



Sustainability Matters

December 2021



It's been another "unprecedented" year. Only, this one was preceded – it seems quite similar to the one before. With many of us across Australia managing further lockdowns and uncertainty, we are taking some time to reflect on some of our achievements for 2021. We are proud of the positive impact we've made for our customers and the community.

This year (among other things) we:

- supported the launch of the reconceptualised [Australian Digital Inclusion Index](#), with new interactive dashboards;
- announced our new [Scope 3 emissions targets](#) - broadening our greenhouse gas emission reduction targets to include a 50% reduction of our Scope 3 emissions by 2030 from a FY19 baseline year; and
- made all [payphones free](#).

We were also proud to be recognised in the Top 3 globally and number one in Asia-Pacific in the [World Benchmarking Alliance's 2021 Digital Inclusion Benchmark](#).

Read more about Telstra's Sustainability programs below, including our [FY21 Modern Slavery Act Statement](#), [Digital Inclusion Benchmarking](#) and [how you can get in touch with Santa](#) from your local payphone this Christmas.



Call Santa this Christmas!

We know it's been a tougher year than most, particularly for our kids, and we hope that creating a special experience with Santa might help bring some extra joy and make people feel a bit more connected to the things they love this year.

With social distancing still in place in most of the country and it being a bit harder to find Santa at the shops than normal, we're offering free calls to Santa from

our payphones across Australia. We want to make sure everyone gets the chance to whisper their gift list into the big guy's ear this Christmas.

We've made it super simple. Here's how to do it:

1. Head to any Telstra payphone until December 24
2. Dial #HO HO HO (#46 46 46)

That's it! Just make sure you know what's on top of your gift list because Santa will be eager to know.

Find out more [here](#).



Trusted operations

In September 2021, we published our annual [Modern Slavery Act Statement](#) – our sixth statement as a business. As a responsible business, we take modern slavery very seriously. It's a complex and often hidden practice, and companies like ours are not immune to the risks of causing or contributing to it through our operations or supply chains.

Our statement reflects the work we are undertaking to drive change across the organisation. We have changed the way we interact with suppliers, delivery partners, licensees and dealers, through ongoing dialogue and audits, encouraging people to speak up and modifying our contractual terms. The statement goes into detail on Telstra's workforce, operations and supply chain, how we identify and address modern slavery risks across our business and supply chain, and our due diligence processes.



Digital inclusion

In October 2021, we launched the [2021 Australian Digital Inclusion Index](#). The longstanding measures of Access, Affordability and Digital Ability have been reconceptualised to reflect the evolution of internet use and the skills required to navigate life online.

The 2021 ADII showed us that while gains have been made in some areas, overall improvement has slowed. The Index generates a detailed picture of digital inclusion in Australia and the challenges Australia is facing in closing the digital divide. While digital inclusion is continuing to increase across Australia, the rate of increase is slowing.

The results of the ADII help us to shape our digital inclusion agenda, including our [Access for Everyone](#) programs, [Tech Savvy Seniors](#), [Safe Connections](#), our

commitment to providing accessible products and services, and our [Telstra Foundation](#) programs including [Tech4Good](#) investments.

In December we were recognised as number one in the Asia-Pacific in the [World Benchmarking Alliance's 2021 Digital Inclusion Benchmark](#), which measures how the world's 150 most influential digital technology companies are helping to advance a more inclusive digital society.

In December we also [marked International Day of People with a Disability](#). We have a formal [Accessibility Action Plan](#) which describes our commitments to inclusive employment, our responsibilities to our employees and their careers, as well as to our customers and the wider community. The Telstra Foundation's [Tech4Good](#) program has supported initiatives such as:

- Autism CRC's [MyWay Employability](#) project
- Expression Australia's [Auslan Anywhere](#) project
- Orygen Digital's [Mello](#) program

Watch our video from International Day of People with a Disability [here](#).



Environmental action

Climate change is the biggest threat we face in our world today and the defining challenge of the decade. We are already seeing the consequences of inaction and we all need to step up our response and ambition.

To play our part, we announced a broadening of our greenhouse gas emission reduction targets to include a 50% reduction of our Scope 3 emissions by 2030 from a FY19 baseline year. Scope 3 emissions are the indirect emissions from the activities we rely on to operate our business and provide products and services. They are the emissions made by our suppliers when manufacturing equipment that is installed in our network or equipment used by our customers such as the energy modems use in our customers' homes or businesses. These emissions are three times greater than our own Scope 1 and 2 emissions and, in many ways, far less within our control. This target, along with our Scope 1 and 2 emissions reduction target has now been verified by the Science Based Targets Initiative as aligning to limiting global warming to 1.5 degrees Celsius and the Paris Agreement.

Read more [here](#).

In November this year we celebrated National Recycling Week. E-waste is Australia's fastest growing waste stream, with 66% of Australians stashing at least one piece of unwanted tech at home. In fact, our research revealed Australians are hoarding 61 million unwanted or unused technology items.

To help address this, earlier in the year we launched a trial of the Telstra eCycle Program – a simple way to recycle your devices. It has been a great success and we've now expanded the types of devices that can be recycled in all Telstra stores.

Read more [here](#) and drop your e-waste off at your local Telstra store

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