

INCLUSION OF VULNERABLE GROUPS

Singtel Touching Lives Fund (STLF) is our flagship corporate philanthropy programme supporting the education of children and youth with special needs in Singapore. 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.

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. We also support these students in areas such as open and sheltered employment, internships, vocational training and day activity centres.

We engage our employees, business partners, customers and members of the public through various activities to raise funds for the six schools. The company pays

for the fundraising costs of these activities so that every dollar raised goes to the beneficiary schools. With an additional top-up donation from Singtel, we raised S\$3 million in 2019, bringing our total funds raised for STLF to S\$45 million since its inception in 2002.

During the year, we also donated S\$3.67 million to non-STLF charitable organisations and contributed about S\$600,000 of in-kind sponsorships that include telecommunications and media services to charities, social enterprises and nation-building activities in Singapore.



Chua Sock Koong, Group CEO, and Yuen Kuan Moon, Chairman of Singtel Touching Lives Fund and CEO Consumer Singapore presenting a S\$1.2 million cheque to Phillip Tan, Chairman of ComChest at the Singtel Charity Golf 2019



Minister of Education Ong Ye Kung flagging off with Singapore Cancer Society and Singtel management members at the Singtel-Singapore Cancer Society Race Against Cancer 2019

Race Against Cancer

Fighting cancer continues to be a cause close to the hearts of many. Singtel Group provides support for significant fundraising events for this cause in both Singapore and Australia.

We continued to be the title sponsor of Singtel-Singapore Cancer Society Race Against Cancer 2019 for the 11th year, a run that raises funds for cancer patients and their families. We also donated S\$250,000 to support the Society's Help the Children and Youth Programme that was set up to improve the lives of children affected by cancer.

Community

The Most Connected Communities

2019 also marked our tenth year as the major sponsor of Tour de Cure, a charity that hosts a cycle, ride and walk to raise funds for cancer research, support and prevention programmes in Australia. Optus staff raised A\$94,000 for Tour de Cure.

To help Singapore's ageing population, we look for new ways to leverage our strengths in info-communications technology. During the year, we supported Changi General Hospital's CareLine, a 24-hour telephone befriending service for the elderly. The programme serves over 5,000 seniors today, checking on their well-being and reminding them of medical appointments and medication regularly. We supported 1,000 vulnerable seniors under CareLine with free mobile phone services as part of Singtel's efforts to promote digital inclusion and well-being.



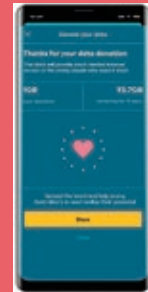
Digital inclusion programme for the vulnerable seniors

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. During the year, 399 Optus employees mentored 720 students across 39 programmes, contributing 2,515 volunteering hours. One of our staff mentors even received the ABCN 'Super Mentor' award!



Optus mentor sharing interviewing tips with high school students

Bridging the digital divide in Australia



We scaled Donate Your Data in December 2019 to help disadvantaged young people bridge the digital divide. We want to enable them to stay connected online and have equal access to the same resources and opportunities as the rest of Australia.

This initiative allows our mobile customers to donate data to the disadvantaged youths. This is on top of the free SIM card, unlimited national talktime and text with 10GB data that we provide to each young beneficiary of our charity partners.

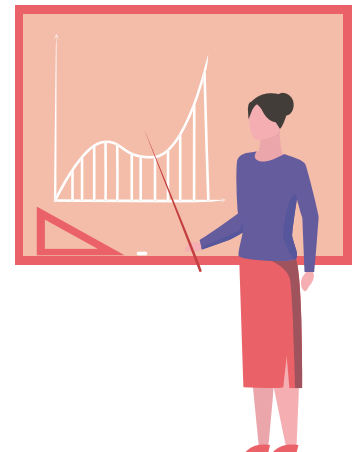
Our customers have since donated several million GB of data. More than 13,000 students in The Smith Family's Learning for Life programme and the KARI Foundation will benefit from Donate Your Data. [Click here](#) to find out more.



"We believe all Australians should be able to stay connected and not feel disadvantaged. By giving a mobile service to participants of the programme and inviting our customers to donate their unused data, we are providing much needed internet access to young people who need it most."

KELLY BAYER ROSMARIN
Optus CEO

ABCN	FY2016	FY2017	FY2018	FY2019	FY2020
Number of mentor roles	516	480	540	438	399
Volunteering hours	3,706	3,496	3,537	2,847	2,515
Number of programmes	16	35	41	36	39
Students	420	1,126	1,160	1,118	720



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.

We encourage our people to volunteer on an individual or team basis. We believe that active employee volunteerism not only helps the community, but also contributes to the holistic development of our people in terms of empathy, perspective and character building.

In addition to giving our employees paid volunteer leave, we encourage business units to adopt VolunTeaming, our concept of teambuilding with a volunteering element, to support the vulnerable segments of the community.

In Australia, we encourage staff volunteerism through our staff portal *yes4good*, where they can make donations, sign up for volunteering



opportunities and raise funds for the community or environmental causes they are passionate about. We are proud that Optus was recognised by the Good Company in 2019 for being one of the best workplaces in Australia to give back.

Staff Volunteering Hours

(hours)

	Singtel	Optus	Singtel Group
FY2020	11,487	16,739	28,226
FY2019	13,503	13,206	26,709

Singtel Carnival 2019



Students with special needs enjoying themselves at our annual Singtel Carnival

The annual Singtel Carnival is a mass volunteering platform for our staff. It is Singapore's largest carnival that is designed for children with special needs to have fun. In its seventh year, Singtel Carnival 2019 was organised by 1,800 staff volunteers and attended by more than 1,600 students with special needs from 14 Special Education schools. We were also joined by 200 staff volunteers from the Singapore Business Network on DisAbility (SBNoD) who chaperoned the students.



Staff volunteers accompanying students to visit our 50 stalls of games, activities and food



Singtel Carnival	FY2016	FY2017	FY2018	FY2019	FY2020	Total
Number of students with special needs	800	1,000	1,500	1,400	1,600	6,300
Number of staff volunteers	1,500	1,700	2,000	1,700	1,800	8,700

Community

The Most Connected Communities

BETTER TOGETHER 2019

The Singtel Group believes in contributing back to the communities in markets where we operate. We have been extending our general and skilled volunteering outreach efforts to support the regional communities in collaboration with our associates. In its ninth year, our annual overseas volunteering programme Better Together saw about 100 staff volunteers from Singtel, Optus, Airtel, AIS and Globe participate in four expeditions to Australia, India, the Philippines and Thailand.



Philippines since 2011

Better Together in the Philippines 2019 saw six volunteers from Singtel and 20 from Globe carry out classroom clean-ups and conduct a sport clinic in Brigada Eskwela, ADBSA Aeta Elementary School located at Iba Botanicals, Zambales in the Philippines.

They also learnt pioneering reforestation techniques through the nursery activities as part of this community and environment volunteering programme.

Thailand since 2015

Better Together in Thailand is our skilled volunteering programme. In 2019, 24 volunteers from Singtel, Globe and AIS mentored 40 Thai undergraduates and high school students from AIS' Good Kids Great Hearts programme held at Suan Sampran Rose Garden, Thailand to help them improve their competence in conversational English while improving their overall confidence.



India since 2017

Our regional associate Bharti Airtel and its philanthropy arm Bharti Foundation hosted a team of 29 Better Together in India volunteers from Singtel, Optus and Optus' partners, [24]7 and Concentrix, to bring education to girls in rural communities in Amritsar, India.

These schools are part of Bharti Foundation's flagship rural education initiative - the Satya Bharti School Programme, which provides quality and free education at elementary and secondary levels in rural India, with an emphasis on keeping girls in school.

Australia since 2019

The inaugural Better Together in Australia 2019 had a team of nine people from Optus and Singtel who visited the Northern Territory to participate in an immersion experience for our people in Indigenous Australian communities. This included providing opportunities to build cultural awareness and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements.

Over A\$6,000 was donated to the Balunu Foundation, which aims to provide hope for Indigenous Australian youth and families by breaking the cycle of disadvantage through good health, education, life skills, opportunity, training and employment.

