



09 GRI Index Table G4-32

GENERAL STANDARD DISCLOSURES

Item	Description	Page Reference	Level of External Assurance
Strategy & Analysis			
G4-1	Statement from Group 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	5	*
G4-8	Markets served	5	*
G4-9	Scale of the organisation	5, 7, Annual Report	*
G4-10	Size of workforce	32, 38	Singtel
G4-11	Employees covered by collective bargaining agreements	34	Singtel
G4-12	Organisation's supply chain	11, 21	Singtel
G4-13	Change in organisation's size, structure, ownership, or its supply chain	No change	*
G4-14	How precautionary approach is addressed	39	Singtel
G4-15	Externally developed charters, principles, or other initiatives to which the organisation subscribes	1, 16, 18, 19, 36	Singtel
G4-16	Membership of associations and advocacy organisations	28-30, 42, 44	Singtel
Identified Material Aspects and Boundaries			
G4-17	Entities included in the organisation's consolidated financial statements	1, Annual Report	Singtel
G4-18	Process for defining the report content and the aspect boundaries	10-11, 14	Singtel Group
G4-19	List of identified material aspects	10, 14	Singtel Group
G4-20	Aspect boundary of material aspect within the organisation	14	Singtel Group
G4-21	Aspect boundary of material aspect outside the organisation	14	Singtel Group
G4-22	Restatement of information	7, 38	Singtel Group
G4-23	Significant change from previous reporting periods in the scope and aspect boundaries	No significant change	Singtel Group
Stakeholder Engagement			
G4-24	List of stakeholder groups engaged	10	Singtel Group
G4-25	Basis for identification and selection of stakeholders with whom to engage	See website for details	Singtel Group
G4-26	Approach to stakeholder's engagement	10	Singtel Group
G4-27	Key topics and concerns raised through stakeholder engagement	10	Singtel Group

Item	Description	Page Reference	Level of External Assurance
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	10	Singtel Group
Ethics and Integrity			
G4-56	Values, principles, ethics and standards	5, 20	Singtel Group

* Information is publicly available

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	Singtel
		PR5	Customer satisfaction survey results	15	Singtel
Product and service quality	Compliance	DMA	Disclosures on Management Approach	16	Singtel
		PR9	Non-compliance concerning provision	16	Singtel
Innovation	Indirect economic impacts	DMA	Disclosures on Management Approach	17	Singtel
		EC8	Significant indirect economic impacts	17	Singtel Group
Customer health and safety	Customer health and safety	DMA	Disclosures on Management Approach	17	Singtel
		PR2	Non-compliance concerning the health and safety impact of products and services	18	Singtel
Customer data privacy and protection	Customer privacy	DMA	Disclosures on Management Approach	19	Singtel
		PR8	Complaints regarding breaches of customer privacy and loss of data	19	Singtel
Fair marketing communications	Marketing communications	DMA	Disclosures on Management Approach	19	Singtel
		PR7	Non-compliance concerning marketing communications	20	Singtel

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Material Issue	GRI Aspect	Indicator	Page Reference	Level of External Assurance	
Supply chain management	Supply chain	DMA	Disclosures on Management Approach	21	Singtel Group
	Supplier human rights assessment	HR10	New suppliers screened using human rights criteria	21	Singtel Group
	Supplier environmental assessment	EN32	New suppliers screened using environmental criteria	21	Singtel Group
	Supplier labour practices assessment	LA14	New supplier screened using labour practices criteria	21	Singtel Group
Inclusion of vulnerable groups	Economic performance	DMA	Disclosures on Management Approach	23	Singtel
		EC1	Direct economic value generated and distributed	7, 22	Singtel
		EC8	Significant indirect economic impacts	28-29	Singtel Group
Digital Citizenship and online safety	Local communities	DMA	Disclosures on Management Approach	27	Singtel
		SO2	Operations with actual and potential negative impact on local communities	27	Singtel
Talent attraction and retention	Talent attraction and retention	DMA	Disclosures on Management Approach	34	Singtel
		LA1	New hires and employee turnover	38	Singtel
Training and education	Training and education	DMA	Disclosures on Management Approach	35	Singtel
		LA9	Average hours of training per employee	7, 35, 38	Singtel Group
		LA10	Programmes for skills management and lifelong learning	35	Singtel
		LA11	Employees receiving performance and career development reviews	36	Singtel
Employee health and safety	Employee health and safety	DMA	Disclosures on Management Approach	36	Singtel
		LA6	Workplace injury, lost days and fatality rates	7, 38	Singtel Group
Climate change and energy management	Energy	DMA	Disclosures on Management Approach	39	Singtel
		EN3	Energy consumption within the organisation	45	Singtel Group
		EN5	Energy intensity	45	Singtel Group
		EN6	Reduction of energy consumption	41-42	Singtel
	Emissions	EN15	Scope 1 emissions	45	Singtel Group
		EN16	Scope 2 emissions	45	Singtel Group
		EN17	Scope 3 emissions	45	Singtel Group
		EN18	Green House Gas (GHG) emissions intensity	45	Singtel Group
		EN19	Reduction of GHG emissions	41-42	Singtel
	Anti-corruption	SO5	Confirmed incidents of corruption and actions taken	20	Singtel
Equal remuneration for women and men	LA13	Ratio of average basic salary of women to men	38	Singtel	
Water	EN8	Total water withdrawal by source	45	Singtel	
Effluents and waste	EN23	Total weight of waste	45	Singtel	