

GRI Index Table

SingTel's disclosures on sustainability are mostly located in our Sustainability Report, however certain sections refer to our Annual Report. Both can be accessed via download or online. This report is aligned with the Global Reporting Initiative (GRI) G3.1 Sustainability Reporting Guidelines and this table provides a guide to SingTel's responses to required information and specified indicators. The GRI Telecommunications Sector Supplement Pilot has also been drawn upon and some information has been disclosed in line with these requirements.

GRI Reference	GRI Indicator Description	Reported	Page Reference	Comments / Links
Profile Disclosures - Strategy and Analysis				
1.1	Statement from the most senior decision-maker of the organisation	Fully	3-4	
1.2	Description of key impacts, risks, and opportunities	Fully	7	
Profile Disclosures - Organisational Profile				
2.1	Name of the organisation	Fully	5	
2.2	Primary brands, products, and/or services	Fully	5	
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries, and joint ventures	Fully		Refer to Annual Report pg 15, 25, 183-192
2.4	Location of organisation's headquarters	Fully	2	
2.5	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	Fully	5	
2.6	Nature of ownership and legal form	Fully	5	
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	Fully	5-6	
2.8	Scale of the reporting organisation	Fully	5-6	Refer to Annual Report pg 25, 30
2.9	Significant changes during the reporting period regarding size, structure, or ownership	Fully	2, 5	
2.10	Awards received in the reporting period	Fully	13	Refer to Annual Report pg 26-27

GRI Reference	GRI Indicator Description	Reported	Page Reference	Comments / Links
Profile Disclosures - Sustainability Report Parameters				
3.1	Reporting period (e.g., fiscal/calendar year) for information provided	Fully	2	
3.2	Date of most recent previous report (if any)	Fully	2	
3.3	Reporting cycle (annual, biennial, etc.)	Fully	2	
3.4	Contact point for questions regarding the report or its contents	Fully	2	
3.5	Process for defining report content	Fully	7-9	
3.6	Boundary of the report	Fully	2	
3.7	State any specific limitations on the scope or boundary of the report	Fully	2	
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations	Fully	2	
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report	Fully		Data measurement does not diverge from GRI indicator protocols unless specifically stated
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement	Fully		There were no re-statements in the 2013 report
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	Fully	2, 5	
3.12	Table identifying the location of the Standard Disclosures in the report	Fully	61	GRI Index
3.13	Policy and current practice with regard to seeking external assurance for the report	Fully	2	This report will be assured on an annual basis
Profile Disclosures - Governance, Commitments, and Engagement				
4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight	Fully		Refer to Annual Report pg 64-69
4.2	Indicate whether the Chair of the highest governance body is also an executive officer	Fully		Refer to Annual Report pg 62
4.3	For organisations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members	Fully		Refer to Annual Report pg 61-63

GRI Reference	GRI Indicator Description	Reported	Page Reference	Comments / Links
Profile Disclosures - Governance, Commitments, and Engagement				
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	Fully		Refer to Annual Report pg 50-51, 69
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives, and the organisation's performance	Fully		Refer to Annual Report pg 71-77
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided	Fully		Refer to Annual Report pg 70
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity	Fully		Refer to Annual Report pg 63
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation	Fully	7-8, 16, 30	
4.9	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental, and social performance	Fully	7-8	
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance	Fully		Refer to Annual Report pg 63
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation	Fully	7-11	Refer to Annual Report pg 78-83
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses	Fully	19-21, 23-24, 37	
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organisations	Fully		We are a signatory of the UN Global Compact and a committee member of the Singapore Compact
4.14	List of stakeholder groups engaged by the organisation	Fully	9	

GRI Reference	GRI Indicator Description	Reported	Page Reference	Comments / Links
Profile Disclosures – Governance, Commitments, and Engagement				
4.15	Basis for identification and selection of stakeholders with whom to engage	Fully	8-11	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	Fully	8-11	
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting	Fully	8-11	
Economic Performance				
Management Approach	Approach to economic management and performance	Fully	5-6, 13	Refer to Annual Report pg 12-14
EC1	Direct economic value generated and distributed	Fully	6, 53	
EC3	Coverage of the organisation's defined benefit plan obligations	Fully	36	
EC4	Significant financial assistance received from government	Fully	23-24	Refer to Annual Report pg 51, 70, 183
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation	Partially	21	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation	Partially	29-32	
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement	Fully	19-20, 23-24	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts	Fully	15, 19, 21, 29, 53	
Environment Performance				
Management Approach	Approach to environmental management and performance	Fully	41	
EN3	Direct energy consumption by primary energy source	Fully	46	Our direct energy consumption is 31,034GJ

GRI Reference	GRI Indicator Description	Reported	Page Reference	Comments / Links
Environment Performance				
EN4	Indirect energy consumption by primary source	Fully	45	Our indirect energy consumption is 1,240,488GJ In 2011, Singapore fuel generation mix is about 78% natural gas, 18.4% petroleum products and 3.6% others (including waste-to-energy) http://www.ema.gov.sg/media/files/publications/EMA_SES_2012_Final.pdf
EN5	Energy saved due to conservation and efficiency improvements	Fully	44-47	Initiatives saved 22,568GJ in FY2013
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives	Fully	44-46	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved	Fully	47-49	
EN8	Total water withdrawal by source	Fully	49-50	
EN9	Water sources significantly affected by withdrawal of water	Fully		We do not significantly affect any water sources in our operations
EN10	Percentage and total volume of water recycled and reused	Fully	49-50	
EN12	Description of significant impacts of activities, products, and services on biodiversity	Partially	50	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity	Partially	50	
EN16	Total direct and indirect greenhouse gas emissions by weight	Fully	47-49	
EN17	Other relevant indirect greenhouse gas emissions by weight	Partially	47-48	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	Fully	44-47	This includes our PELMS initiative, chiller optimisation and overhaul, energy efficient mobile base station programme, and the continued use of technology to minimise air travel

GRI Reference	GRI Indicator Description	Reported	Page Reference	Comments / Links
Environment Performance				
EN19	Emissions of ozone-depleting substances by weight	Fully	48	
EN22	Total weight of waste by type and disposal method	Partially	42-43	
EN23	Total number and volume of significant spills	Fully		There were no significant spills in FY2013
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Fully		No incidents of non-compliance with applicable regulations and no financial penalties
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations	Fully	46, 48	
Labour Practices and Decent Work Performance				
Management Approach	Approach to labour practices, decent work and human resource management and performance	Fully	29	
LA1	Total workforce by employment type, employment contract, and region, broken down by gender	Fully	31-32	
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region	Partially	34	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	Fully	36-37	
LA4	Percentage of employees covered by collective bargaining agreements	Fully	34	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements	Fully	34	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender	Fully	37-38	
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases	Fully	36-37, 39	
LA10	Average hours of training per year per employee by gender, and by employee category	Partially	35	
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Fully	32, 34-37	
LA12	Percentage of employees receiving regular performance and career development reviews, by gender	Fully	35	100% of our people received regular performance and career development reviews

GRI Reference	GRI Indicator Description	Reported	Page Reference	Comments / Links
Labour Practices and Decent Work Performance				
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	Fully	31-32	
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	Fully	33	
Human Rights				
Management Approach	Approach to human rights management and performance	Fully	21, 30	
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening	Partially	21-22	
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken	Partially	21-22	
HR4	Total number of incidents of discrimination and corrective actions taken	Partially		We have not been subjected to any legal action for incidents of discrimination
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour	Partially	21-22	
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour	Partially	21-22	
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken	Fully		We have no incidents of violations involving the rights of indigenous people
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms	Fully		We have had no grievances related to human rights
Society				
Management Approach	Approach to societal management and performance	Fully	16-17, 22, 53	
S02	Percentage and total number of business units analysed for risks related to corruption	Fully	16-17	Refer to Annual Report pg 78-83

GRI Reference	GRI Indicator Description	Reported	Page Reference	Comments / Links
Society				
S03	Percentage of employees trained in organisation's anti-corruption policies and procedures	Fully	17	
S04	Actions taken in response to incidents of corruption	Fully	17	
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Fully	22	
Product Responsibility				
Management Approach	Approach to product responsibility management and performance	Fully	13, 19-20, 24-25	
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures	Partially	18-20	
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes	Fully		There has been no incident of non-compliance with regulations and voluntary codes concerning health and safety impact
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	Fully	19, 22	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	Fully	21, 24-26	
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	Fully	21	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes	Fully		There has been no incident of non-compliance
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Fully	19-20	
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Fully	22	

Telecommunications Sector Specific Indicators

GRI Reference	GRI Indicator Description	Reported	Page Reference	Comments / Links
Internal Operations				
Investment				
I01	Capital investment in telecommunication network infrastructure broken down by country/region	Fully	15	
I02	Net costs for service providers under the Universal Service Obligation when extending service to geographic locations and low-income groups, which are not profitable. Describe relevant legislative and regulatory mechanisms	Partially	19	
Health and Safety				
I03	Practices to ensure health and safety of field personnel involved in the installation, operation and maintenance of masts, base stations, laying cables and other outside plant	Partially	18, 37-38	
I04	Compliance with ICNIRP (International Commission on Non-Ionising Radiation Protection) standards on exposure to radio frequency (RF) emissions from handsets	Fully	18	
I05	Compliance with ICNIRP (International Commission on Non-Ionising Radiation Protection) guidelines on exposure to radio frequency (RF) emissions from base stations	Fully	18	
Providing Access				
Access to Telecommunication Products and Services: Bridging the Digital Divide				
PA1	Policies and practices to enable the deployment of telecommunications infrastructure and access to telecommunications products and services in remote and low population density areas	Fully	19	
PA2	Policies and practices to overcome barriers for access and use of telecommunication products and services including: language, culture, illiteracy, and lack of education, income, disabilities, and age	Partially	19-20, 53	

GRI Reference	GRI Indicator Description	Reported	Page Reference	Comments / Links
Providing Access				
Access to Telecommunication Products and Services: Bridging the Digital Divide				
PA3	Policies and practices to ensure availability and reliability of telecommunications products and services and quantify, where possible, for specified time periods and locations of down time	Fully	19, 21-22	
PA4	Quantify the level of availability of telecommunications products and services in areas where the organisation operates	Fully	5, 19	
PA5	Number and types of telecommunication products and services provided to and used by low and no income sectors of the population	Partially	19-20	
PA6	Programmes to provide and maintain telecommunication products and services in emergency situations and for disaster relief	Partially	19, 55	
Access to Content				
PA7	Polices and practices to manage human rights issues relating to access and use of telecommunications products and services. Explain how such policies and practices are adapted and applied in different countries	Partially	19, 27-28	
Customer Relations				
PA8	Policies and practices to publicly communicate on EMF related issues. Include information provides at points of sales material	Fully	18	
PA10	Initiatives to ensure clarity of charges and tariffs	Fully	21	
PA11	Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost effective, and environmentally preferable use.	Partially	14-16, 19-20	
Technology Applications				
Resource Efficiency				
TA1	Provide examples of the resource efficiency of telecommunication products and services delivered	Fully	15-16, 41, 43-46	
TA2	Provide examples of telecommunication products, services and applications that have the potential to replace physical objects	Fully	14-15, 23	
TA3	Disclose any measures of transport and/or resource changes of customer use of the telecommunication products and services listed above	Fully	15-16	