

04 People

Our Greatest Asset

Our people are key to the Group's long-term growth and success. We want to be an employer that our people are proud to work for.



Group CEO Chua Sock Koong receiving the Management Partners Appreciation Award by UTES from the then Secretary-General of the National Trades Union Congress and Minister in Prime Minister's Office Mr Chan Chun Sing in recognition of our excellent labour management relationship in September 2017

Our Approach

The Singtel Group employs over 25,000 people, with about 13,000 in Singapore and 9,000 in Australia. We provide a fair, performance-based work culture that is diverse, inclusive and collaborative.

We empower our employees and continue to invest in equipping them with relevant skills and knowledge to help them thrive in this digital age and our highly disruptive and competitive industry. Above all, ensuring the safety and well-being of our people is of utmost importance to us.

In Singapore, we practise fair employment that is aligned with the Tripartite Guidelines for Fair Employment. In Australia, we adopt a fair employment framework that is approved by Fair Work Australia and also governed by our Employment Partnership Agreement. We have fostered a strong, proactive and collaborative partnership with the Union of Telecoms Employees of Singapore (UTES) since

it was formed in 1982. This has laid a strong foundation in facilitating employee development, promoting the well-being of our people and supporting business growth for our Singapore and Australia operations.

In Singapore, we had 5,635 bargainable employees (43%) and in Australia, 3,653 employees (41%) who were covered by the Employment Partnership Agreement as at 31 March 2018.

During the year, we continued to support the National Trades Union Congress (NTUC) U Care Fund with an annual donation of S\$100,000. We also disbursed S\$60,000 to about 100 schooling children of our staff under our joint Singtel-UTES Bursary Awards scheme. In addition, we contributed S\$1 million to the NTUC Education and Training Fund over a five-year period from 2017 to 2021 to support NTUC's efforts to advance the professional development of the workforce.