

PRODUCT STEWARDSHIP

Waste Management

Electronic and packaging waste are the two key sources of waste generated from our operations and across our value chain. We focus on recycling our own waste, collaborating with partners and suppliers, and redesigning our product offerings to minimise our impact in this area.

E-waste

We continue to maintain high standards in e-waste recycling, with over 75% of our hazardous waste such as scrap copper cables and UPS lead acid batteries recycled with National Environment Agency (NEA) licensed vendors in Singapore. In Australia, we recycle over 98% of our own e-waste.

Packaging waste

We are committed to packaging sustainability and continue to be a high performing member of the Australian Packaging Covenant Organisation (APCO). In 2017, APCO revised its reporting framework in order to better account for its members packaging impact and measurement. These include providing quantitative data on the sustainability performance of packaging and other materials released to market. This will better reflect progress in areas such as recyclability, material efficiency and post-consumer recycled content. While we had progressively improved our scores to a high 4.2 out of 5 as reported last year, the revised reporting framework would result in a one-time recalibration and reduction of reporting scores for all members.

We see this as an opportunity to progressively raise our own standards in packaging and disclosures, and have begun developing a new five-year Packaging Strategy with measurable targets in line with the new APCO framework. We will report our progress in next year's report.



Recycling e-waste through partnerships in Singapore and Australia

The Ministry of Environment and Water Resources (MEWR) in Singapore has announced the implementation of a mandatory e-waste management system by 2021 with an Extended Producer Responsibility (EPR) approach. While details are not available yet, the scheme will have a direct impact on the mobile phone manufacturers. We will monitor the development closely while continuing to play our part to promote e-waste recycling.

Today, we offer our customers a trade-in scheme so that end-of-contract phones can be reused. We also provide recycling facilities at our retail outlets for consumers to dispose of their end-of-life products and accessories easily.

In Singapore, we launched the [ReCYCLE](#) programme in collaboration with SingPost on World Environment Day 2017. Through the programme, which is supported by NEA, consumers can drop off their unwanted electronic items at our ReCYCLE bins at selected Singtel Shop, Singtel Exclusive Retailer and SingPost outlets. ReCYCLE envelopes are also available at all outlets for people to mail their mobile devices and accessories at their own convenience without the need for postage.

As at 31 March 2018, our programme collected a total of 9,677 kg (net weight) of e-waste, or almost 1,000 kg per month over ten months. This is a 250% increase before our strategic partnership with SingPost, demonstrating the benefits of increasing access through new outlets like post offices and the convenience of a mail-in option.

We also work with our e-waste vendor to organise regular roadshows at our key office premises to encourage our people to dispose of their unwanted e-waste responsibly.

In Australia, we continue to support the Mobile Muster programme, enabling customers to recycle their old mobile phones free of charge by taking them to any Optus retail store. During the year, 4,251 kg of handsets, batteries and accessories were collected for recycling.