

02 Sustainability at Singtel

The Singtel Group is committed to creating sustainable and long-term business growth, while leading and shaping positive change for our marketplace and customers, the communities we operate in, our people and the environment.



Sustainability Strategy

As a leading communications technology company, we improve lives for our customers, connect people, create jobs and opportunities while making a difference to the wider community through our network investments, innovations and the skills and passion of our people. We developed and constantly review our sustainability strategy in view of the risks and opportunities we face today and foresee in the horizon. Our sustainability strategy focuses on four key pillars: Environment, People, Community, and Marketplace and Customers.

Governance Structure and ESG Accountability

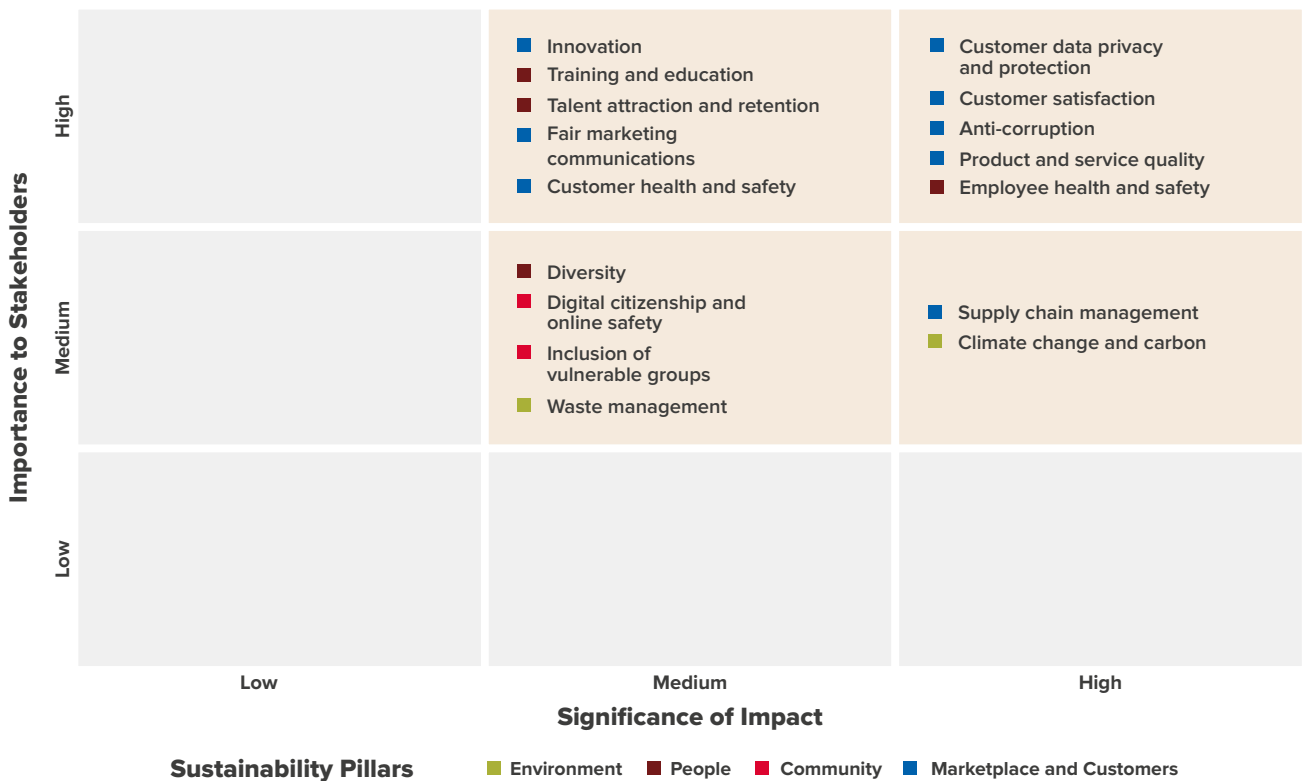
Sustainability is governed across various levels in the organisation – from the Board and Management to the business units and working groups. To embed sustainability across the organisation, we reward our management on various Environmental, Social and Governance (ESG) KPIs which form part of their balanced scorecard. For example, the Singtel Group CEO has specific ESG KPIs tied to her performance-based compensation such as creating a bigger impact in the four areas of our community strategy: enabling innovation, digital citizenship, volunteerism and community involvement, and ensuring health and safety considerations in corporate processes and decision-making. Please see our [website](#) for further details on how we govern sustainability at Singtel.

Stakeholder Engagement and Materiality Review

Regular engagement with our stakeholders provides a core input for determining our material focus areas. We engage a number of stakeholders to understand their concerns and emerging priorities. This keeps us agile and allows us the opportunity to initiate collaboration and be part of formulating or facilitating a solution.

Last year, we conducted a refresh of our materiality review based on four key metrics; our ongoing stakeholder engagement, an in-depth survey with management and external stakeholders, life cycle analysis and peer review exercise. The Group-wide assessment was conducted based on the GRI Standards’ materiality principle for defining report content and aimed to identify any shift in priorities and emerging areas of concern. The findings yielded three new material topics – anti-corruption, diversity and waste management – and customer data privacy and protection became the most important topic for the Group.

Singtel Group Materiality Matrix



Details of our stakeholder engagement, materiality assessment process, value chain assessment and life-cycle analysis can be found on our [website](#).

UN Sustainable Development Goals (SDGs)

We had earlier identified 11 SDGs where we create an impact through our operations, initiatives and programmes. We have commenced a more scientific approach to prioritise which SDGs we should focus on, down to the target level. The prioritisation exercise will identify SDG targets that require most attention in countries of our operations and supply chains, and more importantly where we can create the most impact as a leading communications technology company.