

# 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.

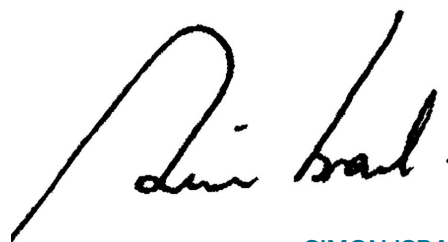
Our innovative Pathways to Employment programme which mentors vulnerable youth from the Australian Business and Community Network and other youth-based charities has begun to translate into positive outcomes – with our business hiring ten of them into retail positions. We have similarly pipelined Indigenous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



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Chairman



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