







People Performance Indicators

Marie Mari			Singtel			Optus			Singtel Group		
Male 8,455 8,805 - 6,021 6,112 - 14,676 14,297 - Female 4,640 4,822 - 2,847 2,938 - 7,487 7,760 - Total employees by employment contract and gender ' 8,868 9,050 - 21,965 22,057 - Total employees (Male) 7,336 6,742 - 5,929 6,005 - 1,411 1,777 - Regular employees (Male) 1,319 1,443 - 22 107 - 1,411 1,605 12,747 - Regular employees (Male) 4,481 4,493 - 2,799 2,874 - 6,947 7,007 - Contract employees (Memale) 4,623 4,893 - 5,307 5,385 - 1,547 7,007 - Total regular employees by employment type and gender' 4,623 4,803 - 5,007 5,385 - 13,568 1 Part time (Male) </th <th>People</th> <th>2018</th> <th>2017</th> <th>2016</th> <th>2018</th> <th>2017</th> <th>2016</th> <th>2018</th> <th>2017</th> <th>2016</th>	People	2018	2017	2016	2018	2017	2016	2018	2017	2016	
Female	Total employees by gender ¹										
Total employees by employment contract and gender Total employees by employment contract and gender Total employees by employment contract and gender Total employees (Male)	Male	8,455	8,185	_	6,021	6,112	-	14,476	14,297	-	
Total employees by employment contract and gender' Regular employees (Male)	Female	4,640	4,822	-	2,847	2,938	-	7,487	7,760	-	
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) 492 679 - 48 64 - 540 693 - TOTAL employees (Female) 492 679 - 48 64 - 540 693 - TOTAL regular employees by employment type and gender Full time (Male) 8,449 8,178 - 5,307 5,285 - 13,756 13,563 - Part time (Male) 6 7 - 714 72 - 720 1,534 - 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 - TOTAL employees by age group - TOTAL employees by age group - Sylvars old 21% 22% 22% 22% 24% 24% 22% 23% 23% 24% 24% 22% 23% 24% 24% 22% 23% 24% 249 years old 59% 60% 60% 60% 60% 60% 60% 55% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60	Total employees ¹	13,095	13,007	-	8,868	9,050	-	21,963	22,057	-	
Contract employees (Maile)	Total employees by employment contract and gender ¹										
Regular employees (Female) 4,148 4193 - 2,799 2,874 - 6,947 7,067 - Contract employees (Female) 492 629 - 48 64 - 540 693 - Total regular employees by employment type and genore - 8,449 8,178 - 5,307 5,385 - 13,756 13,566 - - 741 727 - 720 734 - - Full time (Male) 4,623 4,803 - 2,058 2,011 - 6,681 6,904 - - 771 772 - 720 734 - Full time (Female) 17 79 - 780 6,681 6,904 - - 7806 856 - 7700 734 - 806 856 - 7700 734 - 806 856 - 7806 858 604 - 804 98 235 238 234 248	Regular employees (Male)	7,136	6,742	_	5,929	6,005	_	13,065	12,747	-	
Contract employees (Female)	Contract employees (Male)	1,319	1,443	-	92	107	-	1,411	1,550	-	
Total regular employees by employment type and gender	Regular employees (Female)	4,148	4,193	-	2,799	2,874	-	6,947	7,067	-	
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 (Male) 4,623 4,803 - 2,058 2,101 - 6,681 6,904 - Part time (Female) 17 19 - 789 837 - 806 856 - Tatal employees by age group 30 years old 21% 22% 22% 23% 24% 24% 22% 22% 23% 24% 24% 22% 23% 23% 23% 30-49 years old 55% 60% 60% 60% 60% 60% 56% 55% 60% 60% 60% 55% 60% 60% 60% 55% 60% 60% 60% 55% 60% 60% 60% 60% 55% 60% 60% 60% 60% 55% 60% 60% 60% 60% 55% 60% 60% 60% 60% 60% 55% 60% 60% 60% 60% 60% 55% 60% 60% 60% 60% 60% 60% 55% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60	Contract employees (Female)	492	629	-	48	64	-	540	693	-	
Part time (Male)	Total regular employees by employment type and gender	1									
Full time (Female)	Full time (Male)	8,449	8,178	-	5,307	5,385	-	13,756	13,563	-	
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% 23% 20-99 250 years old 59% 60% 60% 60% 60% 60% 59% 60% 60% 50% 60% 60% 50% 60% 60% 60% 60% 60% 60% 60% 60% 60% 6	Part time (Male)	6	7	-	714	727	-	720	734	-	
Total employees by age group <30 years old 21% 22% 22% 23% 24% 24% 22% 22% 23% 23% 30-49 years old 59% 60% 60% 60% 60% 60% 59% 60% 60% 60% 59% 60% 60% 60% 59% 60% 60% 60% 59% 60% 60% 60% 60% 60% 60% 60% 59% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60	Full time (Female)	4,623	4,803	-	2,058	2,101	-	6,681	6,904	-	
<30 years old 21% 22% 23% 24% 24% 22% 23% 23% 24% 24% 22% 23% 23% 30.49 years old 59% 60% 60% 60% 60% 60% 59% 60% 60% 60% 59% 60% 60% 60% 59% 60% 60% 50 years old ≥ 50 years old 20% 13% 18% 17% 16% 16% 19% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	Part time (Female)	17	19	_	789	837	_	806	856	-	
30-49 years old 59% 60% 60% 60% 60% 59% 60% 60% 59% 60% 60% 59% 60% 60% 50 years old 20% 18% 18% 17% 16% 16% 19% 17% 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 29% 25% 31% 9% 7% 16% 22% 21% 21% 21% 26% 26% 27% 30% 100 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% - Employee turnover by age ¹ ≤30 years old 5.5% 5.6% - 8.1% 7.8% - 6.6% 6.5% - 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 10.0% 9.5% - 6.2% 6.4% - 8.4% 8.2% - 50 years old 1.6% 1.3% - 11.1% 1.2% - 14.4% 1.3% - Employee turnover by age ¹ ≤30 years old 10.0% 9.5% - 6.2% 6.4% - 8.4% 8.2% - 50 years old 1.6% 1.3% - 11.1% 1.2% - 14.4% 1.3% - Employee turnover by gender ¹ Male 11.1% 10.7% - 9.7% 9.7% - 10.5% 10.3% - Employee turnover by gender ¹ Male 11.1% 10.7% - 9.7% 9.7% - 10.5% 10.3% - Employee turnover by gender ¹ Male 11.1% 10.7% - 9.7% 9.7% - 5.9% 5.7% - 5.9%	Total employees by age group										
≥ 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% 209 years old 30-49 years old 8.0% 8.3% - 10.8% 10.0% - 9.1% 9.0% - \$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% - Employee turnover by age ¹ 230 years old 5.5% 5.6% - 8.1% 7.8% - 5.8% 6.1% - Employee turnover by age ¹ 230 years old 5.5% 5.6% - 8.1% 7.8% - 6.6% 6.5% - Employee turnover by age ¹ 230 years old 5.5% 5.6% - 8.1% 7.8% - 6.6% 6.5% - Employee turnover by age ¹ 250 years old 5.5% 5.6% - 8.1% 7.8% - 6.6% 6.5% - Employee turnover by age ¹ 250 years old 11.1% 10.0% 9.5% - 6.2% 6.4% - 8.4% 8.2% - ≥ 50 years old 11.1% 10.0% 9.5% - 6.2% 6.4% - 8.4% 8.2% - Employee turnover by gender ¹ Male 11.1% 10.0% - 9.7% 9.7% - 10.5% 10.3% - Employee turnover by gender ¹ Male 11.1% 10.0% - 9.7% 9.7% - 5.7% 5.7% - 5.9% 5.7% -	<30 years old	21%	22%	22%	23%	24%	24%	22%	23%	23%	
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 29% 25% 31% 9% 7% 16% 22% 21% 21% 20% 27% 26% 27% 30% 30% • Model • Top Management 29% 25% 31% 9% 7% 16% 22% 21% 21% 21% New employee hires by age¹ • ************************************	30-49 years old	59%	60%	60%	60%	60%	60%	59%	60%	60%	
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 29% 25% 31% 9% 7% 16% 22% 21% 21% 21% 27% 26% 27% 30% • Top Management 29% 25% 31% 9% 7% 16% 22% 21	≥ 50 years old	20%	18%	18%	17%	16%	16%	19%	17%	17%	
Professional 31% 33% 32% 29% 29% 27% 30% 31% 30% 30% Middle and Top Management 33% 34% 36% 21% 21% 26% 26% 27% 30% 30% Middle Anagement 33% 35% 36% 21% 21% 21% 27% 26% 27% 30% 30% Top Management 29% 25% 31% 9% 7% 16% 22% 21% 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 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 10.0% 9.5% - 6.2% 6.4% - 8.4% 8.2% - 250 years old 10.0% 9.5% - 6.2% 6.4% - 8.4% 8.2% - 250 years old 10.0% 9.5% - 6.2% 6.4% - 8.4% 8.2% - 250 years old 10.0% 9.5% - 6.2% 6.4% - 8.4% 8.2% - 250 years old 11.1% 10.7% - 9.7% 9.7% - 10.5% 10.3% - Employee turnover by gender ¹ Male 11.1% 10.7% - 9.7% 9.7% - 10.5% 10.3% - Employee turnover by gender ¹ Male 11.1% 10.7% - 9.7% 9.7% - 5.9% 5.7%	Gender mix by employee category (% female)										
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 ¹ 200 25% 31% 9% 7% 16% 22% 21% 22% 21% 21% 21% 21% 21% 21% 21% 21% 21% 21% 21% 22% </td <td>Operations and Support</td> <td>41%</td> <td>43%</td> <td>43%</td> <td>42%</td> <td>43%</td> <td>40%</td> <td>41%</td> <td>43%</td> <td>42%</td>	Operations and Support	41%	43%	43%	42%	43%	40%	41%	43%	42%	
 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% - 250 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% - 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% - 5.8% 6.5% - 30.49 years old 10.0% 9.5% - 6.2% 6.4% - 8.4% 8.2% - 250 years old 10.0% 9.5% - 6.2% 6.4% - 8.4% 8.2% - 50 years old 10.0% 9.5% - 6.2% 6.4% - 8.4% 8.2% - 50 years old 11.1% 10.7% - 9.7% 9.7% - 10.5% 10.3% - 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% - 5.9% 5.7% - 5.9% 5.7% 	Professional	31%	33%	32%	29%	29%	27%	30%	31%	30%	
Top Management 29% 25% 31% 9% 7% 16% 22% 21% 21% New employee hires by age¹ 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% - - 250 years old 0.7% 0.6% - 1.0% 1.2% - 0.8% 0.9% - - New 0.9% - - 0.8% 0.9% - - New 0.9% - - 0.8% 0.9% - - 0.8% 0.9% - - 0.8% 0.9% - - 0.8% 0.9% - - 0.8% 0.9% - - 0.8% 0.9% - 0.9% - 0.9% - 0.9% - 0.9% - 0.9% - 0.9% - 0.9% 0.9% -	Middle and Top Management	33%	34%	36%	21%	21%	26%	26%	27%	30%	
New employee hires by age ¹ <30 years old	Middle Management	33%	35%	36%	21%	21%	27%	26%	27%	30%	
\$30 years old \$8.0% \$8.3% \$\$\$ - \$10.8% \$10.0% \$\$\$ - \$8.4% \$7.4% \$\$\$\$ - \$2.50 years old \$8.7% \$7.0% \$\$\$ - \$7.9% \$8.0% \$\$\$\$ - \$8.4% \$7.4% \$\$\$\$\$ - \$2.50 years old \$1.2% \$10.1% \$\$\$\$ - \$12.9% \$12.6% \$\$\$\$\$ - \$12.5% \$11.2% \$	Top Management	29%	25%	31%	9%	7%	16%	22%	21%	21%	
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% -	New employee hires by age ¹										
≥ 50 years old	<30 years old	8.0%	8.3%	_	10.8%	10.0%	-	9.1%	9.0%	-	
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% -	30-49 years old	8.7%	7.0%	_	7.9%	8.0%	_	8.4%	7.4%	-	
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 hires¹ 17.4% 15.9% - 19.7% 19.2% - 18.3% 17.3% - Employee turnover by age¹ 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 gender¹ 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% -	≥ 50 years old	0.7%	0.6%	_	1.0%	1.2%	-	0.8%	0.9%	-	
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% -	New employee hires by gender 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	Male	12.2%	10.1%	-	12.9%	12.6%	-	12.5%	11.2%	-	
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	Female	5.2%	5.8%	_	6.8%	6.6%	_	5.8%	6.1%	-	
 <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% 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% 5.9% 5.7% 	New employee hires ¹	17.4%	15.9%	_	19.7%	19.2%	-	18.3%	17.3%	-	
30-49 years old	Employee turnover by age ¹										
≥ 50 years old	<30 years old	5.5%	5.6%	_	8.1%	7.8%	-	6.6%	6.5%	-	
Employee turnover by gender ¹ Male 11.1% 10.7% - 9.7% - 10.5% 10.3% - Female 6.0% 5.7% - 5.7% 5.7% - 5.9% 5.7% -	30-49 years old	10.0%	9.5%	_	6.2%	6.4%	_	8.4%	8.2%	-	
Male 11.1% 10.7% - 9.7% - 10.5% 10.3% - Female 6.0% 5.7% - 5.7% - 5.9% 5.7% -	≥ 50 years old	1.6%	1.3%	_	1.1%	1.2%	-	1.4%	1.3%	-	
Female 6.0% 5.7% - 5.7% 5.7% - 5.9% 5.7% -	Employee turnover by gender ¹										
	Male	11.1%	10.7%	_	9.7%	9.7%	_	10.5%	10.3%	_	
Employee turnover 17.1% 16.4% 14.5% 15.4% 10.7% 16.4% 16.0% 13.0%	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 2018 2017 2016		2018	Optus	2016	Singtel Group 2018 2017 2016			
•	2016	2017	2016	2018	2017	2016	2018	2017	2016
Salary ratio (female:male) ²		4 0 00	0.00 4	4 000	1 000	0.00 4	4 0 0 =	4 005	
Operations and Support	1:0.99	1:0.99	0.96 : 1	1:0.96	1: 0.98	0.96 : 1	1:0.97	1:095	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:

- 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.
- 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.