



# GLOBAL REPORTING INITIATIVE AND UNITED NATIONS GLOBAL COMPACT INDEX

Bigger Picture  
2015 Sustainability Report

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IT'S HOW  
WE CONNECT



# CONTENTS



## Global Reporting Initiative and United Nations Global Compact Index

Telstra reports with reference to the Global Reporting Initiative (GRI) G4 Guidelines and the United Nations Global Compact (UNGC) Communication on Progress. This index provides a guide to where information on our material impacts, as they relate to the GRI and UNGC reporting requirements and indicators, can be found throughout Telstra's 2015 Annual Report, the Bigger Picture 2015 Sustainability Report and our website,

[www.telstra.com.au/aboutus](http://www.telstra.com.au/aboutus)



The icon above can be found throughout the Bigger Picture 2015 Sustainability Report, and indicates where we are providing information on our progress in implementing the ten principles of the United Nations Global Compact.

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# GRI REPORTING BOUNDARY



The GRI aspects and indicators we've reported on throughout the Bigger Picture 2015 Sustainability Report have been determined through our materiality process. Each of these is material across the Telstra Group, and many are also material for our stakeholders, as outlined below.

As the scope of this report is Telstra Corporation Limited, excluding all controlled entities unless otherwise stated, we have extended the scope of this report to include our operations across the Telstra Group wherever possible. In instances where aspect boundaries extend beyond the scope of our reporting, we are working to increase our disclosures.

## Material aspects

## Aspect boundary

	Suppliers	Employees	Customers	Communities	Shareholders	ICT industry
<b>Economic</b>						
Economic performance	X	X	X	X	X	X
Indirect economic impacts	X	X	X	X	X	X
<b>Environmental</b>						
Materials	X					
Energy	X		X	X	X	X
Water				X		
Biodiversity				X		
Emissions				X	X	X
Effluents and waste	X		X	X		X
Products and services			X	X		X
Compliance					X	
Transport	X			X		

Material aspects

Aspect boundary

	Suppliers	Employees	Customers	Communities	Shareholders	ICT industry
Supplier environmental assessment	X			X	X	X
Environmental grievance mechanisms	X			X		
<b>Social</b>						
<b>Labour practices and decent work</b>						
Employment		X		X		
Labor/Management relations		X			X	
Occupational health and safety		X		X	X	
Training and education		X				
Diversity and equal opportunity		X		X	X	X
Equal remuneration for women and men		X			X	
Supplier assessment for labour practices	X			X	X	X
Labour practices grievance mechanisms	X	X		X		
<b>Human rights</b>						
Investment	X	X				
Non-discrimination	X	X				
Freedom of association and collective bargaining	X	X				
Child labour	X	X			X	
Forced or compulsory labour	X	X				
Indigenous rights				X		
Assessment		X				
Supplier human rights assessment	X				X	
Human rights grievance mechanisms	X	X				

Material aspects

Aspect boundary

	Suppliers	Employees	Customers	Communities	Shareholders	ICT industry
<b>Society</b>						
Local communities		X	X	X		
Anti-corruption	X				X	X
Public policy (political donations)						X
Anti-competitive behaviour						X
Compliance					X	
Supplier assessment for impacts on society	X				X	X
Grievance mechanisms for impacts on society	X			X		
<b>Product responsibility</b>						
Customer health and safety	X		X	X	X	X
Product and service labelling	X		X	X		
Marketing communications			X		X	
Customer privacy			X		X	X
Compliance					X	X

# GENERAL STANDARD DISCLOSURES

## Strategy and profile

General standard disclosures / UNGC CoP alignment	Description	Reference/response	External assurance
Strategy and analysis			
G4-1 UNGC Statement of support	Statement from the Chairman and CEO	Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Message from the Chairman and CEO, p. 4. 2015 Annual Report: Chairman and CEO message, p. 6.	
G4-2	Key impacts, risks and opportunities	<p>Key impacts, risks and opportunities: Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Message from the Chairman and CEO, p. 4; Responsible business – Context p. 3; Customer experience – Context, p. 3; Our people – Context, p. 3; Connecting communities – Context, p. 3; Environmental stewardship – Context, p.3.</p> <p>Effect on stakeholders rights: Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Stakeholder engagement, p. 9; Our people – Employment and workplace relations, p. 16; Diversity and inclusion, p. 9; Customer experience – Customer advocacy, p. 5; Connecting communities – Vulnerable customers, p. 5.</p> <p>Prioritising challenges and opportunities: Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Message from the Chairman and CEO, p. 4, Our approach, p. 7-8; Material topics, p. 11-12; Sustainability priorities, p. 7-8.</p> <p>Conclusions on progress and reasons for performance: Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Message from the Chairman and CEO, p. 4, Our approach, p. 7; Responsible business – Our performance, p. 4; Customer experience – Our performance, p. 4; Our people – Our performance, p. 4; Connecting communities – Our performance, p. 4; Environmental stewardship – Our performance, p. 4.</p> <p>Main process to address performance: Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Our approach, p. 7, Sustainability scorecard, p. 6.</p> <p>Risks and opportunities for the organisation arising from sustainability trends: Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Material topics, p. 11-12; Customer experience – Context, p. 3; Our people – Context, p. 3; Connecting communities – Context, p. 3; Environmental stewardship – Context, p. 3.</p> <p>Prioritising key topics as risks and opportunities: Bigger Picture 2015 Sustainability Report – Sustainability at Telstra, Our approach, p. 7, Material topics, p. 11-12.</p> <p>Targets and performance against targets: Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Sustainability scorecard, p. 6; Responsible business – Our performance, p. 4; Customer experience – Our performance, p. 4; Our people – Our performance, p. 4; Connecting communities – Our performance, p. 4; Environmental stewardship – Our performance, p. 4.</p> <p>Governance mechanisms to manage risks and opportunities: Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Our approach, p. 7, Assurance, p. 3, Voluntary sustainability initiatives, p. 10; Responsible business – Ethics, values and governance, p. 5.</p>	

## Strategy and profile

General standard disclosures / UNGC CoP alignment	Description	Reference/response	External assurance
<b>Organisational profile</b>			
G4-3	Name of organisation	Telstra Corporation Limited	
G4-4	Primary brands, products and services	Telstra 2015 Annual Report: Our business, p. 2-3.	
G4-5	Location of organisation's headquarters	Telstra's principal Australian office is located at 242 Exhibition Street, Melbourne, Australia.	
G4-6	Countries of operation	Telstra 2015 Annual Report: Our business, p. 2-3; Build new growth businesses, p. 14-15.	
G4-7	Nature of ownership and legal form	Telstra Corporation Limited (ABN 33 051 775 556) Incorporated in the Australian Capital Territory. Telstra is listed on Stock Exchanges in Australia and in New Zealand (Wellington).	
G4-8	Markets served	Telstra 2015 Annual Report: Our business, p. 2-3; Build new growth businesses, p. 14-15.	
G4-9	Scale	By products/services provided: Telstra 2015 Annual Report: Our business, p. 2-3. By net sales, debt and equity: Telstra 2015 Annual Report: Full year results and operations review, p. 20. By number of employees: Bigger Picture 2015 Sustainability Report: Our people – Workforce data, p. 17.	
G4-10	Breakdown of employment type	Bigger Picture 2015 Sustainability Report: Our people – Workforce data, p. 17.	
G4-11 UNGC 1 & 3	Collective bargaining	Bigger Picture 2015 Sustainability Report: Our people – Employment and workplace relations, p. 16.	
G4-12	Describe the organisation's supply chain	Bigger Picture 2015 Sustainability Report: Responsible business – Sustainable procurement, p. 9.	
G4-13	Significant changes in the period	Significant operational changes: Bigger Picture 2015 Sustainability Report: Our people – Workforce profile, pg. 17. Telstra 2015 Annual Report: Chairman and CEO message, p. 6-7; Strategy and Performance, p. 10-15. Significant supply chain changes: Bigger Picture 2015 Sustainability Report: Responsible business – Sustainable procurement, p. 9.	
G4-14 UNGC 7	Precautionary approach	Telstra takes a precautionary approach to environmental management. Bigger Picture 2015 Sustainability Report: Environmental stewardship – Context, p. 3, Environment Strategy, p. 5. This approach is also embedded in Telstra's Environment Policy: <a href="http://www.telstra.com.au/uberprod/groups/webcontent/@corporate/@aboutus/documents/document/uberstaging_285414.pdf">http://www.telstra.com.au/uberprod/groups/webcontent/@corporate/@aboutus/documents/document/uberstaging_285414.pdf</a>	

Strategy and profile

General standard disclosures / UNGC CoP alignment	Description	Reference/response	External assurance
G4-15 UNGC 1-10	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses	Sustainability initiatives to which Telstra subscribes: Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Voluntary sustainability initiatives, p. 10.	
G4-16	Memberships in associations and advocacy organisations	Telstra does not provide substantive funding beyond routine membership dues to associations or advocacy organisations.  Sustainability memberships: Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Stakeholder engagement, p. 9-10; Bigger Picture 2015 Sustainability Report: Customer Experience - Cyber safety, p. 9; Bigger Picture 2015 Sustainability Report: Environmental stewardship – Environment Strategy, p. 5.	
<b>Identified material aspects and boundaries</b>			
G4-17	Operational structure of the organisation	Telstra 2015 Annual Report: Our business, p. 2-3; Financial statement, p. 72.	
G4-18	Process for defining report content and Aspect Boundaries	Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Material topics, p. 11-12.	YES
G4-19	Material aspects identified	Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Material topics, p. 11-12.	YES
G4-20	Internal Aspect Boundary for each material aspect	See page 2 of this Index.  The internal boundary for all material aspects is the Telstra Group, which includes the Telstra Corporation and its controlled entities.  As the scope of this report is Telstra Corporation Limited, excluding all controlled entities unless otherwise stated, we have extended the scope of this report to include our operations across the Telstra Group wherever possible.  In instances where the aspect boundary extends beyond our reporting boundary and scope, we are working to increase our disclosures over time.	YES
G4-21	External Aspect Boundary for each material aspect	See page 2 of this Index.	YES
G4-22	Re-statements	Bigger Picture 2015 Sustainability Report: Environmental stewardship, Operational excellence, p. 7; Our people – Learning and development, p. 7, Workforce data, p.17.	
G4-23	Significant changes from previous report	In line with the GRI G4 guidelines for producing an 'In Accordance – Core' report, we have reduced the number of Governance General Standard Disclosures reported this year, and have refined our reporting of Specific Standard Disclosures to closely align with the findings of our materiality assessment. As such, some indicators previously reported are no longer referenced herein and we are no longer reporting on Economic Aspect 'Market Presence'. A number of new G4 Aspects and indicators are also being reported for the first time this year.	



## Strategy and profile

General standard disclosures / UNGC CoP alignment	Description	Reference/response	External assurance
<b>Engagement</b>			
G4-24	List of stakeholder groups engaged by the organisation	Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Stakeholder engagement, p. 9-10.	
G4-25	Basis for identification and selection of stakeholders with whom to engage	Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Stakeholder engagement, p. 9.	
G4-26	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Stakeholder engagement, p. 9-10, Material topics, p. 11. Further information on stakeholder engagement undertaken in reporting year on material sustainability issues with key stakeholders: Bigger Picture 2015 Sustainability Report: Our people – Culture and engagement, p. 5-6; Customer experience – Customer advocacy, p. 5-6; Connecting communities - Approach, p. 5, Vulnerable customers, p. 5-6; Environmental stewardship – Environment Strategy, p. 5.	
G4-27	Key topics and concerns of stakeholders, and response	Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Stakeholder engagement, p. 9-10; Material topics p. 11-12.	
<b>Report profile</b>			
G4-28	Reporting period	FY15: 2014/15 financial year (1 July 2014 to 30 June 2015)	
G4-29	Date of most recent previous report	FY14: 2013/14 financial year (1 July 2013 to 30 June 2014)	
G4-30	Reporting cycle	Annual	
G4-31	Contact point	Tim O'Leary, Chief Sustainability Officer, at <a href="mailto:sustainability@team.telstra.com">sustainability@team.telstra.com</a>	
G4-32	Location of the Standard Disclosures	The Bigger Picture 2015 Sustainability Report has been prepared in accordance with the GRI G4-Core Sustainability Reporting Guidelines. This Index provides an overview of the location of standard disclosures throughout our reporting.  Ernst and Young's assurance statement can be accessed at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>	
G4-33	External assurance of Report	Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – About us, p.3.  Ernst and Young's assurance statement can be accessed at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>	YES

Governance and ethics

General standard disclosures / UNGC CoP alignment	Description	Reference/response	External assurance
<b>Governance</b>			
G4-34 UNGC 1-10	Governance structure	Telstra 2015 Annual Report: Governance at Telstra, p. 40-41. Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Our approach, p. 7.	
<b>Ethics</b>			
G4- 56 UNGC 1-10	Mission and value statements	Purpose, values and Code of Conduct: <a href="http://www.telstra.com.au/uberprod/groups/webcontent/@corporate/@about/documents/document/uberstaging_073254.pdf">www.telstra.com.au/uberprod/groups/webcontent/@corporate/@about/documents/document/uberstaging_073254.pdf</a>  Level of implementation: Bigger Picture 2015 Sustainability Report: Responsible business – Ethics, values and governance, p. 5-6.	

# SPECIFIC STANDARD DISCLOSURES

## Economic

Specific standard disclosures – material aspects and indicators / UNGC CoP alignment	Description	Reference/response	Notes	External assurance
G4 DMA	Economic management approach	Aspects: economic performance; indirect economic impacts  Materiality and management of aspects: Telstra 2015 Annual Report – Strategy and performance, p. 10-16; Telstra 2015 Annual Report - Managing our risks, p. 42.  Additional Contextual information: Telstra 2015 Annual Report - Directors report, p. 44.		
<b>Economic performance</b>				
G4-EC1	Direct economic value generated and distributed	Revenues; operating costs; employee wages and benefits; payments to government: Telstra 2015 Annual Report - Full year results and operations review, p. 20.  Bigger Picture 2015 Sustainability Report: Connecting communities – Investment summary, Social value through economic footprint, p.13.  Economic value retained can be calculated as revenue minus the remaining items listed.		
G4-EC2 UNGC 7-9	Financial implications, risks and opportunities due to climate change	Refer to Telstra's 2014 CDP climate change response: <a href="http://www.cdp.net/en-US/Results/Pages/Company-Responses.aspx?company=18519">www.cdp.net/en-US/Results/Pages/Company-Responses.aspx?company=18519</a>		
G4-EC3	Defined benefit plan obligations	Telstra 2015 Annual Report - Financial Statement, p. 72.		
G4-EC4	Financial assistance from government	Telstra 2015 Annual Report - Notes to the Financial Statements, Note 6.		
<b>Indirect economic impacts</b>				
G4-EC7	Development and impact of infrastructure investments and services supported	Bigger Picture 2015 Sustainability Report: Connecting communities – Rural and regional communities, p. 7.  Bigger Picture 2015 Sustainability Report: Connecting communities – social value through economic footprint, p. 13.  Bigger Picture 2015 Sustainability Report: Customer experience – Australia's leading mobile network, p. 9.		

## Environment

GRI G4 / UNGC CoP alignment	Description	Reference/response	Notes	External assurance
G4 DMA UNGC 7-9	Environment management approach	<p>Aspects – materials; energy; water; biodiversity, emissions; effluents and waste; products and services, compliance; transport, supplier environmental assessment, environmental grievance mechanisms.</p> <p>Materiality of aspects: Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Material topics, p. 11; Environmental stewardship - Context, p. 3.</p> <p>Management of aspects: Materials; energy; water; biodiversity, emissions; effluents and waste; products and services, compliance; transport.</p> <p>Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Sustainability scorecard, p. 6; Environmental stewardship – Our performance, p. 4; Environment strategy, p. 5, Operational excellence, p. 7; Environmental customer value proposition p. 6.</p> <p>Supplier environmental assessment and environmental grievance mechanisms: Bigger Picture 2015 Sustainability Report: Environmental stewardship – Sustainable supply chain, p. 16; Responsible business – Sustainable procurement, p. 9; Ethics, values and governance, p. 5.</p>		
<b>Materials</b>				
G4-EN2 UNGC 8	Percentage of materials used that are recycled input materials	Bigger Picture 2015 Sustainability Report: Environmental stewardship – Operational excellence, p. 7.	We do not calculate the percentage of materials used that are recycled input materials.	
<b>Energy</b>				
G4-EN3 UNGC 8	Energy consumption within the organisation	<p>Bigger Picture 2015 Sustainability Report: Environmental stewardship – Operational excellence, p. 7.</p> <p>Methodology and conversion factors: Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a></p>	We do not sell or consume steam, and therefore do not report on steam consumption in our response to this indicator.	YES
G4-EN6 UNGC 7-9	Reduction of energy consumption	<p>Bigger Picture 2015 Sustainability Report: Environmental stewardship – Operational excellence, p. 7.</p> <p>Methodology: Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a></p>	We do not sell or consume steam, and therefore do not report on steam consumption in our response to this indicator.	YES

Environment

GRI G4 / UNGC CoP alignment	Description	Reference/response	Notes	External assurance
<b>Water</b>				
G4-EN8 UNGC 8	Total water withdrawal by source	Bigger Picture 2015 Sustainability Report: Environmental stewardship – Operational excellence p. 14.  Methodology: Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>		YES <sup>1</sup>
<b>Biodiversity</b>				
G4-EN12 UNGC 8	Significant impacts of activities, products, and services on biodiversity	There are no known significant impacts to biodiversity due to Telstra’s activities, products or services.  Telstra’s goal is to prevent environmental harm and use our technology, expertise, scale and presence to minimise our own environmental impact and that of our customers. Our commitments are outlined in the Telstra Group Environment Policy. <a href="http://www.telstra.com.au/uberprod/groups/webcontent/@corporate/@aboutus/documents/document/uberstaging_285414.pdf">www.telstra.com.au/uberprod/groups/webcontent/@corporate/@aboutus/documents/document/uberstaging_285414.pdf</a>  Telstra’s network sites typically comprise small footprints and are subject to stringent Commonwealth and State/Territory environmental approvals processes. Many of these facilities meet the siting and approval requirements for low-impact facilities as specified in the Telecommunications (Low-impact Facilities) Determination 1997, under the Telecommunications Act 1997.  In addition, Telstra’s network design and construction business unit implements environmental management systems certified to ISO 14001 to manage environmental impacts of facilities and construction activities across Australia.		
<b>Emissions</b>				
G4-EN15 UNGC 8	Direct greenhouse gas emissions (Scope 1)	Bigger Picture 2015 Sustainability Report: Environmental stewardship – Operational excellence, p. 10.  Methodology: Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>		YES
G4-EN16 UNGC 8	Indirect greenhouse gas emissions (Scope 2)	Bigger Picture 2015 Sustainability Report: Environmental stewardship – Operational excellence, p. 10.  Methodology: Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>		YES
G4-EN17 UNGC 8	Other indirect greenhouse gas (GHG) emissions (Scope 3)	Bigger Picture 2015 Sustainability Report: Environmental stewardship – Operational excellence, p. 10.  Methodology: Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>		YES
G4-EN18 UNGC 8	Greenhouse gas (GHG) emissions intensity	Bigger Picture 2015 Sustainability Report: Environmental stewardship – Operational excellence, p. 7.  Methodology: Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>		YES
G4-EN19 UNGC 7-9	Initiatives to reduce greenhouse gas emissions and reductions achieved	Bigger Picture 2015 Sustainability Report: Environmental stewardship – Operational excellence, p. 7.  Methodology: Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>		YES

1. Water withdrawal from municipal water suppliers and other water utilities only.

## Environment

GRI G4 / UNGC CoP alignment	Description	Reference/response	Notes	External assurance
<b>Effluents and waste</b>				
G4-EN22 UNGC 8	Total water discharge by quality and destination	Bigger Picture 2015 Sustainability Report: Environmental stewardship – Operational excellence p.14. Methodology: Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>		
G4-EN23 UNGC 8	Total weight of waste by type and disposal method	Bigger Picture 2015 Sustainability Report: Environmental stewardship – Operational excellence p.12. Methodology: Glossary, available at: <a href="http://www.telstra.com/sustainability/report/about">www.telstra.com/sustainability/report/about</a>		YES
G4-EN24 UNGC 8	Total number and volume of significant spills	Bigger Picture 2015 Sustainability Report: Environmental stewardship – Operational excellence p. 15.		
G4-EN25 UNGC 8	Weight of hazardous waste and percentage shipped internationally	We produced 104 tonnes of hazardous waste in FY15. All hazardous waste is managed in Australia.		
<b>Products and services</b>				
G4-EN27 UNGC 7-9	Initiatives to mitigate environmental impacts of products and services	Bigger Picture 2015 Sustainability Report: Environmental stewardship – Operational excellence, p. 7, Environmental Customer Value Proposition, p. 6, Sustainable supply chain, p. 16-17. Supplier Code of Conduct: <a href="http://www.telstra.com/suppliers">www.telstra.com/suppliers</a>		
<b>Compliance</b>				
G4-EN29 UNGC 8	Non-compliance with environmental laws and regulations	Telstra has not been prosecuted for, or convicted of, any significant breaches of environmental regulation during the financial year.  On 6 July 2015, Telstra received an infringement notice penalty of \$8,538 for contravention of the Environmental Protection Act 1994 (Qld) as a result of a diesel spill from a fuel storage tank at a Telstra site in Cape Kimberley that occurred in April 2015. Telstra subsequently undertook clean-up work to remediate the site.  Bigger Picture 2015 Sustainability Report: Environmental stewardship – Operational excellence, p. 15.		
<b>Transport</b>				
G4-EN30 UNGC 8	Significant environmental impacts of transporting products, goods, materials, workforce	Bigger Picture 2015 Sustainability Report: Responsible business – Sustainable procurement, p. 9.		YES <sup>2</sup>

Environment

GRI G4 / UNGC CoP alignment	Description	Reference/response	Notes	External assurance
<b>Supplier environmental assessment</b>				
G4-EN33 UNGC 7-8	Significant actual and potential negative environmental impacts in the supply chain	Bigger Picture 2015 Sustainability Report: Responsible business – Sustainable procurement, p. 9.		
<b>Environmental grievance mechanisms</b>				
G4-EN34 UNGC 7-8	Number of grievances about environmental impacts	Bigger Picture 2015 Sustainability Report: Environmental stewardship – Operational excellence, p. 15.	This year we began to capture grievances regarding environmental impacts in our Hazard Incident Reporting system, HIRO. Now that this system is in place, we will be in a position to report against this indicator in FY16.	

Social: Labour practices and decent work

GRI G4 / UNGC CoP alignment	Description	Reference/response	Notes	External assurance
G4 DMA UNGC 1-6	Labour practices management approach	<p>Aspects: Employment; Labour/Management Relations; Occupational Health and Safety; Training and Education; Diversity and Equal Opportunity; Equal Remuneration for Women and Men; Supplier Assessment for Labour Practices; Labour Practices Grievance Mechanisms.</p> <p>Materiality of aspects: Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Material topics, p. 11; Our People - Context, p. 3.</p> <p>Management of aspects: Employment and Labour/Management Relations: Bigger Picture 2015 Sustainability Report: Culture and engagement, p. 5; Employment and workplace relations, p. 16; Workforce data, p. 17.</p> <p>Training and awareness: Bigger Picture 2015 Sustainability Report: Responsible business – Ethics, values and governance, Compliance training, p. 6; Our people – Learning and development, p. 7</p> <p>Aspect: Occupational health and safety Bigger Picture 2015 Sustainability Report: Our people – Health and safety, p. 13</p> <p>Aspect: Training and education Culture and engagement, p. 5; Learning and development, p. 7; Career Progression: <a href="http://www.careers.telstra.com/Career-Paths">www.careers.telstra.com/Career-Paths</a></p> <p>Aspects: Diversity and Equal remuneration for women and men Diversity and inclusion, p. 9.</p> <p>Training and awareness: Bigger Picture 2015 Sustainability Report: Responsible business - Ethics, values and governance, Compliance training, p. 6.</p> <p>Aspects: Supplier Assessment for Labour Practices and Labour Practices Grievance Mechanisms</p> <p>Bigger Picture 2015 Sustainability Report: Responsible business – Sustainable procurement, p. 9; Ethics, values and governance, p. 5.</p>		
<b>Employment</b>				
G4 LA1 UNGC 6	Employee turnover	Bigger Picture 2015 Sustainability Report: Our people – Workforce data, p. 17.		
<b>Labour management relations</b>				
G4-LA4 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.		



Social: Labour practices and decent work

GRI G4 / UNGC CoP alignment	Description	Reference/response	Notes	External assurance
<b>Occupational health and safety</b>				
G4-LA6 UNGC 1-2	Rates of injury, disease, lost days, absenteeism and fatalities	Lost days, injury rates, fatalities: Bigger Picture 2015 Sustainability Report: Our people – Health and safety, p. 15. Absenteeism: Bigger Picture 2015 Sustainability Report: Our people – Workforce data, p. 18.	We do not report on rates of disease as this is not material to our operations.	
<b>Training and education</b>				
G4 LA-9	Hours of training per employee	Bigger Picture 2015 Sustainability Report: Our people – Learning and development, p. 7.	We do not track hours, we track dollars invested per employee.	YES
G4-LA10	Programs for skills management and lifelong learning	Bigger Picture 2015 Sustainability Report: Our people – Diversity and inclusion, p. 12; Our people – Learning and development, p. 7.		
G4-LA11	Performance and career development	Bigger Picture 2015 Sustainability Report: Our people – Performance at Telstra, p. 6.		
<b>Diversity and equal opportunity</b>				
G4-LA12 UNGC 1, 6	Composition of governance bodies and breakdown of employees as according to indicators of diversity	Bigger Picture 2015 Sustainability Report: Our people – Diversity and inclusion, p. 9. Board age: Directors Report – Telstra 2015 Annual Report, Board of Directors, p. 35.	Identified groups, apart from female employees are not reported separately. Refer to Glossary for definition.	
<b>Equal remuneration for men and women</b>				
G4-LA13 UNGC 6	Ratio of basic salary of men to women by employee category	We are focused on closing the gender pay equity gap and report on our progress in accordance with the requirements of the Workplace Gender Equality Act 2012: <a href="http://www.telstra.com/diversity">www.telstra.com/diversity</a> Bigger Picture 2015 Sustainability Report: Our People – Diversity and inclusion, p. 9.	Pay equity metrics are reported to the Telstra Board of Directors, but are not disclosed publicly.	
<b>Supplier assessment for labour practices</b>				
G4-LA15 UNGC 1-6	Significant actual and potential negative labour impacts in the supply chain	Bigger Picture 2015 Sustainability Report: Responsible business – Sustainable procurement, p. 9.		
<b>Labour grievance mechanisms</b>				
G4-LA16 UNGC 1-6	Number of grievances about labour practices	Bigger Picture 2015 Sustainability Report: Our people – Discrimination and bullying, p. 14.		YES

## Social: Human rights

GRI G4 / UNGC CoP alignment	Description	Reference/response	Notes	External assurance
G4 DMA UNGC 1–6	Human rights management approach	<p>Aspects: Investment; non–discrimination; freedom of association and collective bargaining; child labour; forced and compulsory labour; Indigenous rights; Assessment; Supplier human rights assessment; Human rights grievance mechanism.</p> <p>Materiality of aspects: Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Material topics, p. 11; Responsible business - Context, p. 3.</p> <p>Management of aspects: Bigger Picture 2015 Sustainability Report: Responsible business - Human rights, p. 7, Sustainable procurement, p. 9 and Ethics, values and governance, p. 5.</p> <p>Sustainable procurement: <a href="http://www.telstra.com/suppliers">www.telstra.com/suppliers</a></p> <p>Training and awareness: Bigger Picture 2015 Sustainability Report: Responsible business – Ethics, values and governance, Compliance training, p. 6.</p>		
<b>Investment</b>				
G4-HR2 UNGC 1–6	Total hours of employee training on policies and procedures concerning aspects of human rights relevant to business operations	Bigger Picture 2015 Sustainability Report: Responsible business– Ethics, values and governance, Compliance training, p. 6.	We do not track hours, we track course completion.	
<b>Non–discrimination</b>				
G4-HR3 UNGC 1, 2, 6	Incidents of discrimination	Bigger Picture 2015 Sustainability Report: Our people – Discrimination and bullying, p. 14.		
<b>Freedom of association and collective bargaining</b>				
G4-HR4 UNGC 1–3	Freedom of association and collective bargaining	Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Stakeholder engagement, p. 9; Our people - Engaging with unions, p. 16, Enterprise agreements, p. 16.		
<b>Child labour</b>				
G4-HR5 UNGC 1, 2, 5	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	Bigger Picture 2015 Sustainability Report: Responsible business – Sustainable procurement, p. 9.		

Social: Human rights

GRI G4 / UNGC CoP alignment	Description	Reference/response	Notes	External assurance
<b>Forced and compulsory labour</b>				
G4-HR6 UNGC 1, 2, 4	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	Bigger Picture 2015 Sustainability Report: Responsible business – Sustainable procurement, p. 9.		
<b>Indigenous rights</b>				
G4-HR8 UNGC 1, 2, 6	Incidents of violations involving rights of indigenous people	In FY15, we have not been able to identify any incidents of violations involving rights of indigenous people.		
<b>Assessment</b>				
G4-HR9 UNGC 1-6	Number of operations that have been subject to human rights reviews or impact assessments	Bigger Picture 2015 Sustainability Report: Responsible business – Committed to responsible business practice, p. 7.		
<b>Supplier human rights assessment</b>				
G4-HR11 UNGC 1-6	Significant actual and potential negative human rights impacts in the supply chain	Bigger Picture 2015 Sustainability Report: Responsible business – Sustainable procurement, p. 9.		
<b>Human rights grievance mechanisms</b>				
G4-HR12 UNGC 1-6	Number of grievances about human rights impacts	To the best of our knowledge, no grievances were raised about human rights impacts via formal grievance mechanisms during the reporting period.		

Social: Society

GRI G4 / UNGC CoP alignment	Description	Reference/response	Notes	External assurance
G4 DMA UNGC 1, 10	Society management approach	Aspect: Local communities; anti-corruption; public policy; society grievance mechanisms; anti-competitive behaviour; compliance; supplier assessment for impacts on society; grievance mechanisms for impacts on society.  Materiality of aspects: Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Material topics, p. 11; Responsible business - Context, p. 3; Connecting communities - Context, p. 3		YES <sup>3</sup>

3. Number of volunteering days; People reached through digital literacy training.

Social: Society

GRI G4 / UNGC CoP alignment	Description	Reference/response	Notes	External assurance
G4 DMA UNGC 1, 10	Society management approach	<p>Management of aspects: Bigger Picture 2015 Sustainability Report: Connecting communities – Context, p. 3; Social and community investment, p. 14, Everyone Connected, p. 5, Disaster relief and recovery, p. 11, Indigenous Australians, p. 7; Sustainability at Telstra - Our approach, p. 7; Responsible business - Sustainable procurement, p. 9; Ethical behaviour, p. 5, Ethics, values and governance, Compliance training, p. 6.</p> <p>Aspect: Public policy: Bigger Picture 2015 Sustainability Report: Responsible business – Ethical behaviour, p. 5.</p>		YES <sup>4</sup>
<b>Local communities</b>				
G4-S01 UNGC 1-2	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 2015 Sustainability Report: Responsible business - Mobile phones, towers and health, p. 11.</p> <p>Telecommunications products and services: Bigger Picture 2015 Sustainability Report: Connecting communities – Everyone Connected p. 5, Disaster relief and recovery, p. 11, Indigenous Australians, p. 7.</p> <p>Examples of feedback and how it is incorporated: Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Stakeholder engagement, p. 9; Connecting communities – Everyone Connected, p. 5; Responsible business - Mobile phones, towers and health, p. 11.</p>		
<b>Anti-corruption</b>				
G4-S03 UNGC 10	Analysis for risk of corruption	Bigger Picture 2015 Sustainability Report: Responsible business – Ethics, values and governance, p. 5.		
G4-S04 UNGC 10	Percentage of employees trained in anti-corruption	Bigger Picture 2015 Sustainability Report: Responsible business - Ethics, values and governance, Compliance training, p. 6.		
<b>Public policy</b>				
G4 S06 UNGC 10	Contributions to political parties or related institutions	Bigger Picture 2015 Sustainability Report: Responsible business – Ethical behaviour, p. 5.		
<b>Anti-competitive behaviour</b>				
G4-S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	Telstra operates in a highly regulated industry and from time to time receives request for information from key regulators who may be investigating a range of matters within their remit including anti-competitive behaviour. There are currently no significant legal actions against Telstra for anti-competitive, anti-trust or monopoly practices.		

4. Number of volunteering days; People reached through digital literacy training.

## Social: Society

GRI G4 / UNGC CoP alignment	Description	Reference/response	Notes	External assurance
<b>Compliance</b>				
G4-S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulation	<p>On 13 November 2014, Telstra received an Infringement Notice for \$102,000 from the ACCC on the basis that the ACCC formed the view it had reasonable grounds to believe that Telstra had contravened section 29(1)(i) of the Australian Consumer Laws in relation to one of our mobiles advertisements. Telstra did not agree that our advertisement contravened section 29(1)(i), however decided to pay this infringement notice rather than disputing the matter in court.</p> <p>On 6 July 2015, Telstra received an infringement notice penalty of \$8,538 for contravention of the Environmental Protection Act 1994 (Qld) as a result of a diesel spill from a fuel tank at a Telstra site in Cape Kimberley that occurred in April 2015. Telstra subsequently undertook clean-up work to remediate the site.</p>		
<b>Supplier assessment for impacts on society</b>				
G4-S010 UNGC 1-10	Significant actual and potential negative society impacts in the supply chain	Bigger Picture 2015 Sustainability Report: Responsible business - Sustainable procurement, p. 9.		
<b>Society grievance mechanisms</b>				
G4-S011 UNGC 1-10	Number of grievances about society impacts	To the best of our knowledge, no grievances were raised about society impacts via formal grievance mechanisms during the reporting period.		

## Social: Product responsibility

GRI G4 / UNGC CoP alignment	Description	Reference/response	Notes	External assurance
G4 DMA UNGC 1,-2, 7-9	Product responsibility management approach	<p>Aspects: Customer health and safety, product and service labelling, marketing communications, customer privacy, compliance.</p> <p>Materiality of aspects: Bigger Picture 2015 Sustainability Report: Sustainability at Telstra – Material topics, p. 11; Responsible business - Context, p. 3.</p> <p>Management of aspects: Bigger Picture 2015 Sustainability Report: Responsible business – Mobile phones, towers and health, p. 11.</p> <p>Information about electromagnetic energy: <a href="http://www.telstra.com/eme">www.telstra.com/eme</a></p> <p>Bigger Picture 2015 Sustainability Report: Customer experience – Managing bill shock, p. 7, Protecting privacy p. 13, Cyber safety, p. 15.</p>		

## Social: Product responsibility

GRI G4 / UNGC CoP alignment	Description	Reference/response	Notes	External assurance
<b>Customer health and safety</b>				
G4-PR1 UNGC 1-2	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Bigger Picture 2015 Sustainability Report: Responsible business - Mobile phones, towers and health, p. 11. Electromagnetic energy: <a href="http://www.telstra.com/eme">www.telstra.com/eme</a>		
G4-PR2 UNGC 1-2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services	No such incidents have been identified for the reporting period.		
<b>Product and service labelling</b>				
G4 PR3	Type of product and service information required by procedures for product and service information and labeling	Safe use of product and service: Bigger Picture 2015 Sustainability Report: Responsible business – Mobile phones, towers and health, p. 11; Customer experience - Managing bill shock, p. 7, Protecting privacy, p. 13, Cyber safety, p. 15.	We do not report the percentage of products covered by and assessed for compliance with such procedures.	
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling	No such incidents have been identified for the reporting period.		
G4-PR5	Customer satisfaction	Bigger Picture 2015 Sustainability Report: Customer experience – Customer advocacy, p. 5.		

## Social: Product responsibility

GRI G4 / UNGC CoP alignment	Description	Reference/response	Notes	External assurance
<b>Marketing communications</b>				
PR-7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications	No such incidents have been identified for the reporting period.		
<b>Customer privacy</b>				
G4-PR8 UNGC 1-2	Number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Bigger Picture 2015 Sustainability Report: Customer experience - Privacy, p. 13.		
<b>Compliance</b>				
G4 PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Telstra has not been prosecuted for or convicted of any significant breaches of laws and regulations. On 13 November 2014, Telstra received an Infringement Notice for \$102,000 from the ACCC on the basis that the ACCC formed the view it had reasonable grounds to believe that Telstra had contravened section 29(1)(i) of the Australian Consumer Laws in relation to one of our mobiles advertisements. Telstra did not agree that our advertisement contravened section 29(1)(i), however decided to pay this infringement notice rather than disputing the matter in court.		