

UN Sustainable Development Goals

With the launch of the UN SDGs 2030 in 2015, we have mapped how our key focus and programmes relate to these goals, and the areas that we believe we have most impact as a business. The table below shows some of our key efforts and programmes in relation to the key SDGs.

Singtel Group programmes and UN SDGs

SDG	SINGTEL GROUP'S POSITION	SINGTEL GROUP'S EFFORTS AND PROGRAMMES
 <p>3 GOOD HEALTH AND WELL-BEING</p>	<p>Goal 3: Good Health and Well-being</p> <p>Ensure healthy lives and promote well-being for all at all ages</p>	<p>Workplace health and safety: We provide a safe work environment for our people and actively promote awareness of workplace health and safety. We set up a new Health and Wellness Committee in Singapore to look at our employee wellness agenda. In Australia, we continue to run 'Healthy Minds', a workplace mental well-being programme aimed at creating a psychologically healthy workplace. (page 24-25)</p> <p>Digital citizenship: Our efforts in cyber wellness and digital citizenship are the cornerstone of the well-being and safety agenda. (page 31-33)</p> <p>Electromagnetic energy: We monitor research findings on EME and comply with ICNIRP and ARPANSA standards. In Singapore, we engage NEA to conduct EME measurements at locations of concern. In Australia, we design and deploy our network to comply with the relevant Federal Government mandated exposure standards. (page 39)</p>
 <p>4 QUALITY EDUCATION</p>	<p>Goal 4: Quality Education</p> <p>Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</p>	<p>Staff training and development: We invest heavily in skills training, education and development of our people. To address emerging industry needs, we have set up a Future of Work team to drive digital initiatives to support our strategy roadmap of Work, Workforce and Workplace. (page 22-24)</p> <p>Vulnerable children and youth: We support the education of children with special needs, at-risk youth and young people transitioning to the workforce. (page 28-34)</p> <p>Digital citizenship: We actively promote responsible digital citizenship. We are a strategic partner of the #DQEveryChild learning programme which created the world's first measurement of Digital Intelligence Quotient. (page 31-33)</p>
 <p>5 GENDER EQUALITY</p>	<p>Goal 5: Gender Equality</p> <p>Achieve gender equality and empower all women and girls</p>	<p>Gender representation at work: Female employees are well represented across all levels of the organisation. In Australia, we recognise that more female representation is needed in senior leadership and technical roles. The Singtel Group has an equitable remuneration structure based on work performance without gender bias. (page 20, 26-27)</p>
 <p>7 AFFORDABLE AND CLEAN ENERGY</p>	<p>Goal 7: Affordable and Clean Energy</p> <p>Increase substantially the share of renewable energy in the global energy mix</p>	<p>Sustainable energy sources: We explore opportunities in alternative energy forms to reduce our grid dependency. Details of our efforts can be found at our website. (page 12-13)</p> <p>Greening our networks: We invest in greening our networks and implement energy efficiency programmes. (page 13)</p>

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	<p>Goal 8: Decent Work and Economic Growth</p> <p>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p>	<p>Fair employment:</p> <p>We employ over 25,000 people worldwide representing about 90 different nationalities. We strive to create an open and trusting work environment characterised by equal opportunity, as well as a diverse, inclusive, collaborative and learning culture. We have been a signatory of the UN Global Compact since 2007. We also have a sustainable supply chain management programme to promote and uphold human and labour rights practices among our suppliers. (page 19-21, 41-42)</p>
	<p>Goal 9: Industry, Innovation and Infrastructure</p> <p>Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation</p>	<p>Innovation:</p> <p>We innovate to bring the latest and the best services and experience to our customers. Our social innovation programme, the Singtel Group Future Makers, supports charities, social entrepreneurs and social enterprises that believe technological innovation plays a key role in addressing social challenges in Singapore, Australia and beyond. (page 36-38)</p> <p>Infrastructure:</p> <p>We invest in our fixed and mobile networks to offer a superior customer experience. We also invest in cyber security to protect the ICT infrastructure of our enterprise customers as well as training of cyber security and smart cities professionals. (page 36, 39-40)</p>
	<p>Goal 10: Reduced Inequality</p> <p>Reduce inequality within and among countries</p>	<p>Workplace diversity:</p> <p>We create an open and trusting workplace environment characterised by equal opportunity, as well as a diverse, inclusive, collaborative and learning culture. (page 19-21)</p> <p>Equal opportunity:</p> <p>We supported three runs of SG Enable's 12-week RISE Mentorship Programme in Singapore since its launch in 2017. Ten executive staff volunteers from various business units mentored tertiary students with disabilities. (page 34)</p>
	<p>Goal 11: Sustainable Cities and Communities</p> <p>Make cities and human settlements inclusive, safe, resilient and sustainable</p>	<p>Inclusive smart cities:</p> <p>We actively support Smart City and Smart Nation visions and we are developing a suite of smart home solutions for our customers. We conduct workshops for senior citizens in Singapore to use smartphones and social media apps, as well as online safety tips like protecting their online privacy and against scams. We are also a founding partner of the Australian Business Roundtable for Disaster Resilience and Safer Communities. (page 13, 29)</p>
	<p>Goal 12: Responsible Consumption and Production</p> <p>Ensure sustainable consumption and production patterns</p>	<p>Going green:</p> <p>We aim to reduce paper use in our business operations and actively promote the 3Rs – Reduce, Reuse and Recycle – to our people. We provide recycling facilities at our retail shops in Singapore and Australia. We have a joint e-waste recycling programme in Singapore with SingPost. We continue to support the Mobile Muster programme in Australia. (page 15)</p>
	<p>Goal 13: Climate Action</p> <p>Take urgent action to combat climate change and its impacts</p>	<p>Environmental Focus:</p> <p>We have set a Science Based Target of reducing our absolute carbon footprint by 42% by 2030 across our Singapore and Australia operations. The target is aligned with the Paris COP21 climate deal to keep global warming below 2°C. These targets will focus on reducing our Scope 1 and 2 emissions using a science based approach. (page 12-17)</p>

SDG 17: Partnerships for the Goals



The Singtel Group believes that social issues are multi-faceted and no individual or single organisation can solve them alone. We therefore continuously strive to forge partnerships in the areas of community, cyber wellness, disability, environment and social innovation to achieve a multiplier effect and create positive and sustainable impact for the communities we operate in.

We are a founding partner of Australian Business Roundtable for Disaster Resilience and Safer Communities and a member of Australian Green Cross Business Adaptation Network, working with other companies to help Australian communities respond better to natural disasters.



As the founding member of the Singapore Business Network on DisAbility, we partner like-minded corporates to advance the agenda of equitable employment opportunities for persons with disabilities.

We work with National Council of Social Service, charities, business partners, employees and members of the public to raise funds to support critical and specialised education programmes for children and youth through the Singtel Touching Lives Fund.



Our partnership with The Smith Family enables disadvantaged youths improve their education and literacy through technology. We recently launched Donate Your Data and rally our customers to donate their unused mobile data to these families.

We are the strategic partner of Help123, Singapore's first one-stop cyber wellness helpline, initiated by the National Council of Social Service and supported by Fei Yue Community Services and TOUCH Community Services that provide counselling services over phone and webchat.



is a service provided by the following partners



We work closely with the Global Compact Network Singapore to advocate corporate sustainability in Singapore and drive collaboration between stakeholders in businesses, government and civil society to create sustainable value for the community.



For our Singtel Group Future Makers programme, we forge collaboration with major players in the social impact ecosystem – non-profit and social services sector, impact investors, corporates and staff volunteers – to support the work of the social impact start-ups.

We are a founding member of Telco Together Foundation in Australia, working in collaboration with the telco industry to support common social causes.



We are a founding member of Australian Business and Community Network, a partnership between business and community to provide structured mentoring programme for youths.