

SUSTAINABILITY – BEING A GOOD EMPLOYER

OUR GOAL: TO ATTRACT AND BUILD A WORLD-CLASS TALENT BASE AND CREATE A HIGH-PERFORMING, CUSTOMER-CENTRIC CULTURE



OUR AIM IS TO CREATE A WORKPLACE CULTURE THAT SUPPORTS OUR TRANSFORMATION TO A MORE EFFICIENT, INNOVATIVE AND CUSTOMER-CENTRIC BUSINESS.

CULTURE & EMPLOYEE ENGAGEMENT

This year, we achieved an engagement score of 77 per cent, a two percentage point increase on the previous year. This score puts us two percentage points above the Australian National Norm and five percentage points below the Global High Performing Norm. Results show that employees now have more clarity and confidence in Telstra's vision and great belief in the quality of our customer service.

HEALTH, SAFETY & WELLBEING

This year, early intervention initiatives have helped us to meet our targets for lost time injury frequency rates (LTIFR) and serious injury rates. We also achieved significant reductions in the number of days lost due to workplace injury or illness, and in average days lost per 'lost time' injury.

GENDER DIVERSITY

In 2012, we increased female representation among Non-Executive Directors to 30 per cent and achieved our objective for 25 per cent representation of women in Executive management. We also saw positive trends in promotion rates for women in the majority of business units, and a rise in the engagement level of women compared to last year. Overall female representation across Telstra and Sensis remained steady at 31 per cent. In the coming year, we will continue a proactive company-wide education programme to improve the use and application of Telstra's flexible work and careers policies, and inclusion will remain a key priority for all Telstra leaders.