



2020 Targets

We have set the following five-year 2020 targets for the Singtel Group across our four sustainability pillars.

Environment



To manage and minimise our environmental footprint across our business value chain

TOP MATERIAL ISSUES	2020 TARGET	FY2018 ACHIEVEMENTS
 Climate Change and Carbon	Reduce our carbon emissions intensity of kWh/TB by 30% by 2020 and 50% by 2030 using 2015 as baseline SBTi approved 2030 absolute carbon reduction target of 42% for Scope 1 and 2 and 30% reduction for Scope 3 from 2015 baseline	We delivered better data and carbon efficiency on our networks where we achieved 56% improvement in our intensity measure of kWh/TB against baseline year of FY2015. We also have our absolute carbon reduction targets approved by SBTi. (page 14, 18)
 Waste Management	At least 80% of waste generated within our operation disposed via reuse, recycling or incineration with energy recovered	73% of waste generated within our operation disposed via reuse, recycling or incineration with energy recovered. (page 15)

People



To be an admired employer known for fair and inclusive employment practices which promote diversity and equal opportunity

TOP MATERIAL ISSUES	2020 TARGET	FY2018 ACHIEVEMENTS
 Diversity	At least 30% of female employees in Middle and Top Management	26% of female employees in Middle and Top Management. Won HRM Awards 2018 - Best Diversity and Inclusion Strategies. Supported the revision of Tripartite Guidelines on Re-employment from 65 to 67 years old. (page 20-21)
 Talent Attraction and Retention	Increase 2% pipeline and intake for management associates and cadets, improve gender mix and retention of talent pool by 2% YOY using 2015 as baseline	Launched SCORE+ in Singapore and Enterprise Leadership programme in Australia. Awarded S\$2.7 million in scholarships and apprenticeships to 72 university and polytechnic students. (page 22-24)
 Training and Education	Training investment of S\$100 million between 2016 and 2020	Total training investment of S\$30.7 million. (page 23-24) Cumulative S\$77.9 million of training investment since FY2016
 Employee Health and Safety	Zero fatality rate	Zero fatality rate. Set up a new Health and Wellness Committee to look at employee wellness agenda in a strategic manner. (page 25)



Community

To enable the inclusion and well-being of people, and help them realise their potential through our digital technologies and innovative programmes

TOP MATERIAL ISSUES

2020 TARGET

FY2018 ACHIEVEMENTS



Inclusion of Vulnerable Groups

Community investment of S\$100 million to support vulnerable persons through our various enabling and inclusion programmes between 2016 and 2020

Community investment of S\$17.1 million. (page 28-30)

Cumulative S\$69.5 million of community investment since FY2016



Digital Citizenship and Online Safety

Reach at least half a million students, parents and educators in Singapore and Australia through our digital citizenship and outreach programmes between 2016 and 2020

Our digital citizenship programmes reached about 140,000 students in Singapore and Australia. (page 31-33)

Cumulative >300,000 students reached since FY2016.



Marketplace and Customers

To be recognised as a responsible and innovative market leader who offers excellent customer experience

TOP MATERIAL ISSUES

2020 TARGET

FY2018 ACHIEVEMENTS



Customer Satisfaction

Lead in 'Customer Experience' in major customer satisfaction measurement tools and indices over tier one telcos in Singapore and Australia

Maintained top spot on the Customer Satisfaction Index of Singapore (CSISG) - mobile sector - from 2013 to 2017. Won seven awards at the Customer Experience Management Asia Summit 2017. (page 35)



Product and Service Quality

Invest in our networks to meet and exceed the quality of service standards set by the relevant local authorities while addressing the topic of long-term climate change adaptation

Total capital investment of S\$2.35 billion. (page 36)

Cumulative S\$6.54 billion of capital investment since FY2016



Innovation

Continue to develop new digital business and services that take advantage of industry changes, leveraging our assets like customer knowledge and intelligent networks, as well as mobile data growth across our markets

Continued to drive innovation at both our core and digital businesses through partnerships, acquisitions and organic innovation. Successful regional launch of our social innovation programme Singtel Group Future Makers. (page 37)



Customer Health and Safety

Maintain 100% compliance with RF radiation levels and safety guidelines set by local regulators and ICNIRP

100% compliant. (page 39)



Customer Data Privacy and Protection

Uphold the highest standards of customer data privacy protection and ensure compliance by our supply chain

Introduced Data Protection Impact Assessment process and issued comprehensive guidelines to help staff comply with PDPA in Singapore. (page 39)



Fair Marketing Communications

Uphold the highest standards of professional values and integrity

Adherence to various laws and guidelines such as Singapore Code of Advertising Practice, IMDA Codes of Practice and Guidelines and PDPA. (page 40)



Anti-Corruption

Uphold and adhere to the Group's zero tolerance policy towards fraud, corruption and unethical actions

Zero tolerance policy towards fraud, corruption and unethical actions. Published our Singtel Group Anti-Bribery and Corruption Policy. (page 40-41)



Sustainable Supply Chain Management

To become an industry leader in this area by 2020:

- 100% contracted procurement spend in line with Singtel Group sustainable procurement policy
- Drive responsible business practices across our supply chain in the areas of human and labour rights as well as environment

Surveyed our top 51-100 suppliers on eight key ESG categories. Security Compliance Assessment on offshore facilities of 14 high risk suppliers. Conducted over 2,000 site inspections of our contractors. (page 41-42)