In focus

Sustainability at Telstra

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

The world is undergoing significant environmental, geopolitical and economic change. In response, many organisations are taking a more active role in addressing the environmental and social challenges of today and the decades ahead.

Operating sustainably is essential to delivering our purpose and is a core part of our Connected Future 30 strategy. It supports long-term value creation for our business and helps us contribute positively to our stakeholders, communities and the environment.

We seek to create positive impact by using technology to build a better digital world, reducing our impact on the planet and supporting our customers, suppliers and Australia to do the same. We also engage with our customers and stakeholders to understand the challenges they face and how we can support communities to become more resilient.

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 embed sustainability into our business, decision-making and culture at Telstra. This focus builds organisational resilience and strengthens our ability to respond to emerging environmental, social and economic challenges.

This means we are better placed to anticipate and manage future risks and support innovation across our products and services. This contributes to our ability to meet changing customer needs and respond to new market opportunities over time.

As a purpose-led organisation, we also recognise the role sustainability plays in attracting and retaining talented people, maintaining trust in our brand and strengthening our relationships with stakeholders.

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 Bigger Picture Report and its key disclosures. The Board also receives an update on our annual impact materiality assessment findings highlighting the priority sustainability topics.

The Risk and 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.

The People and Remuneration Committee reviews and monitors the Telstra Group's health, safety and wellbeing performance. It focuses on the effectiveness of the health, safety and wellbeing management system and the management of significant issues. It also governs compliance with workplace health and safety, legal and regulatory requirements.

Deloitte Touche Tohmatsu provides limited assurance in accordance with ASSA 5000 over selected sustainability data in our 2026 Bigger Picture Report, including Greenhouse Gas (GHG) emissions results, and selected data within the Modern Slavery Act Statement.

For more on corporate governance, see the **2026 Corporate Governance Statement** on our reports page.

For more on our climate-related and nature-related governance, see the 'Sustainability Report - Climate Statements for FY26' section in our **2026 Annual Report** on our reports page.

For more on our human rights governance and how we are contributing to the SDGs, see the **2026 Modern Slavery Act Statement** on our reports page.

Contributing to the United Nations Sustainable Development Goals

At Telstra, we consider telecommunications an enabler of sustainability solutions that contribute to the Sustainable Development Goals (SDGs).

For more information about how we are contributing to the SDGs, see our **2026 Content Index** on our reports page.

We are managing 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 climate impacts and enable the transition to a low-carbon future.

6 CLEAN WATER AND SANITATION | 12 RESPONSIBLE CONSUMPTION AND PRODUCTION | 13 CLIMATE ACTION

Stakeholder engagement and partnerships

Strong stakeholder relationships and partnerships are central to our sustainability work. Teams across Telstra engage regularly with our key stakeholder groups to understand their expectations and respond to their diverse interests and concerns.

This engagement helps us identify emerging social and environmental issues. It allows us to focus our advocacy where we have the capability to contribute and use stakeholder insights to inform our products, services and programs. It also supports collaboration with others to address complex challenges affecting our communities.

We participate in industry groups and convene industry networks and forums. Dedicated teams across Telstra also manage relationships with specific stakeholder groups. Our engagement forums include the CEO Consumer Roundtable, Disability Stakeholder Forum, Low Income Measures Assessment Committee, First Nations Expert Advisory Committee and Telstra Regional Council.

For more on our stakeholders, how we engage with them and their key areas of interest, see our **2026 Content Index** on our reports page.

For more on our approach to advocating on environment and climate policy, see our **Position on Environment Advocacy** paper on our reports page.

The infographic below summarises our approach to stakeholder engagement.

How we engage our stakeholders

Sustainability partnerships

Our partnerships are a core enabler of our strategy, supporting our business priorities while delivering meaningful community and environmental outcomes. We aim to create more inclusive economic and social participation while strengthening the resilience of the communities in which we operate.

We collaborate closely with strategic partners and suppliers to embed responsible practices across our value chain, including promoting diversity, ethical conduct and transparency. These partnerships allow us to share knowledge, scale impact and drive continuous improvement, ensuring our sustainability commitments are integrated into how we do business and how we create long-term value for stakeholders.

For more on our partnerships, see our **2026 Content Index** on our reports page.