







## 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 our [Code of Conduct](#), governance policies, mandatory compliance training and by recognising employees who demonstrate our values. Our purpose, values and policy framework guide our people and partners to uphold our expectations to act fairly, inclusively, ethically and in accordance with the law.

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 the Government. 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 Initiatives (GRI) Standards, 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, please see the *Contributing to the Sustainable Development Goals: In focus* paper and 2023 Data Pack available on our [reports page](#).

## Governance and transparency

The Telstra Board is responsible for approving and overseeing our sustainability ambition, embedding it into decision making and approving the content of our annual reporting suite. The Board monitors the effectiveness of our sustainability strategy and has oversight of processes to manage and integrate sustainable development considerations into our operations. All Sustainability Report content is subject to a detailed internal review and approval process involving subject matter experts and relevant accountable executives. The Board reviews selected disclosures to satisfy itself that the Sustainability Report provides a balanced and accurate view of our sustainability performance and approves its publication.

Our executive due diligence and verification process for this Sustainability Report and its key disclosures are communicated to the Board and feedback is incorporated prior to its publication. The Board also provides input into our annual materiality assessment and receives an update on findings to validate the priority material sustainability topics.

The Audit and Risk Committee of the Board reviews our Human Rights and Modern Slavery Act Statement, our external environment targets and our disclosures in our Sustainability and Annual Reports that align with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) framework. These disclosures are then recommended to the Board for approval.

We hold cross-functional forums, to embed responsible business practices across our business. These forums pursue companywide aspirations and headline metrics agreed by our CEO Leadership Team. They also oversee program delivery and monitor progress against related workstreams, which are managed at a functional level.

The targets outlined in our strategy are reflected in the Objectives and Key Results (OKRs) of the accountable executives in each functional area. The forums also play an important role in connecting key groups across the organisation by identifying and escalating issues, sharing knowledge and identifying opportunities for cross functional collaboration on key projects.



## Materiality methodology

At Telstra, we regularly review our most significant sustainability impacts on the economy, the environment and society. We undertake our review in accordance with the guidance provided in the Global Reporting Initiative (GRI) Standards and 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                              |
|---|---|---|---|
| <p>Identify megatrends / industry trends with the potential to impact our business and stakeholders</p> | <p>Research the current use of sustainability indicators/disclosures in widely applied reporting standards, and lessons gained from their application in practice</p> <p>Research the material topics as identified by peers, external experts and internal assessments</p> | <p>Survey key stakeholder groups (or using internal proxies) to determine priority impacts based on risk assessment</p> <p>Leverage ongoing multi-stakeholder consultation occurring within Telstra to determine priority impacts</p> | <p>Validate with senior leaders and undertake independent assurance</p> |

We apply a double materiality approach, considering materiality from both an impact materiality perspective, as well as a financial materiality perspective. This means assessing the two dimensions of materiality:

1. We assess impact materiality through our sustainability materiality assessment process where we identify the outward impacts that Telstra creates, or has the potential to create, on people, society and the environment. The output of our material impact assessment informs the content of our annual Sustainability Report and is a key consideration in how we continue to evolve our sustainability ambitions.
2. We assess financial risk materiality through our risk management process where we identify the inward impacts that generate or may generate risks or opportunities influencing Telstra's enterprise value. The output of our material risk assessment, including sustainability-related risks, is provided in the Material Risks and Understanding our Climate Risks sections of our Annual Report.

To capture sustainability impacts and risks from a double materiality perspective, our sustainability and risk teams collaborate closely. This approach ensures that we address topics that have the potential to impact both our business and stakeholders in the relevant reports.

For definitions of our material sustainability impacts, please see our Report Glossary available on our [reports page](#).

# Stakeholder engagement and partnerships

Our ability to deliver on our sustainability strategy is highly dependent on the strength of our stakeholder relationships and partnerships. Our stakeholders are any group or individual who influences or is impacted by our business and our constructive and transparent engagement with them is a foundation of our approach to sustainability.

We are committed to engaging with our stakeholders and deeply value the meaningful relationships we have created. Led by multiple specialised functions within Telstra, our teams regularly engage and partner with key stakeholder groups to 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.

Our engagement takes many forms, including listening through regular face-to-face interactions and gathering insights and data through surveys and market research. 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. We also seek the views of our stakeholders as a key input into our annual materiality assessment that guides the content of this report.

We aim to build stakeholder trust by being transparent, responsive and accountable. The following infographic summarises our approach to stakeholder engagement. For a detailed list of our stakeholders, information about how we engage with them and their key areas of interest, please see our Content Index available on our [reports page](#).

