

About this Report and Contents

This is the fifth Group Sustainability Report by Singapore Telecommunications Limited (Singtel). It covers the sustainability performance of our operations in Singapore, where Singtel is headquartered, and Optus, our wholly-owned subsidiary in Australia, for the financial year 1 April 2018 to 31 March 2019 (FY2019).

This Sustainability Report (SR2019) covers the company's strategies, initiatives and performance in relation to Environmental, Social and Governance (ESG) issues. All data, statistics and improvement targets are for the Group's operations in Singapore and Australia unless stated otherwise. Group-level figures are in Singapore dollars, using the exchange rate of A\$1 to S\$0.9898. No restatements were made from the previous report except revenue-related indicators in FY2018 on Page 19 which have been retrospectively adjusted to take into account Singtel Group's adoption of all applicable Singapore Financial Reporting Standards (International) from 1 April 2018, and staff training-related figures of Optus for FY2018 due to errors in certain training hours recorded which affected the Singtel Group figure on Page 27. There were no significant changes to the organisation and our supply chain during the reporting cycle.

This report captures the highlights and achievements of FY2019 and should be read together with [Singtel Sustainability](#) and [Sustainability Report 2019](#) webpages, which contain our corporate sustainability information and additional annexes like GRI Index and EY assurance statement. We continue to disclose Optus' sustainability programmes and performance on [Optus website](#).

Our key local and regional Associates, [SingPost](#), [AIS](#), [Bharti Airtel](#), [Globe](#) and [Telkomsel](#) also report on their various corporate sustainability programmes in the communities they operate in. Please refer to their respective websites and reports to read about their initiatives.

GRI STANDARDS

This report has been prepared in accordance with the GRI Standards: Core option. It also complies with SGX Listing Rule 711 (A) and (B).

EXTERNAL ASSURANCE

We have engaged EY to independently assure a selection of our key ESG disclosures.

The assurance statement can be read on our [website](#).

FEEDBACK

We are fully committed to listening to our stakeholders and we welcome feedback on this report and any aspect of our sustainability performance. Please address all feedback to Vice President, Group Sustainability, at sustainability@singtel.com.

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