

People Performance Indicators

People	Singtel			Optus			Singtel Group		
	2018	2017	2016	2018	2017	2016	2018	2017	2016
Total employees by gender ¹									
Male	8,455	8,185	–	6,021	6,112	–	14,476	14,297	–
Female	4,640	4,822	–	2,847	2,938	–	7,487	7,760	–
Total employees ¹	13,095	13,007	–	8,868	9,050	–	21,963	22,057	–
Total employees by employment contract and gender ¹									
Regular employees (Male)	7,136	6,742	–	5,929	6,005	–	13,065	12,747	–
Contract employees (Male)	1,319	1,443	–	92	107	–	1,411	1,550	–
Regular employees (Female)	4,148	4,193	–	2,799	2,874	–	6,947	7,067	–
Contract employees (Female)	492	629	–	48	64	–	540	693	–
Total regular employees by employment type and gender ¹									
Full time (Male)	8,449	8,178	–	5,307	5,385	–	13,756	13,563	–
Part time (Male)	6	7	–	714	727	–	720	734	–
Full time (Female)	4,623	4,803	–	2,058	2,101	–	6,681	6,904	–
Part time (Female)	17	19	–	789	837	–	806	856	–
Total employees by age group									
<30 years old	21%	22%	22%	23%	24%	24%	22%	23%	23%
30-49 years old	59%	60%	60%	60%	60%	60%	59%	60%	60%
≥ 50 years old	20%	18%	18%	17%	16%	16%	19%	17%	17%
Gender mix by employee category (% female)									
Operations and Support	41%	43%	43%	42%	43%	40%	41%	43%	42%
Professional	31%	33%	32%	29%	29%	27%	30%	31%	30%
Middle and Top Management	33%	34%	36%	21%	21%	26%	26%	27%	30%
• Middle Management	33%	35%	36%	21%	21%	27%	26%	27%	30%
• Top Management	29%	25%	31%	9%	7%	16%	22%	21%	21%
New employee hires by age ¹									
<30 years old	8.0%	8.3%	–	10.8%	10.0%	–	9.1%	9.0%	–
30-49 years old	8.7%	7.0%	–	7.9%	8.0%	–	8.4%	7.4%	–
≥ 50 years old	0.7%	0.6%	–	1.0%	1.2%	–	0.8%	0.9%	–
New employee hires by gender ¹									
Male	12.2%	10.1%	–	12.9%	12.6%	–	12.5%	11.2%	–
Female	5.2%	5.8%	–	6.8%	6.6%	–	5.8%	6.1%	–
New employee hires ¹	17.4%	15.9%	–	19.7%	19.2%	–	18.3%	17.3%	–
Employee turnover by age ¹									
<30 years old	5.5%	5.6%	–	8.1%	7.8%	–	6.6%	6.5%	–
30-49 years old	10.0%	9.5%	–	6.2%	6.4%	–	8.4%	8.2%	–
≥ 50 years old	1.6%	1.3%	–	1.1%	1.2%	–	1.4%	1.3%	–
Employee turnover by gender ¹									
Male	11.1%	10.7%	–	9.7%	9.7%	–	10.5%	10.3%	–
Female	6.0%	5.7%	–	5.7%	5.7%	–	5.9%	5.7%	–
Employee turnover	17.1%	16.4%	14.5%	15.4%	15.4%	10.7%	16.4%	16.0%	13.0%

People

	Singtel			Optus			Singtel Group		
	2018	2017	2016	2018	2017	2016	2018	2017	2016
Salary ratio (female:male) ²									
Operations and Support	1:0.99	1:0.99	0.96:1	1:0.96	1:0.98	0.96:1	1:0.97	1:0.95	0.96:1
Professional	0.98:1	0.98:1	0.99:1	0.96:1	0.96:1	0.91:1	0.97:1	0.97:1	0.94:1
Middle Management	0.98:1	0.99:1	0.97:1	0.94:1	0.97:1	0.94:1	0.98:1	0.98:1	0.95:1
Workforce ethnicity in Singapore									
Chinese	68%	69%	68%	–	–	–	–	–	–
Malay	10%	9%	9%	–	–	–	–	–	–
Indian	13%	13%	12%	–	–	–	–	–	–
Others ³	9%	9%	11%	–	–	–	–	–	–
Total training investment (\$million)	S\$17.7	S\$13.8	S\$10.9	A\$12.4	A\$10.8	A\$10.9	S\$30.7	S\$25.1	S\$22.1
Average training hours per employee	30.6	30.4	32.5	27.6	30.9	31.7	29.2	30.5	32.2
Average training hours by gender ¹									
Male	31.6	30.4	–	27.6	31.2	–	29.7	30.6	–
Female	28.9	30.3	–	27.4	30.2	–	28.2	30.2	–
Average training hours by employee category ¹									
Operations and Support	23.3	31.8	–	31.1	36.5	–	26.7	33.2	–
Professional	37.2	30.1	–	26.3	28.5	–	32.0	29.3	–
Middle Management and Above	22.0	23.3	–	22.3	28.1	–	22.2	25.9	–
Employee health and safety ⁴									
Workplace injury incidence rate	2.1	1.3	1.3	4.1	1.3	1.3	2.9	1.3	1.3
Workplace injury frequency rate	0.9	0.6	0.6	2.8	0.8	0.8	1.5	0.7	0.7
• Workplace injury frequency rate (Male) ¹	0.6	0.5	–	2.3	0.4	–	1.1	0.5	–
• Workplace injury frequency rate (Female) ¹	1.6	0.8	–	4.0	1.9	–	2.2	1.1	–
Workplace injury severity rate	14.7 ⁵	3.3	5.9	7.3	8.7	12.9	12.4	5.1	8.3
• Workplace injury severity rate (Male) ¹	6.0 ⁵	1.5	–	9.7	4.9	–	7.2	2.9	–
• Workplace injury severity rate (Female) ¹	30.6	6.3	–	1.6	17.9	–	22.8	10.2	–
Absenteeism rate ¹	0.018	0.017	–	0.015	0.015	–	0.017	0.017	–
• Absenteeism rate (Male) ¹	0.015	0.014	–	0.014	0.014	–	0.014	0.014	–
• Absenteeism rate (Female) ¹	0.024	0.024	–	0.017	0.017	–	0.021	0.021	–
Occupational disease rate ¹	0	0	–	0.7	0	–	0.2	0	–
• Occupational disease rate (Male) ¹	0	0	–	0.5	0	–	0.2	0	–
• Occupational disease rate (Female) ¹	0	0	–	1.1	0	–	0.3	0	–
Fatalities	0	0	0	0	0	0	0	0	0

Footnotes:

¹ New GRI Standards indicators tracked from FY2017.

² Based on average monthly salary of regular employees.

³ Singtel recognises non-locals outside these three ethnic groups under this category.

⁴ Workplace health and safety metrics are based on the International Labour Organization (ILO) definitions.

⁵ Based on ILO definition, this excluded time lost as a result of permanent incapacity for work. A male employee was caught in an accident involving several vehicles, which resulted in a prolonged medical leave of absence of more than 200 days as of end-FY2018.