

About This Report

This is SingTel's 4th annual Sustainability Report. It presents key aspects of our sustainability strategies, policies and performance relating to environmental, social, governance and economic issues.

We believe that the report is in line with expectations set out in the Singapore Exchange *Guide to Sustainability Reporting for Listed Companies*, a voluntary framework that all listed companies in Singapore are encouraged to follow. This report, issued in June 2013, discusses the ongoing developments and progress of our approach to sustainability.

At the outset of our journey, SingTel identified a framework with four focus areas: Marketplace, People, Environment and Community. Our sustainability strategy and report is based upon these key areas.

The report is available in the sustainability section of our corporate website and as a downloadable document file (PDF).

Scope

In April 2012, the SingTel Group created three main business lines aligned by customer segments, reflecting SingTel's journey into the digital space.

In Singapore, our 100% owned subsidiaries include NCS Pte Ltd, SingTel Mobile, SingNet, SingTel Digital Media and SingTel Innov8. In FY2013, SingTel acquired Amobee, a mobile advertising business, and this operation is included as a wholly-owned subsidiary in Singapore. Optus, our wholly-owned subsidiary which operates in Australia, produces its own Sustainability Report, and has done so since 2000. The Optus reports can be accessed online at www.optus.com.au.

For the purpose of this report, our scope covers the sustainability practices and initiatives of SingTel's businesses in Singapore, our global headquarters. All of the data, statistics and improvement targets are in relation to the Singapore operations unless otherwise stated. Amobee's data is not included in this report.

We have also expanded the range of data of our carbon footprint by including staff commuting information for the 1st time. This additional data provided insights into our employees' choice of transportation between office and home.

For the 2nd year, we have engaged the services of an independent external party to undertake an assurance process for our report.

Reporting Period

This sustainability report is produced on an annual basis and the information contained in it relates to our performance during the financial year 1 April 2012 to 31 March 2013 (FY2013). The previous report produced was for FY2012.

GRI Guidelines

SingTel's report follows the Global Reporting Initiative's (GRI) reporting guidelines version G3.1. We have also used aspects of the pilot version of GRI's Telecommunications Sector Supplement. It meets the requirements of a GRI Level B+ report, having been subject to an application level check by the GRI (see page 62) and an external assurance process (see page 64).

We will assess the new G4 version of the GRI guidelines, released in May 2013, and the changes for future use. For more information on the GRI guidelines please go to www.globalreporting.org.

Feedback

We are fully committed to listening to our stakeholders and we welcome feedback on this report and any aspect of our sustainability performance. Please address all feedback to Vice President, Group CSR, at csr@singtel.com.