



Singtel Group Human Rights Statement

At the Singtel Group, our purpose is to *Empower Every Generation* to create sustainable value and an equitable future for all. We are therefore committed to upholding and protecting the human rights of all individuals through a culture of respect, trust and inclusion in our organisation and supply chains, regardless of backgrounds, beliefs and abilities.

We are guided by international human rights principles set out in the International Bill of Human Rights and the International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work. We also conduct our business in line with the United Nations (UN) Guiding Principles on Business and Human Rights and The Ten Principles of the UN Global Compact. This applies to how we operate and shape positive sustainable change for our business, stakeholders and the environment.

This Statement provides an overview of our risk-based approach to identifying and addressing human rights impacts across our operations and supply chains, and the standards we set for ourselves. It also spells out our expectations of employees, business partners and any party linked to our company's operations, products and services. These collective actions support our commitment to preventing and managing potential adverse human rights impacts on individuals and communities.

The scope of this Statement applies to Singtel and our wholly owned subsidiaries like NCS and Optus. Optus also publishes its own Human Rights and Modern Slavery Statements.

OUR COMMITMENTS

Anti-Discrimination

We respect the human rights of individuals and do not discriminate based on their backgrounds, beliefs or abilities, including the following:

- Gender, marital status, pregnancy or family and caregiver responsibility
- Sexual orientation, gender identity or transgender status
- Race, colour, descent, nationality, national origin, ethnicity or religion
- Age or physical appearance
- Disability
- Profession, trade union membership or industry activity
- Political belief
- Irrelevant criminal record

In line with our [Singtel Group Code of Conduct](#) (the "Code"):

- We are committed to providing employees with a work environment that is respectful, inclusive, physically and psychologically safe, and free from discrimination and harassment; and
- We prohibit any form of retaliation against any person for making good faith reports concerning allegation of discrimination, harassment, violation of this Code or any other allegation of improper behavior.



Fair Employment Practices

We treat our employees fairly and with respect and provide them with equal opportunity based on meritocracy. In Singapore, we abide by the Employment Act and associated regulations. We ensure that our practices are aligned with the tripartite guidelines set by Ministry of Manpower (MOM), National Trades Union Congress (NTUC) and Singapore National Employers Federation (SNEF). We adopt fair, responsible and progressive employment practices set out by the Tripartite Alliance for Fair & Progressive Employment Practices (TAFEP). In Australia, we adopt the fair employment framework approved by Fair Work Australia and governed by our Employment Partnership Agreement (EPA).

Freedom of Association and Collective Bargaining

We respect employees' right to freedom of association and collective bargaining according to local laws. We are committed to complying with ILO Conventions concerning freedom of association and trade union rights, as well as recognising the right to organise and the right of unions to represent and negotiate on behalf of unionised workers. Our employees have the right to freely and voluntarily establish as well as join groups or unions without fear of reprisal.

Freedom of Expression

We understand our company's role in enabling communication and expression of opinions. We recognise and respect our customers' freedom of speech and expression, while balancing this with our legal and societal responsibilities. We assess such matters in accordance with applicable laws and our established internal governance processes.

Labour Rights and Prohibition of Modern Slavery

We have zero tolerance for modern slavery, forced labour and human trafficking, and we take steps to prevent and mitigate such risks within our operations and supply chains. We seek to avoid being complicit in human rights abuses in our operations and supply chains. We expect our suppliers to comply with all national laws and international guidelines, including the UN Universal Declaration of Human Rights, UN Guiding Principles on Business and Human Rights, and ILO Conventions with regard to environmental practices as well as labour and human rights, including modern slavery in any form. This includes trafficking in persons, debt bondage, child labour, forced marriage and any other such practices within any of our business operations or supply chains.

We are committed to providing and promoting safe and fair working conditions in countries where we operate to comply with national legislation standards and regulations. Where local laws are less stringent, we apply our internal policies and standards in addition to complying with applicable legal requirements.

Health and Safety

We are committed to providing and maintaining a healthy, safe and secure work environment for employees, customers, business partners and visitors, and this is set out in our [Health, Safety and Security \(HSS\) Policy](#). We also actively promote awareness on workplace occupational health and safety. We commit to elevating the safety standards of our stakeholders including contractors through our work safety and health workplan.



Fair Wage

We are committed to paying our employees fair and competitive wages that are commensurate with their roles, skills and performance, and in compliance with applicable laws and regulations. Our business partners are expected to comply with applicable wage laws and regulations, including the provision of statutory benefits where applicable. We encourage our business partners, where practicable, to progressively improve wage levels, taking into account local economic conditions and workers' well-being.

Responsible Business Practices in Our Supply Chain

We have a large, diverse and extended supply chain and we collaborate with transparent, ethical and environmentally and socially responsible suppliers. We expect them to comply with our [Supplier Code of Conduct](#) and to work with their own suppliers and subcontractors to promote alignment with the principles of this Statement and Code.

Customer Privacy

We recognise and respect our customers' right to privacy. We comply with our confidentiality obligations to customers and put in place measures to protect their information against misuse, loss and unauthorised access or disclosure.

From time to time, we may receive requests for information from government authorities, regulators or national agencies of the countries where we operate. In such circumstances, we review and respond to these requests in accordance with applicable laws and established internal procedures, including appropriate verification and handling. We may also receive Court orders requiring disclosure of certain information, which we are required to comply with.

We are committed to responsible data protection and transparency in how we collect, use, maintain and safeguard customers' personal data. We comply with applicable data protection laws and implement security measures to protect against unauthorised access. Our [Data Protection Policy](#) sets out how we conduct our business in accordance with the Personal Data Protection Act in Singapore and the Privacy Act and Telecommunications Act in Australia.

Digital Rights

Human rights apply online as they do offline. We acknowledge the effects of digital platforms and technology on society and seek to protect our customers' rights in the digital age. Artificial Intelligence (AI), especially Generative AI, offers significant opportunities. However, it might create unintended biases and have an impact on people and the environment. Please refer to the [Singtel Group Responsible AI Framework and Policy](#), which outlines our risk-based approach and governance processes for ethical and responsible AI adoption.

Children's Rights and Business Principles

In alignment with Children's Rights and Business Principles (CRBP), we respect and support child rights by preventing harm and safeguarding children's interest through our products and services. We do not tolerate the use of child labour and exploitation of children in our operations and supply chains. We follow the United Nations Convention on the Rights of the Child (UNCRC) and do not employ



children who fall into the definitions stipulated by the relevant ILO instruments, including the Minimum Age Convention, 1973 (No. 138) and Worst Forms of Child Labour Convention, 1999 (No. 182).

Children are exposed to additional forms of risk and vulnerability that go beyond labour issues. We take child online safety seriously and strongly support collective action to make the digital world a safer place for them. We are committed to promoting [digital citizenship](#) and providing related products and services for parents and custodians.

We are committed to driving positive and sustainable change for vulnerable children and youth in the markets we operate in. Hence, we are mindful and seek, where relevant and appropriate, to integrate children's rights into the development of our products and services. We invest in programmes for the education and skills development of vulnerable children and youth, whether that vulnerability comes from disability, socio-economic or other situations. We believe knowledge and skills are ultimately key to their subsequent fair employment and economic independence.

We recognise that our employees are also parents and caregivers and the importance of their presence in nurturing, caring and the bringing up of their children. We support employees with flexible working and care arrangements, maternity and paternity leave, and other child-friendly policies and practices inside and outside the workplace.

Grievance Mechanisms

We engage all our stakeholders through open and constructive communication. We maintain appropriate grievance channels to allow them to raise genuine concerns and report any adverse human rights impact that may occur within our business operations and supply chains. Our [Whistleblower](#) hotline and other grievance reporting channels allow employees, contractors and their workers, and other relevant stakeholders to report any grievance or concern through independent and confidential reporting channels. Where we cause or contribute to human rights harm, we will undertake due diligence and appropriate review and implement corrective and preventive measures where necessary.

Protecting Our Environment

The Singtel Group is committed to managing and minimising the environmental impact of our business investments, operations, products and value chain, as outlined in the [Singtel Group Environment Policy](#). We also want to support a clean and healthy environment for both people and nature.

GOVERNANCE

Human rights risks relating to labour, safety and well-being are reviewed by our workplace health and safety committees in Singapore and Australia. Such matters relating to our supply chain are further discussed at the Risk Management Committee and Board Risk, Sustainability and Technology Committee. The Singtel Board has oversight of all material issues including such risks, opportunities and targets, and reviews our performance before it is publicly disclosed in our annual Singtel Group Sustainability Report.

In circumstances where an employee or contractor fails to comply with the Statement, effective remediation processes will be implemented, including dialogue, mediation, counselling and disciplinary action, up to and including termination of employment or business contracts.

STAKEHOLDER ENGAGEMENT

We are committed to treating all our stakeholders fairly and respectfully. We engage and listen to the views of our internal and external stakeholders, including subject matter experts, to continuously improve our approach to human rights, modern slavery and effectiveness of our policies and processes. Our practices will be updated to take into account new issues and growing awareness and familiarity within the business of human rights impacts from our decisions. Policies are constantly refreshed to stay relevant and clearly communicated to everyone involved.

A handwritten signature in black ink, appearing to read "Yuen Kuan Moon", with a long horizontal stroke extending to the right.

Yuen Kuan Moon
Group Chief Executive Officer

The Singtel Group Human Rights Statement, first published on 1 November 2021, was updated on 24 March 2026.