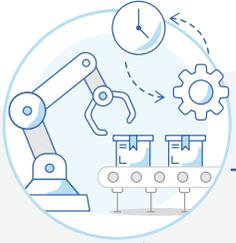


Manufactured products

We purchase products, including electronics and network equipment, which we provide to our customers or use for our network and business operations



Service providers

We procure services including those relating to customer support, professional services, network installation and maintenance, customer technicians, property management and other non-core services



Customers

We sell products and services to diverse range of customers including consumers, small business, large enterprises and government organisations



Our value chain



End of life

We apply integrated and collaborative approaches to increase the recovery, reuse and recycling of our products when they reach their end of life

Networks and operations

Our network underpins Telstra's global operations, including our products, services and overall customer experience



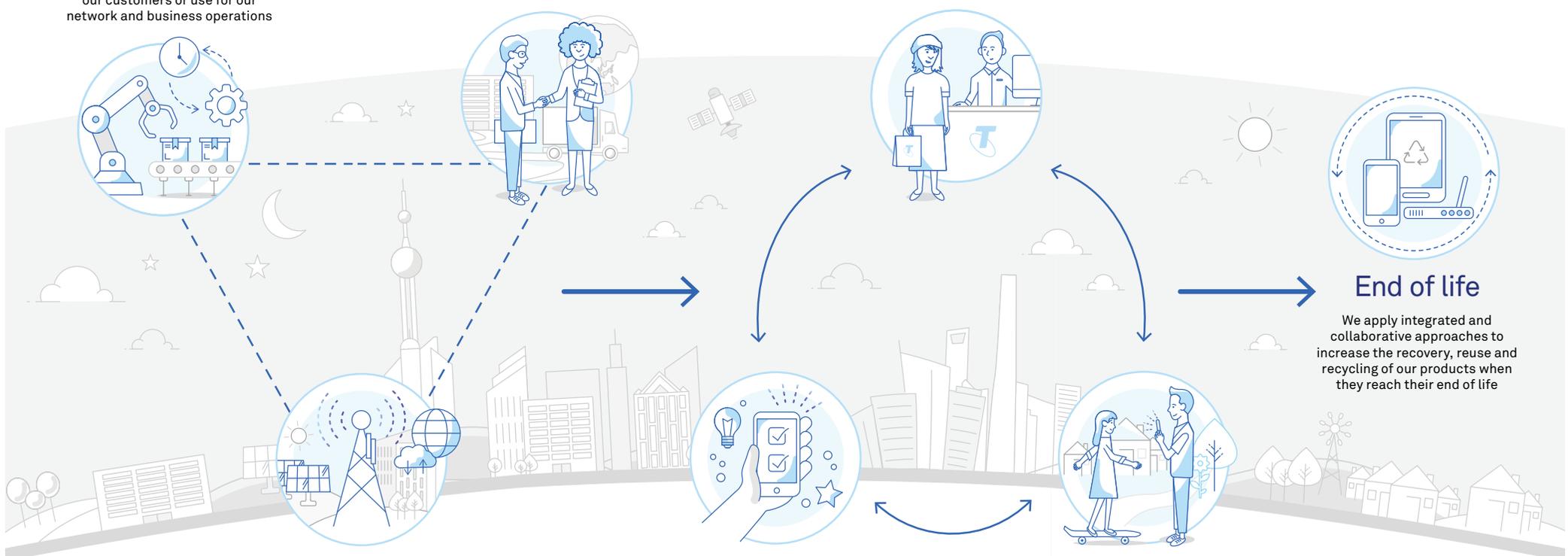
Products and services

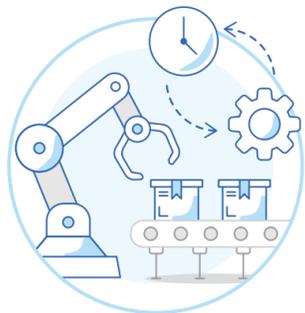
We bring innovative and intuitive telecommunication products and services to market, and offer a broad suite of media, content and connectivity options in Australia, as well as connectivity and enterprise services globally



Communities

We are committed to being a trusted, sustainable business that effectively manages our social and environmental impacts and makes a positive contribution to the communities in which we operate





Manufactured products

We purchase products, including electronics and network equipment, which we provide to our customers or use for our network and business operations.

The majority of our electronics and network components spend is with large multinational companies who supply us with finished products. We do not manufacture our own products. Instead we work with original design manufacturers to produce Telstra-branded devices.

In FY22 we engaged directly with more than 5,800 suppliers from 98 countries. Approximately 77 per cent of the total spend was with our top 100 suppliers.

Our largest category of spend is on information and communications technology (63 per cent). This category includes goods and services provided directly to customers, used to provide and manage our network and data services, or used by Telstra employees. It also includes services that relate to developing and programming software, and providing technology support to our customers and people.

Construction and physical network infrastructure maintenance represents 16 per cent of our total spend. The remaining 21 per cent of procurement spend is on non-core activities, such as professional services, travel and uniforms.

Approximately 88 per cent of what we spend directly is with suppliers based in low-risk countries, as defined by the OECD¹. Many of our suppliers have Australian-based subsidiaries with whom we deal directly. As a result, a high percentage of our direct spend is within Australia.

However, geography is only one factor we use in assessing the overall risk of a supplier and we do look beyond our first tier of suppliers in making these assessments.

The key stages in the manufacture of the products we use and sell are detailed below. Numerous suppliers are involved during each stage.

Key material issues

- Anti-corruption and anti-bribery
- Customer experience
- Cyber security and online safety
- Data privacy and security
- Energy and emissions
- Geopolitical risk
- Health, safety and wellbeing
- Human rights
- Impacts of hazards, disasters and crises
- Resource efficiency
- Supply chain sustainability

Key stakeholders

- Suppliers
- Customers
- Government
- Industry
- Communities

Key stages



Mineral extraction

Electronic and network components contain metals including tin, tantalum, tungsten, and gold. The raw element of metal, mineral ore, is extracted from the earth and crushed for processing.



Mineral refining

Mineral ore is refined by separating the valuable mineral from the ore and then sold on the global market.



Parts and component manufacture

Electrical components (e.g. microprocessors, motherboards etc) and parts (e.g. screens and casings) are manufactured from raw materials.



Product manufacture and assembly

Products are assembled from electrical components and individual parts, tested for quality and then packaged.



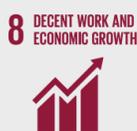
Distribution and logistics

Finished products are transported from the location of manufacture to distribution warehouses. They are then transported to retail stores for sale, directly to customers, or to Telstra for use in our operations.

Priority SDGs Targets



- 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



- 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



- By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increase 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



- By 2030, achieve the sustainable management and efficient use of natural resources
- By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse
- Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle
- Promote public procurement practices that are sustainable, in accordance with national policies and priorities



- 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

For more information on Telstra's approach please refer to the following sections of the Bigger Picture 2022 Sustainability Report and the 2022 Human Rights and Modern Slavery Act Statement.

- Sustainability report > Trusted operations – Setting clear expectations of our suppliers
- Human Rights and Modern Slavery Act Statement > Our supply chain

¹OECD country risk assessments as at 11 March 2022



Service Providers

We procure services including those relating to customer support, professional services, network installation and maintenance, customer technicians, property management and other non-core services.

As a major telecommunications and technology company, we rely on a large and complex supply chain.

In FY22 we engaged directly with more than 5,800 suppliers from 98 countries. Approximately 77 per cent of the total spend was with our top 100 suppliers. Additionally, these suppliers often have supply chains of their own, meaning our scale gives us the opportunity to work with them in a way that positively influences their environmental, social and ethical performance.

Our largest category of spend is information and communications technology (63 per cent). This category includes products and services provided directly to customers, used to provide and manage our network and data services, or used by Telstra employees. This category also includes services that relate to developing and programming software and providing technology support to our customers and people.

Construction and physical network infrastructure maintenance represents 16 per cent of our total spend. The remaining 21 per cent of procurement spend is on non-core activities, such as professional services, travel and uniforms.

The services we procure are predominantly provided in Australia, India and the Philippines.

Key material issues

- Anti-corruption and anti-bribery
- Customer experience
- Cyber security and online safety
- Data privacy and security
- Energy and emissions
- Geopolitical risk
- Health, safety and wellbeing
- Human rights
- Impacts of hazards, disasters and crises
- Resource efficiency
- Supply chain sustainability

Key stakeholders

- Suppliers
- Customers
- Government
- Industry
- Communities

Priority SDGs Targets

5 GENDER EQUALITY



- End all forms of discrimination against all women and girls everywhere
- 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

8 DECENT WORK AND ECONOMIC GROWTH



- 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
- Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



- By 2030, achieve the sustainable management and efficient use of natural resources
- By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse
- Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle
- Promote public procurement practices that are sustainable, in accordance with national policies and priorities

13 CLIMATE ACTION



- Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning

For more information on Telstra's approach please refer to the following sections of the Bigger Picture 2022 Sustainability Report and the 2022 Human Rights and Modern Slavery Act Statement.

- Sustainability report > Trusted operations – Setting clear expectations of our suppliers
- Human Rights and Modern Slavery Act Statement > Our supply chain



Purpose and values

For Telstra, doing business responsibly means doing the right thing – for our customers, our people and the communities in which we operate.

Fulfilling our purpose

We believe it's people who give purpose to our technology.
So we're committed to staying close to our customers and providing them the best experience.
And delivering the best technology.
On the best network.
Because our purpose is to **build a connected future so everyone can thrive.**

Living our values

Our four values describe what we stand for and will guide us into the future.

- We are changemakers
- We are better together
- We care
- We make it simple

Our purpose underpins our belief that Telstra has a very real responsibility to play a positive and meaningful role in creating a more sustainable and inclusive world.

The foundational connectivity and digital solutions we provide create value for our customers, people, communities and shareholders.

Through our Responsible Business Strategy, we are demonstrating that we understand the expectations on us and are working to contribute to solutions to meet the environmental and societal challenges facing the communities in which we operate.

Key material issues

- Access and affordability
- Building digital ability
- Business transformation and market forces
- Climate change
- Community investment
- Culture and engagement
- Customer experience
- Diversity and inclusion
- Employment conditions and consultation
- Human Rights
- Leadership, ethics and governance
- Product and service responsibility
- Technology and ethics

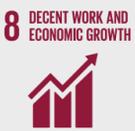
Key stakeholders

- Customers
- Employees
- Unions
- Government
- Investors
- Communities
- Media

Priority SDGs Targets



- End all forms of discrimination against all women and girls everywhere
- 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
- Enhance the use of enabling technology, in particular information and communication technology, to promote the empowerment of women



- 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
- 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



- 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



- By 2030, achieve the sustainable management and efficient use of natural resources
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- Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle
- Promote public procurement practices that are sustainable, in accordance with national policies and priorities



- Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning

For more information on Telstra's approach please refer to the following sections of the Bigger Picture 2022 Sustainability Report > Trusted operations – How we do business responsibly; Ethics, values and governance

Please also refer to our 2022 Corporate Governance Statement for more information on our approach to corporate governance, transparency and accountability.



Products and services

We bring innovative and intuitive telecommunication products and services to market, and offer a broad suite of media, content and connectivity options in Australia, as well as connectivity and enterprise services globally.

Telstra is Australia's leading telecommunications and technology company, offering a full range of communications services and competing in all telecommunications markets.

To provide our products and solutions, we complete the following work phases:

- **Design and planning** – we seek to develop new and innovative products and services for our customers as well as work to ensure they are available to all customers.
- **Procurement** – we purchase finished products, including Telstra branded products.
- **Delivery to market** – we work with third party and in-house logistics ventures to get products from our suppliers to retail stores or directly to customers.
- **Customer sales and support** – we sell our support our customers through digital platforms, our stores, business centres, account managers, field services technicians, technical support teams, sales representatives and contact centres.

Key material issues

- Access and affordability
- Business transformation and market forces
- Customer experience
- Cyber security and online safety
- Data privacy and security
- Digital economy transformation
- Energy and emissions
- Product and service responsibility
- Product and service innovation
- Resource efficiency
- Talent attraction, retention and capability development
- Technology and ethics

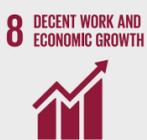
Key stakeholders

- Suppliers
- Customers
- Employees
- Government
- Investors
- Industry
- Unions

Priority SDGs Targets



- 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



- Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors
- 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



- 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
- 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
- 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, achieve the sustainable management and efficient use of natural resources
- By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse
- Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle
- Promote public procurement practices that are sustainable, in accordance with national policies and priorities



- 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

For more information on Telstra's approach please refer to the following sections of the Bigger Picture 2022 Sustainability Report:

- Sustainability at Telstra – About Telstra
- Trusted operations – Delivering the right customer experience
- Digital inclusion – Caring for customers in vulnerable circumstances; Social and environmental innovation

Please also refer to our 2021 Annual Report for more information on our products and the markets in which we operate.



Networks and operations

Our network underpins Telstra's global operations, including our products, services and overall customer experience.

Networks

Our network underpins Telstra's global operations, including our products, services and overall customer experience.

We have a long history of investing in the next generation of mobile and fixed network services, expanding coverage and improving resilience, digitising our systems and processes and making major improvements to our customers' experience.

Our mobile footprint stretches out to more than 2.6 million square kilometres, vastly more than any other mobile network in Australia, and coverage extends to 99.5 per cent of the Australian population.

We also facilitate over 2,000 network points of presence and connectivity in more than 200 countries and territories around the world.

Operations

A critical component to operating Telstra's network is the Global Operations Centre (GOC). The GOC is a state-of-the-art showcase of technological leadership and superior capabilities in managing large scale networks, which monitors and manages Telstra's network and supports our products and services 24 hours a day, seven days a week.

The GOC manages the network by monitoring national and world events that may create demands on the network. It can quickly identify and even anticipate service incidents before customers are even aware of them. The GOC also takes the lead in emergencies to quickly respond with critical services to affected communities. This includes working in close collaboration with emergency services organisations.

Telstra has a world class Security Operations team whose purpose is to ensure Telstra works tirelessly to keep our customers' data safe and our networks secure. Our team has operational capabilities available 24 hours per day, 7 days a week, providing advice and assistance, incident management, threat intelligence, vulnerability management, security assessment, security analytics, discovery and research and development. These capabilities work cohesively to deliver an unwavering focus on the privacy and security of our customers and Telstra.

The phases through which we plan, build and operate our network include:

Network design and planning – we identify new areas for connectivity, upgrade existing services and identify locations for our network infrastructure.

Procurement – we procure IT and network equipment from suppliers to maintain our network. We also purchase spectrum, the radio transmission frequencies used to carry data on our mobile network.

Installation – we install a range of equipment to operate our network, including mobile phone towers, nodes, exchanges and network cables.

Operation and maintenance – we operate and maintain our network facilities and equipment including the operation of our exchange buildings as well as maintaining remote equipment and facilities.

Innovation – we are constantly innovating to offer the latest network features and capabilities for our customers and have achieved a history of world firsts in doing so.

Key material issues

- Access and affordability
- Biodiversity
- Customer experience
- Climate change
- Energy and emissions
- ESG risk and compliance
- First Nations reconciliation and inclusion
- Health safety and wellbeing
- Impacts of hazards, disasters and crises
- Mobile communications and health
- Network innovation, resilience and reliability
- Regulatory and legislative change
- Resource efficiency
- Supply chain sustainability

Key stakeholders

- Industry
- Communities
- Customers
- Regulators
- Unions

Priority SDGs Targets

<p>5 GENDER EQUALITY</p>	<ul style="list-style-type: none"> • 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
<p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<ul style="list-style-type: none"> • Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors • 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
<p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<ul style="list-style-type: none"> • 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
<p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<ul style="list-style-type: none"> • By 2030, achieve the sustainable management and efficient use of natural resources • By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse • Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle • Promote public procurement practices that are sustainable, in accordance with national policies and priorities
<p>13 CLIMATE ACTION</p>	<ul style="list-style-type: none"> • 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

For more information on Telstra's approach please refer to the following sections of the Bigger Picture 2022 Sustainability Report:

- Sustainability at Telstra – About Telstra
- Trusted operations – Demonstrating responsible digital citizenship; Protecting our customers' data and privacy
- Digital inclusion – Building connected communities
- Environmental action – Climate change and energy use; Resource efficiency



Customers

We sell products and solutions to diverse range of customers including consumers, small business, large enterprises and government organisations.

We have a diverse range of customers including consumers, small business, large enterprises and government organisations.

Our customers:



More than 300 retail stores around Australia



More than 4,000 global customers



3.5 million domestic retail bundle and data services



20.8 million domestic mobile retail services

Our customers interact with us in many ways: through digital platforms, our stores, business centres, account managers, field services technicians, technical support teams, sales representatives and contact centres. Most of our customers have long-term relationships with us, which will involve a range of different interactions via multiple channels across many years.

We will continue to bring innovative and intuitive products and services to the market, because they help empower our customers to thrive in a connected world. We will differentiate these products and services through the speed, coverage and reliability of our networks, and through customer-centric design and new experiences.

We recognise that affordable telecommunications services are critical to staying connected, and that some of our customers experience temporary hardship, or longer-term financial challenges. We offer affordability initiatives for people on low-incomes or experiencing financial hardship and partner with local community organisations across Australia to develop and deliver programs to assist our most vulnerable customers and communities.

Key material issues

- Access and affordability
- Business transformation and market forces
- Building digital ability
- Competitive practice and consumer protection
- Customer experience
- Cyber security and online safety
- Data security and privacy
- Digital economy transformation
- Diversity and inclusion
- Energy and emissions
- First Nations respect and reconciliation
- Impacts of hazards, disasters and crises
- Leadership, ethics and governance
- Mobile communications and health
- Network, innovation resilience and reliability
- Product and service innovation
- Product and service responsibility
- Talent attraction, retention and capability development
- Technology and ethics
- Resource efficiency

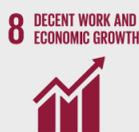
Key stakeholders

- Communities
- Customers
- Investors
- Government
- Employees
- Regulators
- Media

Priority SDGs Targets



- Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women
- End all forms of discrimination against all women and girls everywhere



- Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors



- 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
- 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



- By 2030, achieve the sustainable management and efficient use of natural resources
- By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse



- 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

For more information on Telstra's approach please refer to the following sections of the Bigger Picture 2022 Sustainability Report:

- Sustainability at Telstra – About Telstra; Our Customers
- Trusted operations – Demonstrating responsible digital citizenship; Delivering the right customer experience
- Digital inclusion – Caring for customers in vulnerable circumstances; Building connected communities
- Environmental action – Climate change and energy use; Resource efficiency



Communities

We are committed to being a trusted, sustainable business that effectively manages our social and environmental impacts and makes a positive contribution to the communities in which we operate.

While the digital economy is generating social, cultural and economic benefits for many Australians, we know these benefits are not equally shared.

Digital inclusion is about ensuring that all Australians can access and use digital technologies effectively. At Telstra, digital inclusion is central to our business. We are focused on supporting those on low-incomes, people living with disability, older Australians, those living in regional and remote communities, First Nations peoples, and people who are experiencing unemployment, homelessness or family violence.

We partner with government and community organisations so that those in vulnerable circumstances can not only participate, but also benefit from the digital economy. This means enhancing digital capability within our communities, ensuring our products, services and information are accessible and easy to use, and keeping people connected, especially when they are doing it tough.

The Digital inclusion pillar of our Responsible Business Strategy reflects our commitment to take a leadership role in promoting digital inclusion through programs, products, and services to enhance access, affordability and digital ability. It also reflects our commitment to enable social change through technology – using digital innovation to increase wellbeing and climate action within our communities.

Key material issues

- Access and affordability
- Building digital ability
- Community investment
- Customer experience
- Energy and emissions
- Cyber security and online safety
- Data privacy and security
- Digital economy transformation
- Diversity and inclusion
- First Nations respect and reconciliation
- Human rights
- Impacts of hazards, disasters and crises
- Leadership, ethics and governance
- Product and service innovation
- Product and service responsibility
- Mobile communications and health
- Resource efficiency
- Technology and ethics

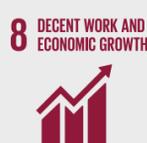
Key stakeholders

- Customers
- Employees
- Government
- Regulators
- Media

Priority SDGs Targets



- Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women
- End all forms of discrimination against all women and girls everywhere
- 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



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- 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



- 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



- By 2030, achieve the sustainable management and efficient use of natural resources
- By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse



- Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning

For more information on Telstra's approach please refer to the following sections of the Bigger Picture 2022 Sustainability Report:

- Trusted operations – Demonstrating responsible digital citizenship; Delivering the right customer experience
- Digital inclusion – Caring for customers in vulnerable circumstances; Building connected communities; Developing digital ability; Telstra Foundation; Social and environmental innovation
- Environmental action – Climate change and energy use; Resource efficiency



End of life

We apply integrated and collaborative approaches to increase the recovery, reuse and recycling of our products when they reach their end of life.

As consumers want the latest smartphones and other electronic gadgets, e-waste continues to increase and is one of the fastest growing types of waste in Australia.

We rely on large volumes of electronic equipment to operate our network. The rapid evolution of technology requires us to continuously upgrade our network and has also led to increased customer demand for the latest devices, further increasing the amount of equipment becoming e-waste. Responsible e-waste management has become one of our most significant resource efficiency issues.

As a leading provider and large-scale user of telecommunications hardware, we are committed to optimising 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.

To do this we have set three new resource efficiency goals:

- Reuse or recycle 500,000 mobile phones, modems and other devices each year to 2025
- Ensure 100 per cent of Telstra-branded packaging is made of renewable or recycled material and is fully recyclable by 2022
- Increase our network recycling rate to 85 per cent by 2025.

Key material issues

- Customer experience
- Data privacy and security
- Digital economy transformation
- Energy and emissions
- ESG risk and compliance
- Product and service innovation
- Resource efficiency

Key stakeholders

- Customers
- Employees
- Government
- Industry
- Communities

Priority SDGs Targets

<p>8 DECENT WORK AND ECONOMIC GROWTH</p> 	<ul style="list-style-type: none"> • 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
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- Trusted operations – Demonstrating responsible digital citizenship
- Environmental action – Climate change and energy use; Resource efficiency