

NON-FINANCIAL RESULTS

KEY PERFORMANCE INDICATORS

OUR CUSTOMERS

	2012 Objective	2012	2011	2010
Customer satisfaction <i>Score</i>	7.2	7.3	6.9	6.8
TIO complaints <i>Level 1 Complaints per month per 10,000 SIOs</i>	No more than 2.0	1.9	3.1	-
Disability Action Plan <i>Percentage of commitments completed</i>	66%	75%	-	-

OUR PEOPLE

Employee engagement <i>Survey score</i>	77%	77%	75%	75%
Health and safety <i>Lost Time Injury Frequency Rate (LTIFR)</i>	1.5	1.32	1.30	2.32
Gender diversity <i>Women in executive management</i>	25%	25.0%	22.7%	22.4%
Volunteering during Telstra time <i>Number of days</i>	1,500	1,375	-	-
Payroll Giving <i>Participation rate</i>	3.0%	2.7%	3.5%	-

OUR COMMUNITY

Social and community investment <i>Total (millions of dollars)</i>	Ongoing investment	\$239.8m	\$248.0m	\$262.1m
Everyone Connected (targeted programmes) <i>People impacted</i>	Establish baseline	101,500	-	-

OUR ENVIRONMENT

Carbon emissions <i>Tonnes of carbon dioxide equivalent (tCO₂e)</i>	Minimise our impact	1,676,925	1,659,714	1,687,777
Carbon emissions intensity <i>tCO₂e per terabyte of data</i>	15% reduction to 1.64	1.24	1.93	-
e-waste (MobileMuster) <i>Tonnes collected</i>	14.5 tonnes collected	14.3	17.3	18.9

OUR GOAL IS TO BRING THE SOCIAL AND THE ENVIRONMENTAL INTO THE HEART OF THE ORGANISATION IN WAYS THAT CREATE VALUE.

