

Responding to the Bigger Picture: Telstra's 2019 Sustainability Report

September 12, 2019 — Telstra has released its Bigger Picture 2019 Sustainability Report, detailing the company's progress in implementing its Sustainability Strategy – aimed at helping everyone to thrive in a digital world – and in responding to the issues that matter most to its stakeholders.

Telstra's focus for more than 100 years has been to connect Australians to each other and the world using the best technology available. Whilst that focus remains the same, the world in which we operate is changing – faster and more profoundly than ever before. Through this change, we have remained focused on the bigger picture and our responsibility for managing our environmental and social impacts.

Highlights in FY19 include:

- Helping around one million vulnerable customers to stay connected
- Building out commercial 5G in 10 Australian cities
- Being one of only three Australian companies recognised on the 2018 CDP A- List
- Reaching more than 36,000 people through digital capability training
- Reducing the complexity of our products by reducing our in-market plans
- Reducing our carbon emissions intensity (tCO₂e/petabyte) by 40%, from FY17 baseline

Telstra's Bigger Picture 2019 Sustainability Report was developed in accordance with the Global Reporting Initiative Reporting Standards: Core Option. Limited assurance over specified data and related performance disclosures throughout Telstra's reporting has been provided by Ernst & Young, in accordance with the ISAE 3000 assurance standards. The report also details Telstra's progress in implementing the ten principles of the United Nations Global Compact and their work towards achieving the Sustainable Development Goals.

Telstra welcomes feedback on its sustainability reporting, approach and performance.

Please email Tim O'Leary, Government, Regional Affairs and Sustainability Executive, at sustainability@team.telstra.com

About Telstra

Telstra Corporation (ASX:TLS) is Australia's leading telecommunications and technology company. Telstra employs nearly 29,800 people across more than 20 countries, facilitates over 2,000 network points of presence around the world, and has one of Australia's largest shareholder bases, with around 1.3 million shareholders. Utilising its world leading networks, Telstra provides service to 1.4 million standalone voice customers, supplies 3.7 million retail bundles and standalone fixed data services, and 18.3 million domestic mobile retail customer services in Australia, as well as connectivity and enterprise services globally. Each day, 50 million voice calls and 2.8 petabytes of data are carried over Telstra's mobile network, which covers 99.5 per cent of the Australian population.

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