GENERAL DISCLOSURES			
GRI STANDARD	DISCLOS	URE	PAGE NUMBER
GRI 101: Foundation 2016			Singtel Group Sustainability Report 2020
	Organisa	ntional Profile	
GRI 102: General disclosures 2016	102-1	Name of the organisation	About this Report and Contents
General disclosures 20 16	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	26-27
	102-9	Supply chain	43-44, <u>Website</u>
	102-10	Significant changes to the organisation and its supply chain	About this Report and Contents
	102-11	Precautionary Principle or approach	12-13, <u>Website</u>
	102-12	External initiatives	8-18, 20, 22-24, 29-40, 42-44
	102-13	Membership of associations	9, 13, 16, 18, 20, 22-23, 28, 30, 35, 40
	Strategy	,	
	102-14	Statement from senior decision-maker	2-3
	Ethics ar	nd integrity	
	102-16	Values, principles, standards, and norms of behaviour	<u>Website</u>
	Governa	nce	
	102-18	Governance structure	4, <u>Website</u>
	Stakeho	lder engagement	
	102-40	List of stakeholder groups	Website
	102-41	Collective bargaining agreements	20
	102-42	Identifying and selecting stakeholders	5, <u>Website</u>
	102-43	Approach to stakeholder engagement	5, <u>Website</u>
	102-44	Key topics and concerns raised	5, <u>Website</u>

GENERAL DISCLOSURES				
GRI STANDARD	DISCLO	SURE	PAGE NUMBE	₹
	Reporting practice			
	102-45	Entities included in the consolidated financial statements	Annual Report	
	102-46	Defining report content and topic boundaries	5, About this Re Contents	eport and
	102-47	List of material topics	5-7	
	102-48	Restatements of information	About this Repo	ort and Contents
	102-49	Changes in reporting	About this Repo	ort and Contents
	102-50	Reporting period	About this Repo	ort and Contents
	102-51	Date of most recent report	About this Repo	ort and Contents
	102-52	Reporting cycle	About this Repo	ort and Contents
	102-53	Contact point for questions regarding the report	About this Repo	ort and Contents
	102-54	Claims of reporting in accordance with the GRI Standards	About this Repo	ort and Contents
	102-55	GRI content index	Website	
	102-56	External assurance	About this Repo	ort and Contents,
MATERIAL TOPICS				
GRI STANDARD	DISCLO	SURE	PAGE NUMBER	LEVEL OF EXTERNAL ASSURANCE
	Inclusio	n of vulnerable groups		
GRI 103:	103-1	Explanation of the material topic and its boundary	28, <u>Website</u>	
Management approach 2016	103-2	The management approach and its components	29-32	
	103-3	Evaluation of the management approach	29-32	
GRI 201: Economic performance 2016	201-1	Direct economic value generated and distributed	28, Annual Rep	ort
	Innovat	ion		
GRI 103:	103-1	Explanation of the material topic and its boundary	38, <u>Website</u>	
Management approach 2016	103-2	The management approach and its components	38-39	
	103-3	Evaluation of the management approach	38-39	
GRI 203: Indirect economic impacts 2016	203-1	Infrastructure investments and services supported	36	
monect economic impacts 2016	203-2	Significant indirect economic impacts	38-39	

CRI STANDARD DISCLOSURE PAGE NUMBER EVEYED OF RUMBER EXPECT OF RUMBER <th colsp<="" th=""><th>MATERIAL TOPICS</th><th></th><th></th><th></th><th></th></th>	<th>MATERIAL TOPICS</th> <th></th> <th></th> <th></th> <th></th>	MATERIAL TOPICS				
CRI 103: Management approach 2016 103-2 The management approach and its components 42-43 42-	GRI STANDARD	DISCLO	SURE		EXTERNAL	
Management approach 2016 103-2 The management approach and its components 42-43 103-8 103-3 Evaluation of the management approach 42-43 2-43 2-43 2-43 103-2 Employee health and safety 103-2 The management approach and its boundary 25, 44, Website 4-43 4-43 103-3 Evaluation of the material topic and its boundary 25, 44, Website 4-43 103-3 Evaluation of the management approach 25, 44 4-43 103-3 Evaluation of the management approach 25, 44 4-43 103-3 Evaluation of the management approach 25, 44 4-43 103-3 Evaluation of the management approach 25, 44 4-43 103-3 Evaluation of the management approach 25, 44 4-43 103-3 Evaluation of the management approach 25, 44 103-3 Evaluation of the management approach 25, 44 103-4 Hazard identification, risk assessment and incident investigation 25, 44 103-4 Worker participation, consultation and communication on occupational health and safety 25, 44 103-6 Worker training on occupational health and safety 25, 44 103-6 Promotion of worker health 25, 44 103-7 Prevention and mitigation of occupational health and safety 25, 44 103-8 Promotion of worker health 25, 44 103-9 Work-related injuries 25, 27 Singtel Group 103-9 Work-related injuries 25, 27 Singtel Group 103-1 Explanation of the material topic and its boundary 24, Website		Anti-co	rruption			
103-2 The Intalagement approach 103-2 103-3 103-3 103-3 103-3 103-3 103-3 103-3 103-3 103-3 103-3 103-3 103-4		103-1	Explanation of the material topic and its boundary	42, Website		
GRI 103: Management approach 2016 Temploy= kealth and safety	Management approach 2016	103-2	The management approach and its components	42-43		
Anti-corruption 2016 Employse health and safety 103:		103-3	Evaluation of the management approach	42-43		
GRI 103: Management approach 2016 103-2 The management approach and its components 25, 44 103-3 Evaluation of the management approach 103-3 Evaluation of the management system 103-4 Uscupational health and safety management system 103-4 Worker participation, consultation and communication on occupational health and safety 103-5 Worker training on occupational health and safety 103-6 Promotion of worker health 103-7 Prevention and mitigation of occupational health and safety 103-7 Prevention and mitigation of occupational health and safety 103-10 Work-related injuries 103-10 Work-related ill health 103-10 Explanation of the material topic and its boundary 103-10 Uses its planation of the material topic and its boundary 103-10 Uses its planation of the material topic and its boundary 103-10 Uses its planation of the material topic and its boundary 103-10 Uses its planation of the material topic and its boundary 103-10 Uses its planation of the material topic and its boundary 103-10 Uses its planation of the material topic and its boundary 103-10 Uses its planation of the material topic and its boundary 103-10 Uses its planation of the material topic and its boundary 103-10 Uses its planation of the material topic and its boundary 103-10 Uses its planation of the material topic and its boundary 103-10 Uses its planation of the material topic and its boundary 103-10 Uses its planation of the material topic and its boundary 103-10 Uses its planation of the material topic and its boundary 103-10 Uses its planation of the material topic and its boundary 103-10 Uses its planation of the material topic and its boundary 103-10 Uses its planation of the material topic and its boundary 103-10 Uses its planation of the material topic and its boundary 103-10 Uses its planation of the material topic and its poundary 103-10 Uses its planation of the mat		205-3	Confirmed incidents of corruption and actions taken	42-43	Singtel	
Management approach 2016 103-2 The management approach and its components 25, 44 CRI 403: 0ccupational and safety 2018 health 403-1 Occupational health and safety management system 403-2 Hazard identification, risk assessment and incident investigation 403-3 Occupational health services 403-4 Worker participation, consultation and communication on occupational health and safety 403-5 Worker training on occupational health and safety 403-6 Promotion of worker health 403-7 Prevention and mitigation of occupational health and safety 403-9 Work-related injuries 25, 27 Singtel Group Talent ####################################		Employ	ee health and safety			
The management approach and its components 25, 44 103-3 Evaluation of the management approach 25, 44 403-1 Occupational health and safety management system 25, 44, Website 403-2 Hazard identification, risk assessment and incident investigation 403-3 Occupational health services 25, 44 403-4 Worker participation, consultation and communication on occupational health and safety 25, 44 403-5 Worker training on occupational health and safety 25, 44 403-6 Promotion of worker health 25, 44 403-7 Prevention and mitigation of occupational health and safety 25, 44 403-9 Work-related injuries 25, 27 Singtel Group 403-10 Work-related ill health 25, 27 Singtel Group 310-31 Explanation of the material topic and its boundary 24, Website		103-1	Explanation of the material topic and its boundary	25, 44, <u>Website</u>		
GRI 403: Occupational and safety 2018 health 403-2 Hazard identification, risk assessment and incident investigation 403-3 Occupational health services 25, 44 403-4 Worker participation, consultation and communication on occupational health and safety 403-5 Worker training on occupational health and safety 25, 44 403-6 Promotion of worker health 25, 44 403-7 Prevention and mitigation of occupational health and safety 25, 44 403-7 Worker training on occupational health and safety 25, 44 403-7 Prevention and mitigation of occupational health and safety 25, 44 403-7 Prevention and mitigation of occupational health and safety 35, 27 Singtel Group 403-9 Work-related injuries Talent attraction and retention Explanation of the material topic and its boundary 24, Website	Management approach 2016	103-2	The management approach and its components	25, 44		
Occupational and safety 2018 health 403-2 Hazard identification, risk assessment and incident investigation 25, 44 403-3 Occupational health services 25, 44 403-4 Worker participation, consultation and communication on occupational health and safety 25, 44 403-5 Worker training on occupational health and safety 25, 44 403-6 Promotion of worker health 25, 44 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships 25, 44 403-9 Work-related injuries 25, 27 Singtel Group 403-10 Work-related ill health 25, 27 Singtel Group Talent attraction and retention GRI 103: 103-1 Explanation of the material topic and its boundary 24, Website		103-3	Evaluation of the management approach	25, 44		
Health 403-2 Hazard identification, risk assessment and incident investigation 403-3 Occupational health services 25, 44 403-4 Worker participation, consultation and communication on occupational health and safety 403-5 Worker training on occupational health and safety 403-6 Promotion of worker health 25, 44 403-7 Prevention and mitigation of occupational health and safety 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships 403-9 Work-related injuries 25, 27 Singtel Group Talent attraction and retention Explanation of the material topic and its boundary 24, Website		403-1	Occupational health and safety management system	25, 44, <u>Website</u>		
403-4 Worker participation, consultation and communication on occupational health and safety 403-5 Worker training on occupational health and safety 403-6 Promotion of worker health 403-7 Prevention and mitigation of occupational health and safety 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships 403-9 Work-related injuries 25, 27 Singtel Group 403-10 Work-related ill health 25, 27 Singtel Group Talent attraction and retention Talent attraction and retention		403-2	·	25, 44		
communication on occupational health and safety 403-5 Worker training on occupational health and safety 25, 44 403-6 Promotion of worker health 403-7 Prevention and mitigation of occupational health and safety and safety impacts directly linked by business relationships 403-9 Work-related injuries 25, 27 Singtel Group 403-10 Work-related ill health 25, 27 Singtel Group Talent attraction and retention Explanation of the material topic and its boundary 24, Website		403-3	Occupational health services	25, 44		
403-6 Promotion of worker health 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships 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: Explanation of the material topic and its boundary 24, Website		403-4		25, 44		
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships 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: 103-1 Explanation of the material topic and its boundary 24, Website		403-5	Worker training on occupational health and safety	25, 44		
and safety impacts directly linked by business relationships 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: 103-1 Explanation of the material topic and its boundary 24, Website		403-6	Promotion of worker health	25, 44		
403-10 Work-related ill health 25, 27 Singtel Group Talent attraction and retention GRI 103: 103-1 Explanation of the material topic and its boundary 24, Website		403-7	and safety impacts directly linked by business	25, 44		
Talent attraction and retention GRI 103: 103-1 Explanation of the material topic and its boundary 24, Website		403-9	Work-related injuries	25, 27	Singtel Group	
GRI 103: 103-1 Explanation of the material topic and its boundary 24, Website		403-10	Work-related ill health	25, 27	Singtel Group	
		Talent a	ttraction and retention			
		103-1	Explanation of the material topic and its boundary	24, Website		
Management approach 2016 103-2 The management approach and its components 24	манадетент арргоасп 20 ю	103-2	The management approach and its components	24		
103-3 Evaluation of the management approach 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	GRI 401: Employment 2016	401-1	New employee hires and employee turnover	22-23, 26-27	Singtel	

MATERIAL TOPICS				
GRI STANDARD	DISCLO	SURE	PAGE NUMBER	LEVEL OF EXTERNAL ASSURANCE
	Training	and education		
GRI 103:	103-1	Explanation of the material topic and its boundary	24, Website	
Management approach 2016	103-2	The management approach and its components	24	
	103-3	Evaluation of the management approach	24-25	
GRI 404:	404-1	Average hours of training per year per employee	25, 27	Singtel Group
Training and education 2016	404-2	Programmes for upgrading employee skills and transition assistance programmes	20-21, 24-25	
	404-3	Percentage of employees receiving regular performance and career development reviews	24	Singtel
	Diversit	y and equal opportunity		
GRI 103:	103-1	Explanation of the material topic and its boundary	22, <u>Website</u>	
Management approach 2016	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:	103-1	Explanation of the material topic and its boundary	33, Website	
Management approach 2016	103-2	The management approach and its components	33-34	
	103-3	Evaluation of the management approach	33-34	
GRI 413: Local communities 2016	413-2	Operations with significant actual and potential negative impacts on local communities	33-34	
	Supply	chain management		
GRI 103:	103-1	Explanation of the material topic and its boundary	43, Website	
Management approach 2016	103-2	The management approach and its components	43-44	
	103-3	Evaluation of the management approach	43-44	
GRI 308: Supplier environmental assessment 2016	308-1	New suppliers that were screened using environmental criteria	43	Singtel Group
GRI 414: Supplier social assessment 2016	414-1	New suppliers that were screened using social criteria	43	Singtel Group

MATERIAL TOPICS				
GRI STANDARD	DISCLO	SURE	PAGE NUMBER	LEVEL OF EXTERNAL ASSURANCE
	Custom	er health and safety		
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	40, <u>Website</u>	
	103-2	The management approach and its components	40	
	103-3	Evaluation of the management approach	40	
GRI 416: Customer health and safety 2016	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	40	Singtel
	Fair mai	rketing communications		
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	42, <u>Website</u>	
нападешень арргоасп 2016	103-2	The management approach and its components	42	
	103-3	Evaluation of the management approach	42	
GRI 417: Marketing and labeling 2016	417-3	Incidents of non-compliance concerning marketing communications	42	Singtel
	Custom	er data privacy and protection		
GRI 103:	103-1	Explanation of the material topic and its boundary	40, <u>Website</u>	
Management approach 2016	103-2	The management approach and its components	40-41	
	103-3	Evaluation of the management approach	40-43	
GRI 418: Customer privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	40	Singtel
	Product	and service quality		
GRI 103:	103-1	Explanation of the material topic and its boundary	36, Website	
Management approach 2016	103-2	The management approach and its components	36, 38	
	103-3	Evaluation of the management approach	36, 38	
GRI 419: Socioeconomic compliance 2016	419-1	Non-compliance with laws and regulations in the social and economic area	38	Singtel

GRI STANDARD	DISCLC	SURE	PAGE NUMBER	LEVEL OF EXTERNAL ASSURANCI
	Custon	ner satisfaction		
GRI 103:	103-1	Explanation of the material topic and its boundary	36, Website	
Management approach 2016	103-2	The management approach and its components	36	
	103-3	Evaluation of the management approach	36	
		Customer satisfaction score	36	
	Climate	e change and carbon		
GRI 103:	103-1	Explanation of the material topic and its boundary	12, <u>Website</u>	
Management approach 2016	103-2	The management approach and its components	12-18	
	103-3	Evaluation of the management approach	12-18	
GRI 302: Energy 2016	302-1	Energy consumption within the organisation	19	Singtel Grou
	302-3	Energy intensity	19	Singtel Group
	302-4	Reduction of energy consumption	15, 19	Singtel
GRI 305:	305-1	Direct (Scope 1) GHG emissions	19	Singtel Grou
Emissions 2016	305-2	Energy indirect (Scope 2) GHG emissions	19	Singtel Grou
	305-3	Other indirect (Scope 3) GHG emissions	19	Singtel Grou
	305-4	GHG emissions intensity	19	Singtel Grou
	305-5	Reduction of GHG emissions	15, 19	Singtel

MATERIAL TOPICS				
GRI STANDARD	DISCLO	SURE	PAGE NUMBER	LEVEL OF EXTERNAL ASSURANCE
	Waste I	management		
GRI 103:	103-1	Explanation of the material topic and its boundary	17-18, <u>Website</u>	
Management approach 2016	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
NON-MATERIAL TOPICS				
GRI STANDARD	DISCLO	SURE	PAGE NUMBER	LEVEL OF EXTERNAL ASSURANCE
	DISCLO	SURE		EXTERNAL
GRI STANDARD GRI 103:		Explanation of the material topic and its boundary		EXTERNAL
GRI STANDARD	Water		NUMBER	EXTERNAL
GRI STANDARD GRI 103:	Water 103-1	Explanation of the material topic and its boundary	NUMBER Website	EXTERNAL
GRI STANDARD GRI 103: Management approach 2016 GRI 303:	Water 103-1 103-2	Explanation of the material topic and its boundary The management approach and its components	NUMBER Website Website	EXTERNAL
GRI STANDARD GRI 103: Management approach 2016	Water 103-1 103-2 103-3	Explanation of the material topic and its boundary The management approach and its components Evaluation of the management approach	Website Website Website	EXTERNAL