09 GRI Index Table

SingTel's disclosures on sustainability are mostly located in our Sustainability Report, however certain sections may be in the Annual Report. Both can be accessed and downloaded online. This report is aligned with the Global Reporting Initiative (GRI) G3.1 Sustainability Reporting Guidelines and the following 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. For further information on GRI G3.1 guidelines and indicators please refer to the GRI website (www.globalreporting.org).

GRI Reference	GRI Indicator Description	Page Reference	Comments / Links
Profile Disclosures - Strategy and Analysis			
1.1	Statement from the most senior decision-maker of the organisation	2-3	
1.2	Description of key impacts, risks, and opportunities	2-3, 5-6	
Profile Disclosures - Organisational Profile			
2.1	Name of the organisation	4	
2.2	Primary brands, products, and/or services	1, 4	
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries, and joint ventures		Refer to Annual Report pg 18, 22, 44, 196-204
2.4	Location of organisation's headquarters	1	
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	1, 4	
2.6	Nature of ownership and legal form	1, 4	
2.7	Markets served (including geographic breakdown, sectors and types of customers/beneficiaries)	1, 4	
2.8	Scale of the reporting organisation	4	Refer to Annual Report pg 6-7
2.9	Significant changes during the reporting period regarding size, structure or ownership	1, 4	
2.10	Awards received in the reporting period	10-11, 13, 38	Refer to Annual Report pg 36-37

GRI Reference	GRI Indicator Description	Page Reference	Comments / Links
Profile Disclosures - Sustainability Report Parameters			
3.1	Reporting period (e.g. fiscal/calendar year) for information provided	1	
3.2	Date of most recent previous report (if any)	1	
3.3	Reporting cycle (annual, biennial, etc.)	1	
3.4	Contact point for questions regarding the report or its contents	1	
3.5	Process for defining report content	5-6, 8-9	
3.6	Boundary of the report	1	
3.7	State any specific limitations on the scope or boundary of the report	1	
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	1	
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		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		There are no re-statements in the 2014 report
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report	1, 4	
3.12	Table identifying the location of the Standard Disclosures in the report	46	GRI Index
3.13	Policy and current practice with regard to seeking external assurance for the report	1	
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	7-8, 14	Refer to Annual Report pg 50-69
4.2	Indicate whether the Chair of the highest governance body is also an executive officer		Refer to Annual Report pg 53
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		Refer to Annual Report pg 39-43
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	8-9	Refer to Annual Report pg 60, 70-71

GRI Reference	GRI Indicator Description	Page Reference	Comments / Links
Profile Disclosures - Governance, Commitments, and Engagement			
4.5	Linkage between compensation for members of the highest governance body, senior managers and executives, as well as the organisation's performance		Refer to Annual Report pg 62-69
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided		Refer to Annual Report pg 61
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		Refer to Annual Report pg 54
4.8	Internally developed statements of mission or values, codes of conduct and principles relevant to economic, environmental, and social performance as well as the status of their implementation	5-7, 11, 20, 27, 37	
4.9	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental and social performance	7-8	
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental and social		Refer to Annual Report pg 54
4.11	Explanation of how and whether the precautionary approach or principle is addressed by the organisation.		Refer to Annual Report pg 72-79
4.12	Externally developed economic, environmental and social charters or principles and other initiatives to which the organisation subscribes or endorses.	3, 15-17, 34	
4.13	Memberships in associations (such as industry associations) and/or national/ international advocacy organisations in which the organisation	3	
4.14	List of stakeholder groups engaged by the organisation	8-9	
4.15	Basis for identification and selection of stakeholders with whom to engage	8-9	
4.16	Approaches to stakeholder engagement including frequency of engagement by type and by stakeholder group	8-9	
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	9	
Economic Performance			
Management Approach	Approach to economic management and performance	4, 10	Refer to Annual Report pg 12-15
EC1	Direct economic value generated and distributed	4	

GRI Reference	GRI Indicator Description	Page Reference	Comments / Links
Economic Performance			
EC3	Coverage of the organisation's defined benefit plan obligations	34	
EC4	Significant financial assistance received from government		We received ~S$1,4 million in grants from IDA and MDA for our involvement in a number of government-led initiatives for the development of telecommunications in Singapore, as well as training grants from WDA
EC6	Policy, practices and proportion of spending on locally-based suppliers at significant locations of operation	17	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation	29-30	
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind or pro bono engagement	13-17	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts	11-12, 15-16	
Environmental Performance			
Management Approach	Approach to environmental management and performance	36-37	
EN3	Direct energy consumption by primary energy source	40	
EN4	Indirect energy consumption by primary source	41-42	
EN5	Energy saved due to conservation and efficiency improvements	38-40	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services and reductions in energy requirements as a result of these initiatives	39-40	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved	41-42	
EN8	Total water withdrawal by source	45	
EN9	Water sources significantly affected by withdrawal of water		We do not significantly affect any water sources in our operations
EN10	Percentage and total volume of water recycled and reused	45	
EN12	Description of significant impacts of activities, products and services on biodiversity	45	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity	45	
EN16	Total direct and indirect greenhouse gas emissions by weight	41-42	
EN17	Other relevant indirect greenhouse gas emissions by weight	41-42	

GRI Reference	GRI Indicator Description	Page Reference	Comments / Links
Environmental Performance			
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	39-41	
EN19	Emissions of ozone-depleting substances by weight	42	
EN22	Total weight of waste by type and disposal method	43-44	
EN23	Total number and volume of significant spills		There were no significant spills in FY2014
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations		No incidents of non-compliance with applicable regulations and no financial penalities
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations	40-42	
Labour Practices and Decent Work			
Management Approach	Approach to labour practices, decent work and human resource management and performance	26-27	
LA1	Total workforce by employment type, employment contract and region, broken down by gender	29-30	
LA2	Total number and rate of new employee hires and employee turnover by age group, gender and region	31, 33	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	34	
LA4	Percentage of employees covered by collective bargaining agreements	30	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements	30	
LA7	Rates of injury, occupational diseases, lost days, absenteeism and number of work-related fatalities by region and by gender	35	
LA8	Education, training, counseling, prevention and risk-control programs in place to assist workforce members, their families or community members regarding serious diseases	27, 34	
LA10	Average hours of training per year per employee by gender and by employee category	32	
LA11	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	31-33	
LA12	Percentage of employees receiving regular performance and career development reviews by gender	30-31	100% of our people received regular performance and career development reviews

GRI Reference	GRI Indicator Description	Page Reference	Comments / Links
Labour Practices and Decent Work			
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	29-30	
LA14	Ratio of basic salary and remuneration of women to men by employee category according to significant locations of operation	31	
Human Rights			
Management Approach	Approach to human rights management and performance	30	
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or those that have undergone human rights screening	17	
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening as well as actions taken	17	
HR4	Total number of incidents of discrimination and corrective actions taken		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, including measures taken to contribute to the effective abolition of child labour	17	
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, including measures to contribute to the elimination of all forms of forced or compulsory labour	17	
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken		We have had 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		We have had no grievances related to human rights
Society			
Management Approach	Approach to societal management and performance	13-14, 17, 20	
SO2	Percentage and total number of business units analysed for risks related to corruption	14	Refer to Annual Report pg 73-79
SO3	Percentage of employees trained in organisation's anti-corruption policies and procedures	14	

GRI Reference	GRI Indicator Description	Page Reference	Comments / Links
Society			
SO4	Actions taken in response to incidents of corruption	14	
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	17-18	
Product Responsibility			
Management Approach	Approach to product responsibility management and performance	10, 16-19	
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, with percentage of significant products and services categories subject to such procedures	14-16	
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		There were no incidents of non-compliance with regulation 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	17-18	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	17-19	
PR6	Programs for adherence to laws, standards and voluntary codes related to marketing communications, including advertising, promotion and sponsorship	17	
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		There have been no reported incidents of non-compliance
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	16, 18	
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	17-18	

Telecommunications Sector Specific Indicators

GRI Reference	GRI Indicator Description	Page Reference	Comments / Links
Internal Operations			
Investment			
IO1	Capital investment in telecommunication network infrastructure broken down by country/region	13	
IO2	Net costs for service providers under the Universal Service Obligation when extending service to geographic locations and low-income groups that are not profitable. Describe relevant legislative and regulatory mechanisms	15, 17	
Health and Safety			
IO3	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	14-15, 34-35	
IO4	Compliance with ICNIRP (International Commission on Non-Ionising Radiation Protection) standards on exposure to radiofrequency (RF) emissions from handsets	14-15	
IO5	Compliance with ICNIRP (International Commission on Non-Ionising Radiation Protection) guidelines on exposure to radiofrequency (RF) emissions from base stations	14-15	
Providing Access			
Access to Telecommunication Products and Services: Bridging the Digital Divide			
PA1	Polices and practices to enable the deployment of telecommunications infrastructure and access to telecommunications products and services in remote and low population density areas	15	
PA2	Policies and practices to overcome barriers for access and use of telecommunication products and services including: language, culture, illiteracy, lack of education, income, disabilities and age	15, 22	
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	15, 23	
PA4	Quantify the level of availability of telecommunications products and services in areas where the organisation operates	4, 15	

GRI Reference	GRI Indicator Description	Page Reference	Comments / Links
Providing Access			
Access to Telecommunication Products and Services: Bridging the Digital Divide			
PA5	Number and types of telecommunication products and services provided to and used by low and no income sectors of the population	15	
PA6	Programmes to provide and maintain telecommunication products and services in emergency situations and for disaster relief	15, 23	
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	11, 16-17, 30	
Customer Relations			
PA8	Policies and practices to publicly communicate on EMF related issues. Include information provides at points of sales material	14-15	
PA10	Initiatives to ensure clarity of charges and tariffs	17	
PA11	Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost effective and environmentally preferable use	12-13, 16, 19	
Category: Technology Applications			
Resource Efficiency			
TA1	Provide examples of the resource efficiency of telecommunication products and services delivered	13, 36, 38-40, 44	
TA2	Provide examples of telecommunication products, services and applications that have the potential to replace physical objects	12-13, 19	
TA3	Disclose any measures of transport and/or resource changes of customer use of the telecommunication products and services listed above	12-13	