

# About this Report and Contents

This is the fourth Group Sustainability Report (SR2018) by Singapore Telecommunications Limited (Singtel). It covers the Environmental, Social and Governance (ESG) and sustainability strategies, initiatives and performance of our operations in Singapore, where Singtel is headquartered, and Optus, our wholly-owned subsidiary in Australia, for the financial year 1 April 2017 to 31 March 2018 (FY2018).

All data, statistics and improvement targets are in relation to the Group's operations in Singapore and Australia unless stated otherwise. Group-level figures are in Singapore dollars, using the exchange rate of A\$1 to S\$1.0489. No restatements were made from the previous report except Terabyte related figures of Optus and the Singtel Group for 2016 and 2017 in the Environmental Performance Indicators on Page 18. There were no significant changes to the organisation and our supply chain during the reporting cycle.

This report captures the highlights and achievements of FY2018 and should be read together with [Singtel Sustainability](#) and [Sustainability Report 2018](#) webpages, which contain our corporate sustainability information and additional annexes like GRI Index and EY assurance statement.

Optus continues to produce a standalone [Sustainability Report](#) on our sustainability programmes and performance in Australia.

Our key local and regional Associates, [SingPost](#), [AIS](#), [Bharti Airtel](#), [Globe](#) and [Telkomsel](#) also report on their various corporate sustainability programmes in the communities they operate in. Please refer to their respective websites and reports to read about their initiatives.

## GRI STANDARDS

This report has been prepared in accordance with the GRI Standards: Core option.

## EXTERNAL ASSURANCE

We have engaged Ernst & Young to independently assure a selection of our key ESG disclosures.



The assurance statement can be read [here](#).

## 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 Sustainability, at [sustainability@singtel.com](mailto:sustainability@singtel.com).

## Overview

|                                |                                     |
|--------------------------------|-------------------------------------|
| About this Report and Contents |                                     |
| Key Highlights FY2018          |                                     |
|                                | <b>1</b>                            |
| <b>01</b>                      | Message from Chairman and Group CEO |
|                                | <b>2</b>                            |
| <b>02</b>                      | Sustainability at Singtel           |
|                                | <b>4</b>                            |
|                                | 2020 Targets                        |
|                                | <b>6</b>                            |
|                                | UN Sustainability Development Goals |
|                                | <b>8</b>                            |

## Environment

|           |                                      |           |
|-----------|--------------------------------------|-----------|
| <b>03</b> | Environment                          | <b>11</b> |
|           | Climate Change and Carbon            |           |
|           | Product Stewardship                  |           |
|           | Environmental Performance Indicators |           |

## Social

|           |                                       |           |
|-----------|---------------------------------------|-----------|
| <b>04</b> | People                                | <b>19</b> |
|           | Diversity                             |           |
|           | Human Capital Development             |           |
|           | People Performance Indicators         |           |
| <b>05</b> | Community                             | <b>28</b> |
|           | Inclusion of Vulnerable Groups        |           |
|           | Digital Citizenship and Online Safety |           |

## Governance

|           |  |           |
|-----------|--|-----------|
| <b>06</b> | Marketplace and Customers                  | <b>35</b> |
|           | Customer Experience                        |           |
|           | Ethical and Responsible Business Practices |           |

# Key Highlights FY2018

## Environment



**First company** in Asia (ex-Japan) to commit and have carbon reduction targets approved by Science Based Targets initiative (SBTi)



**A- score** in CDP 2017, **highest scoring** telecommunications company in Hong Kong and Southeast Asia region



Among the first companies globally committed to supporting the **Task Force on Climate-related Financial Disclosures** (TCFD)



Estimated **carbon emissions avoidance** of 16,580 tCO<sub>2</sub>e/year through the adoption of key energy programmes in FY2018



Achieved improvement in **electricity intensity** of 151 kWh/TB from 187 kWh/TB last year

## People



Training investment of **S\$30.7 million** in Singapore and Australia in FY2018



Clinched **four HRM 2018 Awards**: SIM Award for Best Talent Management Practices for companies with more than 500 staff, Best Leadership Development, Best Diversity and Inclusion Strategies, and Outstanding Contribution to HR



Listed on Thomson Reuters IX Global Diversity and Inclusion Index 2017



**34%** of our workforce is female, with **26%** of female employees in Middle and Top Management



Optus was named one of the **Top 100** Graduate Employers in 2018 (Grad Connection)



One of the first companies in Singapore to pilot the **SkillsFuture for Digital Workplace** training programme to raise the digital literacy and build future skills for our workforce

## Community



Community investment of **S\$17.1 million** in Singapore and Australia



Our Singtel Group Digital Citizenship programmes have supported more than **140,000 students** to be digitally safe and responsible online



Our eighth annual **overseas volunteering programme** extended from the **Philippines** and **Thailand** to **India** for the first time



Singtel Group Future Makers covering Australia, Singapore and the Philippines offered over **S\$500,000 grants and non-monetary support** to 19 finalists



**Donate Your Data** enabled Australian customers to donate their unused mobile data to The Smith Family, with 1,500 customers contributing data and matched by Optus to help 400 beneficiary students



Advocating and scaling collaboration for inclusive employment with six Singtel executives mentoring six tertiary students with disabilities

## Marketplace and Customers



**Highest ranked company in Singapore** listed in the Corporate Knights **Global 100 Most Sustainable Corporations 2018** in the World



**Highest ranked company** in Singapore in the **Governance and Transparency Index 2017**



Included in **World's Most Ethical Companies 2018** for the **eighth** consecutive year



Published our Singtel Group **Anti-Bribery and Corruption Policy** that complements our Code of Conduct



Total capital investment of **S\$2.35 billion** in Singapore and Australia



Optus became a member of **Supply Nation**, a direct business-to-business purchasing link between corporate Australia and Indigenous-owned businesses

# 01 Message from Chairman and Group CEO



**SIMON ISRAEL**  
Chairman



**CHUA SOCK KOONG**  
Group CEO

We are glad to have deepened the Singtel Group’s commitments to sustainable development in the past year, playing a leadership role in various aspects of sustainability, both locally and internationally, that are aligned with the UN Sustainable Development Goals.

The Singtel Board and Management, through our stakeholder engagement and materiality assessment, had earlier identified many key trends and topics that our internal and external stakeholders are concerned with, such as customer data privacy and protection, climate change and cyber bullying. We have always viewed such risks and concerns as important opportunities to strengthen our risk management, and create value and long-term growth for our organisation. The Board continues to provide oversight with the support of the Singtel Management Committee and Risk Management Committee where these material environmental, social and governance (ESG) topics are reviewed.

Below are highlights of some of our achievements and next steps, with more details within this fourth Singtel Group Sustainability Report 2018.

### Leaving the smallest environmental footprint

In October 2017, Singtel became the first company in Asia Pacific (ex-Japan) to have our carbon targets formally approved by the Science Based Targets initiative. The initiative is aimed at carbon reduction alongside global commitments to cap temperature rise to under 2°C.

Setting this target was possible as we have over the years improved our own understanding and disclosure

of our carbon footprint. CDP, the international organisation which oversees carbon disclosures, recently recognised Singtel with a score of A- for our carbon disclosure, making us one of two ‘Leadership’ companies in Singapore on its list.

In June 2017, Singtel became one of the first companies globally to endorse the climate risk reporting framework recommended by the Task Force on Climate-related Financial Disclosures, or TCFD. It provides a useful framework for us to engage our major investors who are interested in this topic. This also builds on the work we began a few years ago in climate change adaptation and resilience planning, carbon disclosures and other aspects of environmental risk management and reporting.

We continued to progress our sustainable supply chain programme with the engagement and ESG risk assessment of the next tier of 51–100 top suppliers. We have also aligned our supply chain risk categories and principles with our regional associates which enables the Singtel Group of companies in Singapore, Australia and the region to engage our suppliers consistently when it comes to managing our respective ESG risks.

### A Future-Ready, Diverse and Inclusive Workforce

With rapid changes in technology, businesses and operating models are constantly facing the threat of digital disruption. To ready our leaders for this new economy, we have launched a range of new initiatives in Singapore and Australia to drive collaboration and solve business challenges. We were among the first corporates to implement the SkillsFuture for Digital Workplace training programme, a national initiative to

equip Singaporeans with the necessary digital skills to navigate the future economy.

Diversity and inclusion remain a key focus for us. We continued our efforts to increase the representation of women in senior leadership and key technical roles especially in Australia. Besides supporting disability employment, we recognise the need to make our various touchpoints and services more accessible to customers with disabilities.

### Enabling the most connected communities

During the year, we continued to broaden the reach and impact of our strategic community programmes, which are based on advocacy and education, digital innovations and partnerships.

Our ongoing digital citizenship and cyber wellness programmes have reached over 430,000 students in Singapore and Australia since 2013. We are well on track to meet our target of half a million students by 2020. As part of our strategic partnership with social enterprise DQ Institute, we will roll out to all primary schools in Singapore a new #DQEveryChild online programme, which enables children to learn about cyber safety issues and values while assessing their Digital Intelligence Quotient or DQ. #DQEveryChild is endorsed by the World Economic Forum and used by OECD and UNESCO.

We published an impact assessment report for the last three years of our Optus Digital Thumbprint programme in Australia. A DQ Singapore National Report was also recently released. Details and findings of both reports are available on our website.

Our community skill-based volunteering programmes focusing on disabled and vulnerable youth in Singapore and Australia continued to make headway, especially in mobilising other companies to adopt a similar approach. Our involvement in the Singapore Business Network on DisAbility, which Singtel is a founding member and the co-chair, has seen many of our departments and staff volunteers supporting the various meaningful programmes by national disability agency SG Enable.

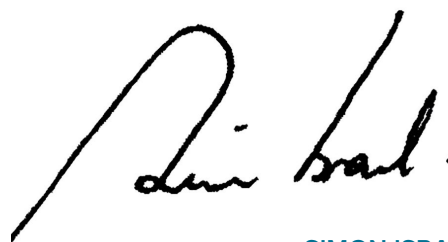
Our innovative Pathways to Employment programme which mentors vulnerable youth from the Australian Business and Community Network and other youth-based charities has begun to translate into positive outcomes – with our business hiring ten of them into retail positions. We have similarly pipelined Indigenous mentees in our World Vision Young MOB programme.

In 2017, our social innovation programme, Singtel Future Makers, then in its second year, was completed successfully at regional level with support from Singtel, Optus and Globe. This culminated in the Singtel Group Future Makers where six start-ups from Singapore, Australia and the Philippines pitched their ideas for further support at the Impact Investment Summit Asia Pacific held in Sydney in November. They went on to receive additional funding support from the Group to develop their technologies to create socially impactful businesses. We are glad this platform triggered partnerships and collaborations in the larger ecosystem, including non-profits and other corporates.

### Continuing our sustainability journey

We are heartened that our efforts in corporate sustainability have proven impactful. Singtel was included in the World's Most Ethical Companies 2018 for the eighth straight year by Ethisphere and ranked for the second year running in Corporate Knight's 100 World's Most Sustainable Corporations. We are now the top ranked Singapore company and second highest ranking for the global telco sector in Global 100. These recognitions tell us we are on the right path.

On behalf of the Board and Management of Singtel, we would like to thank all our staff, partners and stakeholders who have been with us throughout our sustainability journey. We look forward to your continued engagement, partnership and support.



**SIMON ISRAEL**  
Chairman



**CHUA SOCK KOONG**  
Group CEO

# 02 Sustainability at Singtel

The Singtel Group is committed to creating sustainable and long-term business growth, while leading and shaping positive change for our marketplace and customers, the communities we operate in, our people and the environment.



### Sustainability Strategy

As a leading communications technology company, we improve lives for our customers, connect people, create jobs and opportunities while making a difference to the wider community through our network investments, innovations and the skills and passion of our people. We developed and constantly review our sustainability strategy in view of the risks and opportunities we face today and foresee in the horizon. Our sustainability strategy focuses on four key pillars: Environment, People, Community, and Marketplace and Customers.

### Governance Structure and ESG Accountability

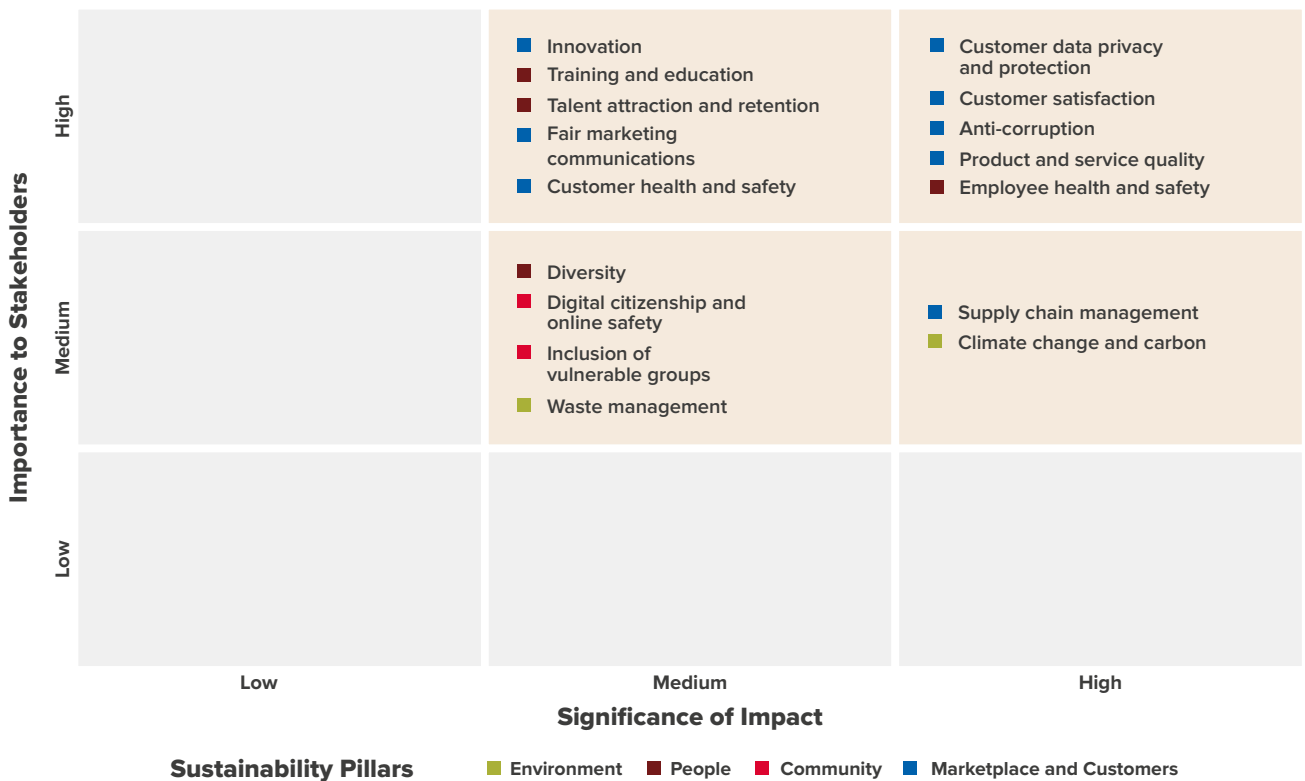
Sustainability is governed across various levels in the organisation – from the Board and Management to the business units and working groups. To embed sustainability across the organisation, we reward our management on various Environmental, Social and Governance (ESG) KPIs which form part of their balanced scorecard. For example, the Singtel Group CEO has specific ESG KPIs tied to her performance-based compensation such as creating a bigger impact in the four areas of our community strategy: enabling innovation, digital citizenship, volunteerism and community involvement, and ensuring health and safety considerations in corporate processes and decision-making. Please see our [website](#) for further details on how we govern sustainability at Singtel.

### Stakeholder Engagement and Materiality Review

Regular engagement with our stakeholders provides a core input for determining our material focus areas. We engage a number of stakeholders to understand their concerns and emerging priorities. This keeps us agile and allows us the opportunity to initiate collaboration and be part of formulating or facilitating a solution.

Last year, we conducted a refresh of our materiality review based on four key metrics; our ongoing stakeholder engagement, an in-depth survey with management and external stakeholders, life cycle analysis and peer review exercise. The Group-wide assessment was conducted based on the GRI Standards’ materiality principle for defining report content and aimed to identify any shift in priorities and emerging areas of concern. The findings yielded three new material topics – anti-corruption, diversity and waste management – and customer data privacy and protection became the most important topic for the Group.

### Singtel Group Materiality Matrix



**Details of our stakeholder engagement, materiality assessment process, value chain assessment and life-cycle analysis can be found on our [website](#).**

### UN Sustainable Development Goals (SDGs)

We had earlier identified 11 SDGs where we create an impact through our operations, initiatives and programmes. We have commenced a more scientific approach to prioritise which SDGs we should focus on, down to the target level. The prioritisation exercise will identify SDG targets that require most attention in countries of our operations and supply chains, and more importantly where we can create the most impact as a leading communications technology company.



# 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   |
|--|--|---|
|  <b>Climate Change and Carbon</b> | Reduce our carbon emissions intensity of kWh/TB by 30% by 2020 and 50% by 2030 using 2015 as baseline<br><br>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) |
|  <b>Waste Management</b>         | 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   |
|--|--|---|
|  <b>Diversity</b>                       | 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) |
|  <b>Talent Attraction and Retention</b> | 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)                           |
|  <b>Training and Education</b>          | Training investment of S\$100 million between 2016 and 2020  | Total training investment of S\$30.7 million. (page 23-24)<br><br>Cumulative S\$77.9 million of training investment since FY2016  |
|  <b>Employee Health and Safety</b>      | 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)



# UN Sustainable Development Goals

With the launch of the UN SDGs 2030 in 2015, we have mapped how our key focus and programmes relate to these goals, and the areas that we believe we have most impact as a business. The table below shows some of our key efforts and programmes in relation to the key SDGs.

## Singtel Group programmes and UN SDGs

| SDG   | SINGTEL GROUP'S POSITION  | SINGTEL GROUP'S EFFORTS AND PROGRAMMES   |
|---|---|--|
|  <p><b>3 GOOD HEALTH AND WELL-BEING</b></p>    | <p><b>Goal 3: Good Health and Well-being</b></p> <p>Ensure healthy lives and promote well-being for all at all ages</p>                             | <p><b>Workplace health and safety:</b><br/>We provide a safe work environment for our people and actively promote awareness of workplace health and safety. We set up a new Health and Wellness Committee in Singapore to look at our employee wellness agenda. In Australia, we continue to run 'Healthy Minds', a workplace mental well-being programme aimed at creating a psychologically healthy workplace. (page 24-25)</p> <p><b>Digital citizenship:</b><br/>Our efforts in cyber wellness and digital citizenship are the cornerstone of the well-being and safety agenda. (page 31-33)</p> <p><b>Electromagnetic energy:</b><br/>We monitor research findings on EME and comply with ICNIRP and ARPANSA standards. In Singapore, we engage NEA to conduct EME measurements at locations of concern. In Australia, we design and deploy our network to comply with the relevant Federal Government mandated exposure standards. (page 39)</p> |
|  <p><b>4 QUALITY EDUCATION</b></p>           | <p><b>Goal 4: Quality Education</b></p> <p>Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</p> | <p><b>Staff training and development:</b><br/>We invest heavily in skills training, education and development of our people. To address emerging industry needs, we have set up a Future of Work team to drive digital initiatives to support our strategy roadmap of Work, Workforce and Workplace. (page 22-24)</p> <p><b>Vulnerable children and youth:</b><br/>We support the education of children with special needs, at-risk youth and young people transitioning to the workforce. (page 28-34)</p> <p><b>Digital citizenship:</b><br/>We actively promote responsible digital citizenship. We are a strategic partner of the #DQEveryChild learning programme which created the world's first measurement of Digital Intelligence Quotient. (page 31-33)</p>  |
|  <p><b>5 GENDER EQUALITY</b></p>             | <p><b>Goal 5: Gender Equality</b></p> <p>Achieve gender equality and empower all women and girls</p>  | <p><b>Gender representation at work:</b><br/>Female employees are well represented across all levels of the organisation. In Australia, we recognise that more female representation is needed in senior leadership and technical roles. The Singtel Group has an equitable remuneration structure based on work performance without gender bias. (page 20, 26-27)</p>   |
|  <p><b>7 AFFORDABLE AND CLEAN ENERGY</b></p> | <p><b>Goal 7: Affordable and Clean Energy</b></p> <p>Increase substantially the share of renewable energy in the global energy mix</p>              | <p><b>Sustainable energy sources:</b><br/>We explore opportunities in alternative energy forms to reduce our grid dependency. Details of our efforts can be found at our <a href="#">website</a>. (page 12-13)</p> <p><b>Greening our networks:</b><br/>We invest in greening our networks and implement energy efficiency programmes. (page 13)</p>   |

| SDG   | SINGTEL GROUP'S POSITION  | SINGTEL GROUP'S EFFORTS AND PROGRAMMES  |
|---|---|---|
|    | <p><b>Goal 8: Decent Work and Economic Growth</b></p> <p>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p> | <p>The Singtel Group is committed to growing with our people and making the company a vibrant workplace across our global operations.</p> <p><b>Fair employment:</b><br/>We employ over 25,000 people worldwide representing about 90 different nationalities. We strive to create an open and trusting work environment characterised by equal opportunity, as well as a diverse, inclusive, collaborative and learning culture. We have been a signatory of the UN Global Compact since 2007. We also have a sustainable supply chain management programme to promote and uphold human and labour rights practices among our suppliers. (page 19-21, 41-42)</p>   |
|    | <p><b>Goal 9: Industry, Innovation and Infrastructure</b></p> <p>Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation</p>    | <p>The Singtel Group innovates continuously to stay at the forefront to bring the latest and the best services to our customers, and works with changemakers to bring creative solutions to solve social problems.</p> <p><b>Innovation:</b><br/>We innovate to bring the latest and the best services and experience to our customers. Our social innovation programme, the Singtel Group Future Makers, supports charities, social entrepreneurs and social enterprises that believe technological innovation plays a key role in addressing social challenges in Singapore, Australia and beyond. (page 36-38)</p> <p><b>Infrastructure:</b><br/>We invest in our fixed and mobile networks to offer a superior customer experience. We also invest in cyber security to protect the ICT infrastructure of our enterprise customers as well as training of cyber security and smart cities professionals. (page 36, 39-40)</p> |
|  | <p><b>Goal 10: Reduced Inequality</b></p> <p>Reduce inequality within and among countries</p>   | <p>The Singtel Group is committed to creating equal opportunity for both our people and our communities.</p> <p><b>Workplace diversity:</b><br/>We create an open and trusting workplace environment characterised by equal opportunity, as well as a diverse, inclusive, collaborative and learning culture. (page 19-21)</p> <p><b>Equal opportunity:</b><br/>We supported three runs of SG Enable's 12-week RISE Mentorship Programme in Singapore since its launch in 2017. Ten executive staff volunteers from various business units mentored tertiary students with disabilities. (page 34)</p>  |
|  | <p><b>Goal 11: Sustainable Cities and Communities</b></p> <p>Make cities and human settlements inclusive, safe, resilient and sustainable</p>                                     | <p>The Singtel Group leverages our ICT competence to develop solutions that improve quality of living, and focuses on building a resilient network infrastructure.</p> <p><b>Inclusive smart cities:</b><br/>We actively support Smart City and Smart Nation visions and we are developing a suite of smart home solutions for our customers. We conduct workshops for senior citizens in Singapore to use smartphones and social media apps, as well as online safety tips like protecting their online privacy and against scams. We are also a founding partner of the Australian Business Roundtable for Disaster Resilience and Safer Communities. (page 13, 29)</p>   |
|  | <p><b>Goal 12: Responsible Consumption and Production</b></p> <p>Ensure sustainable consumption and production patterns</p>   | <p>The Singtel Group actively monitors our waste management practices as part of our business operations and environmental conservation efforts.</p> <p><b>Going green:</b><br/>We aim to reduce paper use in our business operations and actively promote the 3Rs – Reduce, Reuse and Recycle – to our people. We provide recycling facilities at our retail shops in Singapore and Australia. We have a joint e-waste recycling programme in Singapore with SingPost. We continue to support the Mobile Muster programme in Australia. (page 15)</p>  |
|  | <p><b>Goal 13: Climate Action</b></p> <p>Take urgent action to combat climate change and its impacts</p>  | <p>The Singtel Group is committed to understanding, managing and minimising our environmental footprint across our value chain, including our business operations, suppliers and customers.</p> <p><b>Environmental Focus:</b><br/>We have set a Science Based Target of reducing our absolute carbon footprint by 42% by 2030 across our Singapore and Australia operations. The target is aligned with the Paris COP21 climate deal to keep global warming below 2°C. These targets will focus on reducing our Scope 1 and 2 emissions using a science based approach. (page 12-17)</p>   |

# SDG 17: Partnerships for the Goals



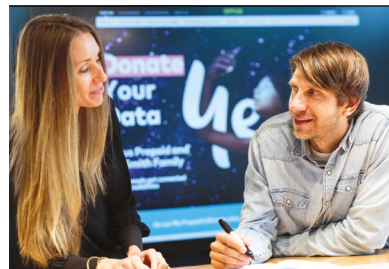
The Singtel Group believes that social issues are multi-faceted and no individual or single organisation can solve them alone. We therefore continuously strive to forge partnerships in the areas of community, cyber wellness, disability, environment and social innovation to achieve a multiplier effect and create positive and sustainable impact for the communities we operate in.

We are a founding partner of Australian Business Roundtable for Disaster Resilience and Safer Communities and a member of Australian Green Cross Business Adaptation Network, working with other companies to help Australian communities respond better to natural disasters.



As the founding member of the Singapore Business Network on DisAbility, we partner like-minded corporates to advance the agenda of equitable employment opportunities for persons with disabilities.

We work with National Council of Social Service, charities, business partners, employees and members of the public to raise funds to support critical and specialised education programmes for children and youth through the Singtel Touching Lives Fund.



Our partnership with The Smith Family enables disadvantaged youths improve their education and literacy through technology. We recently launched Donate Your Data and rally our customers to donate their unused mobile data to these families.

We are the strategic partner of Help123, Singapore's first one-stop cyber wellness helpline, initiated by the National Council of Social Service and supported by Fei Yue Community Services and TOUCH Community Services that provide counselling services over phone and webchat.



We work closely with the Global Compact Network Singapore to advocate corporate sustainability in Singapore and drive collaboration between stakeholders in businesses, government and civil society to create sustainable value for the community.



For our Singtel Group Future Makers programme, we forge collaboration with major players in the social impact ecosystem – non-profit and social services sector, impact investors, corporates and staff volunteers – to support the work of the social impact start-ups.

We are a founding member of Telco Together Foundation in Australia, working in collaboration with the telco industry to support common social causes.



We are a founding member of Australian Business and Community Network, a partnership between business and community to provide structured mentoring programme for youths.