

# People

## People Performance Indicators



### People

	SINGTEL			OPTUS			SINGTEL GROUP		
	2019	2018	2017	2019	2018	2017	2019	2018	2017
<b>Total employees by gender</b>									
Male	8,136	8,455	8,185	5,298	6,021	6,112	13,434	14,476	14,297
Female	4,453	4,640	4,822	2,459	2,847	2,938	6,912	7,487	7,760
<b>Total employees</b>	<b>12,589</b>	<b>13,095</b>	<b>13,007</b>	<b>7,757</b>	<b>8,868</b>	<b>9,050</b>	<b>20,346</b>	<b>21,963</b>	<b>22,057</b>
<b>Total employees by employment contract and gender</b>									
Regular employees (Male)	6,630	7,136	6,742	5,224	5,929	6,005	11,854	13,065	12,747
Contract employees (Male)	1,506	1,319	1,443	74	92	107	1,580	1,411	1,550
Regular employees (Female)	3,855	4,148	4,193	2,413	2,799	2,874	6,268	6,947	7,067
Contract employees (Female)	598	492	629	46	48	64	644	540	693
<b>Total regular employees by employment type and gender</b>									
Full time (Male)	8,112	8,449	8,178	4,612	5,307	5,385	12,724	13,756	13,563
Part time (Male)	24	6	7	686	714	727	710	720	734
Full time (Female)	4,432	4,623	4,803	1,788	2,058	2,101	6,220	6,681	6,904
Part time (Female)	21	17	19	671	789	837	692	806	856
<b>Total employees by age group</b>									
<30 years old	20%	21%	22%	24%	23%	24%	21%	22%	23%
30-49 years old	61%	59%	60%	59%	60%	60%	60%	59%	60%
≥ 50 years old	19%	20%	18%	17%	17%	16%	19%	19%	17%
<b>Gender mix by employee category (% female)</b>									
Operations and Support	41%	41%	43%	40%	42%	43%	40%	41%	43%
Professional	32%	31%	33%	29%	29%	29%	31%	30%	31%
Middle and Top Management	34%	33%	34%	22%	21%	21%	27%	26%	27%
• Middle Management	34%	33%	35%	22%	21%	21%	28%	26%	27%
• Top Management	31%	29%	25%	9%	9%	7%	24%	22%	21%
<b>Salary ratio (female:male)<sup>1</sup></b>									
Operations and Support	1 : 0.98	1 : 0.99	1 : 0.99	1 : 0.96	1 : 0.96	1 : 0.98	1 : 0.98	1 : 0.97	1 : 0.95
Professional	0.97 : 1	0.98 : 1	0.98 : 1	0.95 : 1	0.96 : 1	0.96 : 1	0.95 : 1	0.97 : 1	0.97 : 1
Middle Management	0.97 : 1	0.98 : 1	0.99 : 1	0.97 : 1	0.94 : 1	0.97 : 1	0.97 : 1	0.98 : 1	0.98 : 1
<b>Bonus Ratio (female:male)<sup>2,3</sup></b>									
Operations and Support	1 : 0.98	-	-	0.91 : 1	-	-	0.97 : 1	-	-
Professional	0.99 : 1	-	-	0.91 : 1	-	-	0.95 : 1	-	-
Middle Management	1 : 0.85	-	-	0.90 : 1	-	-	1 : 0.96	-	-
<b>New employee hires</b>	<b>15.7%</b>	<b>17.4%</b>	<b>15.9%</b>	<b>18.6%</b>	<b>19.7%</b>	<b>19.2%</b>	<b>16.8%</b>	<b>18.3%</b>	<b>17.3%</b>
<b>New employee hires by age</b>									
<30 years old	7.5%	8.0%	8.3%	10.1%	10.8%	10.0%	8.5%	9.1%	9.0%
30-49 years old	7.6%	8.7%	7.0%	7.3%	7.9%	8.0%	7.5%	8.4%	7.4%
≥ 50 years old	0.6%	0.7%	0.6%	1.2%	1.0%	1.2%	0.8%	0.8%	0.9%
<b>New employee hires by gender</b>									
Male	10.7%	12.2%	10.1%	11.8%	12.9%	12.6%	11.2%	12.5%	11.2%
Female	5.0%	5.2%	5.8%	6.8%	6.8%	6.6%	5.6%	5.8%	6.1%

# People

## People Performance Indicators



### People

	SINGTEL			OPTUS			SINGTEL GROUP		
	2019	2018	2017	2019	2018	2017	2019	2018	2017
<b>Employee voluntary turnover</b>	18.3%	17.1%	16.4%	17.0%	15.4%	15.4%	17.8%	16.4%	16.0%
<b>Employee turnover by age</b>									
<30 years old									
• Voluntary	5.4%	5.5%	5.6%	8.2%	8.1%	7.8%	6.5%	6.6%	6.5%
• Involuntary <sup>3</sup>	0.6%	–	–	3.3%	–	–	1.6%	–	–
30–49 years old									
• Voluntary	10.6%	10.0%	9.5%	7.4%	6.2%	6.4%	9.3%	8.4%	8.2%
• Involuntary <sup>3</sup>	0.6%	–	–	4.2%	–	–	2.0%	–	–
≥ 50 years old									
• Voluntary	2.3%	1.6%	1.3%	1.4%	1.1%	1.2%	2.0%	1.4%	1.3%
• Involuntary <sup>3</sup>	0.3%	–	–	9.2%	–	–	3.7%	–	–
<b>Employee turnover by gender</b>									
Male									
• Voluntary	12.4%	11.1%	10.7%	10.6%	9.7%	9.7%	11.7%	10.5%	10.3%
• Involuntary <sup>3</sup>	0.9%	–	–	10.9%	–	–	4.7%	–	–
Female									
• Voluntary	5.9%	6.0%	5.7%	6.4%	5.7%	5.7%	6.1%	5.9%	5.7%
• Involuntary <sup>3</sup>	0.6%	–	–	5.8%	–	–	2.6%	–	–
<b>Total training investment (\$million)</b>	\$S15.6	\$S17.7	\$S13.8	A\$10.7	A\$12.4	A\$10.8	\$S26.1	\$S30.7	\$S25.1
<b>Average training hours per employee<sup>4</sup></b>	34.8	30.6	30.4	18.4	20.6	30.9	28.9	26.7	30.5
<b>Average training hours by gender<sup>4</sup></b>									
Male	37.0	31.6	30.4	17.8	20.2	31.2	29.5	26.8	30.6
Female	31.0	28.9	30.3	19.8	21.6	30.2	27.6	26.5	30.2
<b>Average training hours by employee category<sup>4</sup></b>									
Operations and Support	31.6	23.3	31.8	27.6	29.3	36.5	30.7	24.7	33.2
Professional	37.2	37.2	30.1	16.1	19.1	28.5	28.7	29.2	29.3
Middle Management and above	32.0	22.0	23.3	17.4	15.7	28.1	24.2	18.5	25.9
<b>Employee health and safety<sup>5</sup></b>									
Workplace injury incidence rate	1.5	2.1	1.3	2.2	4.1	1.3	1.8	2.9	1.3
Workplace injury frequency rate	0.7	0.9	0.6	1.3	2.8	0.8	0.9	1.5	0.7
• Workplace injury frequency rate (Male)	0.6	0.6	0.5	1.4	2.3	0.4	0.8	1.1	0.5
• Workplace injury frequency rate (Female)	0.9	1.6	0.8	1.0	4.0	1.9	0.9	2.2	1.1
<b>Workplace injury severity rate<sup>6</sup></b>	12.9	14.7	3.3	16.7	7.3	8.7	14.1	12.4	5.1
• Workplace injury severity rate (Male) <sup>6</sup>	10.9	6.0	1.5	22.7	9.7	4.9	14.8	7.2	2.9
• Workplace injury severity rate (Female)	16.6	30.6	6.3	2.6	1.6	17.9	12.6	22.8	10.2
<b>Absenteeism rate</b>	0.021	0.018	0.017	0.017	0.015	0.015	0.019	0.017	0.017
• Absenteeism rate (Male)	0.017	0.015	0.014	0.015	0.014	0.014	0.016	0.014	0.014
• Absenteeism rate (Female)	0.028	0.024	0.024	0.021	0.017	0.017	0.026	0.021	0.021
<b>Occupational disease rate</b>	0	0	0	0.8	0.7	0	0.2	0.2	0
• Occupational disease rate (Male)	0	0	0	0.7	0.5	0	0.2	0.2	0
• Occupational disease rate (Female)	0	0	0	1.0	1.1	0	0.3	0.3	0
<b>Fatalities</b>	0	0	0	0	0	0	0	0	0

#### Footnotes:

<sup>1</sup> Based on average monthly salary of regular employees.

<sup>2</sup> Based on average annual bonus of regular employees.

<sup>3</sup> New indicator tracked from FY2019.

<sup>4</sup> Optus training hours for FY2019 included user testing of certain e-learning modules.

<sup>5</sup> Workplace health and safety metrics are based on the International Labour Organization (ILO) definitions, subject to country definition of lost work shifts e.g. Optus excludes weekends from medical leave when calculating these rates.

<sup>6</sup> Based on ILO definition, this excluded time lost as a result of permanent incapacity for work. A male employee was caught in an accident involving several vehicles in FY2018, which resulted in a prolonged medical leave of absence of more than 200 days as of end-FY2019.