

Sustainability

At Singtel, we aim to make a difference in society as a sustainable business. We focus on four key pillars that remain relevant to the needs of the markets we operate in, and to our stakeholders. Our sustainability strategy strives to:

- minimise our environmental footprint;
- develop our people;
- create social impact in our communities; and
- uphold responsible business practices and maximise customer satisfaction.

Our sustainability efforts have been recognised by international awards and indices. We were named in the Financial Times Stock Exchange's FTSE4Good Global index, which measures the performance of companies' environmental, social and governance (ESG) practices. For the eighth consecutive year, we were recognised as one of the World's Most Ethical Companies by Ethisphere in 2018. We were also listed in the annual Global 100 Most Sustainable Corporations 2018 for the second time running.

Last year, we conducted a refresh of our materiality review across the Group to identify key stakeholder concerns. This was approved by the Board and formed the basis of our current sustainability focus. Issues concerning customer data privacy and protection, climate change, diversity, online safety as well as responsible supply chain management took on stronger significance in our materiality assessment and hence in our sustainability strategy.



SEAN LOH JUNJIE
Singtel Marcoms Manager

Sean volunteers under the Singtel Savvy Silvers programme to help the elderly connect with the digital world and learn to use technology. Whether he's teaching them how to navigate their way around with a mobile phone, or simply to take photos and videos, Sean is thrilled when his students 'get it'.

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ENVIRONMENT – LEAVING THE SMALLEST FOOTPRINT

Our approach to a sustainable environment strategy for our Singapore and Australia businesses covers two key areas: climate change and product stewardship.

As our business grows and we extend our infrastructure and networks, Singtel is committed to optimising energy efficiency to minimise our environmental impact and reduce our carbon footprint in the long term.

Our 2030 carbon reduction targets were approved by the Science Based Targets initiative in October 2017, a global group which recognises organisations aligned with the COP21 Paris Agreement. We were also one of the first companies worldwide that endorsed the climate risk reporting framework recommended by the G20 Financial Stability Board’s Task Force on Climate-related Financial Disclosures in June 2017. We will enhance our disclosures of climate-related financial and risk information, and work progressively towards this reporting framework.

Through Optus, we continue to play an active role in the Australian Business Roundtable for Disaster Resilience and Safer Communities. This involves undertaking research, recommending policy and engaging stakeholders on the need to make Australian communities and infrastructure safer and more resilient to natural disasters.

Engaging and educating stakeholders on the impact of e-waste on the environment is important to us.



Unwanted electronic items can be conveniently dropped into ReCYCLE bins at selected Singtel stores and post offices.

We offer a buy-back scheme for customers to trade in used phones and provide recycling facilities at our retail shops in Singapore and Australia.

In conjunction with World Environment Day last year, Singtel and SingPost launched a nationwide e-waste ReCYCLE programme. People can dispose of their e-waste at selected Singtel shops, exclusive retailers and post offices with a ReCYCLE bin, or mail their old mobile phones and accessories in special ReCYCLE envelopes at their convenience. ReCYCLE collected 9,677 kg (net weight) of e-waste as at 31 March 2018, 2.5 times more than previous years. In Australia, Optus continues to support the Mobile Muster programme, where customers take their old mobile phones to any Optus retail outlet for recycling. Last year, 4,251 kg of handsets, batteries and accessories were collected for recycling.

Our efforts to reduce greenhouse gas emissions and mitigate climate-related risks were recognised by CDP, the global environmental disclosure platform. We achieved an A- “Leadership level” score for climate disclosure in CDP 2017.

In addition, we won Asia’s Best Carbon Disclosure award at the Asia Sustainability Reporting Awards 2017.

We have set carbon reduction targets to reduce absolute direct and indirect carbon emissions in our Singapore and Australia operations by

42%

and third-party emissions by

30%

by 2030 from base year 2015



OUR PEOPLE – DEVELOPING AND CARING FOR OUR EMPLOYEES, OUR GREATEST ASSET

HELPING OUR PEOPLE FLOURISH

Our people are our most important asset and key to sustainable, long-term growth. In FY 2018, we invested S\$31 million in staff learning and development in both Singapore and Australia, and invested an average of 29.2 training hours per employee.

To improve the digital literacy of employees and empower them in a landscape of rapid changes and constant disruption, we piloted the SkillsFuture for Digital Workplace training programme to build future

skills across our workforce. These customised training programmes ride on the SkillsFuture Singapore initiative to equip everyone with the mindset and basic functional skills to prepare for the future economy.

Our leadership development efforts are focused on building enterprise leadership, leadership brand, business acumen and innovation. During the year, we launched three new leadership initiatives: SCORE+ Leadership Programme, the SCORE Development Centre and Enterprise Leadership Programme to prepare

our leaders to lead in the disruptive digital business landscape.

To address the industry's increasingly pressing need for highly skilled professionals in the digital economy, we need to constantly build and nurture a robust young talent pool. In FY 2018, we awarded S\$2.7 million in scholarships and apprenticeships to 72 university and polytechnic students. We have supported more than 280 students through our internship and scholarship programmes.



NICK MALHAM

Optus Product and Digital Lead

Nick realised there was a growing digital divide between those who had internet access and the disadvantaged who could not afford it. In an Australian first, he conceived the Donate Your Data programme for Optus customers to donate unused data, enabling disadvantaged youths to access technology for their education.

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BUILDING A DIVERSE AND INCLUSIVE WORKFORCE

Singtel values a diverse workforce. This is especially important given the global and diverse nature of the Group's business, as well as the fast-changing digital economy. Women represent 34% of our staff across the Group, 26% of our upper and middle management positions as well as a third of our Board positions. As a group, we are an equal opportunity employer with more than 25,000 employees of about 90 different nationalities.

In Australia, Optus introduced Happy People, a targeted health and wellness programme for employees to improve their energy, sleep, mood and stress levels.

We engaged employees in Singapore with a Health and Wellness Carnival as well as a one-stop health information portal. We also encouraged them to take part in the Health Promotion Board's National Steps Corporate Challenge 2017, which saw more than 2,800 Singtel participants.

We have more than **25,000** employees of about **90** nationalities



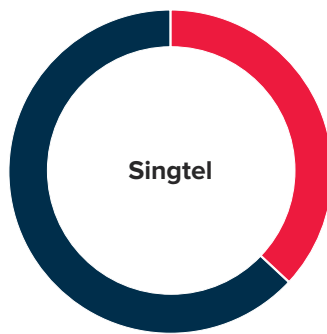
In Australia, Optus continues to work on increasing the representation of women in senior leadership and key technical roles, and we have implemented initiatives to encourage networking and leadership development. Internships are offered to Indigenous Australians to provide an opportunity for skills development and first-hand work experience.

KEEPING EMPLOYEES ENGAGED AND HEALTHY

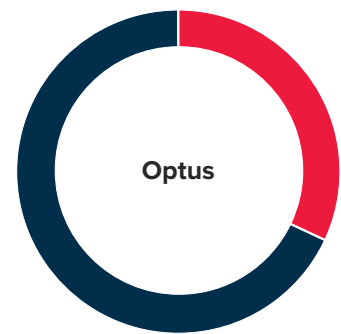
We recognise that happy employees are the most engaged and productive. Besides maintaining a healthy staff engagement score of 79, our results from the Singtel Group Your Voice Survey 2017 showed that 14% more employees felt empowered to come up with solutions that better serve customers. Compared to last year, 10% more employees felt Singtel has an excellent reputation among the community.

We encourage healthy living and build a healthy workplace by promoting mental well-being, physical fitness, encouraging good nutrition habits and effective management of work and family commitments.

GENDER DISTRIBUTION

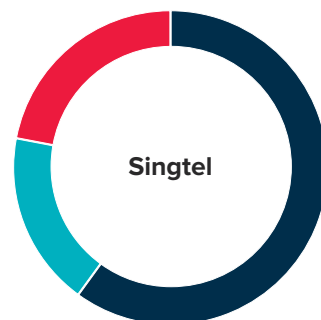


● Female 35%
● Male 65%

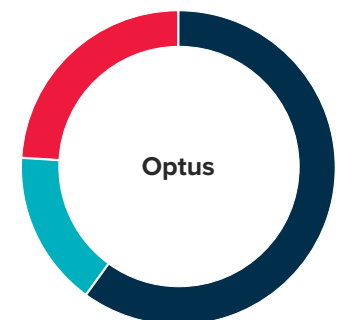


● Female 32%
● Male 68%

AGE DISTRIBUTION



● <30 years old 21%
● 30-49 years old 59%
● ≥ 50 years old 20%



● <30 years old 23%
● 30-49 years old 60%
● ≥ 50 years old 17%

COMMUNITY – CREATING POSITIVE SOCIAL IMPACT WITH THE MOST CONNECTED COMMUNITIES

We are committed to driving positive change by empowering the vulnerable and disadvantaged in our communities, through corporate giving, volunteerism and driving social change through innovation.

GIVING TIME AND TALENT

We give employees one day of paid leave per year to volunteer for causes they are passionate about. Singtel business units are also encouraged to adopt VolunTeaming, or department team building with a volunteering element. Last year, the annual Singtel Carnival hosted 1,500 students from special education

schools, including beneficiaries of the Singtel Touching Lives Fund. Two thousand staff volunteers planned and organised the event, which is now in its fifth year.

In Australia, Optus employees are similarly enthusiastic about volunteering and advocate developing the education and employability opportunities for youths. Since becoming a founding member of the Australian Business and Community Network in 2008, we have helped build the skills and raise the aspirations of over 7,700 students across Australia through mentoring and workshop facilitation.

Singtel Touching Lives Fund has raised

\$S\$39m since 2002



Optus employee giving platform, yes4Good, has raised over

A\$5.6m since 2006

We spent

27,628

hours in staff volunteering in Singapore and Australia



Australian students learn how to use technology safely and responsibly at a Digital Thumbprint workshop organised by Optus and Kids Helpline.

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Primary school students learn how to use the internet safely and responsibly at the #DQEveryChild workshop organised in collaboration with the DQ Institute.

We have also widened the scope of skills-based volunteering, such as in our Singtel Group Future Makers social innovation programme.

The spirit of giving back transcends boundaries as employees across the Group actively participate in “Better Together”, our annual overseas volunteering programme. More than 70 volunteers from Airtel, AIS, Globe, Optus and Singtel participated in three community projects in India, Thailand and the Philippines. Volunteers conducted English lessons for Bharti Foundation school students, organised an English camp for scholarship holders of AIS’ Good Kids Great Hearts programme, and held cyber wellness lessons for children from economically disadvantaged families and a shoreline clean-up in the respective countries.

PROMOTING CYBER WELLNESS AND DIGITAL INTELLIGENCE

Singtel is committed to creating empowered, educated and responsible digital citizens who thrive in today’s digital world. We strive to protect their well-being by equipping them with the knowledge

and behaviour they need to benefit from the power of technology while staying safe online.

Our Digital Thumbprint Programme partners community organisations to deliver workshops teaching primary and secondary school students positive online behaviour. Introduced in 2013, the programme has reached over 430,000 students in Singapore and Australia. A similar programme run by Globe in the Philippines has also reached over 16,000 students since 2016. To augment the workshops, we organised our inaugural Digital Smarts Day at the Optus campus in Sydney, Australia. A team of staff volunteers educated primary and high school students on digital citizenship and online safety in a fun and interactive way.

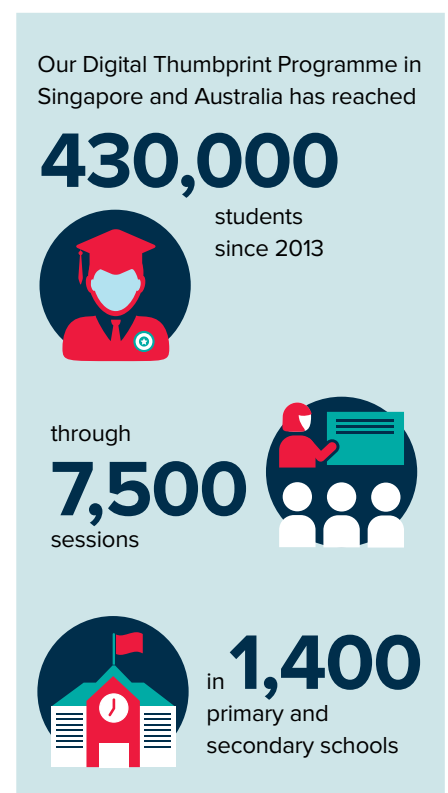
Singtel is also a strategic partner of the #DQEveryChild programme, following our collaboration with the DQ Institute. The DQ Institute is an international coalition spearheaded by Singtel and NTU in association with the World Economic Forum to improve digital education through cross-sector

collaborations, global dialogue and research.

#DQEveryChild aims to nurture and measure digital intelligence among children. A pilot study of #DQEveryChild conducted in Singapore last year found that children who completed the programme showed a 13% improvement in their Digital Intelligence Quotient or DQ score and a corresponding 18% reduction in cyber risks.

With a combination of online education tools and real-time assessment, the 8- to 12-year-olds learnt to deal with cyber issues and use digital technology responsibly and safely.

The programme will be rolled out to all primary schools in Singapore after the successful pilot.





TAY WEI YI
Singtel Business Development Manager

Wei Yi regularly provides advice and mentorship in the Singtel Future Makers programme, volunteering his expertise to social entrepreneurs and start-ups which create technological innovations that enhance our lives. Here, he shares his knowledge on smart living with Japhia Yeo of healthcare start-up Jaga-Me, which developed an online platform matching professional caregivers with patients at home.

THE MARKETPLACE AND OUR CUSTOMERS – ENSURING THE BEST EXPERIENCE THROUGH RESPONSIBLE BUSINESS PRACTICES AND INNOVATION

Our commitment to embrace responsible business practices includes having a responsible supply chain. We continue to make progress on our risk assessments of our key suppliers and engage them for self-assessments of their material risks. We engaged our regional associates to align our supply chain risk categories and implement common principles under our Group Supplier Code of Conduct. Through Optus, we meet the requirements of the Australian Government's Indigenous Opportunity Policy, and will engage Indigenous business suppliers as part of our wider inclusion strategy.

Data privacy and protection is a key concern in our supply chain and to our stakeholders. We rolled out a Data Protection Impact Assessment process last year to identify and assess personal data protection risks in our systems or processes,

with recommendations to address them. To help our enterprise customers protect their own data and their customer data, we offer cyber security solutions with real-time monitoring, response and remediation against advanced and evolving cyber threats.

Our Singtel Group Future Makers programme in Singapore and Australia continued to support social entrepreneurs that leverage technological innovation to address social causes and scale their impact in the community.

In 2017, the Future Makers programme was extended to Globe in the Philippines. Winning teams were chosen for the viability of their solutions, their progress made and scalability into the communities they benefit. We funded more than S\$500,000 in local and regional




grants, while extending support such as mentorship by cross-sector experts, competency workshops, as well as networking and collaborative opportunities with Singtel and our partners.

For the first time last year, six finalists from the local tracks were incepted into the Singtel Group Future Makers 2017 regional round in Sydney, Australia, to pitch for additional funding and regional capacity-building support. The start-up teams pitched for a total of S\$100,000 in additional funding for innovations such as a mobility solution and a work-matching platform for persons with disabilities.

More information on our sustainability efforts can be found in the Singtel Group Sustainability Report 2018 at singtel.com/sr2018.

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KEY ENVIRONMENTAL AND SOCIAL PERFORMANCE INDICATORS

	Singapore		Australia	
	2018	2017	2018	2017
 Environmental Performance ⁽¹⁾				
Energy use (GJ)	1,395,100	1,404,843	1,724,106	1,702,440
Carbon footprint (tonnes CO ₂ equivalent)	174,391	173,811	418,760	418,269
Water use (cubic metres)	752,207	814,447	74,235 ⁽²⁾	82,111 ⁽²⁾
Hazardous and non-hazardous wastes (tonnes)	6,289	4,613	2,197 ⁽³⁾	1,853 ⁽³⁾
 Social Performance – People				
Employee turnover (%)	17.1	16.4	15.4	15.4
Employee turnover by gender (%)				
– Male	11.1	10.7	9.7	9.7
– Female	6.0	5.7	5.7	5.7
Average training hours per employee	30.6	30.4	27.6	30.9
Employee health and safety ⁽⁴⁾				
– Workplace injury incidence rate	2.1	1.3	4.1	1.3
– Workplace injury frequency rate	0.9	0.6	2.8	0.8
– Workplace injury severity rate	14.7	3.3	7.3	8.7
 Social Performance – Community				
Community investment (\$ million) ⁽⁵⁾	S\$7.5	S\$8.3	A\$9.4	A\$8.2
Total volunteering hours	15,500	17,140	12,128	16,420

Notes:

- ⁽¹⁾ Please refer to the Singtel Group and Optus sustainability reports for the reporting scope of environmental indicators.
- ⁽²⁾ Water use for Optus Sydney Campus only.
- ⁽³⁾ Waste across facility under Optus waste direct contract and not inclusive of all sites.
- ⁽⁴⁾ Workplace safety and health metrics based on the International Labour Organization (ILO) definitions.
- ⁽⁵⁾ Community investment has been verified by The London Benchmarking Group (LBG).

For more details and audited statistics, refer to our Sustainability Report at singtel.com/sr2018.