

07 GRI Content Index

GENERAL DISCLOSURES

GRI STANDARD	DISCLOSURE	PAGE NUMBER
GRI 101: Foundation 2016		Singtel Group Sustainability Report 2019
	Organisational Profile	
GRI 102: General disclosures 2016	102-1 Name of the organisation	About this Report and Contents
	102-2 Activities, brands, products, and services	Annual Report
	102-3 Location of headquarters	About this Report and Contents
	102-4 Location of operations	About this Report and Contents
	102-5 Ownership and legal form	About this Report and Contents
	102-6 Markets served	Annual Report
	102-7 Scale of the organisation	20, Annual Report
	102-8 Information on employees and other workers	26
	102-9 Supply chain	40, Website
	102-10 Significant changes to the organisation and its supply chain	About this Report and Contents
	102-11 Precautionary Principle or approach	10-11, Website
	102-12 External initiatives	8-9, 11-13, 20, 28, 37-38, 41
	102-13 Membership of associations	12, 16-18, 23, 29, 33
	Strategy	
	102-14 Statement from senior decision-maker	2-3
	Ethics and integrity	
	102-16 Values, principles, standards, and norms of behaviour	Website
	Governance	
	102-18 Governance structure	4, Website
	Stakeholder engagement	
	102-40 List of stakeholder groups	Website
	102-41 Collective bargaining agreements	20
	102-42 Identifying and selecting stakeholders	5, Website
	102-43 Approach to stakeholder engagement	5, Website
	102-44 Key topics and concerns raised	5, Website

GENERAL DISCLOSURES

GRI STANDARD	DISCLOSURE	PAGE NUMBER
	Reporting practice	
	102-45 Entities included in the consolidated financial statements	Annual Report
	102-46 Defining report content and topic Boundaries	5, About this Report and Contents
	102-47 List of material topics	5
	102-48 Restatements of information	About this Report and Contents
	102-49 Changes in reporting	About this Report and Contents
	102-50 Reporting period	About this Report and Contents
	102-51 Date of most recent report	About this Report and Contents
	102-52 Reporting cycle	About this Report and Contents
	102-53 Contact point for questions regarding the report	About this Report and Contents
	102-54 Claims of reporting in accordance with the GRI Standards	About this Report and Contents
	102-55 GRI content index	Website
	102-56 External assurance	About this Report and Contents, Website

MATERIAL TOPICS

GRI STANDARD	DISCLOSURE	PAGE NUMBER	LEVEL OF EXTERNAL ASSURANCE
	Inclusion of vulnerable groups		
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	28, Website	
	103-2 The management approach and its components	29-31	
	103-3 Evaluation of the management approach	29-31	
GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	28, Annual Report	
	Innovation		
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	36, Website	
	103-2 The management approach and its components	36	
	103-3 Evaluation of the management approach	36	
GRI 203: Indirect economic impacts 2016	203-1 Infrastructure investments and services supported	35	
	203-2 Significant indirect economic impacts	36	

GRI Content Index

MATERIAL TOPICS

GRI STANDARD	DISCLOSURE	PAGE NUMBER	LEVEL OF EXTERNAL ASSURANCE
Anti-corruption			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	38, Website
	103-2	The management approach and its components	38-39
	103-3	Evaluation of the management approach	38-39
GRI 205: Anti-corruption 2016	205-3	Confirmed incidents of corruption and actions taken	38-39 Singtel
Employee health and safety			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	25, Website
	103-2	The management approach and its components	25, 41
	103-3	Evaluation of the management approach	25, 41
GRI 403: Occupational health and safety 2018	403-1	Occupational health and safety management system	25, 41
	403-5	Worker training on occupational health and safety	25, 41
	403-6	Promotion of worker health	25, Website
	403-9	Work-related injuries	25, 27 Singtel Group
403-10	Work-related ill health	25, 27 Singtel Group	
Talent attraction and retention			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	24, Website
	103-2	The management approach and its components	24
	103-3	Evaluation of the management approach	24
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	22-23, 26-27 Singtel
Training and education			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	24, Website
	103-2	The management approach and its components	24
	103-3	Evaluation of the management approach	24
GRI 404: Training and education 2016	404-1	Average hours of training per year per employee	27 Singtel Group
	404-2	Programs for upgrading employee skills and transition assistance programs	24
	404-3	Percentage of employees receiving regular performance and career development reviews	24 Singtel

MATERIAL TOPICS

GRI STANDARD	DISCLOSURE	PAGE NUMBER	LEVEL OF EXTERNAL ASSURANCE
Diversity and equal opportunity			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	22, Website
	103-2	The management approach and its components	22-23
	103-3	Evaluation of the management approach	22-23
GRI 405: Diversity and equal opportunity 2016	405-2	Ratio of basic salary and remuneration of women to men	26
Digital citizenship and online safety			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	32, Website
	103-2	The management approach and its components	32-33
	103-3	Evaluation of the management approach	32-33
GRI 413: Local communities 2016	413-2	Operations with significant actual and potential negative impacts on local communities	32-33
Supply chain management			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	40, Website
	103-2	The management approach and its components	40-41
	103-3	Evaluation of the management approach	40-41
GRI 308: Supplier environmental assessment 2016	308-1	New suppliers that were screened using environmental criteria	40 Singtel Group
GRI 414: Supplier social assessment 2016	414-1	New suppliers that were screened using social criteria	40 Singtel Group
Customer health and safety			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	37, Website
	103-2	The management approach and its components	41
	103-3	Evaluation of the management approach	37
GRI 416: Supplier social assessment 2016	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	37 Singtel
Fair marketing communications			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	38, Website
	103-2	The management approach and its components	38
	103-3	Evaluation of the management approach	38
GRI 417: Marketing and labeling 2016	417-3	Incidents of non-compliance concerning marketing communications	38 Singtel

GRI Content Index

MATERIAL TOPICS

GRI STANDARD	DISCLOSURE	PAGE NUMBER	LEVEL OF EXTERNAL ASSURANCE
Customer data privacy and protection			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	37, Website
	103-2	The management approach and its components	37
	103-3	Evaluation of the management approach	37
GRI 418: Customer privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	37 Singtel
Product and service quality			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	35, Website
	103-2	The management approach and its components	35
	103-3	Evaluation of the management approach	35
GRI 419: Socioeconomic compliance 2016	419-1	Non-compliance with laws and regulations in the social and economic area	35 Singtel
Climate change and carbon			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	10, Website
	103-2	The management approach and its components	10-16
	103-3	Evaluation of the management approach	10-16
GRI 302: Energy 2016	302-1	Energy consumption within the organisation	19 Singtel Group
	302-3	Energy intensity	19 Singtel Group
	302-4	Reduction of energy consumption	15 Singtel
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	19 Singtel Group
	305-2	Energy indirect (Scope 2) GHG emissions	19 Singtel Group
	305-3	Other indirect (Scope 3) GHG emissions	19 Singtel Group
	305-4	GHG emissions intensity	19 Singtel Group
	305-5	Reduction of GHG emissions	15 Singtel

MATERIAL TOPICS

GRI STANDARD	DISCLOSURE	PAGE NUMBER	LEVEL OF EXTERNAL ASSURANCE
	Waste management		
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	17, Website
	103-2	The management approach and its components	17-18
	103-3	Evaluation of the management approach	17-18
GRI 306: Effluents and waste 2016	306-2	Waste by type and disposal method	19 Singtel
	Customer satisfaction		
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	34, Website
	103-2	The management approach and its components	34-35
	103-3	Evaluation of the management approach	34-35
		Customer satisfaction score	34-35

NON-MATERIAL TOPICS

GRI STANDARD	DISCLOSURE	PAGE NUMBER	LEVEL OF EXTERNAL ASSURANCE
	Water		
GRI 303: Water and Effluents 2018	303-3	Water withdrawal	19 Singtel