materiality topic definition)	Addressing health, safety and wellbeing across the lifecycle of our products and services and adhering to customer health and safety regulations and voluntary codes.
Customers in vulnerable circumstances	A customer in vulnerable circumstances refers to a customer whose circumstances place them at an increased risk of harm or disadvantage if an organisation does not act with appropriate levels of care. We look at vulnerable circumstances through four dimensions: Economic, Disability, Digitally Excluded and Safety and Security.
Cyber security, privacy and data protection (top impact materiality topic definition)	Enable cybersecurity, data protection and privacy across services and operations such as the collection, retention and use of sensitive data.

D	
Data centres	Data centres are facilities that house networked computers, servers and data storage equipment, providing the physical backbone for the internet. We operate two dedicated on-premises data centres and host co-located data centre facilities at six fixed network sites. A hyperscale data centre is a large data centre facility, designed to efficiently scale up (or down) in response to the massive and variable demands of cloud computing, big data and AI. They are designed to accommodate rapid growth in data and computing resources and typically host over 100,000 operational servers. We do not operate hyperscale data centres, but we do provide connectivity services for these facilities.
Decarbonise	Reduce the carbon emissions generated as a result of a process or activity. To achieve Telstra's climate change and energy use goals we are reliant upon the continued decarbonisation of the electricity grid and undertaking key decarbonisation activities including: • decarbonising Telstra by becoming more energy efficient, reducing our consumption, and investing in renewable energy • supporting the decarbonisation of the electricity grid by investing in renewable energy and helping our customers access renewables for their energy needs • decarbonising the wider economy by improving the efficiency of our products and investing in technology that helps to address our most significant environmental challenges.
Decommissioning initiatives	Energy and/or emissions savings as a result of decommissioning and depowering of network equipment in our network infrastructure, at our network facilities or at our commercial buildings. Savings are summed to a total energy and emissions (scope 2) savings as a result of the initiatives over 12 months. These activities are separate to our energy efficiency projects.
Digital inclusion	The premise of digital inclusion is that everyone should be able to make full use of digital technologies and the benefits they bring, while avoiding their potential negative consequences (source: https://digitalinclusionindex.org.au/about-the-index/).
Digital inclusion (top impact materiality topic definition)	Enabling access, affordability and digital ability for technology.
Disaster relief (social and community investment)	Covers customer and community measures, including disaster relief credits, disaster-related support and grants and free calls to disaster zones.
Diversity	At Telstra, diversity means difference in all its forms, both visible and not visible. This includes differences that relate to gender, age, cultural background, disability, religion and sexual orientation, as well as differences in background, life experience, interpersonal and problem-solving skills.
Donations (social and community investment)	Donations with a focus on art, health, sport, children and youth, general community assistance, economic development and diversity.
Double materiality	We apply a double materiality approach. We consider the impact we have on people and the environment with an impact materiality assessment, in line with Global Reporting Initiative (GRI) standards. This informs the content of the Bigger Picture Report and shapes how we evolve our sustainability ambition in relation to the Connected Future 30 strategy. Our finance and risk processes assess risks and opportunities that may affect Telstra's financial position and inform our Annual Report (financial materiality). These assessments are done separately but together form our double materiality assessment. This enables better identification of risk and opportunities, more informed decision-making and credible reporting.

E	
e-waste	Electronic waste (e-waste) is a term used to describe electronic products from household appliances, communication devices, and emerging technologies such as solar photovoltaic (PV) systems and electric vehicle (EV) batteries. This includes their parts that have been disposed of by the owner as waste without the intention of reuse. For our industry, e-waste includes end-of-life consumer devices, batteries, electronic accessories as well as network equipment including routers, servers and cables. Telstra's own e-waste also includes information technology (IT) and lighting equipment. Electronics stewardship seeks to reduce the impacts of technology – from equipment design through to end-of-life disposal. Electronics stewardship involves taking responsibility beyond the point of manufacture or sale and influencing across the total life cycle of products to decouple product growth from the reliance on raw materials to manufacture.
Edge computing	The process of bringing information storage and computing abilities closer to the devices that produce the information and the users who consume it.
Electricity consumption	Electricity used in Telstra's buildings and network facilities. Electricity consumption is based on invoiced (billing) data where available. Where metering data is not available on invoices, estimates are calculated based upon prior invoiced consumption, taking into account seasonal variations. For unmetered assets where consumption is not recorded on the invoice, estimates are calculated using the asset load profiles where distributors have provided them and if not using an average location-based cost per kWh profile.
Electromagnetic energy (EME)	The energy stored in an electromagnetic field. Most radio communication systems use EME, including mobile phones, base stations and emergency services communications systems.
Emissions (top impact materiality topic definition)	Reduce our greenhouse gas emissions.
Employee health, safety and wellbeing	The occupational health, safety and wellbeing of our employees and supply chain workers.
Employee volunteering and giving (social and community investment)	Value of employee volunteering, charitable donations and donations from the Telstra reward and recognition program.
Energy usage (top impact materiality topic definition)	Reduce our energy use and enable renewable energy.
Energy consumption / use	Energy, measured in gigajoules (GJ), is used to run all aspects of our operations. Key energy sources include electricity, gas and liquid fuels used in our buildings and vehicle fleet. Electricity and gas consumption is compiled from metering and billing data. Fleet fuel use is derived from fuel card data. We also consume small amounts of other fuels, such as diesel for standby generators and mobile plant. Our energy consumption data for these activities is based on fuel delivery data.
Energy consumption (total)	Total consumption of electricity, natural gas and fuels for Telstra's buildings, network and fleet, measured in gigajoules.
Energy efficiency projects	Energy and/or emissions savings from energy efficiency projects at our network facilities and commercial buildings. Savings are summed to a total energy and emissions (scope 2) savings as a result of the initiatives over 12 months.
Energy load shifting	Process of moving electricity consumption from peak demand periods to off-peak periods. Total amount of energy use remains unchanged however the timing of when energy is used is changed.
ESG	Environmental, social and governance.
ESG regulation and compliance (material topic definition)	Managing environmental, social and governance (ESG) risks and impacts and ensuring compliance of our operations and supply chain.
Ethical business practices (material topic definition)	Complying with ethical and responsible business practices such as anti-bribery and corruption, fair competition, compliance, tax practices and transparency.
Everyone Connected (social and community investment)	Our customer and digital inclusion programs and digital innovation.

F	
First Nations	The terms Aboriginal and Torres Strait Islander and First Nations are used interchangeably to reference Australia's First Peoples. The term Indigenous is used where it relates to a program name or is a preferred term.
Foregone revenue (social and community investment)	Social contribution in the form of missed earnings to assist community organisations or customers in time of need.

G	
Gender pay equity (Compa-ratio)	Compa-ratio compares an employee's fixed remuneration to the median of the market remuneration range that they are mapped against. Compa-ratio analysis includes full time and part-time staff in Telstra Group Limited and its controlled entities, excluding casuals, contractors and agency staff. It does not include staff in any other controlled entities within the Telstra Group. Compa-ratio is based on Fixed Remuneration (base salary plus superannuation).
Gigabyte (GB)	A gigabyte is a unit of data commonly used to measure electronic storage space. Typically, a gigabyte refers to about a billion bytes of information.
Gigajoules (GJ)	A joule is the standard unit of energy in the metric system. A gigajoule (GJ) is one billion joules.
Global Reporting Initiative (GRI)	A multi-stakeholder non-profit organisation that produces the GRI Sustainability Reporting Standards, a comprehensive sustainability reporting framework widely used around the world.
Greenhouse Gas (GHG) emissions	Gases which contribute to the greenhouse effect, resulting in global warming. The six key greenhouse gases recognised by the Kyoto Protocol and included in Australia's National Greenhouse and Energy Reporting (NGER) Act (2007) are: 1. Carbon dioxide (CO_2) 2. Methane (CH_4) 3. Nitrous oxide (N_2O) 4. Perfluorocarbons (PFC) 5. Hydrofluorocarbons (HFC) 6. Sulphur hexafluoride (SF_6) Greenhouse gas emissions are primarily measured in carbon dioxide equivalent (CO_2e), which provides a common unit to allow for the comparison and aggregation of emissions, considering their global warming potential.
GSM Association (GSMA)	The GSM (Global System for Mobile) Association is a non-profit trade association representing the interests of mobile network operators globally.

I	
Impact materiality	The consideration of the impacts Telstra has on people and the environment done via an impact materiality assessment. The assessment examines how activities affect customers, communities and the environment across our value chain, both positively and negatively.
In-kind (social and community investment)	Contribution of products or services, valued at retail cost to Telstra, to assist community organisations.
Internet of Things (IoT)	IoT is about connecting everyday objects and enabling them to send and receive data. Its applications range from simply gathering data to applying smart, connected and intelligent ways to solve the most pressing issues facing our country.
IP networks	A system that enables devices to communicate with each other using the Internet Protocol (IP) to ensure data is transmitted efficiently and accurately between devices.

J	
Joint Alliance for Corporate Social Responsibility (JAC)	JAC is an association of telecom operators aiming to verify, assess and develop the sustainability practices of suppliers in the information and communication technology industry. The JAC pursues joint initiatives between telecom operations and suppliers to validate, evaluate and establish sustainability standards and best practice throughout the supply chain. This includes supplier audits and standards verification.

K	
Kilowatt (kW)	A measure of one thousand watts of electrical power.

L	
Leverage (social and community investment)	Contributions by employees to a partner organisation or project as a result of the active support of Telstra (e.g. employee contributions through Telstra's recognition and reward program).
Limited assurance	A reduction in assurance engagement risk to a level that is acceptable in the circumstances of the assurance engagement but where that risk is greater than for a reasonable assurance engagement, as the basis for a negative form of expression of the assurance practitioner's conclusion.
Long term leave	Employees on 12 or more weeks of leave.
Lost time injury (LTI)	An LTI is a work-related injury or disease, including mental health issues, that results in one or more days of lost time (for Australian-based Telstra employees). This metric is no longer dependent on having a worker's compensation claim.
Lost time injury or illness frequency rate (LTIFR)	LTIFR includes injuries or illnesses that result in fatalities, lost time, restricted work and medical treatment cases. Measured as the number of total recordable injuries or illnesses per one million hours worked and calculated for Telstra employees only on a rolling 12-month basis.

M	
Management costs (social and community investment)	Costs borne by Telstra to deliver the suite of initiatives within our social and community investment program.
Megalitre	A metric unit of capacity equal to a million litres.
Megawatt (MW)	A measure of one million watts of electrical power.
Modern slavery	'Modern slavery' as defined in section 4 of the *Modern Slavery Act 2018 (Cth)* and 'slavery and human trafficking' as defined in section 54 of *Modern Slavery Act 2015* (UK).
Modern Slavery Act Statement	A public document produced by an organisation detailing the steps it has taken to ensure that modern slavery is not taking place within its business operations and supply chains. The Telstra Group prepares its annual statement to meet the requirements of the *Modern Slavery Act 2018 (Cth)* and *Modern Slavery Act 2015* (UK).
muru-D	muru-D is Telstra's hub for incubating ideas, products and technologies. The name muru-D has a meaningful origin rooted in the Sydney Aboriginal Eora language. The word 'muru' means path, symbolising a journey or direction.

N	
National Greenhouse Accounts (NGA) Factors	Government approved emission factors of activities to assist companies and individuals in calculating greenhouse gas emissions. The NGA Factors draw on the *National Greenhouse and Energy Reporting (Measurement) Determination 2008*, however methods described have a general application to the calculation of a broader range of greenhouse emissions inventories.
National Greenhouse and Energy Reporting Act 2007; NGER Act	Provides a single national framework for the reporting and dissemination of information about the greenhouse gas emissions, greenhouse gas projects, and energy use and production of corporations in Australia. Telstra reports its energy use and greenhouse gas emissions in accordance with the operational control model defined in Section 11 of the *NGER Act*. We also report selected indirect (scope 3) emissions arising from our business activities to provide a more holistic picture of our emissions footprint. Scope 3 emissions are not required to be reported under the *NGER Act 2007* and subordinate legislation.
Nature	The natural world, with an emphasis on the diversity of living organisms (including people) and their interactions among themselves and their environment (source: Taskforce on Nature-related Financial Disclosures, 2025). Nature is made up of four realms: land, ocean, freshwater and atmosphere.
Nature-related risk categories (as defined by the TNFD)	The TNFD defines nature-related risks as potential threats posed to an organisation that arise from its, and wider society's, dependencies and impacts on nature. Nature-related risks can be physical risks, transition risks or systemic risks: • Nature-related physical risks are risks to an organisation that stem from the degradation of nature. These risks can be acute or chronic. • Nature-related transition risks are risks to an organisation that stem from a misalignment of economic actors with actions aimed at protecting, restoring and/or reducing negative impacts on nature. • Nature-related systemic risks are risks to an organisation that arise from the breakdown of the entire system (characterised by modest tipping points combining indirectly to produce large failures and cascading interactions of physical and transition risks).
Net Promoter Score (NPS)	NPS is a metric based on survey responses indicating Telstra customers' experience and their likelihood to recommend Telstra. Likelihood is measured from 0 ('not at all likely to recommend') to 10 ('extremely likely').
Net-zero target	Net-zero greenhouse gas (GHG) emissions by 2050. Our net-zero commitment has been formally validated by the Science Based Targets initiative (SBTi) as aligning to their Corporate Net-Zero Standard.
Network resilience (top impact materiality topic definition)	Ability to maintain or rapidly restore critical connectivity services in the face of disruption, minimising customer impact and protecting trust, safety and commercial value.
Non-profit organisation	An organisation that uses surplus revenue to achieve its goals rather than distributing them as profits or dividends.

P	
Petabyte (PB)	One petabyte is a quadrillion bytes or 1,000 terabytes. A byte is a unit of digital information in computing and telecommunications.
Plug-in Hybrid Electric Vehicle (PHEV)	A vehicle powered by both an internal combustion engine and an electric motor, supported by a rechargeable battery that can be charged by plugging into an external power source. This differs from hybrid electric vehicles (HEVs) which rely on the engine and regenerative braking to charge a battery.
Positive duty	The legal obligation of organisations to take proactive preventative action to create safe, respectful and inclusive workplaces to prevent discrimination and unlawful conduct in the workplace.
Power Purchase Agreement (PPA)	Investments in renewable energy power purchasing. Telstra currently invests in seven PPAs: the Murra Warra Wind Farm, Emerald Solar Farm, Crookwell III Wind Farm, MacIntyre Wind Farm, Munna Creek Solar Farm, Bundaberg Solar Farm and Glenellen Solar Farm.

R	
Reconciliation Action Plan (RAP)	The Reconciliation Action Plan program provides a framework for organisations to support the national reconciliation movement.
RepTrak	A reputation measurement platform used to understand how customers and the broader community think and feel about Telstra.
Renewable Energy Certificate (REC)	A tradable certificate that represents one MWh of electricity generated from an eligible renewable energy source such as wind or solar farms.
Responsible AI (top impact materiality topic definition)	Governance for ethical use of AI and impacts to customers and communities.
Responsible sales and services (top impact materiality topic definition)	Responsible selling to customers and helping keep our products inclusive, priced fairly, and processes fair and flexible to customers.

S	
Safety and wellbeing of our workers (top impact materiality topic definition)	Occupational health, safety and wellbeing of our employees and supply chain workers.
Science-Based Targets initiative (SBTi)	The Science-Based Targets initiative provides a clearly defined pathway for companies to reduce GHG emissions. Targets are considered 'science-based' if they are in line with what the latest climate science says is necessary to meet the goals of the Paris Agreement – to pursue efforts to limit warming to 1.5°C.
Scope 1 emissions	Direct greenhouse gas emissions measured in tonnes CO_2e produced by our organisation as a result of our activities. Telstra's key sources include transport vehicles (excluding taxis), heavy machinery, generator sets and natural gas consumption. Emissions are calculated using the *National Greenhouse and Energy Reporting (Measurement) Determination 2008* for Australian-based activities and the Greenhouse Gas Protocol for international activities.
Scope 2 emissions	Indirect greenhouse gas emissions measured in tonnes CO_2e from the generation of electricity that is purchased and consumed by Telstra. Emissions are calculated using the *NGER (Measurement) Determination 2008* for Australian-based activities and the Greenhouse Gas Protocol for international activities.
Scope 3 emissions	Indirect greenhouse gas emissions measured in tonnes CO_2e that are a consequence of our activities but occur from sources we do not operate. For Telstra, this means all categories assessed as relevant under the Greenhouse Gas Protocol Corporate Value Chain (scope 3) Accounting and Reporting Standard. Emissions are calculated using a mix of supplier specific emissions factors, hybrid emission factors using supplier revenue and emissions data, LCA databases and other published sources such as UK DEFRA Factors and NGA Factors. Refer to the Bigger Picture Report Data Pack for the calculation methodology by category of scope 3 emissions.
Social and community investment	Investments that create a meaningful benefit for society that may also be valuable to the business. Types of investment include cash, in-kind, time, management costs, leverage and foregone revenue.
Sponsorships and memberships (social and community investment)	Local community and national sponsorships and memberships.
Stakeholder	Our stakeholders are any group or individual who influences or is impacted by our business, and our constructive and transparent engagement with them is the foundation of our approach to sustainability. Telstra's key stakeholders include: • shareholders / investment community • employees / potential employees • customers • communities • suppliers • unions • media • regulators • government • industry
Stand Alone Power Systems (SAPS)	Stand Alone Power Systems operate independently of the grid and supply continuous power 24 hours a day, typically using a mix of solar and battery storage and backup generation.
Stationary energy	Energy used by Telstra to power buildings, offices and telecommunications infrastructure. Includes electricity from the grid, diesel fuel used to power emergency generator sets and natural gas for heating systems. Also includes fuel used in grounds maintenance and solar energy generated and consumed in remote locations. All energy types are converted into Gigajoules (GJ) using their respective energy content conversion factors, and emissions calculated for each energy type using the NGER (Measurement) Determination 2008 for scope 1 + 2 emissions and NGA Factors for scope 3 emissions.
Supplier	Any individual or company which provides goods or services to Telstra, directly or indirectly.
Sustainable / Sustainability	In 1987, the United Nations Brundtland Commission published the Report of the World Commission on Environment and Development: Our Common Future, which defined sustainability as "meeting the needs of the present without compromising the ability of future generations to meet their own needs."
Sustainable Development Goals	The United Nations Sustainable Development Goals (SDGs) comprise 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.

T	
Taskforce on Nature-related Financial Disclosure (TNFD)	The Taskforce on Nature-related Financial Disclosures (TNFD) has developed a set of disclosure recommendations and guidance that encourage and enable business and finance to assess, report and act on their nature-related dependencies, impacts, risks and opportunities. Telstra became an Early Adopter of the TNFD in 2024. Find out more here – tnfd.global/engage/tnfd-adopters/
Telecommunications Industry Ombudsman (TIO)	Dispute resolution service for small business and residential customers who have a complaint about their telephone or internet service in Australia. The TIO is independent of industry, the government and consumer organisations.
Telecommunications Industry Ombudsman (TIO) complaints	Expression of dissatisfaction from a consumer that is referred to the TIO to identify code rules relevant to the issue. If details of the complaint suggest that code rules may not have been followed, the TIO refers these issues to Telstra.
Telstra Foundation	Telstra Foundation is Telstra's registered, philanthropic charity in Australia with a vision for all Australians to be empowered through technology. Its mission is to support children and young people to thrive in safe, inclusive digital spaces and shape their own futures.
Time (social and community investment)	Contributions of employee time, during work hours, to assist community organisations.
Total Recordable Injury and Illness Frequency Rate (TRIFR)	TRIFR includes injuries or illnesses that result in fatalities, lost time, restricted work and medical treatment cases. The metric is measured as the number of total recordable injuries or illnesses per one million hours worked and calculated for Telstra employees only on a rolling 12-month basis.
Training	Training refers to all types of vocational training and instruction, paid educational leave provided for employees, training or education pursued externally and paid for in whole or in part by Telstra and training on specific topics. Training does not include on-site coaching by supervisors.
Transport network	The network infrastructure that carries data between network sites, data centres and other parts of the telecommunications network. It connects major network nodes including exchanges and mobile base stations and transports and redistributes data to and from these network nodes.
Turnover	The number of employees who leave Telstra including all types of separation.

U	
United Nations (UN)	The United Nations is an international organisation founded in 1945. Currently made up of 193 Member States, the UN and its work are guided by the purposes and principles contained in its founding Charter.
United Nations Global Compact (UN Global Compact)	A United Nations initiative to encourage businesses worldwide to adopt sustainable and socially responsible policies and to report on their implementation. The UN Global Compact is based on ten principles in the areas of human rights, labour rights, the environment and anti-corruption. Telstra has been a signatory since 2011.
United Nations Guiding Principles on Business and Human Rights (UNGPs)	United Nations guidelines for states and companies to prevent, address and remedy negative human rights impacts arising from business operations.
Universal Service Obligation (USO)	Telstra has a Universal Service Obligation (USO) to ensure standard telephone services (STS) and payphones are reasonably accessible to all people in Australia on an equitable basis, wherever they work or live. For more information see Telstra - Universal Service Obligation (USO) - Customer Service.

V	
Value Chain	A value chain encompasses the interactions, resources and relationships a business uses and depends on to create its products and services from conception to delivery, consumption and end-of-life, including those in supply and distribution channels, material and service sourcing and the sale and delivery of products and services.

W	
Waste (total)	The total weight of solid materials collected for recycling or disposal to landfill measured in tonnes.
Waste diverted to recyclers	Collecting materials for recovery that enables that material to be reused. Waste diverted to recyclers involves the diversion of waste to a supplier that performs the separation and reprocessing of those materials for another or a similar purpose.
Water consumption	The amount of water drawn into the boundaries of the undertaking (or facility) and not discharged back to the water environment or a third party over the course of the reporting period. Water consumption is equal to water withdrawal less water discharge. Amount of water consumed as a result of Telstra's operations, expressed as megalitres (or thousand kilolitres). Consumption is based on billing invoices. Where invoice data is not available, estimates are calculated via substitution with either the corresponding month in the previous year or the neighbouring month's data.
Water withdrawal	The sum of all water drawn into the boundaries of the undertaking (or facility) from all sources for any use over the course of the reporting period.

Additional information on definitions and metrics is available on request.
Contact: sustainability@team.telstra.com