

# About This Report

This is SingTel's 5<sup>th</sup> annual Sustainability Report. It presents key aspects of our sustainability strategy, policies and performance relating to environmental, social and governance issues.

The scope of this report covers the sustainability practices and initiatives of SingTel's businesses in Singapore, our global headquarters. All data, statistics and improvement targets are in relation to the Singapore operations unless otherwise stated. Optus, our wholly-owned subsidiary which operates in Australia, produces its own Sustainability Report, which can be accessed online at <http://optus.com.au/gri>.

This report is for the financial year 1 April 2013 to 31 March 2014 (FY2014).

## 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, and has been subjected to an external assurance process (see page 56). A summary of the GRI index and the relevant references are provided in page 46.

We have commenced a materiality review and supply and value chain analyses in May 2014, in view of the new GRI G4 guidelines.

## 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](mailto:csr@singtel.com).

## External assurance by



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