



September 2020

Telstra's Bigger Picture 2020 Sustainability Report

Welcome to the latest edition of Sustainability Matters, which will take you through the key highlights from our [Bigger Picture 2020 Sustainability Report](#).

Our focus for more than 160 years has been to connect Australians to each other and the world using the best technology available. In a year shaped and scarred by the 2019-20 Australian Bushfires and the COVID-19 global pandemic, this has never been more important. This period of extraordinary disruption has caused us – like many organisations – to think deeply about our role and responsibilities in the community. We have been challenged to adapt to find new ways of supporting our customers, people and country through this time of need.

The [Bigger Picture 2020 Sustainability Report](#) details our progress in implementing our [Sustainability Strategy](#) – aimed at helping everyone to thrive in a digital world – and in responding to the [issues that matter most](#) to our stakeholders. We hope you enjoy this year’s report and welcome [your feedback](#) on our approach and performance.



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Responsible business

When considering what it means to be a responsible business in the 2020s, it’s clear that how we do business is just as important as why we do it. Community trust in institutions reached a new low point at the end of the last decade and yet in a short space of time more and more corporates, like Telstra, are standing up on important issues. In doing so, we are demonstrating we understand the expectations upon us, and our responsibility to support the communities in which we operate.

Highlights this year include:

- Helping around 2.6 million customers to stay connected through COVID-19 support packages
- Being the first major Australian company to introduce a paid Epidemic and Pandemic Leave Policy, including for casuals
- Achieving an employee Sustainable Engagement score of 83, up 16 points from FY19



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The digital economy generates social, cultural and economic benefits for Australians, but we know these benefits are not equally shared. Over two and a half million Australians are not online, and many are not able to take full advantage of online services. This year, through both the 2019-20 Australian Bushfires and the COVID-19 pandemic, we have seen first-hand the importance of staying connected. At Telstra, helping keep our customers and

communities connected is our core business. We are focused on supporting those in our community most at risk of digital exclusion and building a connected future so that everyone can thrive.

Highlights this year include:

- Providing digital capability training for 23,000 people
- Deploying 5G within 53 major and regional cities and towns across Australia
- Providing more than \$150 million of value through our social and community investment program

Image: inDigiMOB © First Nations Media Australia



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As Australia's largest telecommunications provider and one of the largest consumers of electricity in the country, it is essential that we identify and manage the risks and harness the opportunities that climate change presents for our business. We have long focused on ensuring our networks are energy efficient, and this year we announced a significant step forward in our climate response. We met our first goal, to become carbon neutral in our operations, in July 2020 and are now working towards enabling renewable energy generation equivalent to 100 per cent of our consumption by 2025, and reducing our absolute emissions by 50 per cent by 2030.

Highlights this year include:

- Being certified as carbon neutral in our operations in July 2020
- Reducing our carbon emissions intensity (tCO₂e/petabyte) by 55%, from a FY17 baseline
- Being one of six Australian companies recognised on the 2019 CDP A List



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