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This is the sixth Group Sustainability Report by Singapore Telecommunications Limited (Singtel). It covers the sustainability performance of our operations in Singapore, where Singtel is headquartered, and Optus, our wholly-owned subsidiary in Australia, for the financial year 1 April 2019 to 31 March 2020 (FY2020).

This Sustainability Report (SR2020) covers the company's strategies, initiatives and performance in relation to Environmental, Social and Governance (ESG) issues. All data, statistics and improvement targets are in relation to the Group's operations in Singapore and Australia unless stated otherwise. Group-level figures are in Singapore dollars, using the exchange rate of A\$1 to S\$0.9351. No restatements were made from the previous report. There were no significant changes to the organisation and our supply chain during the reporting cycle.

This report captures the highlights and achievements of FY2020 and should be read together with [Singtel Sustainability and Sustainability Report 2020](#) webpages, which contain our corporate sustainability information and additional annexes like [GRI Index](#) and [EY assurance statement](#). Optus also produces a separate [Sustainability Report](#).

GRI STANDARDS

This report has been prepared in accordance with the GRI Standards: Core option. It also complies with SGX Listing Rule 711 (A) and (B).

EXTERNAL ASSURANCE

We have engaged Ernst & Young to independently assure a selection of our key ESG disclosures. The assurance statement can be read [here](#).



FEEDBACK

We are fully committed to listening to our stakeholders and we welcome feedback on this report and any aspect of our sustainability performance. Please address all feedback to Vice President, Group Sustainability, at sustainability@singtel.com.

Key Highlights FY2020

Environment



Only Southeast Asian company among a pioneer group of 28 global companies in July 2019 that committed to keeping global temperature increase within 1.5°C and net zero emissions by 2050



Won Singapore's highest environmental accolade, the President's Award for the Environment 2019



Achieved an A- score in CDP 2019, highest scoring telecommunications company in Hong Kong and Southeast Asia region



Signed our first solar Power Purchase Agreement in Singapore



Estimated carbon emissions avoidance of 3,498 tCO₂e/year during the year and achieved improvement in electricity intensity of 105 kWh/TB from 125 kWh/TB last year



APCO Award for our Optus sustainable packaging achievements and efforts in the telecommunications sector for the third consecutive year

People



Training investment of S\$21.9 million in Singapore and Australia, of which 42% was in future skills



Pledged S\$45 million to boost the digital skills of our workforce over the next three years



Launched #CURIOUS, our Group-wide digital learning platform featuring 100,000 curated courses and videos covering topics from technology to leadership



Attained the SkillsFuture Employer Award 2019 for our commitment to lifelong learning and investment in employee training



Included in the 2020 Bloomberg Gender-Equality Index and Refinitiv Global Diversity & Inclusion Index 2019 and named as one of the top ten employers for Gender Diversity at The Leonie Awards 2019



Recognised by the Health Promotion Board with the 2019 Singapore HEALTH Award (Excellence) for our workplace health and wellness programmes

Community



Community investment of S\$22.34 million and 28,226 staff volunteering hours clocked in Singapore and Australia



Supported DQ Institute's inaugural Child Online Safety Index (COSI), the world's first real-time analytic platform for children's online safety. Our Digital Citizenship programme helped about 114,000 students to be digitally safe and responsible online



More than 100 staff volunteers from the Singtel Group of companies and vendor partners participated in Better Together, our overseas volunteering programme in Australia, India, the Philippines and Thailand



Scaled Donate Your Data in Australia to help disadvantaged young people bridge the digital divide



Supported 1,000 vulnerable seniors under CareLine 24-hour telephone befriending service with free mobile phone services to promote digital inclusion and well-being

Marketplace and Customers



Named the most well-governed and transparent company in Singapore for the fifth consecutive year in the Singapore Governance and Transparency Index 2019 and ranked as Australia's strongest brand in Brand Finance's Top 100 list



Total capital investment of S\$2 billion in Singapore and Australia



Completed the construction of the 4,600-kilometre INDIGO West and INDIGO Central submarine cable systems linking Southeast Asia to Perth and Sydney in Australia and the US



5G rollout in Australia and industry collaboration to deploy targeted 5G use cases in Singapore



Singtel Group Future Makers 2019 held in Singapore with our associates to support ten regional start-ups to scale their impact with technology innovation



Launched UNBOXED, Singapore's first next generation unmanned retail pop-up store with solar panels to complement our retail footprint

01 Message from Chairman and Group CEO



SIMON ISRAEL
Chairman



CHUA SOCK KOONG
Group CEO

These are extraordinary times for us at Singtel, as much as they have been for everyone else. The extensive global impact of the COVID-19 outbreak follows on the heels of an already challenging 2019 that was marked by trade tensions and climate events such as the devastating bushfires in Australia. A large part of this report was completed as we spent unprecedented weeks working from home amid heightened social distancing measures.

During this challenging period, the Singtel Group has kept a steadfast focus on ensuring people and businesses stay connected. Many expect COVID-19 to accelerate digital transformation and permanent changes in the way we live and work, long after it ends. We believe the rollout of 5G globally will contribute further to this transition. Together with technologies such as the Internet of Things and AI, 5G will create new benefits and opportunities for businesses, society and our industry.

A flagship UN report in March 2020 on the 17 Sustainable Development Goals, or SDGs in short, sounded an alarm that the Asia-Pacific region is not on track to achieve any of them by 2030, and is struggling the most with advancing responsible consumption and production, and climate action. These findings underscore the urgency of the situation and the need to accelerate progress even as the world deals with the upheaval caused by COVID-19. At Singtel, many of our corporate sustainability goals are aligned with the SDGs. With just a decade to go, closer collaboration is more crucial than ever and we are working on partnerships both locally and globally in support of these SDGs.

In this sixth Singtel Group Sustainability Report 2020, we report our achievements against our five-year targets on various material topics identified through our last materiality review and formal stakeholder engagement in 2016. We highlight below some of our achievements and next steps.

LEAVING THE SMALLEST ENVIRONMENTAL FOOTPRINT

2019 marked the end of the hottest decade ever recorded. With the effects of climate change more dire than ever, urgent collective action is needed from all of us.

The Singtel Group has been working closely with the industry on climate action. We played a key role in supporting GSMA's first science-based, sector-specific decarbonisation pathway to reduce greenhouse gas emissions across the telecommunications sector. In addition, we are committed to reducing our own environmental footprint in Singapore and Australia. In July 2019, we were the only Southeast Asian company in a pioneering group of 28 global companies to commit to keeping global temperature increase within 1.5°C above pre-industrial levels and achieve net zero emissions by 2050.

For our environmental sustainability efforts, we were awarded Singapore's highest environmental accolade, the President's Award for the Environment 2019.

Accelerating our shift towards renewable energy, we signed our first solar Power Purchase Agreement (PPA) in Singapore for the installation of a solar power system on one of our data centre rooftops in March 2020. This new 1.65 MWp installation generates more clean energy than our existing solar power projects combined.

2019 was also a year where bushfires raged in Australia on an unprecedented scale. To help the small and medium sized businesses in regional Australia re-establish connectivity and get back on their feet, we introduced Green Shoots, a programme comprising 2,000 grants of financial assistance to business customers in extreme financial hardship, bill waivers and extended payment windows.

A DIVERSE, FUTURE-READY WORKPLACE TO DO GREAT WORK

Singtel continues to focus on equipping our people with the relevant skills to be future-ready. This is even more critical with technology advancement, rapid digitisation and job role changes. We have taken proactive steps to help them reskill and take on new, enhanced roles through professional conversion programmes, investing close to S\$22 million in staff training across the Group during the year. Last September, we also announced an investment of S\$45 million over three years to deepen the digital capabilities of our staff in Singapore that will support our strategic business priorities.

We take an equally proactive approach to diversity, which we believe is essential to staying relevant to our customers and stakeholders. Across Singapore and Australia, we formally launched our Gender Diversity Councils with the objective of enabling our female leaders, especially those new to their roles, to gain the necessary skills, networks and experiences required for career advancement.

ENABLING THE MOST CONNECTED COMMUNITIES

While we develop our employees, we also recognise our role in driving positive and sustainable change in the communities where we operate. As a technology company at the forefront of communications, we also have a key role to play in promoting online safety and digital inclusion among the vulnerable.

In Singapore, we continue to support DQ Institute whose #DQEveryChild initiative to help children use digital technology and media safely and responsibly has gained global traction. DQ Institute's inaugural Child Online Safety Index found that globally, 60% of eight to 12 year olds face cyber risks, including cyber bullying, reputational risks and risky content. The results show the need for urgent action to make the internet a safer place, which is where our cyber wellness efforts can play a part.

In December last year, we scaled our digital inclusion initiative, Donate Your Data, to bridge the digital divide for young Australians living in poverty. Customers can donate their mobile data, which is pooled and shared with young Australians supported by our charity partners. We are touched by the generosity of our customers who have since donated several million GB of data. This proved even more critical as Australian students had to study from home as schools were shut down due to COVID-19 measures.

We continue to drive social innovation through Singtel Group Future Makers, our regional accelerator programme that aims to help solve social challenges by empowering social entrepreneurs who use technology. Last year, ten selected start-ups from the region had the opportunity to gain insights from our business experts, thought leaders and fellow participants. With a grant pool of S\$120,000, we are pleased to have facilitated pilots with our business units and associates to help these start-ups commercialise their solutions and create greater community impact.

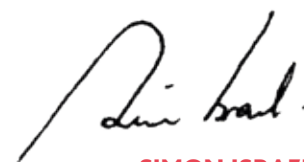
THE JOURNEY AHEAD

Solving the world's sustainability challenges requires the concerted and collective efforts of the Public-Private-People sectors. No individual or organisation can do it alone if we are to achieve scale and deliver a better and more sustainable future for all.

We intend to set our new five-year sustainability targets for 2021-2025 by the first half of FY2021, after assessing the results of our third materiality review and formal stakeholder engagement which we have embarked on. Insights from the review will be deliberated by the Singtel Board and Management Committee, and used in tandem with our sustainability strategy and programmes review. The high priority areas identified will also guide us in addressing the emerging trends, risks and opportunities that stakeholders are concerned with.

We will continue to strive and advance our sustainability goals across the Group's businesses. We look forward to an exciting decade to drive and deliver value to all our stakeholders with those 2030 goals in sight.

On behalf of the Board and Management of Singtel, we thank you for your strong support and we look forward to your continued partnership.



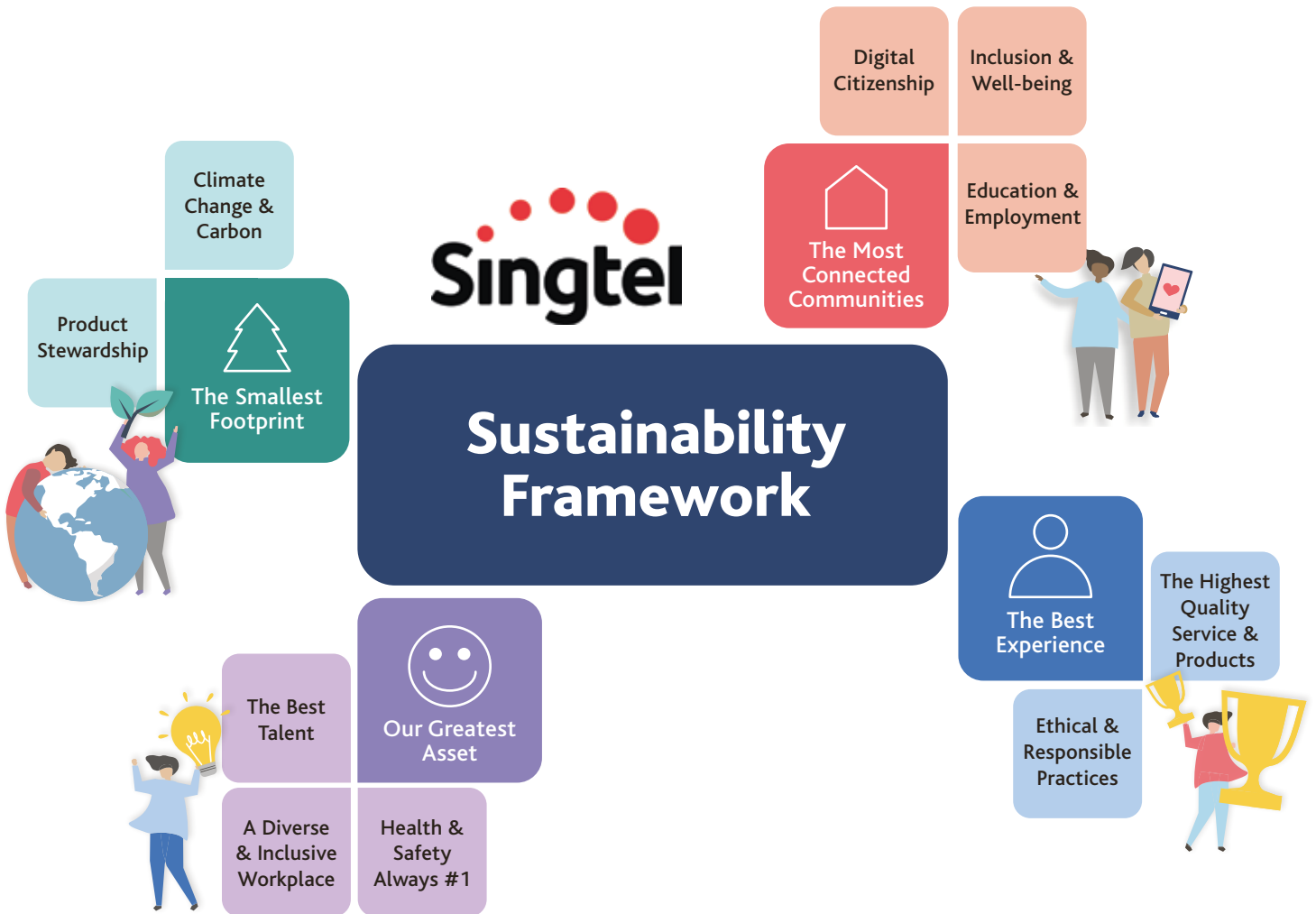
SIMON ISRAEL
Chairman



CHUA SOCK KOONG
Group CEO

02 Sustainability at Singtel

The Singtel Group is committed to creating sustainable and long-term business growth, while leading and shaping positive change for our marketplace and customers, the communities we operate in, our people and the environment.



SUSTAINABILITY STRATEGY

As a leading communications company, we simplify lives for our customers, connect people, create jobs and opportunities while making a difference to the wider community through our network investments, innovations and the skills and passion of our people. We constantly review our sustainability strategy against the risks and opportunities we face today and foresee in the horizon. Our sustainability strategy focuses on four key Environmental, Social and Governance (ESG) pillars: Environment, People, Community, and Marketplace and Customers.

GOVERNANCE STRUCTURE AND ESG ACCOUNTABILITY

Sustainability is governed across various levels in the organisation – from the Board and Management to the business units and working groups. To embed sustainability across the organisation, we also review the performance of our management on various ESG KPIs which form part of their balanced scorecard. For example, the Singtel Group CEO has specific ESG KPIs tied to her performance-based compensation such as creating a bigger impact in the four areas of our community strategy: enabling innovation, digital citizenship, volunteerism and community involvement, and ensuring safety and health considerations in corporate processes and decision-making. Please see our [website](#) for further details on how we govern sustainability at Singtel.

STAKEHOLDER ENGAGEMENT AND MATERIALITY REVIEW

Regular engagement with our stakeholders provides a core input for determining our material focus areas. We engage our internal and external stakeholders to understand their concerns and emerging priorities. This enables us to initiate collaboration and be part of formulating or facilitating a solution.

Our Group-wide materiality review was based on four key sources: our ongoing stakeholder engagement, an in-depth survey with management and external stakeholders, life-cycle assessment and peer review exercise. The assessment by an independent consultant was based on the GRI Standards' materiality principle for defining report content and aimed to identify any shift in priorities and emerging areas of concern.

Singtel Group Materiality Matrix



In the last quarter of FY2020, we conducted our third formal stakeholder engagement exercise and materiality review. This exercise was supplemented by a life-cycle analysis and a data-driven SDG prioritisation exercise. The results and findings will be published next year in our Singtel Group Sustainability Report 2021, together with a refreshed strategy and 2025 sustainability targets to help us focus on the areas where we can create the most impact as a leading communications provider.

2020 Targets

In 2015, we set the following five-year 2020 targets for the Singtel Group across our four sustainability pillars.

■ Target achieved or exceeded ■ Target partially or not achieved

Environment

	2020 TARGET	FY2020 ACHIEVEMENTS	5-YEAR SCORECARD
Climate Change and Carbon	Reduce our carbon emissions intensity of kWh/TB by 30% by 2020 and 50% by 2030 using 2015 as baseline	Continued to improve our carbon efficiency on our networks by 70% carbon emissions intensity reduction from baseline year of 2015. Started on our renewable energy journey committing to net zero by 2050. (page 15, 19)	Achieved carbon emissions intensity reduction of 70% in 2020, well exceeding our 2030 target of 50%. We are also committed to achieving our 2030 SBTi absolute carbon reduction target of 42% for Scope 1 and 2 and 30% reduction for Scope 3 from 2015 baseline.
Waste Management	At least 80% of waste generated within our operation disposed via reuse, recycling or incineration with energy recovered	Over 84% of waste generated within our operation disposed via reuse, recycling or incineration with energy recovered. (page 17, 19)	Exceeded original target by 4%.

People

	2020 TARGET	FY2020 ACHIEVEMENTS	5-YEAR SCORECARD
Diversity	At least 30% of female employees in Middle and Top Management	28% of female employees in Middle and Top Management. Included in the 2020 Bloomberg Gender-Equality Index and the Refinitiv Global Diversity & Inclusion Index 2019 and named as one of the top ten employers for Gender Diversity at The Leonie Awards 2019. (page 22)	28% of female employees in Middle and Top Management.
Talent Attraction and Retention	Increase 2% pipeline and intake for management associates and cadets, improve gender mix and retention of talent pool by 2% YOY using 2015 as baseline	Built a strong pipeline of more than 800 Young Talent with 56% from technical background. (page 24)	Increased Group-wide pipeline and intake for management associates and cadets by 16% over five years. Improved talent pool gender mix by 3.5% and talent pool size by 9% since 2015.
Training and Education	Training investment of S\$100 million between 2016 and 2020	Total training investment of S\$21.9 million. (page 25) Pledged S\$45 million to boost the digital skills of our workforce through company-wide initiative ACT over three years. (page 20)	Cumulative S\$125.9 million of training investment.
Employee Health and Safety	Zero fatality rate	Zero fatality rate across Singtel and Optus in FY2020. (page 27) Successfully re-certified OHSAS18001 and bizSAFE Star in Singapore and the AS4801 Australian Standard for Safety Management in Australia. (page 25)	Zero fatality in the past five years. Committed to leading industry efforts to strengthen capabilities and build a progressive culture in WSH towards Vision Zero, our target for zero accidents and fatalities.

Community

	2020 TARGET	FY2020 ACHIEVEMENTS	5-YEAR SCORECARD
Inclusion of Vulnerable Groups	Community investment of S\$100 million to support vulnerable persons through our various enabling and inclusion programmes between 2016 and 2020	Continued to scale impact with our community programmes and community investment in FY2020 was S\$22.34 million. (page 28)	Cumulative S\$112.14 million of community investment.
Digital Citizenship and Online Safety	Reach at least half a million students, parents and educators in Singapore and Australia through our digital citizenship and outreach programmes between 2016 and 2020	Our digital citizenship programmes reached about 114,000 students in Singapore and Australia in FY2020. (page 33-34)	Our various digital citizenship programmes reached more than 540,000 students, parents and educators in Singapore and Australia over five years.


Marketplace and Customers

	2020 TARGET	FY2020 ACHIEVEMENTS	5-YEAR SCORECARD
Customer Satisfaction	Lead in 'Customer Experience' in major customer satisfaction measurement tools and indices over tier one telcos in Singapore and Australia	Maintained top spot on the Customer Satisfaction Index of Singapore (CSISG) and voted Best Mobile & Broadband Service Provider and the inaugural Best Mobile Data Roaming Service Provider award at HWM+HardwareZone Tech Awards 2020. (page 36)	Continued to lead in 'Customer Experience' and maintained our position as the preferred brand in Singapore and Australia. For example, we maintained top spot on the Customer Satisfaction Index of Singapore (CSISG) since 2013 and Australia's strongest brand in Brand Finance's Top 100 list.
Product and Service Quality	Invest in our networks to meet and exceed the quality of service standards set by the relevant local authorities while addressing the topic of long-term climate change adaptation	Total capital investment of S\$2 billion in FY2020. (page 36)	Cumulative S\$10.26 billion of capital investment. Continued to invest and upgrade our network infrastructure and technology, such as 5G and climate adaptation and resilience measures. Completed the construction of the INDIGO West and Central submarine cable systems.
Innovation	Continue to develop new digital business and services that take advantage of industry changes, leveraging our assets like customer knowledge and intelligent networks, as well as mobile data growth across our markets	5G rollout in Australia and industry collaboration in Singapore. Launched UNBOXED by Singtel, our 24x7 unmanned pop-up store, and our newest Trustwave Fusion Platform to support enterprise customers in handling cyber threats. (page 37, 41)	Continued to drive and embed innovation in our consumer, enterprise and digital businesses and operations, with 5G as an enabler for our customers as well as our community and environment by supporting technological innovation for good through our Singtel Group Future Makers inception in 2016.
Customer Health and Safety	Maintain 100% compliance with RF radiation levels and safety guidelines set by local regulators and ICNIRP	100% compliant in FY2020. (page 40) Engaged subject matter expert Dr Phill Knipe for a live 5G measurement whose findings established no health effect as a result of radio waves from 5G networks. (page 40)	Beyond 100% compliance, we ensure that we stay current on new findings through local and international regulatory bodies and participation in industry initiatives like the GSMA 5G and Health committee.
Customer Data Privacy and Protection	Uphold the highest standards of customer data privacy protection and ensure compliance by our supply chain	Ensured we uphold the highest standards of customer data privacy protection through internal governance, business risk assessment, training and communication. (page 40-41)	We conduct our business in strict adherence to data protection laws – the Personal Data Protection Act (PDPA) in Singapore and the Privacy Act and Telecommunications Act in Australia. There have been minor lapses due to IT, process and human errors. We continue to educate our staff and improve practices and processes to minimise the occurrence of data breaches.
Fair Marketing Communications	Uphold the highest standards of professional values and integrity	Adhered to Singapore and Australia codes of advertising. (page 42)	While we strive to uphold the highest standards of professional values and integrity, there have been lapses especially in our Australian operations. We are committed to continuously review our systems and processes to tighten the management of marketing communications, including approval of marketing and advertising copy.
Anti-Corruption	Uphold and adhere to the Group's zero tolerance policy towards fraud, corruption and unethical actions	Zero tolerance policy towards fraud, corruption and unethical actions. (page 42-43)	Continuously manage the Group's exposure to corruption risks by applying and emphasising good corporate governance, business ethics, and transparency while implementing robust internal controls in business processes as our core approach.
Sustainable Supply Chain Management	To become an industry leader in this area by 2020: <ul style="list-style-type: none"> 100% contracted procurement spend in line with Singtel Group sustainable procurement policy Drive responsible business practices across our supply chain in the areas of human and labour rights as well as environment 	Engaged an external industry leading expert to enhance our Supplier Risk Assessment and Management Framework aligned to industry best practices. The Singtel Group Master Supply Agreement was updated to include provisions to ensure that our suppliers comply with the requirements of the Modern Slavery Act. (page 43-44)	Under our refreshed three-year Sustainable Supply Chain Management roadmap (2020-2022), we have since updated our Supplier Code of Conduct to encompass all aspects of labour and human rights issues, including our Anti-Bribery and Corruption Policy. Our Master Supply Agreement has been updated to incorporate the Modern Slavery Act 2018 (MSA). We will publish a Singtel Group Human Rights Policy and a Modern Slavery statement in second half of FY2021.

UN Sustainable Development Goals

We have earlier identified 11 SDGs which we believe we have the most impact as a business through our operations, initiatives and programmes. This year, we are undertaking a SDG prioritisation exercise and will be sharing our results next year.

Singtel Group Programmes and UN SDGs

SDG	SINGTEL GROUP'S POSITION	SINGTEL GROUP'S EFFORTS AND PROGRAMMES
 <p>3 GOOD HEALTH AND WELL-BEING</p>	<p>Goal 3: Good Health and Well-being Ensure healthy lives and promote well-being for all at all ages</p> <p>The Singtel Group views any potential risk to the health and safety of our stakeholders seriously, and we actively promote health, safety and well-being at the workplace and in the broader community.</p>	<p>Workplace health and safety: The safety and security of our employees are our top priority, and we strive to ensure the physical and mental well-being of our people. We provide a safe work environment for our people and actively promote awareness of workplace occupational health and safety. (page 10-11, 25, 44)</p> <p>Digital citizenship: We aim to play a proactive role in mitigating such risks through education and promotion of responsible digital citizenship among vulnerable groups of children, youths and customers alike. This is done through our Singtel Group Digital Thumbprint Programme and partnerships with global and local leading organisations like DQ Institute. (page 33-34)</p> <p>Electromagnetic energy: We monitor research findings on EME, comply with standards set by local regulators, ICNIRP and ARPANSA, participate in GSMA 5G and Health committee and ensure that we stay current on new findings. (page 40)</p>
 <p>4 QUALITY EDUCATION</p>	<p>Goal 4: Quality Education Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</p> <p>The Singtel Group has an important role in enabling the progress, development and inclusion of vulnerable segments of the society through the support of education and skills development opportunities.</p>	<p>Staff training and development: We invest heavily in skills training, education and development of our people to support our Future of Work vision and strategy. (page 20-21, 24-25)</p> <p>Vulnerable children and youth: We support the education of children with special needs, at-risk youth and young people transitioning to the workforce. (page 23, 29-30)</p> <p>Digital citizenship: We are a strategic partner of DQ Institute and its global #DQEveryChild learning programme and Child Online Safety Index (COSI), the world's first real-time analytic platform to help countries better monitor the status of their children's online safety. (page 33-34)</p>
 <p>5 GENDER EQUALITY</p>	<p>Goal 5: Gender Equality Achieve gender equality and empower all women and girls</p> <p>The Singtel Group treats everyone with respect and consideration at all times, regardless of gender, age, ethnicity, language, cultural background, physical ability, religious belief and lifestyle choice.</p>	<p>Gender representation at work: Female employees are well represented across all levels of the organisation. We established Gender Diversity Councils with senior leadership representation to accelerate our progress towards gender balance. In Australia, we recognise that more female representation is needed in senior leadership and technical roles. The Singtel Group has an equitable remuneration structure based on work performance without gender bias. (page 22-23, 26-27)</p>
 <p>7 AFFORDABLE AND CLEAN ENERGY</p>	<p>Goal 7: Affordable and Clean Energy Increase substantially the share of renewable energy in the global energy mix</p> <p>The Singtel Group is committed to adopting cleaner energy to reduce our reliance on fossil fuels.</p>	<p>Sustainable energy sources: We started on our renewable energy journey in Singapore and Australia to support our aspiration to be net zero by 2050. (page 14)</p> <p>Greening our networks: We invest in greening our networks and implement energy efficiency programmes. (page 15)</p>
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>Goal 8: Decent Work and Economic Growth Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p> <p>The Singtel Group is committed to growing with our people and making the company a vibrant workplace across our global operations.</p>	<p>Fair employment: We employ over 24,000 people worldwide and have been a signatory of the UN Global Compact since 2007. We have a sustainable supply chain management programme to promote and uphold human and labour rights practices among our suppliers, aligned to the Modern Slavery Act 2018 in Australia. (page 20, 44)</p> <p>Economic growth: We contribute to economic growth and national GDP by supporting Singapore as a key ICT and innovation hub for businesses, and remain an essential service during the COVID-19 crisis. (page 10-11, 20-26, 36-37, 43)</p>

SDG	SINGTEL GROUP'S POSITION	SINGTEL GROUP'S EFFORTS AND PROGRAMMES
 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<p>Goal 9: Industry, Innovation and Infrastructure Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation</p> <p>The Singtel Group innovates continuously to stay at the forefront to bring the latest and the best services to our customers, and works with changemakers to bring creative solutions to solve social problems.</p>	<p>Innovation: We innovate to bring the latest and the best services and experience to our customers. We intend to be at the forefront and bring 5G to life in Singapore and Australia to create even more benefits and opportunities for businesses, society and our industry. Our social innovation programme, the Singtel Group Future Makers, supports charities, social entrepreneurs and social enterprises that believe technological innovation plays a key role in addressing environmental and social causes in the markets where we operate. (page 38-39)</p> <p>Infrastructure: We invest in our fixed and mobile networks to offer a superior customer experience. We also invest in cyber security to protect the ICT infrastructure of our enterprise customers as well as in training cyber security and smart cities professionals. (page 36, 41)</p>
 <p>10 REDUCED INEQUALITIES</p>	<p>Goal 10: Reduced Inequalities Reduce inequality within and among countries</p> <p>The Singtel Group is committed to creating equal opportunity for both our people and our communities.</p>	<p>Workplace diversity: We create an open and trusting workplace environment characterised by equal opportunity, as well as a diverse, inclusive, collaborative and learning culture. (page 22-23)</p> <p>Equal opportunity: We value the inclusion of persons with differing abilities as we aim to build an inclusive workplace and society. We partner national agency SG Enable and we are one of the eight founding companies of the Singapore Business Network on DisAbility. We work with the Australian Network on Disability and train our people on disability awareness and hiring. (page 23, 35)</p>
 <p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>	<p>Goal 11: Sustainable Cities and Communities Make cities and human settlements inclusive, safe, resilient and sustainable</p> <p>The Singtel Group leverages our ICT competence to develop solutions that improve quality of living, and focuses on building a resilient network infrastructure.</p>	<p>Inclusive smart cities: We actively support Smart City and Smart Nation visions and we are developing a suite of smart home solutions for our customers. We conduct workshops for senior citizens in Singapore on using smartphones and social media apps, as well as online safety tips like protecting their online privacy and against scams and support vulnerable seniors through CareLine. We are also a founding partner of the Australian Business Roundtable for Disaster Resilience and Safer Communities. (page 16, 29-30)</p>
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>Goal 12: Responsible Consumption and Production Ensure sustainable consumption and production patterns</p> <p>The Singtel Group actively monitors our waste management practices as part of our business operations and environmental conservation efforts.</p>	<p>Going green: Electronic, packaging and corporate wastes are key sources of wastes generated across our operations and value chain. We focus on reducing and recycling our waste to minimise our environmental impact. We have a joint e-waste recycling programme in Singapore with SingPost and we continue to support the Mobile Muster programme in Australia. (page 17-18)</p>
 <p>13 CLIMATE ACTION</p>	<p>Goal 13: Climate Action Take urgent action to combat climate change and its impacts</p> <p>The Singtel Group is committed to understanding, managing and minimising our environmental footprint across our value chain, including our business operations, suppliers and customers.</p>	<p>Environmental focus: We set a Science Based Target in 2017 to reduce our Scope 1 and 2 emissions by 42% and our Scope 3 emissions by 30% between 2015 and 2030. We have further deepened our commitment by becoming the only Southeast Asian company among a pioneer group of 28 global companies to commit to keeping global temperature increase within 1.5°C and net zero emissions by 2050. We supported GSMA's landmark science-based, sector-specific decarbonisation pathway to reduce greenhouse gas emissions across the ICT sector to reach net zero emissions. (page 12-17)</p>
 <p>17 PARTNERSHIPS FOR THE GOALS</p>	<p>Goal 17: Partnerships for the Goals Revitalise the global partnership for sustainable development</p> <p>The Singtel Group is committed to establishing partnerships and collaborations to solve some of the most pressing social or sustainability needs, whether locally or globally.</p>	<p>Key partnerships: We have formed strong relationships with key partners for our strategic programmes targeted at meeting our sustainability and community needs as well as environmental commitments. These partners include: ABCN, ABR, APCO, Carbon Management Institute, DQ Institute, Global Compact Network Singapore and Australia, GSMA, IMDA, Kari Foundation, National Council of Social Service, Mobile Muster, NVPC, raISE, SG Enable, Singapore Business Network on DisAbility, Telco Together Foundation and The Smith Family. (page 16-18, 28-35)</p>

Singtel Group's COVID-19 Response

Turning uncertainty into safety, resilience and optimism for our stakeholders



Taking stringent measures to protect our field engineers by putting on Personal Protective Equipment (PPE) when installing services at quarantine centres

Our communications network services and solutions play a crucial role in times of crisis and pandemic like COVID-19. We help businesses, communities and people stay connected and have access to the latest news update wherever they are.



COVID-19: The Singtel Response
click to play

EMPLOYEE HEALTH, SAFETY AND WELL-BEING

As part of our business continuity plan, we assembled a management-led Pandemic Control Committee and appointed floor and health staff representatives across our various offices as early as January 2020. Standard operating procedures were drawn up in response to COVID-19 scenarios and disseminated. We had regular staff communications and advisories to keep them posted on the latest developments in Singapore and Australia and our work arrangement plans.

We reviewed our business operations and implemented measures to ensure staff and customer safety and well-being. For example, we issued hand sanitisers and masks to our staff, installed thermal scanners at our offices and stepped up cleaning services of common office areas and our retail shops.

SUPPORTING BUSINESS CUSTOMERS

We also wanted to help our small and medium sized enterprise (SME) customers whose sales were affected due to social distancing and lockdown measures. In Singapore, we gave free access to Singtel's 99sme.sg e-marketplace and six months free usage of productivity, collaboration and security tools to these customers. Similarly, we provided a free trial SMB product, Loop Live, to help enterprise customers stay connected in Australia.



Optus CEO Kelly Bayer Rosmarin visiting our retail staff – thanking the team for their dedication to serve our customers and encouraging them to stay positive and safe



Connecting the migrant workers – supporting IMDA to provide data SIM to foreign workers staying in dormitories for their communication and information needs



Attending online meetings from home was a daily affair for our employees



Serving customers safely in our retail stores – disinfecting our shops every two hours and making hand sanitisers available to staff and customers. We provided our sales consultants with masks and thermometers to take their own temperature readings twice a day



Singtel Sings Together with Singapore
click to play

98 Singtel staff volunteers participated in the distribution of free hand sanitisers to every household in Singapore over six days, under the #BYOBclean project by Temasek Foundation that ran from 23 March to 3 April 2020.



Singtel staff volunteer distributing hand sanitiser to a member of the public

Reliable network services and connectivity have never been more appreciated. This is where we worked very hard to help our residential and enterprise customers as well as our staff to mitigate the disruptions to their work and personal lives caused by COVID-19 and support the community in times of need. We responded to the outbreak with precision planning and agility for all our four sustainability pillars: Environment, People, Community and Marketplace and Customers.

Ensuring workforce health and well-being

- Provided complimentary temporary accommodations for employees who wished to stay and continue working in Singapore while borders were closed
- Adopted workforce separation and IT support arrangements for remote working
- Strengthened health and sanitation measures at offices and retail shops
- Distributed masks and hand sanitisers
- Implemented stringent measures to protect our field and frontline staff with masks and PPE as well as gear training
- Engaged staff with regular internal communication through COVID-19 advisory
- Stepped up online learning of wide-ranging topics for staff to acquire new knowledge while working from home, including wellness webinars



COVID-19 Employee Playbook covering staff actions required under different scenarios

 **A Singtel Survivor - Ben's Story**
click to play

Leaving the smallest environmental footprint

- Reduced staff carbon footprint from telecommuting arrangement
- Remained committed to accelerate renewable energy adoption and energy efficiency initiatives despite weak global business outlook

● SINGTEL ● OPTUS ● SINGTEL GROUP

Connecting communities and supporting the disadvantaged

- Fundraised S\$2 million from staff donation matched by company for various funds, charities and the healthcare sector
- Supported vulnerable seniors with mobile services due to reduced physical volunteer befriending and social agency care services
- Supported migrant workers with free remittance service and their WiFi and mobile data needs
- Expanded Donate Your Data to support disadvantaged students with free mobile data access to online learning
- Provided emergency SIMs and tablets to agencies focusing on domestic violence and homelessness
- Leveraged partnership with Kids Helpline to increase customer access to mental well-being resources through My Optus App
- Provided refurbished laptops and data SIMs to disadvantaged students for their home-based learning
- Encouraged employees to participate in online volunteering opportunities



Supporting the communication needs of vulnerable seniors

Supporting customers and enterprises

- Provided data-free WhatsApp and free access to our CAST streaming app and channels
- Enabled free access to Singtel's 99sme.sg e-marketplace and six months free usage of productivity, collaboration and security tools
- Technical staff joined the taskforce at the Community Isolation Facility designated for patients to provide IT support for device installation, tele-consult platform and user training
- Supplemented customers with additional mobile and unlimited broadband data, free Optus Sport
- Offered bill waivers for healthcare workers in Australia
- Free trial SMB product, Loop Live, to help enterprise customers stay connected
- Engineering teams worked 24x7 to monitor our networks and strengthen capacity of our network due to increased data traffic from homes
- Deployed additional network resources at key premises such as hospitals for their critical communication needs
- Launched Singtel Group Future Makers COVID-19 pandemic innovation brief in Singapore and collaborated with alumni Virtual Psychologist for customers to access free mental health services in Australia

 **Singtel's Frontline Heroes**
click to play

"We are grateful that one of our longstanding partners, Singtel, has stepped forward to help support the community. Their support through Community Chest and The Courage Fund will help augment what the government and social service agencies are doing for those affected by COVID-19. Singtel's other contributions to special education schools, healthcare groups, social enterprises and seniors are also highly meaningful as they show a thoughtfulness for other segments of society. It is with many helping hands during this climate that we are able to overcome the challenges together."

MR PHILLIP TAN
Chairman of Community Chest