



End of life

We apply integrated and collaborative approaches to increase the recovery, reuse and recycling of our products when they reach their end of life.

As consumers want the latest smartphones and other electronic gadgets, e-waste continues to increase and is one of the fastest growing types of waste in Australia.

We rely on large volumes of electronic equipment to operate our network. The rapid evolution of technology requires us to continuously upgrade our network and has also led to increased customer demand for the latest devices, further increasing the amount of equipment becoming e-waste. Responsible e-waste management has become one of our most significant resource efficiency issues.

As a leading provider and large-scale user of telecommunications hardware, we are committed to optimising the resources we use, reducing consumption and waste across our business, and investing in ‘circular solutions’ that are designed to be sustainable across their lifecycle.

To do this we have set three new resource efficiency goals:

- Reuse or recycle 500,000 mobile phones, modems and other devices each year to 2025
- Ensure 100 per cent of Telstra-branded packaging is made of renewable or recycled material and is fully recyclable by 2022
- Increase our network recycling rate to 85 per cent by 2025.

Key material issues

- Customer experience
- Data privacy and security
- Digital economy transformation
- Energy and emissions
- ESG risk and compliance
- Product and service innovation
- Resource efficiency

Key stakeholders

- Customers
- Employees
- Government
- Industry
- Communities

Priority SDGs Targets

<div>8</div> <div>DECENT WORK AND ECONOMIC GROWTH</div> <div></div>	<ul style="list-style-type: none">• Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms
<div>9</div> <div>INDUSTRY, INNOVATION AND INFRASTRUCTURE</div> <div></div>	<ul style="list-style-type: none">• By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities
<div>12</div> <div>RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div></div>	<ul style="list-style-type: none">• By 2030, achieve the sustainable management and efficient use of natural resources• By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse
<div>13</div> <div>CLIMATE ACTION</div> <div></div>	<ul style="list-style-type: none">• Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning

For more information on Telstra’s approach please refer to the following sections of the Bigger Picture 2022 Sustainability Report:

- Trusted operations – Demonstrating responsible digital citizenship
- Environmental action – Climate change and energy use; Resource efficiency