

GRI INDEX TABLE

GENERAL STANDARD DISCLOSURES

Item	Description	Page Reference	Level of External Assurance
Strategy & Analysis			
G4-1	Statement from Chairman and the CEO	2–4	Singtel Group
Organisational Profile			
G4-3	Name of the organisation	1	*
G4-4	Primary brands, products, and/or services	5	*
G4-5	Location of headquarters	1	*
G4-6	Countries of operation	5	*
G4-7	Nature of ownership and legal form	1, 5	*
G4-8	Markets served	5	*
G4-9	Scale of the organisation	5, 7, Annual Report	*
G4-10	Size of workforce	33, 38	Singtel
G4-11	Employees covered by collective bargaining agreements	35	Singtel
G4-12	Organisation's supply chain	22	Singtel
G4-13	Change in organisation's size, structure, ownership, or its supply chain	No change	*
G4-14	How precautionary approach is addressed	40	Singtel
G4-15	Externally developed charters, principles, or other initiatives to which the organisation subscribes	1, 17, 20, 24, 37	Singtel
G4-16	Membership of associations and advocacy organisations	28, 30, 42, 43	Singtel
Identified Material Aspects and Boundaries			
G4-17	Entities included in the organisation's consolidated financial statements	1, 12, Annual Report	Singtel
G4-18	Process for defining the report content and the aspect boundaries	12	Singtel Group
G4-19	List of identified material aspects	13	Singtel Group
G4-20	Aspect boundary of material aspect within the organisation	13	Singtel Group
G4-21	Aspect boundary of material aspect outside the organisation	13	Singtel Group
G4-22	Restatement of information	No restatement	Singtel Group
G4-23	Significant change from previous reporting periods in the scope and aspect boundaries	1	Singtel Group

* Information is publicly available

Item	Description	Page Reference	Level of External Assurance
Stakeholder Engagement			
G4-24	List of stakeholder groups engaged	11	Singtel Group
G4-25	Basis for identification and selection of stakeholders with whom to engage	10	Singtel Group
G4-26	Approach to stakeholder's engagement	10	Singtel Group
G4-27	Key topics and concerns raised through stakeholder engagement	11	Singtel Group
Report Profile			
G4-28	Reporting period	1	Singtel Group
G4-29	Date of most recent previous report	1	Singtel Group
G4-30	Reporting cycle	1	Singtel Group
G4-31	Contact point for questions regarding the report or its contents	1	Singtel Group
G4-32	GRI content index	46–48	Singtel Group
G4-33	External assurance	50–52	Singtel Group
Governance			
G4-34	Governance structure	9	Singtel Group
Ethics and Integrity			
G4-56	Values, principles, ethics and standards	5, 22	Singtel Group

SPECIFIC STANDARD DISCLOSURES

Material Issue	GRI Aspect	Indicator	Page Reference	Level of External Assurance
Customer satisfaction	Product and service labelling	DMA Disclosures on Management Approach	15–17	Singtel
		PR5 Customer satisfaction survey results	16	Singtel
Product and service quality	Compliance	DMA	17–18	Singtel
		PR9 Non-compliance concerning provision and use of products and services	18	Singtel
Innovation	Indirect economic impacts	DMA	18–19	Singtel
		EC8 Significant indirect economic impacts	18–19	Singtel Group
Customer health and safety	Customer health and safety	DMA	19–20	Singtel
		PR2 Non-compliance concerning the health and safety impact of products and services	20	Singtel
Customer data privacy and protection	Customer privacy	DMA	20–21	Singtel
		PR8 Complaints regarding breaches of customer privacy and loss of data	20	Singtel

Material Issue	GRI Aspect	Indicator	Page Reference	Level of External Assurance
Fair marketing communications	Marketing communications	DMA	21	Singtel
		PR7 Non-compliance concerning marketing communications	21	Singtel
Supply chain management	Supplier human rights assessment	DMA	22–24	Singtel Group
		HR10 New suppliers screened using human rights criteria	24	Singtel Group
Inclusion of vulnerable groups	Economic performance	DMA	26–28	Singtel
		EC1 Direct economic value generated and distributed	7, 26	Singtel
Cyber wellness and online safety	Local communities	DMA	21, 29–30	Singtel
		SO2 Operations with actual and potential negative impact on local communities	29	Singtel
Talent attraction and retention	Employment	DMA	33–35	Singtel
		LA1 New hires and employee turnover	38	Singtel
Training and education	Training and education	DMA	35	Singtel
		LA9 Average hours of training per employee	7, 38	Singtel Group
		LA10 Programmes for skills management and lifelong learning	33, 35	Singtel
		LA11 Employees receiving performance and career development reviews	34	Singtel
Employee health and safety	Occupational health and safety	DMA	36	Singtel
		LA6 Workplace injury, lost days and fatality rates	7, 38	Singtel Group
Climate change and energy management	Energy	DMA	40–42	Singtel
		EN3 Energy consumption within the organisation	45	Singtel Group
		EN 5 Energy intensity	45	Singtel
		EN 6 Reduction of energy consumption	41–42	Singtel
	Emissions	EN 15 Scope 1 emissions	45	Singtel Group
		EN16 Scope 2 emissions	45	Singtel Group
		EN 17 Scope 3 emissions	45	Singtel Group
		EN 18 Green House Gas (GHG) emissions intensity	45	Singtel
		EN19 Reduction of GHG emissions	41–42	Singtel