05 Community

The Most Connected Communities

The Singtel Group is committed to being a responsible corporate citizen in all the markets where we operate, driving positive and sustainable change for our communities.



OUR APPROACH

Investing in our community is an integral part of our sustainability strategy. Our decisions are guided by our strategic community investment framework (see Figure 1).

The Singtel Group aims to play a significant role in enabling the progress, development and inclusion of vulnerable segments in the society. Through our key partnerships, programmes and staff engagement initiatives, we combine our collective resources and leverage our skills and core competencies to make a positive and sustainable change to communities in need.

Our community strategy contributes towards the various UN SDGs: 3, 4, 8, 9, 10 and 11.

Our community programmes and approach are also aligned with the National Council of Social Service (NCSS) Strategic Thrusts 2017–2021 (see Figure 2). We are one of the few private sector representatives on the NCSS strategic review committee, as we are recognised for our efforts to engage the sector strategically and in a holistic manner.

Singtel Group's Community Investment*

 Singtel
 Optus
 Singtel Group

 FY2019
 \$\$11.68m
 A\$8.72m
 \$\$20.31 million

 FY2018
 \$\$7.52m
 A\$9.43m
 \$\$17.41 million

Figure 2: Singtel Supports NCSS' Social Service Sector Strategic Thrusts 2017–2021



Empowered individuals, their families and communities



Effective social purpose entities that deliver quality, innovative and sustainable solutions



Caring, collaborative and impactful social service ecosystem

Singtel Programmes, Partnerships and Partner Programmes Supported

- Special Needs Education
- Singtel Enabling Innovation Centre
- RISE Mentorship and Internship
- Digital Citizenship Programmes
- Volunteering Programmes
- Singtel Future Makers
- NCSS 4ST Committee
- Community Chest

- Singtel Future Makers Partners
- SG Enable and Singapore Business Network on DisAbility
- NVPC Company of Good, Fellowship and CoLABs

^{*} Our community investment figure, which includes direct financial support, in-kind charitable sponsorships and staff volunteering hours, has been verified by the London Benchmarking Group (LBG).