

INCLUSION OF VULNERABLE GROUPS

Singtel Touching Lives Fund (STLF) is our flagship corporate philanthropy programme to support the education of children and youth with special needs in Singapore. We raised S\$3 million in 2018, bringing our total funds raised for STLF to S\$42 million since its inception in 2002 (see Story on page 30).

We also donated S\$5.3 million to non-STLF charitable organisations and contributed over S\$500,000 of in-kind sponsorship of telecommunications and media services to charities, social enterprises and nation-building activities in Singapore during the year.

We conducted 12 workshops for 2,750 senior citizens in Singapore who learnt to use smartphones and social media apps, as well as online safety tips like protecting their online privacy and against scams.

We continue to support the cancer cause given its pervasiveness in society (see Story below). In Australia, we contributed A\$679,500 to Tour de Cure 2018. 21 Optus employees took part in this event as riders and volunteers and visited 15 schools to raise awareness.

We continue to work closely with the Australian Business and Community Network (ABCN), of which we are a founding member, to improve opportunities and outcomes for vulnerable youth in high-needs schools across Australia. For our active participation, Optus was awarded the ABCN 2018 Award for the Most Outstanding Member Company.

In 2018, we ran 36 core ABCN programmes, engaging over 500 Optus staff mentors and volunteers working with about 1,200 students.

CREATING AN IMPACT: OUR TEN-YEAR JOURNEY WITH SINGAPORE CANCER SOCIETY



Minister of Culture, Community and Youth Grace Fu with award recipients and guests at SCS' annual achievement awards ceremony 2018

In 2009, Singtel became a strategic partner of Singapore Cancer Society (SCS), supporting its "Help the Children and Youth Programme" (HCY). We are the title sponsor of the Singtel-Singapore Cancer Society Race Against Cancer and our annual grant of S\$250,000* goes towards helping children and youth whose lives are affected by cancer. These children and youth may be cancer patients or their parents are suffering from cancer.

In the past decade, this programme has received more than S\$2.3 million – from Singtel grants as well as registration fees paid by Singtel employees, their families and friends when they participated in the annual run.

* Annual grant of S\$200,000 in 2009–2013

962 children and youth have since benefitted from the SCS HCY programme.

The one-on-one tuition scheme offered under HCY was very popular as it was designed to help those who are academically weak and from financially challenged families. The tuition scheme achieved the desired outcomes of improved grades as well as increased confidence and self-esteem of the students enrolled in the scheme.

The programme also covers school allowance, grants and bursary, achievement awards and family bonding events.



Arthur Lang (right), Singtel's CEO of International Group, raised an additional S\$51,000 for Singapore Cancer Society under CEOs Against Cancer

Community

The Most Connected Communities

CREATING AN IMPACT: MAKING A DIFFERENCE TO CHILDREN WITH SPECIAL NEEDS



Singtel Touching Lives Fund (STLF) is the company's flagship philanthropy programme. When it started in 2002, the programme supported vulnerable children and youth in the community. We sharpened our focus and concentrated on education for children with special needs. Our six beneficiary schools are: APSN Chaoyang School, APSN Tanglin School, APSN Delta Senior School, Cerebral Palsy Alliance Singapore School, Eden School and MINDS Lee Kong Chian Gardens School.

Singtel engages our employees, business partners, customers



Students with special needs enjoying themselves at our Singtel Carnival.

and members of the public through various activities to raise funds for the schools. Fundraising costs of these activities are underwritten by Singtel so that every dollar raised goes to the beneficiary schools. Together with a top-up donation from the company, a total of S\$3 million was raised in 2018. This brings the total funds raised in the past 17 years to more than S\$42 million.

The six schools served about 1,600 students in 2018. The schools offer each student a customised curriculum based on their abilities and needs, with the aim of maximising their potential towards independent living and integration into the community. At the end of the curriculum year, more than 170 students achieved the outcomes listed in the table below.

PATHWAYS OF STUDENTS OF SPECIAL EDUCATION PROGRAMMES IN 2018	NUMBER OF STUDENTS
Open Employment - in a wide range of industries e.g. retail and hospitality	67
Supported Employment - similar to open employment except that clients receive additional support such as having a job coach during the employment period	22
Sheltered Employment - the work focuses on tasks where the processes are simpler and can be broken down into specific steps	55
Internship - part of the School-to-Work (S2W) Transition Programme	3
Vocational Training and Post-Secondary Education e.g. Institute of Technical Education and Polytechnics	9
Day Activity Centres - the clients receive further skills training to maximise their independence for daily living under supervision in a centre	20



ENGAGING OUR PEOPLE

The way we engage the community and involve our people through general and skilled volunteering is a key driver of our staff engagement. Our annual staff engagement surveys consistently show that what we do in the community and for the environment is one of the top three drivers of staff engagement.

We encourage our people to volunteer on an individual or team basis. We believe that active employee volunteerism not only helps our communities but also contributes to the holistic development of our people in terms of empathy, perspective and character building. Besides giving our employees paid volunteer leave, we encourage business units to adopt VolunTeaming, our concept of teambuilding with a volunteering element to involve the vulnerable segment of the community.

Over the years, we have also increased skilled volunteering opportunities for our people in areas such as our Future Makers social innovation programmes, digital citizenship, ABCN and Better Together overseas volunteering programme.



Singtel and Optus volunteers interacting with local students

Staff Volunteering Hours

	Singtel	Optus	Singtel Group
FY2019	13,503 hours	13,206 hours	26,709 hours
FY2018	15,500 hours	12,128 hours	27,628 hours

SINGTEL CARNIVAL 2018

The annual Singtel Carnival is a mass volunteering platform for our staff. It is Singapore's largest carnival designed and planned exclusively for children with special needs. In its sixth year, Singtel Carnival 2018 was organised by 1,700 staff volunteers and attended by more than 1,400 students with special needs from 14 Special Education schools. Themed 'Carnival in Space', the event was graced by the President of the Republic of Singapore.



BETTER TOGETHER 2018

The Singtel Group has been extending our volunteering outreach to support communities in countries where our associates operate. Better Together 2018 was the eighth year of our annual overseas volunteering programme which saw three expeditions.

Our skilled volunteering expedition to Thailand had 32 volunteers from Singtel, Optus, AIS and Globe who mentored Thai undergraduates and high school students from the Good Kids Great Hearts (GKGH) programme to help them improve their confidence and competence in conversational English.

Better Together in the Philippines was in partnership with Globe and saw 47 volunteers from Singtel, Optus, Globe and Optus' call centre partners, Convergys and 24/7, who delivered our Digital Thumbprint programme in two elementary schools in Cagayan de Oro. They also planted trees in Bukidnon together with Hineleban Foundation, Globe's environment partner.

Our regional associate Bharti Airtel and its philanthropy arm Bharti Foundation hosted 23 volunteers from Singtel, Optus and Airtel who carried out classroom sessions in four Satya Bharti schools. These schools are part of Bharti Foundation's flagship rural education initiative, the Satya Bharti School Programme which provides free quality education in rural India.

