

Sustainability

The Singtel Group remains committed to sustainable growth as we seek to make a positive impact on our stakeholders, the communities we operate in, and the environment.

We strive to achieve this through a series of initiatives that aims to foster a more inclusive and diverse workplace and society, support vulnerable groups, reduce our environmental footprint, and spark positive change through social innovation.

Our efforts have not gone unnoticed, as we continue to be acknowledged globally in areas such as diversity, governance and climate change. In 2018, we were recognised by awards and indices including ASEAN's Top 5 and Singapore's Top 3 Publicly Listed Companies at the 2nd ASEAN Corporate Governance Awards, Best Strategy and Sustainability Management and Best Climate Change at the Sustainable Business Awards Singapore 2018, 2019 Bloomberg Gender-Equality Index and FTSE4Good Index for our sustainability initiatives.

Our sustainability strategy is made up of four key pillars, that aim to:

- Leave the smallest environmental footprint;
- Ensure the development and well-being of our people;
- Enable the development and inclusion of vulnerable segments in our community; and
- Catalyse change through responsible business practices and innovation in the marketplace.



Singtel and Optus employees volunteering at schools from the Bharti Foundation's Satya Bharti School Programme as part of Better Together, our annual overseas volunteering programme.

Sustainability

Environment The Smallest Footprint

Reducing e-waste

In Singapore, ReCYCLE saw compounded growth in collection rate of



400%
with over
24,000kg

of mobile phones, batteries and accessories since 2017.

In Australia, we diverted

4,000kg

of e-waste from landfills, saving 10 tonnes of CO₂ emissions and conserving 50 tonnes of mineral resource.

Recycle and Reuse



We recycled, reused and incinerated for energy recovery

77%

of waste generated within our operations.

Environmental issues have heightened in recent years as the impact of climate change becomes more evident. We believe that everyone, from governments and companies to the person on the street, has a responsibility to tackle climate change through mitigation and adaptation efforts. At Singtel, we aim to do our part by leaving the smallest environmental footprint, even as our business continues to expand.

SETTING THE CLIMATE AGENDA FROM THE TOP

Singtel is taking a regional leadership role to steer the industry towards

tackling climate change. We have set science-based carbon targets to serve as a guide for all of our business activities. For instance, we are searching for renewable energy sources to help us achieve and exceed our carbon reduction targets approved by the Science Based Targets initiative. Last year, we also pledged to support 2018 as the Year of Climate Action for Singapore. In Australia, we continue to play an active role in the Australian Business Roundtable for Disaster Resilience and Safer Communities, collaborating with diverse stakeholders in Australia

to help shape government policy and planning for climate-related disasters.

MINIMISING THE ENVIRONMENTAL IMPACT OF OUR PRODUCTS

As a leading communications technology company, we are committed to minimising e-waste, such as metals, plastics and batteries from mobile phones, that have the potential to be pollutive. Our ongoing efforts such as ReCYCLE in Singapore and Mobile Muster in Australia have been well-received by customers and staff and collection rates continue to grow yearly.

People

Ensuring the Development and Well-being of Our Greatest Asset

NURTURING OUR PEOPLE TO POWER OUR FUTURE

Our people are our most important asset and we ensure that they are equipped with the relevant skills to navigate a fast-changing global landscape. We take a proactive approach to the future of work as we recognise the huge impact on business from rapid digitisation. Hence, we continue to improve the digital literacy and capabilities of our people through various training initiatives. By grooming a digital workforce and workplace, we enhance our employee experience and drive Singtel's overall digital transformation.

ATTRACTING AND RETAINING TALENT

We have ramped up our efforts to attract digitally-savvy candidates to ensure we remain relevant in the

new economy. Part of this effort involves promoting Singtel's thought leadership in the areas of digital transformation journey and employer value proposition at recruitment events. We also launched a new Digital Leadership Experience programme in FY 2019 to develop leaders of digital businesses.

GENDER DIVERSITY AND INCLUSION

We strongly believe that diversity in the workplace is a key competitive advantage for us, providing a broad range of insights and opinions reflective of the diverse markets we operate in. To foster such diversity, we are committed to increasing the representation of women in senior leadership and technical roles. Singtel was one of only four Singapore companies and the only Southeast Asian communications company to be recognised for our

gender diversity efforts when we were listed in the 2019 Bloomberg Gender-Equality Index. We were also part of the Thomson Reuters IX Global Diversity and Inclusion Index 2018.

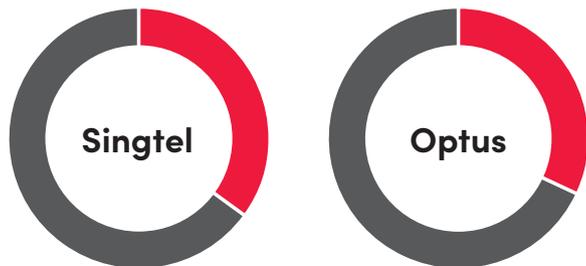
Gender diversity in management



27%

of female employees in middle and top management.

Gender Distribution



Female 35%
Male 65%

Female 32%
Male 68%

Age Distribution



< 30 years old 20%
30-49 years old 61%
≥ 50 years old 19%

< 30 years old 24%
30-49 years old 59%
≥ 50 years old 17%

Sustainability

Community

Driving Positive Change in Our Communities

Giving for good



We have invested

S\$90m

into enabling and inclusion programmes for vulnerable groups since 2016.



Singtel Touching Lives Fund

Donated



S\$3m

in 2018, bringing the total funds donated to

S\$42m

since its inception in 2002.

Yes4Good

More than

A\$175k

donated by employees to

277

charities in 2018.



More than

A\$5.7m

donated since 2005.

As a leading communications group, we are well-positioned to play a significant role in supporting the inclusion and progress of society's more vulnerable segments. By leveraging our technologies and programmes, we aim to improve the well-being of vulnerable groups while helping them realise their potential. We also invest directly in the communities we operate in as part of our sustainability strategy. Through these efforts, Singtel strives to be a responsible corporate citizen that is a force for positive change in society.

PROVIDING OPPORTUNITIES THROUGH EDUCATION AND EMPLOYABILITY

Through various partnerships and programmes, we equip youth with disabilities with the skills they need to enter the workforce and lead independent lives. One of our key initiatives in this effort is the Singtel Touching Lives Fund, our flagship corporate philanthropy programme which raises funds for six schools that provide educational support for youth with special needs in Singapore. Another of our initiatives, the Singtel Enabling

Innovation Centre, works to enhance employment opportunities for persons with disabilities by providing them with customised job training. It also promotes and showcases the use of assistive technologies that enable them to be productive at work.

In Australia, Optus, as a founding member of the Australian Business and Community Network (ABCN), continues to work closely with other ABCN members to improve opportunities and outcomes for vulnerable youth in high-needs schools across Australia. Our

Pathways2Employment Programme helps young people build confidence and skills and provides opportunities for them to secure employment with Optus Retail. We also collaborated with the KARI Foundation to help indigenous young people in Australia achieve and thrive in society through mentoring and education programmes.

ENCOURAGING OUR PEOPLE TO SERVE OUR COMMUNITIES

We actively encourage our staff to play their part in making a positive impact on our communities. Beyond helping the less fortunate around them, such activities also build empathy and character.

Our employees can volunteer their time and talent for a range of social

and environmental causes, such as the annual Singtel Carnival – Singapore’s largest event dedicated to children with special needs. In Australia, our online portal Yes4Good allows our people to donate, sign up to volunteer and fundraise for their favourite causes. Meanwhile, Better Together – our annual overseas volunteering programme with our associates – organised three expeditions in 2018 to India, the Philippines and Thailand.

INCLUSION AND WELL-BEING

One key focus of our community strategy involves supporting the cancer cause. Given its pervasiveness in society, we strongly believe that everyone affected by cancer should have access to care regardless of their social or financial status. To

this end, we continue to support and participate in initiatives such as the Singtel-Singapore Cancer Society Race Against Cancer, an event that aims to raise funds to drive Singapore Cancer Society programmes. In Australia, Optus employees continue to participate in the Tour de Cure to raise awareness and funds towards cancer research and prevention.

We also strive to improve outcomes for disadvantaged groups, such as vulnerable youth and persons with disabilities. Through the Singapore Business Network on DisAbility, we work with like-minded companies to boost the employability of persons with disabilities by raising awareness, and sharing expertise and resources.



Optus employees participating in the Tour de Cure to raise funds in support of cancer research and prevention.

Sustainability

Marketplace And Customers

A Catalyst for Change Through Responsible Business Practices and Innovation



The Singtel Group is committed to ethical and responsible business practices, which extend to our supply chain as well. During the year, Australia introduced a new Modern Slavery Legislation, which we will be using to update our Supplier Code of Conduct, Supplier Risk Assessment Questionnaires, Supplier Service Agreements and engagement process to ensure that our supply chain operates at the highest level of human and labour rights as well as environmental practices.

Recognising that building a sustainable future requires the

work of many hands, Singtel supports innovative individuals and businesses that are working to address social issues for vulnerable people.

We aim to empower such innovators through the Singtel Group Future Makers, our regional accelerator programme that supports entrepreneurs. The programme offers participants workshops, coaching and mentoring sessions to help with developing vision, leveraging technology, understanding customers, the art of storytelling and digital marketing strategies.

In 2018, the third instalment of the annual programme held in Sydney, Australia attracted over 3,000 applicants from Singapore, Australia, Thailand, the Philippines and Indonesia. 48 selected start-ups received more than S\$1 million in funding and support, and were advised by volunteer teams of Singtel experts and partners from the social and private sectors on their technology solutions and business models.

KEY ENVIRONMENTAL AND SOCIAL PERFORMANCE INDICATORS

	Singapore		Australia	
	2019	2018	2019	2018
 Environmental Performance ⁽¹⁾				
Energy use (GJ)	1,347,094	1,395,100	1,749,622	1,724,106
Carbon footprint (tonnes CO ₂ equivalent)	164,629	174,391	418,060	418,760
Electricity intensity (kWh/TB)	97	118	160	195
Water use (cubic metres)	753,238	752,207	78,774 ⁽²⁾	74,235 ⁽²⁾
Hazardous and non-hazardous wastes (tonnes)	7,538	6,289	2,294 ⁽³⁾	2,197 ⁽³⁾
 Social Performance: People				
Gender diversity (% female)				
– Total employees	35	35	32	32
– Middle and Top Management	34	33	22	21
Employee voluntary turnover (%)	18.3	17.1	17.0	15.4
Employee voluntary turnover by gender (%)				
– Male	12.4	11.1	10.6	9.7
– Female	5.9	6.0	6.4	5.7
Average training hours per employee	34.8	30.6	18.4	20.6 ⁽⁵⁾
Employee health and safety ⁽⁴⁾				
– Workplace injury incidence rate	1.5	2.1	2.2	4.1
– Workplace injury frequency rate	0.7	0.9	1.3	2.8
– Workplace injury severity rate	12.9	14.7	16.7	7.3
 Social Performance: Community				
Community investment (\$ million) ⁽⁶⁾	S\$11.7	S\$7.5	A\$8.7	A\$9.4
Total volunteering hours	13,503	15,500	13,206	12,128

Notes:

- ⁽¹⁾ Please refer to the Singtel Group Sustainability Report for the reporting scope of environmental indicators.
- ⁽²⁾ Water use for Optus Sydney Campus only.
- ⁽³⁾ Data covers waste directly managed by Optus' contracted waste vendor.
- ⁽⁴⁾ Workplace safety and health metrics based on International Labour Organization (ILO) definitions.
- ⁽⁵⁾ Restated.
- ⁽⁶⁾ Community investment has been verified by The London Benchmarking Group (LBG).



Scan here to view the Singtel Group Sustainability Report 2019 online.