



IT'S HOW
WE CONNECT

GLOBAL REPORTING INITIATIVE
AND UNITED NATIONS GLOBAL
COMPACT INDEX

Bigger Picture 2014
Sustainability Report

CONTENTS



Global Reporting Initiative and United Nations Global Compact Index

Telstra reports with reference to the Global Reporting Initiative (GRI) G3.1 Guidelines and GRI Telecommunications Sector Supplement (pilot) to a B+ reporting level, and the United Nations Global Compact (UNGC) Communication on Progress. This index provides a guide to information located in Telstra's 2014 Annual Report, the Bigger Picture 2014 Sustainability Report and our website, where relevant to GRI or UNGC reporting elements and indicators.





The icon above can be found throughout the Bigger Picture 2014 Sustainability Report, and denotes where we have included communication on our progress in implementing the UNGC principles.

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Key

-  Full level of reporting
-  Partial level of reporting

Strategy and analysis

GRI G3 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
G3.1 1.1 UNGC Statement of support	Statement from the Chairman and CEO	●	Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Message from the Chairman and CEO, p. 4
G3.1 1.2	Key impacts, risks and opportunities	●	<p>Key impacts, challenges and opportunities: Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Message from the Chairman and CEO, p. 4; Responsible business - Context p. 5; Customer experience - Context, p. 5; Our people - Context, p. 5; Community impact - Context, p. 5; Environmental stewardship - Context, p. 5</p> <p>Effect on stakeholders rights: Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Message from the Chairman and CEO, p. 4, Stakeholder engagement, p. 9; Our people - Employment and workplace relations, p. 15, Diversity and inclusion, p. 9; Customer experience - Customer service, p. 6; Community impact - Low income and financial hardship customers, p. 6</p> <p>Prioritising challenges and opportunities: Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Message from the Chairman and CEO, p. 4, Our approach, p. 7; Key issues, p. 10; Sustainability priorities, p. 8.</p> <p>Conclusions on progress and reasons for performance: Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Message from the Chairman and CEO, p. 4, Our approach, p. 7; Responsible business - Context, p. 5, Performance and next steps, p. 15; Customer experience - Context, p. 5, Performance and next steps, p. 14; Our people - Context, p. 5, Performance and next steps, p. 18; Community impact - Context, p. 5, Performance and next steps, p. 17; Environmental stewardship - Context, p. 5, Performance and next steps, p. 15</p> <p>Main process to address performance: Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Our approach, p. 7, Sustainability scorecard, p. 5</p> <p>Risks and opportunities for the organisation arising from sustainability trends: Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Key issues, p. 10; Customer experience - Context, p. 5; Our people - Context, p. 5; Community impact - Context, p. 5; Environmental stewardship - Context, p. 5</p> <p>Prioritising key topics as risks and opportunities: Bigger Picture 2014 Sustainability Report - Sustainability at Telstra, Our approach, p. 7, Key issues, p. 10; Environmental stewardship - Environmental strategy, p. 6</p> <p>Targets and performance against targets: Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Sustainability scorecard, p. 5; Responsible business - Performance and next steps, p. 15; Customer experience - Performance and next steps, p. 14; Our people - Performance and next steps, p. 18; Community impact - Performance and next steps, p. 17; Environmental stewardship - Performance and next steps, p. 15</p> <p>Governance mechanisms to manage risks and opportunities: Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Our approach, p. 7, Assurance, p. 11, Voluntary sustainability initiatives, p. 11; Responsible business - Ethics, values and governance, p. 6</p>

Organisational profile

GRI G3.1 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
G3.1 2.1	Name of organisation	●	Telstra Corporation Limited
G3.1 2.2	Primary brands, products and services	●	Our Company - Fast Facts: http://www.telstra.com.au/aboutus/our-company/index.htm
G3.1 2.3	Operational structure of the organisation	●	Business units: http://www.telstra.com.au/aboutus/our-company/index.htm
G3.1 2.4	Location of organisation's headquarters	●	Telstra's principal Australian office is located at 242 Exhibition Street, Melbourne, Australia.
G3.1 2.5	Countries of operation	●	Geographic locations: Our Company: Telstra overseas: http://www.telstra.com.au/aboutus/our-company/present/telstra-overseas/index.htm Significant operations: Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Our business, p. 3; Telstra 2014 Annual Report: Strategy and Performance, p. 7, Build new growth businesses, p.11
G3.1 2.6	Nature of ownership and legal form	●	Telstra Corporation Limited (ABN 33 051 775 556) Incorporated in the Australian Capital Territory Telstra is listed on the Australian Securities Exchange (ASX) Additional information: History: http://www.telstra.com.au/aboutus/our-company/past/
G3.1 2.7	Markets served	●	Geographic breakdown: Our Company - Fast Facts: http://www.telstra.com.au/aboutus/our-company/index.htm Telstra 2014 Annual Report: Who we are, p. IFC, Build new growth businesses, p. 11, Full year results and operations review, p. 16
G3.1 2.8	Scale	●	By net sales: Telstra 2014 Annual Report: Full year results and operations review, p. 15 By debt and equity: Telstra 2014 Annual Report: Full year results and operations review, p. 15 By products/services provided: Our Company - Fast Facts: http://www.telstra.com.au/aboutus/our-company/index.htm By number of employees: Bigger Picture 2014 Sustainability Report: Our people - Workforce data, p. 16
G3.1 2.9	Significant changes	●	Bigger Picture 2014 Sustainability Report: Our people - Workforce profile, pg. 15 Telstra 2014 Annual Report: Strategy and Performance, p. 7, Build new growth businesses, p. 11
G3.1 2.10	Awards received	●	Bigger Picture 2014 Sustainability Report: Our people - Culture and engagement, p. 6, Volunteering and giving, p. 8. Bigger Picture 2014 Sustainability Report: Community impact - Volunteering and giving, employee volunteering, p. 13. Telstra awards program: http://www.telstra.com.au/aboutus/community-environment/awards-grants-sponsorship/

Report parameters

GRI G3.1 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Report parameters			
G3.1 3.1	Reporting period	●	FY14: 2013/14 financial year (1 July 2013 to 30 June 2014)
G3.1 3.2	Date of most recent previous report	●	FY13: 2012/13 financial year (1 July 2012 to 30 June 2013)
G3.1 3.3	Reporting cycle	●	Annual
G3.1 3.4	Contact point	●	Tim O'Leary, Chief Sustainability Officer, at sustainability@team.telstra.com
Report scope and boundary			
G3.1 3.5	Defining report content	●	Defining content involved determining materiality, prioritising topics and application of GRI G3.1 guidance: Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Our approach, p. 7, Key issues, p. 10 Stakeholder identification: Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Stakeholder engagement, p. 9
G3.1 3.6	Boundary of the report	●	Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Scope, p. 3
G3.1 3.7	Limitations on the scope/boundary	●	Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Scope, p. 3
G3.1 3.8	Reporting on joint ventures and other entities	●	Reporting scope includes information for Sensis Group, a wholly owned Australian based entity for the period from 1 July 2013 to 28 February 2014. It has been clearly noted where there are scope variations to performance information throughout the Bigger Picture 2014 Sustainability Report. Refer to note 25 of the Financial Report in the 2014 Annual report for a full list of controlled entities.
G3.1 3.9	Data measurement techniques	●	Data measurement techniques are based on the indicator protocols unless methodologies are otherwise stated or where national frameworks exist. Methodologies and assumptions are identified where appropriate in footnotes or the body of the text where the data resides. See notes included with performance tables throughout the Bigger Picture 2014 Sustainability Report. A summary of assumptions and relevant methodologies is also provided in the Glossary to the Bigger Picture 2014 Sustainability Report: www.telstra.com/sustainability/report/about
G3.1 3.10	Re-statements	●	Bigger Picture 2014 Sustainability Report: Our people - Employee Engagement Survey, 2013 result, p. 7; Discrimination and bullying, 2013 open cases, p. 14
G3.1 3.11	Significant changes from previous report	●	Reporting scope only includes information for Sensis Group, a wholly owned Australian based entity for the period between 1 July 2013 and 28 February 2014, when Sensis Group was in Telstra's operational control. It has been clearly noted where there are scope variations to performance information throughout the Bigger Picture 2014 Sustainability Report.

Report parameters

GRI G3.1 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Report scope and boundary			
G3.1 3.12	Location of the Standard Disclosures	●	This document. Available to download at: www.telstra.com/sustainability/report/about
G3.1 3.13	External assurance of Report- current policy and practice	●	Assurance: Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Transparency and accountability, p. 11 Assurance statements available to download at: www.telstra.com/sustainability/report/about

Governance, commitments and engagement

GRI G3.1 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Governance			
G3.1 4.1 UNGC 1-10 Actions	Governance structure	●	Board structure and committees including description of mandate, composition, and responsibility for economic, social, and/or environmental reporting. Corporate reporting: www.telstra.com/governance Further information on sustainability governance: Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Our approach, p. 7.
G3.1 4.2 UNGC 1-10 Actions	Chair of the highest governance body	●	The Chairman is an independent Director and appointed by the Board. Role of the Chairman: http://www.telstra.com.au/aboutus/investors/governance-at-telstra/the-board/ Additional information on the Chairman: http://www.telstra.com.au/aboutus/our-company/present/the-board/
G3.1 4.3 UNGC 1-10 Actions	State the number of members of the highest governance body that are independent and/or non-executive members.	●	There are nine independent directors of the Telstra Board: http://www.telstra.com.au/aboutus/our-company/present/the-board/ Additional information: Director independence: http://www.telstra.com.au/aboutus/investors/governance-at-telstra/the-board/
G3.1 4.4 UNGC 1-10 Actions	Mechanisms for shareholders and employees to provide recommendations or direction to the Board	●	Shareholders: Telstra 2014 Annual Report - Shareholder information, p.197, Governance at Telstra, p.35; At the Annual General Meeting (AGM), held once each calendar year, shareholder resolutions are tabled and voted on by shareholders or their appointed representative. Details of Telstra's 2013 AGM can be found at: http://www.telstra.com.au/aboutus/investors/key-dates/annual-general-meeting/ Employees: Employee Engagement Survey (mechanism); Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Stakeholder engagement, p. 9, Key issues, p. 10; Our people - Culture and engagement, p. 6, Employment and workplace relations, p. 15.

Governance, commitments and engagement

GRI G3.1 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Governance			
G3.1 4.5 UNGC 1-10 Actions	Link between compensation and company performance	●	Telstra 2014 Annual Report - Remuneration Report, p. 48 Additional information: http://www.telstra.com.au/uberprod/groups/webcontent/@corporate/@aboutus/documents/document/uberstaging_280131.pdf
G3.1 4.6 UNGC 1-10 Actions	Avoidance of conflicts of interest	●	Director interests: http://www.telstra.com.au/aboutus/investors/governance-at-telstra/the-board/ More information: http://www.telstra.com.au/aboutus/investors/corporate-governance/promoting-responsible-ethical-behaviour/
G3.1 4.7 UNGC 1-10 Actions	Composition, qualifications and expertise of highest governance body and its committees, including any consideration of gender and other indicators of diversity	●	Composition, qualifications and expertise of the Telstra Board: http://www.telstra.com.au/aboutus/our-company/present/the-board/ Diversity and inclusion: Telstra 2014 Annual Report - Sustainability, Our people, p.25. Bigger Picture 2014 Sustainability Report: Our people - Diversity and inclusion, p. 9
G3.1 4.8 UNGC 1-10 Actions	Mission and value statements	●	Mission, values, Code of Conduct and Business Principles: http://www.telstra.com.au/uberprod/groups/webcontent/@corporate/@about/documents/document/uberstaging_073254.pdf Level of implementation: Bigger Picture 2014 Sustainability Report: Responsible business - Ethics, values and governance, p. 6
G3.1 4.9 UNGC 1-10 Actions	Procedures for the highest governing body overseeing identification and management of economic, environmental and social performance	●	Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Our approach, p. 7 Sustainability: Telstra 2014 Annual Report - Governance at Telstra, p. 35; Audit Committee: Telstra 2014 Annual Report - Governance at Telstra, p. 35 Legal and Regulatory Compliance: Telstra 2014 Annual Report - Governance at Telstra, p. 35; Telstra's Executive Committee and the Chief Sustainability Officer are represented on the Telstra Sustainability Council to ensure the appropriate breadth of qualifications, expertise and knowledge of the business in our highest governing body guiding strategy on sustainability topics.
G3.1 4.10 UNGC 1-10 Actions	Evaluating the performance of highest governance body	●	For information: http://www.telstra.com.au/aboutus/investors/governance-at-telstra/the-board/ Frequency: Annual Executive Director Remuneration/ Non-executive Director Remuneration: Telstra 2014 Annual Report - Remuneration Report, p. 47, 57

Governance, commitments and engagement

GRI G3.1 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Commitments			
G3.1 4.11 UNGC 7	Precautionary approach	●	<p>Telstra takes a precautionary approach to environmental management. Bigger Picture 2014 Sustainability Report: Environmental stewardship - Context, p. 5, Environmental strategy, p. 6.</p> <p>This approach is also embedded in Telstra's Environment Policy: http://www.telstra.com.au/aboutus/community-environment/reports/#tab-environment, and Business Principle 20: http://www.telstra.com.au/uberprod/groups/webcontent/@corporate/@about/documents/document/uberstaging_073254.pdf</p>
G3.1 4.12 UNGC 1-10 Actions	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses	●	<p>Sustainability initiatives to which Telstra subscribes: Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Voluntary sustainability initiatives, p. 11.</p> <p>Development and governance of initiatives: Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Our approach, p. 7, Transparency and accountability, p. 11.</p> <p>Operations where applied: Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Scope, p. 3.</p>
G3.1 4.13	Memberships in associations and advocacy organisations	●	<p>Telstra does not provide substantive funding beyond routine membership dues to associations or advocacy organisations.</p> <p>Sustainability memberships: Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Transparency and accountability, p. 11, Stakeholder engagement, p. 9; Bigger Picture 2014 Sustainability Report: Customer Experience - Cyber safety, p. 13</p>
Engagement			
G3.1 4.14	List of stakeholder groups engaged by the organisation	●	Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Stakeholder engagement, p. 9
G3.1 4.15	Basis for identification and selection of stakeholders with whom to engage	●	Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Stakeholder engagement, p. 9
G3.1 4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	●	<p>Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Stakeholder engagement, p. 9, Key issues, p. 10</p> <p>Further information on stakeholder engagement undertaken in reporting year on material sustainability issues with key stakeholders: Bigger Picture 2014 Sustainability Report: Our people - Culture and engagement, p. 6; Customer experience - Customer Service, p. 6; Community impact - Context, p. 5, Progress, p. 6; Environmental stewardship - Environment strategy, p. 6</p>
G3.1 4.17	Key topics and concerns of stakeholders, and response	●	Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Key issues p. 10.

Economic

GRI G3.1 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
G3.1 DMA	Economic management approach	●	<p>Aspect: economic performance; market presence; indirect economic impacts</p> <p>Goals and performance: Telstra 2014 Annual Report - Strategy and performance, p. 8</p> <p>Policy: Telstra 2014 Annual Report - Managing our risks, p. 13</p> <p>Additional Contextual information: Telstra 2014 Annual Report - Directors report, p. 39</p>
Economic performance			
G3.1 EC1	Direct economic value generated and distributed	●	<p>Revenues: Telstra 2014 Annual Report - Full year results and operations review, p. 15</p> <p>Operating costs: Telstra 2014 Annual Report - Full year results and operations review, p. 15</p> <p>Employee wages and benefits: Telstra 2014 Annual Report - Full year results and operations review, p. 18</p> <p>Payments to governments: Telstra 2014 Annual Report - Full year results and operations review, p. 15</p> <p>Bigger Picture 2014 Sustainability Report: Community impact - Investment summary, p. 16.</p> <p>Economic value retained can be calculated as revenue minus the remaining items listed.</p>
G3.1 EC2	Financial implications for climate change	●	<p>Refer to Telstra's 2013 CDP climate change response: https://www.cdp.net/en-US/Results/Pages/Company-Responses.aspx?company=18519</p>
G3.1 EC3	Pension plan obligations	●	<p>Telstra 2014 Annual Report - Notes to the Financial Statements - Summary of significant accounting policies, estimates, assumptions and judgements: p. 72 Statement of financial position, p. 68</p>
G3.1 EC4	Financial assistance from government	●	<p>Telstra 2014 Annual Report - Notes to the Financial Statements, p. 97.</p>
Market presence			
G3.1 EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation	●	<p>Telstra does not have a specific policy regarding local hiring. Our significant operations are based in major capital cities of OECD countries and we hire employees based on merit and appropriateness of their skill set for any advertised position. The majority of our employees are hired from within the region that each of our businesses operate.</p> <p>Local refers to individuals either born in or who have the legal right to reside indefinitely (e.g., naturalised citizens or permanent visa holders) in the same geographic market as the operation.</p> <p>Telstra does not disclose the percentage of senior management hired from the local community as this is not material to our business.</p> <p>For information regarding local hiring in Indigenous communities see: Bigger Picture 2014 Sustainability Report: Responsible business - Indigenous workforce program, p. 11.</p>

Economic

GRI G3.1 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Indirect economic impacts			
G3.1 EC8	Development and impact of infrastructure investments	●	<p>Bigger Picture 2014 Sustainability Report: Community impact - Rural and regional communities, p. 8.</p> <p>Bigger Picture 2014 Sustainability Report: Community impact - social value through economic footprint, p. 15, Social and community investment, p. 16.</p> <p>Bigger Picture 2014 Sustainability Report: Customer experience - Our 4G network, p. 10</p>

Environment

GRI G3.1 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
G3.1 DMA UNGC 7,8 & 9 Assessment, Policy, Goals and Actions	Environment management approach	●	<p>Aspects - Energy; water; emissions, effluents and waste; compliance; and overall.</p> <p>Goals and performance: Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Sustainability scorecard, p. 5; Environmental stewardship - Environment strategy, p. 6, Energy use and carbon emissions, p. 8, Resources use and waste, p. 12</p> <p>Policy, responsibility, monitoring and follow-up, additional contextual information: Bigger Picture 2014 Sustainability Report: Environmental stewardship - Context, p. 5; Energy use and carbon emissions, p. 8, Resource use and waste, p. 12.</p> <p>Awareness: Bigger Picture 2014 Sustainability Report: Environmental stewardship - Environment strategy, p. 6.</p>
Energy			
EN1 UNGC 8 Actions and Outcomes	Materials used by weight or volume	◐	Bigger Picture 2014 Sustainability Report: Environmental stewardship - Resource use and waste, p. 12.
EN2 UNGC 8 Actions and Outcomes	Percentage of materials used that are recycled input materials	◐	Bigger Picture 2014 Sustainability Report: Environmental stewardship - Resource use and waste, p. 12.
G3.1 EN3 UNGC 8 Outcomes	Direct energy consumption by primary source	●	Bigger Picture 2014 Sustainability Report: Environmental stewardship - Energy use and carbon emissions, p. 10.
G3.1 EN4 UNGC 8 Outcomes	Indirect energy consumption by primary source	●	Bigger Picture 2014 Sustainability Report: Environmental stewardship - Energy use and carbon emissions, p. 10.
G3.1 EN5 UNGC 8 & 9 Outcomes	Energy saved due to conservation and efficiency improvements	●	Bigger Picture 2014 Sustainability Report: Environmental stewardship - Energy use and carbon emissions, p. 10.



Environment

GRI G3.1 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Energy			
G3.1 EN6 UNGC 8 & 9 Actions and Outcomes	Initiatives to provide energy-efficient or renewable energy based products and services	●	Initiatives: Bigger Picture 2014 Sustainability Report: Environmental stewardship - Reduction initiatives, p. 9.
G3.1 EN7 UNGC 8 & 9 Actions and Outcomes	Initiatives to reduce indirect energy consumption	●	Initiatives: Bigger Picture 2014 Sustainability Report, Environmental stewardship - Reduction initiatives, p. 9. Quantified reductions: Bigger Picture 2014 Sustainability Report, Environmental stewardship - Energy use and carbon emissions, p. 10. Calculation methodology: Glossary, available at: www.telstra.com/sustainability/report/about
Water			
G3.1 EN8 UNGC 8 Outcomes	Total water withdrawal by source	●	Bigger Picture 2014 Sustainability Report: Environmental stewardship - Waste and water management p. 13, Performance, p. 14.
Biodiversity			
G3.1 EN11 UNGC 8 Outcomes	Land owned, leased, managed in, or adjacent to, protected and high biodiversity areas	◐	Telstra's network spans Australia. We aim to avoid sensitive areas wherever possible. On the occasions where this is not possible, environmental risks are assessed during the planning stage of the project and prior to work commencing but we do not collect data for this indicator. For information regarding our approach: Bigger Picture 2014 Sustainability Report: Environmental stewardship - Case study, p. 14
G3.1 EN12 UNGC 7 Actions and Outcomes	Significant impacts of activities, products, and services on biodiversity	◐	As per Telstra Business Principle 20, Telstra actively seeks to minimise and manage the environmental impacts of its operations and offerings: http://www.telstra.com.au/uberprod/groups/webcontent/@corporate/@about/documents/document/uberstaging_169810.pdf Network construction activity is governed by an ISO AS/NZ 14001:2004 certified environmental management system (EMS). Our processes are designed to mitigate risks and protect natural habitats and areas of high biodiversity from adverse effects during network construction and delivery. Possible impacts to biodiversity are identified in Telstra's project planning phase and controls are developed to mitigate these impacts. Our operations in areas of high biodiversity are limited, and therefore we do not report against this indicator. For information regarding our approach: Bigger Picture 2014 Sustainability Report: Environmental stewardship - Case study, p. 14

Environment

GRI G3.1 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Emissions, effluents and waste			
G3.1 EN16 UNGC 8 Outcomes	Greenhouse gas emissions by weight	●	Bigger Picture 2014 Sustainability Report: Environmental stewardship - Energy use and carbon emissions, p. 10. Standard used: as set out in the National Greenhouse and Energy Reporting Act 2007 (Cth) and subordinate legislation
G3.1 EN17 UNGC 8 Outcomes	Indirect greenhouse gas emissions by weight	●	Bigger Picture 2014 Sustainability Report: Environmental stewardship - Energy use and carbon emissions, p. 10.
G3.1 EN18 UNGC 7,8 & 9 Actions and Outcomes	Initiatives to reduce greenhouse gas emissions (additional)	●	Initiatives: Bigger Picture 2014 Sustainability Report: Environmental stewardship -Reduction initiatives, p. 9. Quantified reductions: Bigger Picture 2014 Sustainability Report: Environmental stewardship - Energy use and carbon emissions, p. 10.
G3.1 EN19 UNGC 8 Actions and Outcomes	Emissions of ozone-depleting substances by weight	●	Telstra holds small quantities of ozone-depleting substances in refrigerants. These are currently not measured as they do not exceed materiality thresholds. Ozone depleting substances include chlorofluorocarbons (CFCs) and hydrochlorofluorocarbons (HCFCs). These are primarily refrigerants in air conditioning plant in buildings and vehicles and relate to ancillary activities supporting Telstra's core products and services. Telstra has been phasing out use of ozone depleting substances for many years in line with Australian legislation. Recovered ozone depleting substances are stored and re-used in existing equipment or disposed of in accordance with legal requirements.
G3.1 EN20 UNGC 8 Actions and Outcomes	NOx, SOx, and other significant air emissions by type and weight	◐	Telstra's most significant greenhouse gas is carbon dioxide from the purchase of electricity to power Telstra's operation. NOx and SOx are not material to our operations and are not reported separately. For reporting of greenhouse gas emissions, we report all emissions in the globally-accepted standard of measurement 'carbon dioxide equivalent'. Bigger Picture 2014 Sustainability Report: Environmental stewardship - Energy use and carbon emissions, p. 10.
G3.1 EN21 UNGC 8 Outcomes	Total water discharge by quality and destination	●	Water is primarily used at Telstra sites for cooling towers and is evaporated. Less than 10 per cent of the water used in cooling towers is discharged to local sewerage schemes. Remaining water is discharged through municipal waste processes. We don't measure outgoing water in cooling towers therefore all figures are estimates. Bigger Picture 2014 Sustainability Report: Environmental stewardship - Waste and water management p. 13, Performance, p. 14.
G3.1 EN22 UNGC 8 Outcomes	Total weight of waste by type and disposal method	●	Bigger Picture 2014 Sustainability Report: Environmental stewardship - Waste and water management p. 13, Performance, p. 14.
G3.1 EN23 UNGC 8 Outcomes	Total number and volume of significant spills	●	In FY14 there were no significant spills resulting from Telstra's operations.

Environment

GRI G3.1 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Products and services			
G3.1 EN26 UNGC 7,8 & 9 Actions and Outcomes	Initiatives to mitigate environmental impacts of products and services		<p>Material use: Bigger Picture 2014 Sustainability Report: Environmental stewardship - Resource use and waste, p. 12-13</p> <p>Water use: Bigger Picture 2014 Sustainability Report: Environmental stewardship - Resource use and waste, p. 13-14</p> <p>Emissions: Bigger Picture 2014 Sustainability Report: Environmental stewardship - Energy use and carbon emissions, p. 10</p> <p>Waste: Bigger Picture 2014 Sustainability Report: Environmental stewardship -Waste and recycling, p. 14</p> <p>Environmental Customer Value Proposition: Environmental stewardship - Environment strategy, p. 7</p> <p>Supplier Code of Conduct: www.telstra.com/suppliers</p> <p>Effluent and noise are not measured and reported as they are not material to our operations.</p>
Compliance			
G3.1 EN28 UNGC 8 Outcomes	Non-compliance with environmental laws and regulations		In FY14, Telstra was not prosecuted for, or convicted of, any significant breaches of environmental regulation. During FY13, Telstra received several prohibition and improvement notices from Comcare in relation to issues arising from Telstra's management of asbestos after a number of incidents involving subcontractors failing to meet Telstra's minimum standards. In response, we implemented improvements to our asbestos management procedures including requiring all contractors to complete new training before they can work on our network, the appointment of additional supervisors to monitor worksites, and co-operating with Comcare in its investigation into the matter, which is now closed.
Supply chain			
UNGC 8 & 9 Actions	Initiatives in the supply chain to promote environment responsibility	N/A	Bigger Picture 2014 Sustainability Report: Responsible business - Sustainable procurement, p. 10; Environmental stewardship - Environmental strategy, p. 6

Labour practices and decent work

GRI G3.1 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
G3.1 DMA UNGC 1, 3 & 6 Assessment, Policy, Goals and Actions	Labour practices management approach	●	<p>Aspects: Employment; labour/ management relations.</p> <p>Goals, performance, policy, responsibility, monitoring and follow-up, and additional contextual information: Bigger Picture 2014 Sustainability Report: Our people - Context, p. 5, Culture and engagement, p. 6, Employment and workplace relations, p. 15</p> <p>Training and awareness: Bigger Picture 2014 Sustainability Report: Responsible business - Ethics, values and governance, Compliance training, p. 7; Our people - Learning and development, p. 7</p> <p>Aspect: Occupational health and safety</p> <p>Goals, performance, policy, responsibility, monitoring and follow-up, training and awareness, and additional contextual information: Bigger Picture 2014 Sustainability Report: Our people - Health and safety, p. 12</p> <p>Aspect: Training and education</p> <p>Goals, performance, policy, responsibility, monitoring and follow-up, training and awareness, and additional contextual information: Bigger Picture 2014 Sustainability Report: Our people - Context, p. 5, Culture and engagement, p. 6; Learning and development, p. 7; Career Progression: http://careers.telstra.com/Career-Paths</p> <p>Aspects: Diversity</p> <p>Goals, performance, policy, responsibility, monitoring and follow-up, and additional contextual information: Bigger Picture 2014 Sustainability Report: Our people - Context, p. 5, Diversity and inclusion, p. 9.</p> <p>Training and awareness: Bigger Picture 2014 Sustainability Report: Responsible business - Ethics, values and governance, Compliance training, p. 7, Our people - Learning and development, p. 7.</p>
Employment			
G3.1 LA1	Breakdown of employment type	●	Bigger Picture 2014 Sustainability Report: Our people - Workforce data, p. 16, and further information at: www.telstra.com/governance
G3.1 LA2 UNGC 6 Outcomes	Employee turnover	●	Bigger Picture 2014 Sustainability Report: Our people - Workforce data, p. 16.
Labour management relations			
G3.1 LA4 UNGC 1 & 3 Outcomes	Collective bargaining	●	Bigger Picture 2014 Sustainability Report: Our people - Employment and workplace relations, Enterprise agreements, p. 15
G3.1 LA5 UNGC 1 & 3 Outcomes	Minimum notice period(s) regarding significant operational changes	◐	In all instances Telstra is committed to providing appropriate notice and to following legal, industrial relations and consultation requirements, if any, within the countries implementing a change.

Labour practices and decent work

GRI G3.1 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Occupational health and safety			
G3.1 LA7 UNGC 1 & 2 Outcomes	Rates of injury and lost time	●	Lost days, injury rates, fatalities: Bigger Picture 2014 Sustainability Report: Our people - Health and safety, p. 14. Absenteeism: Bigger Picture 2014 Sustainability Report: Our people - Workforce data, p. 17.
G3.1 LA8 UNGC 1 & 2 Actions	Health and safety programs (education, training, counselling, prevention and risk-control)	◐	Bigger Picture 2014 Sustainability Report: Our people - Health and safety, p. 12. Bigger Picture 2014 Sustainability Report: Responsible business - Managing asbestos, p. 12.
Training and education			
G3.1 LA10	Hours of training per employee	●	Bigger Picture 2014 Sustainability Report: Our people - Learning and development, p. 7. We do not track hours, we track dollars invested per employee.
G3.1 LA11	Programs for skills management and lifelong learning	◐	Bigger Picture 2014 Sustainability Report: Our people - Learning and development, p. 7.
G3.1 LA12	Performance and career development	●	It is our policy that as a minimum all employees receive regular performance and career development reviews. As a minimum, our leaders facilitate career development discussions with their people as part of the organisation's mid-year and annual review cycle.
Diversity and equal opportunity			
G3.1 LA13 UNGC 1 & 6 Actions and Outcomes	Employees according to diversity	◐	Bigger Picture 2014 Sustainability Report: Our people - Diversity and inclusion, Performance, p. 9-10. Board age: Directors Report - Telstra 2014 Annual Report, Board of Directors, p. 32 Identified groups, apart from female employees are not reported separately. Refer to glossary for definition.
G3.1 LA14 UNGC 6 Actions and Outcomes	Ratio of basic salary of men to women by employee category	◐	In FY14, the Board reviewed Telstra's remuneration philosophy and principles to ensure they remained aligned to our strategy and values. A new principle was added that specifically highlights diversity and acknowledges Telstra's commitment to providing equitable and fair pay. We are focused on closing the gender pay equity gap and report metrics on our progress in accordance with the requirements of the Workplace Gender Equality Act 2012: www.telstra.com/diversity Bigger Picture 2014 Sustainability Report: Our People - Diversity and inclusion, p. 9

Human rights

GRI G3.1 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
G3.1 DMA UNGC 1-6 Assessment, Policy, Goals and Actions	Human rights management approach	●	<p>Aspects: Investment and procurement practices; non-discrimination; freedom of association</p> <p>Goals and performance, policy, responsibility, monitoring and follow-up, additional contextual information: Bigger Picture 2014 Sustainability Report: Responsible business - Human rights, p. 8, Sustainable procurement, p. 10 and Ethics, values and governance, p. 6.</p> <p>Sustainable procurement: www.telstra.com/suppliers</p> <p>Training and awareness: Bigger Picture 2014 Sustainability Report: Responsible business - Ethics, values and governance, Compliance training, p. 7</p>
Investment and procurement practices			
G3.1 HR3 UNGC 1-6 Outcomes	Total hours of employee training on policies and procedures concerning aspects of human rights relevant to business operations	●	<p>Bigger Picture 2014 Sustainability Report: Responsible business - Ethics, values and governance, Compliance training, p. 7.</p> <p>We do not track hours, we track course completion.</p>
Non-discrimination			
G3.1 HR4 UNGC 1, 2 & 6 Actions and Outcomes	Incidents of discrimination	●	Bigger Picture 2014 Sustainability Report: Our people - Discrimination and bullying, p. 14.
Freedom of association			
G3.1 HR5 UNGC 1-3 Actions	Freedom of association and collective bargaining	◐	Initiatives undertaken: Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Stakeholder engagement, p. 9; Our people - Engaging with unions, p. 15, Enterprise agreements, p. 15.
Child labour			
G3.1 HR6 UNGC 1, 2 & 5 Actions and Outcomes	Operations and significant suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour.	●	Telstra introduced a company Human Rights Policy in 2010, and 'respect for human rights' as a Telstra Business Principle in 2011. We also became a signatory to the United Nations Global Compact (UNGC) in December 2011. In doing so, we made a commitment to make the ten principles of the Global Compact, with respect to human rights, labour, environment and anti-corruption, part of the strategy, culture and day to day operations of our company. For employees below the age of 18 in Australia there is a policy in place outlining our obligations in line with the laws which regulate this issue and which differ in each state and territory. The policy has been streamlined to operate effectively at a national level.

Human rights

GRI G3.1 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Forced and compulsory labour			
G3.1 HR7 UNGC 1, 2 & 4 Actions and Outcomes	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour.	●	Telstra introduced a company Human Rights Policy in 2010, and 'respect for human rights' as a Telstra Business Principle in 2011. We also became a signatory to the United Nations Global Compact in December 2011. In doing so, we made a commitment to make the ten principles of the Global Compact, with respect to human rights, labour, environment and anti-corruption, part of the strategy, culture and day to day operations of our company. It is also a commitment to advance these principles within our sphere of influence (e.g. our supply chain, business partners etc) and to report on our progress annually. In addition, the majority of our operations are in OECD countries which have legislation covering human rights issues including forced or compulsory labour.

Society

GRI G3.1 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
G3.1 DMA UNGC 1 & 10 Assessment, Policy, Goals and Actions	Society management approach	●	<p>Aspect: Community</p> <p>Bigger Picture 2014 Sustainability Report: Community impact - Context, p. 5; Social and community investment, p. 16, Everyone Connected, p. 6, Disaster relief and recovery, p. 12, Indigenous Australians, p. 8; Sustainability at Telstra - Our approach, p. 7; Responsible business - Sustainable procurement, p. 10.</p> <p>Aspect: Corruption</p> <p>Bigger Picture 2014 Sustainability Report: Responsible business - Fraud and ethical behaviour, p. 7, Ethics, values and governance, Compliance training, p. 7.</p> <p>Aspect: Public policy:</p> <p>Bigger Picture 2014 Sustainability Report: Responsible business - Fraud and ethical behaviour, p. 7.</p>
Community			
G3.1 S01	Impacts of operations on communities	●	<p>We assess and report the impacts of a number of aspects of our operations including the following:</p> <p>Base station location: Bigger Picture 2014 Sustainability Report: Responsible business - Mobile phones, towers and health, p. 13.</p> <p>Telecommunications products and services: Bigger Picture 2014 Sustainability Report: Community impact - Everyone Connected p. 6, Disaster relief and recovery, p. 12, Indigenous Australians, p. 8.</p> <p>Examples of feedback and how it is incorporated: Bigger Picture 2014 Sustainability Report: Sustainability at Telstra - Stakeholder engagement, p. 9; Community impact - Everyone Connected, p. 6; Responsible business - Mobile phones, towers and health, p. 13.</p>






Society

GRI G3.1 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Corruption			
G3.1 S02 UNGC 10 Actions and Outcomes	Analysis for risk of corruption	●	Bigger Picture 2014 Sustainability Report: Responsible business - Fraud and ethical behaviour, p. 7.
G3.1 S03 UNGC 10 Actions and Outcomes	Hours and total training to prevent corruption	●	Bigger Picture 2014 Sustainability Report: Responsible business - Ethics, values and governance, Compliance training, p. 7
Public policy			
G3.1 S05 UNGC 1-10 Actions	Public policy positions, development and lobbying	●	Bigger Picture 2014 Sustainability Report: Responsible business - Fraud and ethical behaviour, p. 7 Bigger Picture 2014 Sustainability Report: Community impact - Low income and financial hardship customers, p. 7, Cyber safety, p. 10
G3.1 S06 UNGC 10 Outcomes	Contributions to political parties or related institutions	●	Bigger Picture 2014 Sustainability Report: Responsible business - Fraud and ethical behaviour, p. 7.

Product responsibility

GRI G3.1 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
G3.1 DMA UNGC 1, 2, 8 & 9 Policy, Goals and Actions	Product responsibility management approach	●	Aspect: Customer health and safety Bigger Picture 2014 Sustainability Report: Responsible business - Mobile phones, towers and health, p. 13. Information about Electromagnetic energy: www.telstra.com/eme Aspect: Marketing communications Bigger Picture 2014 Sustainability Report: Customer experience - Managing bill shock, p. 8, Protecting privacy p. 12, Cyber safety, p. 13. Privacy at Telstra, see policy at: www.telstra.com/privacy Aspect: Customer privacy Bigger Picture 2014 Sustainability Report: Customer experience - Protecting privacy, p. 12: www.telstra.com/privacy
Customer health and safety			
G3.1 PR1 UNGC 1 & 2 Actions and Outcomes	Health and safety impacts across life cycle of products/ services	●	From development to use and percentage coverage: Bigger Picture 2014 Sustainability Report: Responsible business - Mobile phones, towers and health, p. 13; Electromagnetic energy: www.telstra.com/eme Disposal: Bigger Picture 2014 Sustainability Report: Environmental stewardship - E-waste, p. 13, Resource use, p. 12

Product Responsibility

GRI G3.1 / UNGC CoP alignment	Description	Level of reporting	Reference/direct response
Customer health and safety			
G3.1 PR3 UNGC 1 & 2 Actions and Outcomes	Type of product and service information required by procedures		Safe use of product and service: Bigger Picture 2014 Sustainability Report: Responsible business - Mobile phones, towers and health, p. 13; Customer experience - Managing bill shock, p. 8, Protecting privacy, p. 12, Cyber safety, p. 13 We do not report the percentage of products covered by and assessed for compliance with such procedures.
Product and service labelling			
G3.1 PR5	Customer satisfaction		Bigger Picture 2014 Sustainability Report: Customer experience - Customer advocacy, p. 6 We disclose only on our method for measuring customer advocacy.
Marketing communications			
G3.1 PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications		Bigger Picture 2014 Sustainability Report: Responsible business - Compliance training, p. 7, Mobile phones, towers and health, p. 13, Managing asbestos, p. 12 Bigger Picture 2014 Sustainability Report: Customer experience - Privacy, p. 12, TIO Complaints, p.10.
Customer privacy			
G3.1 PR8 UNGC 1 & 2 Outcomes	Incidents of non-compliance		Bigger Picture 2014 Sustainability Report: Customer experience - Privacy, p. 12
Compliance			
G3.1 PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services		In FY14 we were not fined, prosecuted for or convicted of any significant breaches of laws and regulations.

Telecommunications specific indicators

GRI / UNGC CoP alignment	Description	Reference/direct response
Investment		
GRI I01	Capital investment in telecommunication network infrastructure	Telstra 2014 Annual Report - Full year results and operations review, p.15
GRI I02	Universal Service Obligation	Universal Service Obligation: http://telstra.com.au/abouttelstra/commitments/uso
Health and safety		
GRI I04 UNGC 1 & 2 Actions and Outcomes	Compliance with standards on exposure to radiofrequency emissions from handsets	Electromagnetic energy and base station location: Bigger Picture 2014 Sustainability Report: Responsible business - Mobile phones, towers and health, p. 13. Electromagnetic energy: www.telstra.com/eme
GRI I05 UNGC 1 & 2 Actions and Outcomes	Compliance with guidelines on exposure to radiofrequency emissions from base stations	Electromagnetic energy and base station location: Bigger Picture 2014 Sustainability Report: Responsible business - Mobile phones, towers and health, p. 13. Electromagnetic energy: www.telstra.com/eme
Infrastructure		
GRI I07	Siting of masts and transmission sites	Electromagnetic energy and base station location: Bigger Picture 2014 Sustainability Report: Responsible business - Mobile phones, towers and health, p. 13. Electromagnetic energy: www.telstra.com/eme Contributions to Radio Frequency National Site Archive consultation web portal: www.rfnsa.com.au
GRI I08	Number and percentage of stand-alone sites, shared sites, and sites on existing structures	Electromagnetic energy and base station location: Bigger Picture 2014 Sustainability Report: Responsible business - Mobile phones, towers and health, p. 13.

Telecommunications specific indicators

GRI / UNGC CoP alignment	Description	Reference/direct response
Access to telecommunication products and services		
GRI PA1 UNGC 1 Actions and Outcomes	Access to telecommunications products and services in remote and low population density areas	Bigger Picture 2014 Sustainability Report: Customer experience - Our 4G network, p. 10. Bigger Picture 2014 Sustainability Report: Community impact - Everyone Connected, p. 6. Bigger Picture 2014 Sustainability Report: Community impact - Rural and regional communities, p. 8. Rural and Regional Presence Plan: www.telstra.com/regionalruralpresenceplan Reconciliation Action Plan: http://www.telstra.com.au/abouttelstra/download/document/telstra-reconciliation-action-plan-2011.pdf
GRI PA2 UNGC 1 Actions and Outcomes	Access and use of telecommunication products and services by diverse groups	Bigger Picture 2014 Sustainability Report: Community impact - Everyone Connected, p. 6. Access for Everyone program: www.telstra.com/accessforeveryone Disability services: www.telstra.com/disability Telstra Connected Seniors: www.telstra.com/seniors
GRI PA3	Availability and reliability of telecommunications products and services	Bigger Picture 2014 Sustainability Report: Customer experience - Our 4G network, p. 10. Network reliability: http://telstra.com.au/mobile-phones/coverage-networks/networks/
GRI PA4	Availability of telecommunications products and services in areas where the organisation operates	Mobile coverage and networks: http://telstra.com.au/mobile-phones/coverage-networks/networks/ Telstra Stores: http://www.telstra.com.au/store-locator/ Bigger Picture 2014 Sustainability Report: Community impact - Everyone Connected, p. 6.
GRI PA5 UNGC 1 Actions and Outcomes	Telecommunication products and services provided to and used by low/no income population groups	Bigger Picture 2014 Sustainability Report: Community impact - Everyone Connected, p. 6. For more information: www.telstra.com/hardship
GRI PA6	Provision of telecommunications products and services in emergencies and disasters	Bigger Picture 2014 Sustainability Report: Community impact - Disaster relief and recovery, p. 12. Emergency information: http://www.telstra.com.au/abouttelstra/advice/emergency/
Access to content		
GRI PA7 UNGC 1 Actions	Human rights issues relating to access and use of telecommunications products and services	Bigger Picture 2014 Sustainability Report: Community impact - Everyone Connected, p. 6. Bigger Picture 2014 Sustainability Report: Responsible business - Ethics, values and governance, p. 6. Internet and cyber safety: www.telstra.com/cybersafety

Telecommunications specific indicators

GRI / UNGC CoP alignment	Description	Reference/direct response
Customer relations		
GRI PA8 UNGC 1 & 2 Actions and Outcomes	Public communication on EMF related issues	Bigger Picture 2014 Sustainability Report: Responsible business - Mobile phones, towers and health, p. 13. Electromagnetic energy: www.telstra.com/eme Mobile phones and health: http://www.telstra.com.au/abouttelstra/advice/eme/base-stations
GRI PA9 UNGC 1 & 2 Actions and Outcomes	Total amount invested in electromagnetic field research	Electromagnetic energy research: http://telstra.com.au/abouttelstra/advice/eme/eme-research Electromagnetic energy: www.telstra.com/eme
GRI PA10	Initiatives to ensure clarity of charges and tariffs	Bigger Picture 2014 Sustainability Report: Customer experience - Managing bill shock, p. 8, Service and satisfaction: http://www.telstra.com.au/abouttelstra/commitments/
GRI PA11	Initiatives to inform customers about product features and applications	Bigger Picture 2014 Sustainability Report: Customer experience - Managing bill shock, p. 8. Service and satisfaction: http://www.telstra.com.au/abouttelstra/commitments/ Telstra Stores: http://www.telstra.com.au/store-locator/ Telstra Business case studies: http://www.telstrabusiness.com/business/portal/online/site/businesscentrecasestudies Telstra Connected Seniors: www.telstra.com/seniors Bigger Picture 2014 Sustainability Report: Community impact, Everyone Connected, p. 6. Telstra Exchange: http://exchange.telstra.com.au/ Telstra help and support: http://go.telstra.com.au/helpandsupport/
Resource efficiency		
GRI TA1 UNGC 8 & 9 Actions and Outcomes	Examples of resource efficiency of telecommunication products and services delivered	Bigger Picture 2014 Sustainability Report: Environmental stewardship - Energy use and carbon emissions, p. 8, Environmental strategy, p. 6. Evaluating the impacts of ICT: http://www.telstra.com.au/abouttelstra/sustainability/environment/ Supplier Code of Conduct: www.telstra.com/suppliers Connecting with a Low-Carbon Future Report: http://telstra.com.au/abouttelstra/download/document/telstra-lcf-report.pdf Next G case studies: http://www.telstra.com.au/business-enterprise/ Towards a clever Australia (productivity measures): http://telstra.com.au/business-enterprise/download/document/business-clever-growth-report-enterprise.pdf EEO reports: http://www.telstra.com.au/aboutus/community-environment/reports/#tab-environment

Telecommunications specific indicators

GRI / UNGC CoP alignment	Description	Reference/direct response
Resource efficiency		
GRI TA2 UNGC 8 & 9 Actions	Examples of telecommunication products, services and applications with potential to replace physical objects	Evaluating the impacts of ICT: http://www.telstra.com.au/abouttelstra/sustainability/environment/ Connecting with a Low-Carbon Future Report: http://telstra.com.au/abouttelstra/download/document/telstra-lcf-report.pdf
GRI TA3 UNGC 8 & 9 Actions	Transport and/or resource changes of customer use of the telecommunication products and services	Evaluating the impacts of ICT: http://www.telstra.com.au/abouttelstra/sustainability/environment/ Connecting with a Low-Carbon Future Report: http://telstra.com.au/abouttelstra/download/document/telstra-lcf-report.pdf Next G case studies: http://www.telstra.com.au/business-enterprise/
GRI TA4 UNGC 8 & 9 Outcomes	Indirect consequences of customer use of products and services and lessons learned for future development	Towards a clever Australia (productivity measures): http://telstra.com.au/business-enterprise/download/document/business-clever-growth-report-enterprise.pdf Connecting with a Low-Carbon Future Report: http://telstra.com.au/abouttelstra/download/document/telstra-lcf-report.pdf