

# BIGGER PICTURE 2012



## GLOBAL REPORTING INITIATIVE AND UNITED NATIONS GLOBAL COMPACT INDEX

### SUSTAINABILITY REPORT 2012

- ✓ Fully reported
- ⊖ Partially reported (only part of the indicator may be relevant or we are working towards fully reporting in the future)
- ✗ Not reported (not relevant, commercially confidential or committed to future reporting)



IT'S HOW  
WE CONNECT

## GLOBAL REPORTING INITIATIVE AND UNITED NATIONS GLOBAL COMPACT COMMUNICATION ON PROGRESS INDEX


Telstra reports with reference to the Global Reporting Initiative (GRI) G3 Guidelines and Telecommunications Sector Supplement (pilot) to a B+ Application Level, and the United Nations Global Compact (UNGC). This Index provides a guide to information located in Telstra's 2012 Annual Review, the Bigger Picture sustainability reporting series, our website, Annual Report and Annual Financial Results where relevant to GRI or UNGC reporting elements and indicators.

- > Strategy and analysis
- > Organisational profile
- > Report parameters
- > Governance, commitments and engagement
- > Economic
- > Environmental
- > Human rights
- > Labour practices and decent work
- > Product responsibility
- > Society
- > Telecommunications specific indicators



## STRATEGY AND ANALYSIS

GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	LEVEL OF REPORTING	REFERENCE / DIRECT RESPONSE
G3 1.1 UNGC Statement of support	Statement from the Chairman and CEO		Message from the Chairman and CEO, p.3 Telstra 2012 Bigger Picture – Our Approach
G3 1.2	Key impacts, risks and opportunities		<p>Key impacts, challenges and opportunities: Context, p. 4 Telstra 2012 Bigger Picture – Our Customers; Context, p. 4 Telstra 2012 Bigger Picture – Our Environment; Context, p. 4 Telstra 2012 Bigger Picture – Our People; Context, p. 4 Telstra 2012 Bigger Picture – Our Community</p> <p>Effect on stakeholders rights: Stakeholder engagement, p. 4 Telstra 2012 Bigger Picture – Our People; Employment and workplace relations, p.14 Telstra 2012 Bigger Picture – Our People</p> <p>Prioritising challenges and opportunities: Sustainability at Telstra – Approach, p. 6 Telstra 2012 Bigger Picture – Our Approach</p> <p>Conclusions on progress and reasons for performance: Context, p. 4 Telstra 2012 Bigger Picture – Our Customers; Context, p. 4 Telstra 2012 Bigger Picture – Our Environment; Context, p. 4 Telstra 2012 Bigger Picture – Our People; Context, p. 4 Telstra 2012 Bigger Picture – Our Community</p> <p>Main process to address performance: Sustainability governance, p.6 Telstra 2012 Bigger Picture – Our Approach</p> <p>Risks and opportunities for the organisation arising from sustainability trends: Context, p. 4 Telstra 2012 Bigger Picture – Our Customers; Context, p. 4 Telstra 2012 Bigger Picture – Our Environment; Context, p. 4 Telstra 2012 Bigger Picture – Our People; Context, p. 4 Telstra 2012 Bigger Picture – Our Community</p>




## STRATEGY AND ANALYSIS

GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	LEVEL OF REPORTING	REFERENCE / DIRECT RESPONSE
G3 1.2 (cont)	Key impacts, risks and opportunities		<p>Prioritising key topics as risks and opportunities: Material sustainability issues, p. 6 Telstra 2012 Bigger Picture – Our Approach</p> <p>Targets and performance against targets: Sustainability scorecard, p. 8 Telstra 2012 Bigger Picture – Our Approach</p> <p>Targets for next year, mid-term objectives and goals: Sustainability scorecard, p. 8 Telstra 2012 Bigger Picture – Our Approach</p> <p>Governance mechanisms to manage risks and opportunities: Sustainability governance, p. 6 Telstra 2012 Bigger Picture – Our Approach</p>







## ORGANISATIONAL PROFILE

GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	LEVEL OF REPORTING	REFERENCE / DIRECT RESPONSE
G3 2.1	Name of organisation		Telstra Corporation Limited
G3 2.2	Primary brands, products and services		Our Company – Fast Facts <a href="http://www.telstra.com.au/abouttelstra/company-overview/fast-facts/">http://www.telstra.com.au/abouttelstra/company-overview/fast-facts/</a>
G3 2.3	Operational structure of the organisation		Business units <a href="http://www.telstra.com.au/abouttelstra/company-overview/business-units/index.htm">http://www.telstra.com.au/abouttelstra/company-overview/business-units/index.htm</a>
G3 2.4	Location of organisation's headquarters		Telstra's principal Australian office is located at 242 Exhibition Street, Melbourne
G3 2.5	Countries of operation		<p>Geographic locations: Our Company – Fast Facts: Telstra Global <a href="http://www.telstra.com.au/abouttelstra/company-overview/fast-facts/">http://www.telstra.com.au/abouttelstra/company-overview/fast-facts/</a></p> <p>Significant operations: Performance, p. 15 Telstra 2012 Bigger Picture – Our People</p>
G3 2.6	Nature of ownership and legal form		<p>Telstra Corporation Limited is a publicly listed Australian company</p> <p>Additional information: History <a href="http://www.telstra.com.au/abouttelstra/company-overview/history/">http://www.telstra.com.au/abouttelstra/company-overview/history/</a></p>
G3 2.7	Markets served		<p>Geographic breakdown: Our Company – Fast Facts <a href="http://www.telstra.com.au/abouttelstra/company-overview/fast-facts/">http://www.telstra.com.au/abouttelstra/company-overview/fast-facts/</a></p> <p>Customers and sectors: Operating segments, pp. 26-27 and Products and Services p. 31 Telstra Corporation Limited Financial Results for the Year ended 30 June 2012</p>

## ORGANISATIONAL PROFILE

GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	LEVEL OF REPORTING	REFERENCE / DIRECT RESPONSE
G3 2.8	Scale		<p>By net sales: Summary financial results, p. 1 Telstra Corporation Limited Financial highlights for the Year ended 30 June 2012 (released as part of the Financial Results for the Year ended 30 June 2012)</p> <p>By debt and equity: Summary financial results, p. 1 Telstra Corporation Limited Financial highlights for the Year ended 30 June 2012 (released as part of the Financial Results for the Year ended 30 June 2012)</p> <p>By products/services provided: Our Company – Fast Facts <a href="http://www.telstra.com.au/abouttelstra/company-overview/fast-facts/">http://www.telstra.com.au/abouttelstra/company-overview/fast-facts/</a></p> <p>By number of employees: Workforce profile, p. 14 Telstra 2012 Bigger Picture – Our People</p>
G3 2.9	Significant changes		Segment information, pp. 26-27 Telstra Corporation Limited Financial Results for the Year ended 30 June 2012
G3 2.10	Awards received		Awards <a href="http://www.telstra.com.au/abouttelstra/company-overview/awards/">http://www.telstra.com.au/abouttelstra/company-overview/awards/</a>

## REPORT PARAMETERS

GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	LEVEL OF REPORTING	REFERENCE / DIRECT RESPONSE
REPORT PARAMETERS			
G3 3.1	Reporting period		2011/12 financial year
G3 3.2	Date of most recent previous report		2010/11 financial year; released in December 2011
G3 3.3	Reporting cycle		Annual
G3 3.4	Contact point		Natalie Falzon, Chief Sustainability Office at <a href="mailto:sustainability@team.telstra.com">sustainability@team.telstra.com</a>
REPORT SCOPE AND BOUNDARY			
G3 3.5	Defining report content		<p>Defining content including determining materiality, prioritising topics and application of GRI G3 guidance: Material sustainability issues, p. 6 Telstra 2012 Bigger Picture – Our Approach; Reporting frameworks, inside back cover Telstra 2012 Bigger Picture – Our Approach</p> <p>Report audience: About our sustainability reporting, inside front cover Telstra 2012 Bigger Picture – Our Approach</p>
G3 3.6	Boundary of the report		Scope, inside cover Telstra 2012 Bigger Picture – Our Approach

## REPORT PARAMETERS



GRI G3 / UNGC  
COP ALIGNMENT

DESCRIPTION

LEVEL OF  
REPORTING

REFERENCE / DIRECT RESPONSE







### REPORT SCOPE AND BOUNDARY

GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	LEVEL OF REPORTING	REFERENCE / DIRECT RESPONSE
G3 3.7	Limitations on the scope/ boundary		Scope, inside cover Telstra 2012 Bigger Picture – Our Approach
G3 3.8	Reporting on joint ventures and other entities		Reporting scope has not significantly changed from previous years. Performance information for Sensis, a wholly owned Australian based entity, is progressively being incorporated to reflect the ownership changes initiated during the year.  It has been clearly noted where Sensis performance information has been included throughout the Telstra 2012 Bigger Picture sustainability reporting series.
G3 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 Telstra 2012 Bigger Picture sustainability reporting series.  A summary is also provided in Glossary – see Reports, Links & Downloads at <a href="http://www.telstra.com.au/sustainability">http://www.telstra.com.au/sustainability</a>
G3 3.10	Re-statements		Employment and workplace relations, Performance, p. 14 Telstra 2012 Bigger Picture – Our People
G3 3.11	Significant changes from previous report		Reporting scope, boundary and measurement techniques have not significantly changed from previous years. Performance information for Sensis, a wholly owned Australian based entity, is progressively being incorporated to reflect the ownership changes initiated during the year.  It has been clearly noted where Sensis performance information has been included throughout the Telstra 2012 Bigger Picture sustainability reporting series.
G3 3.12	Location of the Standard Disclosures		This document. Available to download at Reports, Links & Downloads <a href="http://www.telstra.com.au/sustainability">http://www.telstra.com.au/sustainability</a>
G3 3.13	External assurance of Report– current policy and practice		Assurance, inside back cover Telstra 2012 Bigger Picture – Our Approach. Assurance statements available to download at Reports, Links & Downloads <a href="http://www.telstra.com.au/sustainability">http://www.telstra.com.au/sustainability</a>

## GOVERNANCE, COMMITMENTS AND ENGAGEMENT

GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION GOVERNANCE	LEVEL OF REPORTING	REFERENCE / DIRECT RESPONSE
G3 4.1 UNGC 1-10 Actions	Governance structure		<p>Board structure and committees including description of mandate, composition and responsibility for economic, social and/or environmental performance: Corporate governance <a href="http://www.telstra.com.au/abouttelstra/company-overview/governance/">http://www.telstra.com.au/abouttelstra/company-overview/governance/</a></p> <p>Additional information on the Audit Committee's environmental responsibilities: Context, p. 4 Telstra 2012 Bigger Picture – Our Environment</p>
G3 4.2 UNGC 1-10 Actions	Chair of the highest governance body		<p>Role of the Chairman <a href="http://www.telstra.com.au/abouttelstra/company-overview/governance/directors/#role-of-the-chairman">http://www.telstra.com.au/abouttelstra/company-overview/governance/directors/#role-of-the-chairman</a></p> <p>Additional information: Chair of the board <a href="http://www.telstra.com.au/abouttelstra/company-overview/executives-directors/#catherine-b-livingstone">http://www.telstra.com.au/abouttelstra/company-overview/executives-directors/#catherine-b-livingstone</a></p>
G3 4.3 UNGC 1-10 Actions	State the number of members of the highest governance body that are independent and/or non-executive members.		<p>Independent directors: Board of directors <a href="http://www.telstra.com.au/abouttelstra/company-overview/governance/directors/">http://www.telstra.com.au/abouttelstra/company-overview/governance/directors/</a></p> <p>Additional information: Director independence <a href="http://www.telstra.com.au/abouttelstra/company-overview/governance/directors/#director-independence">http://www.telstra.com.au/abouttelstra/company-overview/governance/directors/#director-independence</a></p>
G3 4.4 UNGC 1-10 Actions	Mechanisms for shareholders and employees to provide recommendations or direction to the Board		<p>Shareholders: See 'Shareholder Communications' and 'Voting Rights' in the Corporate Governance Statement of Telstra 2012 Annual Report. At the Annual General Meeting (AGM), held once each calendar year, shareholder resolutions are tabled and voted on by shareholders or their appointed proxy. Details of Telstra's next AGM can be found at: <a href="http://www.telstra.com.au/abouttelstra/investor/my-shareholding/annual-general-meeting/">http://www.telstra.com.au/abouttelstra/investor/my-shareholding/annual-general-meeting/</a>. Sustainability topics raised at 2011 AGM: National Broadband Network (NBN) see <a href="http://www.telstra.com.au/abouttelstra/investor/my-shareholding/annual-general-meeting/index.htm">http://www.telstra.com.au/abouttelstra/investor/my-shareholding/annual-general-meeting/index.htm</a></p> <p>Employees: CEO Blog <a href="http://exchange.telstra.com.au/author/david-thodey/">http://exchange.telstra.com.au/author/david-thodey/</a> (mechanism); Stakeholder engagement – Progress, p. 12 Telstra 2012 Bigger Picture – Our Approach (mechanism); Stakeholder engagement, p. 4 Telstra 2012 Bigger Picture – Our People (working relationships with formal representation bodies). Sustainability topics raised: employee rights and working arrangements see Stakeholder engagement, p. 4 Telstra 2012 Bigger Picture – Our People; diversity, customer service, digital inclusion see CEO Blog <a href="http://exchange.telstra.com.au/author/david-thodey/">http://exchange.telstra.com.au/author/david-thodey/</a></p>

## GOVERNANCE, COMMITMENTS AND ENGAGEMENT

GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	LEVEL OF REPORTING	REFERENCE / DIRECT RESPONSE
<b>GOVERNANCE</b>			
G3 4.5 UNGC 1-10 Actions	Link between compensation and company performance		Remuneration Report pp. 12-23 Telstra Corporation Limited Financial Results for the Year ended 30 June 2012  Additional information: Remuneration Committee Charter <a href="http://www.telstra.com.au/abouttelstra/download/document/remuneration-charter.pdf">http://www.telstra.com.au/abouttelstra/download/document/remuneration-charter.pdf</a>
G3 4.6 UNGC 1-10 Actions	Avoidance of conflicts of interest		Declaration of interests <a href="http://www.telstra.com.au/abouttelstra/company-overview/governance/directors/#declaration-of-interests">http://www.telstra.com.au/abouttelstra/company-overview/governance/directors/#declaration-of-interests</a>
G3 4.7 UNGC 1-10 Actions	Expertise of governance body (for guiding the organisation's strategy on economic, environmental, and social topics)		Sustainability governance, p. 6 Telstra 2012 Bigger Picture – Our Approach. All members of the Telstra Group Executive Leadership Team and the Chief Sustainability Officer are represented on the Council to ensure the appropriate breadth of qualifications, expertise and knowledge of the business in our highest governing body that guides strategy on sustainability topics.
G3 4.8 UNGC 1-10 Actions	Mission and value statements		Values, Code of Conduct and Business Principles: <a href="http://www.telstra.com.au/abouttelstra/download/document/telstra-group-code-of-conduct-and-business-principles.pdf">http://www.telstra.com.au/abouttelstra/download/document/telstra-group-code-of-conduct-and-business-principles.pdf</a>  Level of implementation: Ethics, values and governance – Company documents and policies, p. 9 Telstra 2012 Bigger Picture – Our Approach
G3 4.9 UNGC 1-10 Actions	Procedures for the highest governing body overseeing identification and management of economic, environmental and social performance		See 'Sustainability' in the Corporate Governance Statement of the Telstra 2012 Annual Report See 'Audit Committee' in the Corporate Governance Statement of the Telstra 2012 Annual Report See 'Legal and Regulatory Compliance' in the Corporate Governance Statement of the Telstra 2012 Annual Report See 'Diversity and inclusion' in the Corporate Governance Statement of the Telstra 2012 Annual Report
G3 4.10 UNGC 1-10 Actions	Evaluating the performance		Performance evaluation overview <a href="http://www.telstra.com.au/abouttelstra/company-overview/governance/directors/#performance-evaluation">http://www.telstra.com.au/abouttelstra/company-overview/governance/directors/#performance-evaluation</a> ; Executive Director Remuneration, pp. 12-23 Remuneration Report Telstra Corporation Limited Financial Results for the Year ended 30 June 2012; Non-executive Director Remuneration, pp. 12-23 Remuneration Report Telstra Corporation Limited Financial Results for the Year ended 30 June 2012

## GOVERNANCE, COMMITMENTS AND ENGAGEMENT

GRI G3 / UNGC  
COP ALIGNMENT

DESCRIPTION

LEVEL OF  
REPORTING

REFERENCE / DIRECT RESPONSE

### COMMITMENTS

G3 4.11 UNCG 7	Precautionary approach		Telstra has a precautionary approach to environmental management. See Context p. 4, Telstra 2012 Bigger Picture – Our Environment. This approach is also embedded in Telstra’s Environment Policy (see <a href="http://www.telstra.com/sustainability/Reports, Links &amp; Downloads">www.telstra.com/sustainability/Reports, Links &amp; Downloads</a> ) and Business Principles (see Principle 20 <a href="http://www.telstra.com.au/abouttelstra/download/document/telstra-group-code-of-conduct-and-business-principles.pdf">http://www.telstra.com.au/abouttelstra/download/document/telstra-group-code-of-conduct-and-business-principles.pdf</a> )
G3 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 including date of adoption: Voluntary sustainability initiatives, inside cover Telstra 2012 Bigger Picture – Our Approach</p> <p>Development and governance of initiatives: Sustainability governance, p. 6 Telstra 2012 Bigger Picture – Our Approach</p> <p>Operations where applied: Scope, inside cover Telstra 2012 Bigger Picture – Our Approach</p>
G3 4.13	Memberships in associations and advocacy organisations		<p>Where positions in governance bodies are held: Prime Minister’s Expert Panel on Constitutional Recognition of Aboriginal and Torres Strait Islander Peoples.</p> <p>Where we participate in projects or committees: United Nations Global Compact Network Australia and New Zealand; London Benchmarking Group Australia and New Zealand; Federal Government Consultative Working Group (CWG) to improve cyber-safety; Northern Territory Indigenous Economic Development Taskforce; Technical Working Group ICT Sector Supplement World Business Council for Sustainable Development / World Resources Institute Greenhouse Gas Protocol.</p> <p>Telstra does not provide substantive funding beyond routine membership dues to associations or advocacy organisations.</p> <p>Strategic membership: United Nations Global Compact</p> <p>Additional information: Industry memberships, Stakeholder engagement – Progress, p. 12 Telstra 2012 Bigger Picture – Our Approach</p>

### ENGAGEMENT

G3 4.14	List of stakeholder groups engaged by the organisation		Stakeholder engagement – Progress, pp. 12-14 Telstra 2012 Bigger Picture – Our Approach.
G3 4.15	Basis for identification and selection of stakeholders with whom to engage		Stakeholder engagement – Approach, p. 12 Telstra 2012 Bigger Picture – Our Approach.



## GOVERNANCE, COMMITMENTS AND ENGAGEMENT

GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	LEVEL OF REPORTING	REFERENCE / DIRECT RESPONSE
ENGAGEMENT			
G3 4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group		<p>Approach and overview of frequency of engagement by type and group: Stakeholder engagement – Progress, p. 12 Telstra 2012 Bigger Picture – Our Approach.</p> <p>Further information on stakeholder engagement undertaken in reporting year on material sustainability issues with key stakeholders: Stakeholder engagement, p. 4 Telstra 2012 Bigger Picture – Our People; Public policy and stakeholder engagement p. 4 Telstra 2012 Bigger Picture – Our Customers; Public policy and stakeholder engagement p. 4 Telstra 2012 Bigger Picture – Our Community; Industry standards and stakeholder engagement, p. 5 Telstra 2012 Bigger Picture – Our Environment</p> <p>Shareholder engagement: See ‘Shareholder Communications’ in the Corporate Governance Statement of the Telstra 2012 Annual Report; and annual general meetings <a href="http://www.telstra.com.au/abouttelstra/investor/my-shareholding/annual-general-meeting/">http://www.telstra.com.au/abouttelstra/investor/my-shareholding/annual-general-meeting/</a>.</p> <p>Engagement not specifically undertaken as part of report preparation; however results of engagement are used to inform the identification of our material sustainability issues for reporting and managing performance. See Material sustainability issues, p. 6 Telstra 2012 Bigger Picture – Our Approach.</p>
G3 4.17 UNGC 3 Actions	Key topics and concerns of stakeholders, and response		<p>Summary: Stakeholder engagement, p. 4 Telstra 2012 Bigger Picture – Our Approach</p> <p>Employees and unions: Stakeholder engagement, p. 4 Telstra 2012 Bigger Picture – Our People; Employee engagement, p. 5 Telstra 2012 Bigger Picture – Our People, Industry standards and stakeholder engagement, p. 5 Telstra 2012 Bigger Picture – Our Environment</p> <p>Customers and government: Public policy and stakeholder engagement, pp. 4-5 Telstra 2012 Bigger Picture – Our Customers; Privacy - Progress, pp.14-15 Telstra 2012 Bigger Picture – Our Customers; Customer experience, pp. 6-7 Telstra 2012 Bigger Picture – Our Customers</p> <p>Community: Public policy and stakeholder engagement, p. 4 Telstra 2012 Bigger Picture – Our Community; Community consultation for base station location, p. 16 Telstra 2012 Bigger Picture – Our Customers</p> <p>Shareholders and investors: <a href="http://www.telstra.com.au/abouttelstra/investor/my-shareholding/annual-general-meeting/index.htm">http://www.telstra.com.au/abouttelstra/investor/my-shareholding/annual-general-meeting/index.htm</a></p>






## ECONOMIC

GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	LEVEL OF REPORTING	REFERENCE / DIRECT RESPONSE
G3 DMA	Economic management approach		Aspect: economic performance; indirect economic impacts  Financial highlights pp. 1-9, Telstra Corporation Limited Financial Results for the Year ended 30 June 2012
<b>ECONOMIC PERFORMANCE</b>			
G3 EC1	Direct economic value generated and distributed		Revenues: Results of operations & Revenue, pp. 10 & 13 Telstra Corporation Limited Financial Results for the Year ended 30 June 2012  Operating costs: Results of operations & Expenses, pp. 10 & 14 Telstra Corporation Limited Financial Results for the Year ended 30 June 2012  Employee wages and benefits: Results of operations & Expenses, pp. 10 & 13 Telstra Corporation Limited Financial Results for the Year ended 30 June 2012  Payments to providers of capital: Expenses, p. 13 Telstra Corporation Limited Financial Results for the Year ended 30 June 2012  Payments to governments: Results of operations, p. 10 Telstra Corporation Limited Financial Results for the Year ended 30 June 2012  Community investments: Social and community investment – Performance, pp. 10-12 Telstra 2012 Bigger Picture – Our Community.  Economic value retained can be calculated as revenue minus the remaining items listed.
G3 EC2	Financial implications for climate change		Download Telstra 2011 Carbon Disclosure Project submission at <a href="https://www.cdproject.net/en-US/Results/Pages/overview.aspx">https://www.cdproject.net/en-US/Results/Pages/overview.aspx</a>
G3 EC3	Pension plan obligations		Notes to the Financial Statements - Summary of significant accounting policies, estimates, assumptions and judgements: 2.20 Post-employment benefits, p. 18 Telstra Corporation Limited Financial Results for the Year ended 30 June 2012
G3 EC4	Financial assistance from government		Telstra does not receive government assistance.
<b>INDIRECT ECONOMIC IMPACTS</b>			
G3 EC8	Development and impact of infrastructure investments		Rural and Regional Action Plan – Public policy and stakeholder engagement, p. 4 Telstra 2012 Bigger Picture – Our Customers; Rural and regional communities, Everyone Connected Customers – Progress, p. 11 Telstra 2012 Bigger Picture – Our Customers (investments are commercial)

## ENVIRONMENT

GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	LEVEL OF REPORTING	REFERENCE / DIRECT RESPONSE
G3 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: Sustainability scorecard, p. 8 Telstra 2012 Bigger Picture – Our Approach</p> <p>Policy, responsibility, monitoring and follow-up, additional contextual information: Context, p. 4 Telstra 2012 Bigger Picture – Our Environment; Energy use and carbon emissions – Approach and Progress, pp. 6-7 Telstra 2012 Bigger Picture – Our Environment, Waste and resource use – Approach and Progress, p. 11 Telstra 2012 Bigger Picture – Our Environment</p> <p>Training and awareness: Industry standards and stakeholder engagement, p. 5 Telstra 2012 Bigger Picture – Our Environment</p>



### ENERGY

G3 EN3 UNGC 8 Outcomes	Direct energy consumption by primary source		Energy use and carbon emissions - Performance, p. 9 Telstra 2012 Bigger Picture – Our Environment
G3 EN4 UNGC CoP 8 Outcomes	Indirect energy consumption by primary source		Energy use and carbon emissions - Performance, p. 9 Telstra 2012 Bigger Picture – Our Environment
G3 EN5 UNGC 8 & 9 Outcomes	Energy saved due to conservation and efficiency improvements		Energy use and carbon emissions - Performance, p. 9 Telstra 2012 Bigger Picture – Our Environment
G3 EN6 UNGC 8 & 9 Actions and Outcomes	Initiatives to provide energy-efficient or renewable energy based products and services		<p>Initiatives: Energy use and carbon emissions – Progress, pp. 6-7 Telstra 2012 Bigger Picture – Our Environment</p> <p>Quantified reductions: Energy use and carbon emissions – Performance, pp. 7 &amp; 9 Telstra 2012 Bigger Picture – Our Environment</p>
G3 EN7 UNGC 8 & 9 Actions and Outcomes	Initiatives to reduce indirect energy consumption		<p>Initiatives: Energy use and carbon emissions – Progress, p. 6-7 Telstra 2012 Bigger Picture – Our Environment</p> <p>Quantified reductions: Energy use and carbon emissions – Performance, p. 9 Telstra 2012 Bigger Picture – Our Environment</p> <p>Calculation methodology: Glossary p. 2</p>





### WATER

G3 EN8 UNGC 8 Outcomes	Total water withdrawal by source		Waste and resource use – Performance, p. 13 Telstra 2012 Bigger Picture – Our Environment. Telstra's primary water source is provided through water utilities.
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## ENVIRONMENT

GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	LEVEL OF REPORTING	REFERENCE / DIRECT RESPONSE
<b>EMISSIONS, EFFLUENTS AND WASTE</b>			
G3 EN16 UNGC 8 Outcomes	Greenhouse gas emissions		Energy use and carbon emissions - Performance, pp. 7-8 Telstra 2012 Bigger Picture - Our Environment  Standard used: as set out in the National Greenhouse and Energy Reporting Act 2007
G3 EN17 UNGC 8 Outcomes	Indirect greenhouse gas emissions by weight		Energy use and carbon emissions - Performance, pp. 7-8 Telstra 2012 Bigger Picture - Our Environment
G3 EN18 UNGC 7,8 & 9 Actions and Outcomes	Initiatives to reduce greenhouse gas emissions (additional)		Initiatives: Energy use and carbon emissions - Progress, pp. 6-7 Telstra 2012 Bigger Picture - Our Environment  Quantified reductions: Energy use and carbon emissions - Performance, p. 7 Telstra 2012 Bigger Picture - Our Environment
<b>COMPLIANCE</b>			
G3 EN26 UNGC 7,8 & 9 Actions and Outcomes	Initiatives to mitigate environmental impacts		Material use: Waste and resource use - Progress, p. 11 Telstra 2012 Bigger Picture - Our Environment. Water use: Waste and resource use - Progress, p. 11 Telstra 2012 Bigger Picture - Our Environment  Emissions: Energy use and carbon emissions - Progress, pp. 6-7 Telstra 2012 Bigger Picture - Our Environment  Waste: Waste and resource use - Performance, pp. 12-13 Telstra 2012 Bigger Picture - Our Environment  Effluent and noise initiatives are not reported
G3 EN28 UNGC 8 Outcomes	Non-compliance with environmental laws and regulations		Context, p. 4 Telstra 2012 Bigger Picture - Our Environment
<b>SUPPLY CHAIN</b>			
UNGC 8 & 9 Actions	Initiatives in the supply chain to promote environmental responsibility	N/A	Sustainable procurement, p. 15 Telstra 2012 Bigger Picture - Our Approach








## HUMAN RIGHTS


GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	LEVEL OF REPORTING	REFERENCE / DIRECT RESPONSE
G3 DMA UNGC 1-6 Assessment, Policy, Goals and Actions	Human rights management approach		Aspects: Investment and procurement practices; non-discrimination; freedom of association  Goals and performance, policy, responsibility, monitoring and follow-up, additional contextual information: Human rights, p. 11 Telstra 2012 Bigger Picture – Our Approach; Supply Chain Standards see Reports, Links & Downloads <a href="http://www.telstra.com.au/sustainability">http://www.telstra.com.au/sustainability</a>  Training and awareness: Ethics, values and governance – Compliance training, p. 9 Telstra 2012 Bigger Picture – Our Approach
<b>INVESTMENT AND PROCUREMENT PRACTICES</b>			
G3 HR3 UNGC 1-6 Outcomes	Total hours of employee training on policies and procedures concerning aspects of human rights relevant to business operations		Ethics, values and governance – Progress: Compliance training, p. 9 Telstra 2012 Bigger Picture – Our Approach  We do not track hours, we track course completion.
<b>NON-DISCRIMINATION</b>			
G3 HR4 UNGC 1, 2 & 6 Actions & Outcomes	Incidents of discrimination		Diversity and inclusion – Performance, p. 9 Telstra 2012 Bigger Picture – Our People
<b>FREEDOM OF ASSOCIATION</b>			
G3 HR5	Freedom of association and collective bargaining		Initiatives undertaken: Stakeholder engagement, p. 4 Telstra 2012 Bigger Picture – Our People; Employment and workplace relations – Progress, p. 14 Telstra 2012 Bigger Picture – Our People. We have not reported on at risk countries.

## LABOUR PRACTICES AND DECENT WORK

GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	LEVEL OF REPORTING	REFERENCE / DIRECT RESPONSE
<p>G3 DMA UNGC 1, 3 &amp; 6 Assessment, Policy, Goals and Actions</p>	<p>Labour practices management approach</p>		<p>Aspects: Employment; labour/management relations</p> <p>Goals, performance, policy, responsibility, monitoring and follow-up, and additional contextual information: Context, p. 4 Telstra 2012 Bigger Picture – Our People; Stakeholder engagement, p. 4 Telstra 2012 Bigger Picture – Our People; Employment and workplace relations, p. 14 Telstra 2012 Bigger Picture – Our People</p> <p>Training and awareness: Ethics, values and governance – Compliance training, p. 9 Telstra 2012 Bigger Picture – Our Approach</p> <p>Aspect: Occupational health and safety</p> <p>Goals, performance, policy, responsibility, monitoring and follow-up, training and awareness, and additional contextual information: Health, safety and wellbeing, pp. 10-11 Telstra 2012 Bigger Picture – Our People; Wellbeing <a href="http://careers.telstra.com/Why-work-here/Health---Wellbeing.aspx">http://careers.telstra.com/Why-work-here/Health---Wellbeing.aspx</a></p> <p>Aspect: Training and education</p> <p>Goals, performance, policy, responsibility, monitoring and follow-up, training and awareness, and additional contextual information: Context, p. 4 Telstra 2012 Bigger Picture – Our People; Culture and engagement, pp. 5-6 Telstra 2012 Bigger Picture – Our People; Learning and development <a href="http://careers.telstra.com/Why-work-here/Learning---Development.aspx">http://careers.telstra.com/Why-work-here/Learning---Development.aspx</a>; Career Progression <a href="http://careers.telstra.com/Why-work-here/Career-Progression.aspx">http://careers.telstra.com/Why-work-here/Career-Progression.aspx</a></p> <p>Aspects: Diversity</p> <p>Goals, performance, policy, responsibility, monitoring and follow-up, and additional contextual information: Context, p. 4 Telstra 2012 Bigger Picture – Our People; Diversity and inclusion, pp. 7-9 Telstra 2012 Bigger Picture – Our People</p> <p>Training and awareness: Ethics, values and governance – Compliance training, p. 9 Telstra 2012 Bigger Picture – Our Approach</p>

## LABOUR PRACTICES AND DECENT WORK

GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	LEVEL OF REPORTING	REFERENCE / DIRECT RESPONSE
<b>EMPLOYMENT</b>			
G3 LA1	Breakdown of employment type		Employment and workplace relations – Performance, pp. 14-16 Telstra 2012 Bigger Picture – Our People
G3 LA2 UNGC 6 Outcomes	Employee turnover		Employment and workplace relations – Performance, pp. 16-17 Telstra 2012 Bigger Picture – Our People
<b>LABOUR MANAGEMENT RELATIONS</b>			
G3 LA4 UNGC 1 & 3 Outcomes	Collective bargaining		Employment and workplace relations – Performance, pp. 14-17 Telstra 2012 Bigger Picture – Our People
<b>OCCUPATIONAL HEALTH AND SAFETY</b>			
G3 LA7 UNGC 1 Outcomes	Rates of injury and lost time		<p>Lost days, injury rates, fatalities: Health, safety and wellbeing – Progress and Performance, pp. 10-11 Telstra 2012 Bigger Picture – Our People</p> <p>Absentee rate: We track average unplanned leave. Average unplanned leave is calculated as the total number of unplanned leave days taken in the year by all eligible employees divided by the count of eligible employees at the end of the year. Unplanned leave includes compensation leave, leave without pay &lt; 3 days and sick leave for all eligible employees. As at June 30, 2012 this was 9.0.</p> <p>Contractor information is not reported.</p>
G3 LA8 UNGC 1 Actions	Health and safety programmes		<p>Health, safety and wellbeing – Progress, pp. 10-11 Telstra 2012 Bigger Picture – Our People; Wellbeing <a href="http://careers.telstra.com/Why-work-here/Health--Wellbeing.aspx">http://careers.telstra.com/Why-work-here/Health--Wellbeing.aspx</a></p> <p>Workers at risk are not reported.</p>
<b>TRAINING AND EDUCATION</b>			
G3 LA10	Hours of training per employee		<p>Culture and engagement – Progress, p. 5 Telstra 2012 Bigger Picture – Our People</p> <p>We do not track hours, we track dollars invested per employee.</p>
G3 LA12	Performance and career development		All our people (i.e. 100%), regardless of gender or position in the company, 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 midyear and annual review cycle, although the frequency and approach taken will vary.



GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	LEVEL OF REPORTING	REFERENCE / DIRECT RESPONSE
	<b>DIVERSITY AND EQUAL OPPORTUNITY</b>		
G3 LA13 UNGC 1 & 6 Outcomes	Employees according to diversity		<p>Gender: Diversity and inclusion – Performance, p. 9 Telstra 2012 Bigger Picture – Our People</p> <p>Age groups: Employment and Workplace Relations – Performance, p. 15 Telstra 2012 Bigger Picture – Our People</p> <p>Board age: Directors Report – Directors Profiles, p. 6 Telstra Corporation Limited Financial Results for the Year ended 30 June 2012</p> <p>Minority groups not reported.</p>

## PRODUCT RESPONSIBILITY


GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	LEVEL OF REPORTING	REFERENCE / DIRECT RESPONSE
	<b>CUSTOMER HEALTH AND SAFETY</b>		
G3 DMA UNGC 1 & 8 Actions	Product responsibility management approach		<p>Aspect: Customer health and safety</p> <p>Electromagnetic energy and base station location, p. 16 Telstra 2012 Bigger Picture – Our Customers; Electromagnetic energy <a href="http://www.telstra.com.au/abouttelstra/advice/eme">http://www.telstra.com.au/abouttelstra/advice/eme</a></p> <p>Aspect: Marketing communications</p> <p>Customer experience - Responsible marketing and customer communications, p. 7 Telstra 2012 Bigger Picture – Our Customers; Privacy protection – Online behavioural advertising, p. 15 Telstra 2012 Bigger Picture – Our Customers; Privacy at Telstra, see policy at: <a href="http://telstra.com.au/privacy/privacy-at-telstra">http://telstra.com.au/privacy/privacy-at-telstra</a></p> <p>Aspect: Customer privacy</p> <p>Privacy, pp. 14-15 Telstra 2012 Bigger Picture – Our Customers; Privacy at Telstra <a href="http://telstra.com.au/privacy/privacy-at-telstra">http://telstra.com.au/privacy/privacy-at-telstra</a></p>
G3 PR1 UNGC 1 Outcomes	Health and safety impacts across life cycle of products/ services		<p>From development to use and percentage coverage: Electromagnetic energy and base station location – Approach and Progress, p. 16 Telstra 2012 Bigger Picture – Our Customers; Electromagnetic energy <a href="http://www.telstra.com.au/abouttelstra/advice/eme">http://www.telstra.com.au/abouttelstra/advice/eme</a></p> <p>Disposal: Waste and resource use – Approach and Progress, p. 11 Telstra 2012 Bigger Picture – Our Environment</p>








## PRODUCT RESPONSIBILITY

GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	LEVEL OF REPORTING	REFERENCE / DIRECT RESPONSE
<b>PRODUCT AND SERVICE LABELLING</b>			
G3 PR5	Customer satisfaction		Customer experience, pp. x-x Telstra 2012 Bigger Picture – Our Customers Service and satisfaction <a href="http://www.telstra.com.au/abouttelstra/commitments/">http://www.telstra.com.au/abouttelstra/commitments/</a>  We do not attach value to reporting on a regional basis.
<b>CUSTOMER PRIVACY</b>			
G3 PR8 UNGC 1 Outcomes	Customer data protection		Privacy – Progress and Performance, pp. 14-15 Telstra 2012 Bigger Picture – Our Customers.

## SOCIETY

GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	LEVEL OF REPORTING	REFERENCE / DIRECT RESPONSE
G3 DMA UNGC 10 Assessment, Policy, Goals and Actions	Society management approach		Aspect: Community  Context, p. 4 Telstra 2012 Bigger Picture – Our Community; Social and community investment, pp. 10-12 Telstra 2012 Bigger Picture – Our Community; Everyone Connected Communities, pp. 6-7 Telstra 2012 Bigger Picture – Our Community; Disaster relief and recovery, p. 9 Telstra 2012 Bigger Picture – Our Community; Reconciliation Action, p. 8 Telstra 2012 Bigger Picture – Our Community; Sustainability at Telstra, p. 6 Telstra 2012 Bigger Picture – Our Approach; Sustainable procurement, p. 15 Telstra 2012 Bigger Picture – Our Approach  Aspect: Corruption  Anti-bribery and anti-corruption – Progress, p. 10 Telstra 2012 Bigger Picture – Our Approach; Ethics, values and governance – Compliance training, p. 9 Telstra 2012 Bigger Picture – Our Approach  Aspect: Public policy  <a href="http://www.telstra.com.au/abouttelstra/company-overview/governance/principles/#political-and-other-donations">http://www.telstra.com.au/abouttelstra/company-overview/governance/principles/#political-and-other-donations</a>

## SOCIETY

GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	LEVEL OF REPORTING	REFERENCE / DIRECT RESPONSE
<b>COMMUNITY</b>			
G3 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: Electromagnetic energy and base station location, p. 16 Telstra 2012 Bigger Picture – Our Customers</p> <p>Telecommunications products and services: Everyone Connected Customers, pp. 9-11 Telstra 2012 Bigger Picture – Our Customers; Everyone Connected Communities, p. 6-7 Telstra 2012 Bigger Picture – Our Community; Disaster relief and recovery, p. 9 Telstra 2012 Bigger Picture – Our Community</p> <p>Indigenous communities: Reconciliation Action, p. 8 Telstra 2012 Bigger Picture – Our Community</p> <p>Examples of feedback and how it is incorporated: Public policy and stakeholder engagement, pp. 4-5 Telstra 2012 Bigger Picture – Our Customers; Public policy and stakeholder engagement, p. 4 Telstra 2012 Bigger Picture – Our Community; Everyone Connected Customers, pp. 9-11 Telstra 2012 Bigger Picture – Our Customers; Electromagnetic energy and base station location, p. 16 Telstra 2012 Bigger Picture – Our Customers</p>
<b>CORRUPTION</b>			
G3 S02 UNGC 10 Outcomes	Analysis for risk of corruption		Anti-bribery and anti-corruption – Progress, p. 10 Telstra 2012 Bigger Picture – Our Approach. 100% of business units were covered.
G3 S03 UNGC 10 Outcomes	Hours and total training to prevent corruption		Ethics, values and governance – Compliance training, p. 9 Telstra 2012 Bigger Picture – Our Approach We do not track hours, we track course completion.
<b>PUBLIC POLICY</b>			
G3 S05 UNGC 1-10 Actions	Public policy positions, development and lobbying		Public policy and stakeholder engagement, pp. 4-5 Telstra 2012 Bigger Picture – Our Customers; Public policy and stakeholder engagement, p. 4 Telstra 2012 Bigger Picture – Our Community
G3 S06 UNGC 10 Outcomes	Contributions to political parties or related institutions		Political and other donations <a href="http://www.telstra.com.au/abouttelstra/company-overview/governance/principles/#political-and-other-donations">http://www.telstra.com.au/abouttelstra/company-overview/governance/principles/#political-and-other-donations</a>

## TELECOMMUNICATIONS SPECIFIC INDICATORS

GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / DIRECT RESPONSE
<b>INVESTMENT</b>		
GRI I01	Capital investment in telecommunication network infrastructure	Summary financial results, p. 1 Telstra Corporation Limited Financial highlights for the Year ended 30 June 2012 (released as part of the Financial Results for the Year ended 30 June 2012)
G3 I02	Universal Service Obligation	Universal Service Obligation <a href="http://telstra.com.au/abouttelstra/commitments/uso">http://telstra.com.au/abouttelstra/commitments/uso</a>
<b>HEALTH AND SAFETY</b>		
G3 I04	Compliance with standards on exposure to radiofrequency emissions from handsets	Electromagnetic energy and base station location, p. 16 Telstra 2012 Bigger Picture – Our Customers  Electromagnetic energy <a href="http://www.telstra.com.au/abouttelstra/advice/eme/">http://www.telstra.com.au/abouttelstra/advice/eme/</a>  Mobile phones and health <a href="http://telstra.com.au/abouttelstra/advice/eme/base-stations">http://telstra.com.au/abouttelstra/advice/eme/base-stations</a>
G3 I05	Compliance with guidelines on exposure to radiofrequency emissions from base stations	Electromagnetic energy and base station location, p. 16 Telstra 2012 Bigger Picture – Our Customers  Electromagnetic energy <a href="http://www.telstra.com.au/abouttelstra/advice/eme/">http://www.telstra.com.au/abouttelstra/advice/eme/</a>  Mobile phones and health <a href="http://telstra.com.au/abouttelstra/advice/eme/base-stations">http://telstra.com.au/abouttelstra/advice/eme/base-stations</a>
<b>INFRASTRUCTURE</b>		
G3 I07	Siting of masts and transmission sites	Electromagnetic energy and base station location, p. x Telstra 2012 Bigger Picture – Our Customers Electromagnetic energy and base station location, p. 16 Telstra 2012 Bigger Picture – Our Customers  Electromagnetic energy <a href="http://www.telstra.com.au/abouttelstra/advice/eme/">http://www.telstra.com.au/abouttelstra/advice/eme/</a>  Mobile phones and health <a href="http://telstra.com.au/abouttelstra/advice/eme/base-stations">http://telstra.com.au/abouttelstra/advice/eme/base-stations</a>
GRI I08	Number and percentage of stand-alone sites, shared sites, and sites on existing structures	Electromagnetic energy and base station location, p. 16 Telstra 2012 Bigger Picture – Our Customers Mobile phones and health <a href="http://telstra.com.au/abouttelstra/advice/eme/base-stations">http://telstra.com.au/abouttelstra/advice/eme/base-stations</a>
<b>ACCESS TO TELECOMMUNICATION PRODUCTS AND SERVICES</b>		
GRI PA1 UNGC 1 Actions and Outcomes	Access to telecommunications products and services in remote and low population density areas	Everyone Connected Customers – Progress, pp. 10-11 Telstra 2012 Bigger Picture – Our Customers  Rural and Regional Presence Plan <a href="http://www.telstra.com.au/abouttelstra/commitments/regional-rural-presence-plan">http://www.telstra.com.au/abouttelstra/commitments/regional-rural-presence-plan</a>

## TELECOMMUNICATIONS SPECIFIC INDICATORS

GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / DIRECT RESPONSE
<b>ACCESS TO TELECOMMUNICATION PRODUCTS AND SERVICES</b>		
GRI PA2 UNGC 1 Actions and Outcomes	Access and use of telecommunication products and services by diverse groups	Everyone Connected Customers – Progress, pp. 9-11 Telstra 2012 Bigger Picture – Our Customers  Disability services <a href="http://www.telstra.com.au/abouttelstra/commitments/disability-services/">http://www.telstra.com.au/abouttelstra/commitments/disability-services/</a>  Telstra Connected Seniors <a href="https://www.telstra.com.au/telstra-seniors">https://www.telstra.com.au/telstra-seniors</a>  Access for Everyone program <a href="http://telstra.com.au/abouttelstra/commitments/access-for-everyone/">http://telstra.com.au/abouttelstra/commitments/access-for-everyone/</a>
GRI PA3	Availability and reliability of telecommunications products and services	Next G™ state coverage maps <a href="http://www.telstra.com.au/mobile/networks/coverage">http://www.telstra.com.au/mobile/networks/coverage</a>  Network reliability <a href="http://telstra.com.au/abouttelstra/commitments/customer-service-network-reports/network-reliability">http://telstra.com.au/abouttelstra/commitments/customer-service-network-reports/network-reliability</a>  Payphone services <a href="http://telstra.com.au/abouttelstra/commitments/payphone-services">http://telstra.com.au/abouttelstra/commitments/payphone-services</a>
G3 PA4	Availability of telecommunications products and services in areas where the organisation operates	Mobile coverage and networks <a href="http://www.telstra.com.au/mobile/networks">http://www.telstra.com.au/mobile/networks</a>  Telstra Stores <a href="http://www.telstra.com.au/shoplocator">http://www.telstra.com.au/shoplocator</a> Payphone services <a href="http://telstra.com.au/abouttelstra/commitments/payphone-services">http://telstra.com.au/abouttelstra/commitments/payphone-services</a>  Everyone Connected Customers – Progress, p. 11 Telstra 2012 Bigger Picture – Our Customers
GRI PA5 UNGC 1 Actions and Outcomes	Telecommunication products and services provided to and used by low/no income population groups	Everyone Connected Customers – Progress, p. 9 Telstra 2012 Bigger Picture – Our Customers  Access for Everyone program <a href="http://telstra.com.au/abouttelstra/commitments/access-for-everyone/">http://telstra.com.au/abouttelstra/commitments/access-for-everyone/</a>
G3 PA6	Provision of telecommunications products and services in emergencies and disasters	Disaster relief and recovery, p. 9 Telstra 2012 Bigger Picture – Our Community  Disaster relief packages – See Reports, Links & Downloads at <a href="http://www.telstra.com.au/sustainability">http://www.telstra.com.au/sustainability</a>
<b>ACCESS TO CONTENT</b>		
GRI PA7 UNGC 1 Actions	Human rights issues relating to access and use of telecommunications products and services	Human rights, p. 11 Telstra 2012 Bigger Picture – Our Approach  Internet and Cyber-safety <a href="http://www.telstra.com.au/abouttelstra/advice/internet/">http://www.telstra.com.au/abouttelstra/advice/internet/</a>

## TELECOMMUNICATIONS SPECIFIC INDICATORS

GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / DIRECT RESPONSE
<b>CUSTOMER RELATIONS</b>		
GRI PA8	Publicly communication on EMF related issues	Electromagnetic energy and base station location, p. 16 Telstra 2012 Bigger Picture – Our Customers  Electromagnetic energy <a href="http://www.telstra.com.au/abouttelstra/advice/eme/">http://www.telstra.com.au/abouttelstra/advice/eme/</a>  Mobile phones and health <a href="http://telstra.com.au/abouttelstra/advice/eme/base-stations">http://telstra.com.au/abouttelstra/advice/eme/base-stations</a>
GRI PA9	Total amount invested in electromagnetic field research	Electromagnetic energy research <a href="http://telstra.com.au/abouttelstra/advice/eme/eme-research">http://telstra.com.au/abouttelstra/advice/eme/eme-research</a>  Electromagnetic energy <a href="http://www.telstra.com.au/abouttelstra/advice/eme/">http://www.telstra.com.au/abouttelstra/advice/eme/</a>
GRI PA10	Initiatives to ensure clarity of charges and tariffs	Customer experience, p. 6 Telstra 2012 Bigger Picture – Our Customers  Service and satisfaction <a href="http://www.telstra.com.au/abouttelstra/commitments/">http://www.telstra.com.au/abouttelstra/commitments/</a>
GRI PA11	Initiatives to inform customers about product features and applications	Customer experience, pp. 6-7 Telstra 2012 Bigger Picture – Our Customers  Service and satisfaction <a href="http://www.telstra.com.au/abouttelstra/commitments/">http://www.telstra.com.au/abouttelstra/commitments/</a>  Know How <a href="http://www.youtube.com/telstra">http://www.youtube.com/telstra</a>  Telstra Stores <a href="http://www.telstra.com.au/shoplocator">http://www.telstra.com.au/shoplocator</a>  Telstra Business case studies <a href="http://www.telstrabusiness.com/business/portal/online/site/businesscentrecasestudies">http://www.telstrabusiness.com/business/portal/online/site/businesscentrecasestudies</a>  Executive Briefing Centres <a href="http://www.telstraenterprise.com/abouttelstra/Pages/EBC.aspx">http://www.telstraenterprise.com/abouttelstra/Pages/EBC.aspx</a>  Telstra Connected Seniors <a href="https://www.telstra.com.au/telstra-seniors">https://www.telstra.com.au/telstra-seniors</a>  Everyone Connected Community – Progress, p. 6 Telstra 2012 Bigger Picture – Our Customers  Telstra Exchange <a href="http://exchange.telstra.com.au/">http://exchange.telstra.com.au/</a>
<b>RESOURCE EFFICIENCY</b>		
GRI TA1 UNGC 8 & 9 Actions and Outcomes	Examples of resource efficiency of telecommunication products and services delivered	Evaluating the impacts of ICT <a href="http://www.telstra.com.au/sustainability">http://www.telstra.com.au/sustainability</a>  Towards a High-Bandwidth, Low-Carbon Future Report <a href="http://www.telstra.com.au/sustainability">http://www.telstra.com.au/sustainability</a>  Next G case studies <a href="http://www.telstraenterprise.com/researchinsights/casestudies/Pages/CaseStudies">http://www.telstraenterprise.com/researchinsights/casestudies/Pages/CaseStudies</a>  Telstra Productivity Indicator <a href="http://www.telstraenterprise.com/researchinsights/Pages/TelstraProductivityIndicator">http://www.telstraenterprise.com/researchinsights/Pages/TelstraProductivityIndicator</a>  Teleworking study <a href="http://www.telstra.com.au/sustainability">http://www.telstra.com.au/sustainability</a>

## TELECOMMUNICATIONS SPECIFIC INDICATORS

GRI G3 / UNGC COP ALIGNMENT	DESCRIPTION	REFERENCE / DIRECT RESPONSE
<b>RESOURCE EFFICIENCY</b>		
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 <a href="http://www.telstra.com.au/sustainability">http://www.telstra.com.au/sustainability</a> Towards a High-Bandwidth, Low-Carbon Future Report <a href="http://www.telstra.com.au/sustainability">http://www.telstra.com.au/sustainability</a> Next G case studies <a href="http://www.telstraenterprise.com/researchinsights/casestudies/Pages/CaseStudies">http://www.telstraenterprise.com/researchinsights/casestudies/Pages/CaseStudies</a>
GRI TA4 UNGC 8 & 9 Outcomes	Indirect consequences of customer use of products and services and lessons learned for future development	Productivity <a href="http://www.telstraenterprise.com/researchinsights/Pages/TelstraProductivityIndicator">http://www.telstraenterprise.com/researchinsights/Pages/TelstraProductivityIndicator</a> Industries <a href="http://www.telstraenterprise.com/industries/Pages/Industries">http://www.telstraenterprise.com/industries/Pages/Industries</a>

For more information see  
[www.telstra.com.au/sustainability](http://www.telstra.com.au/sustainability)