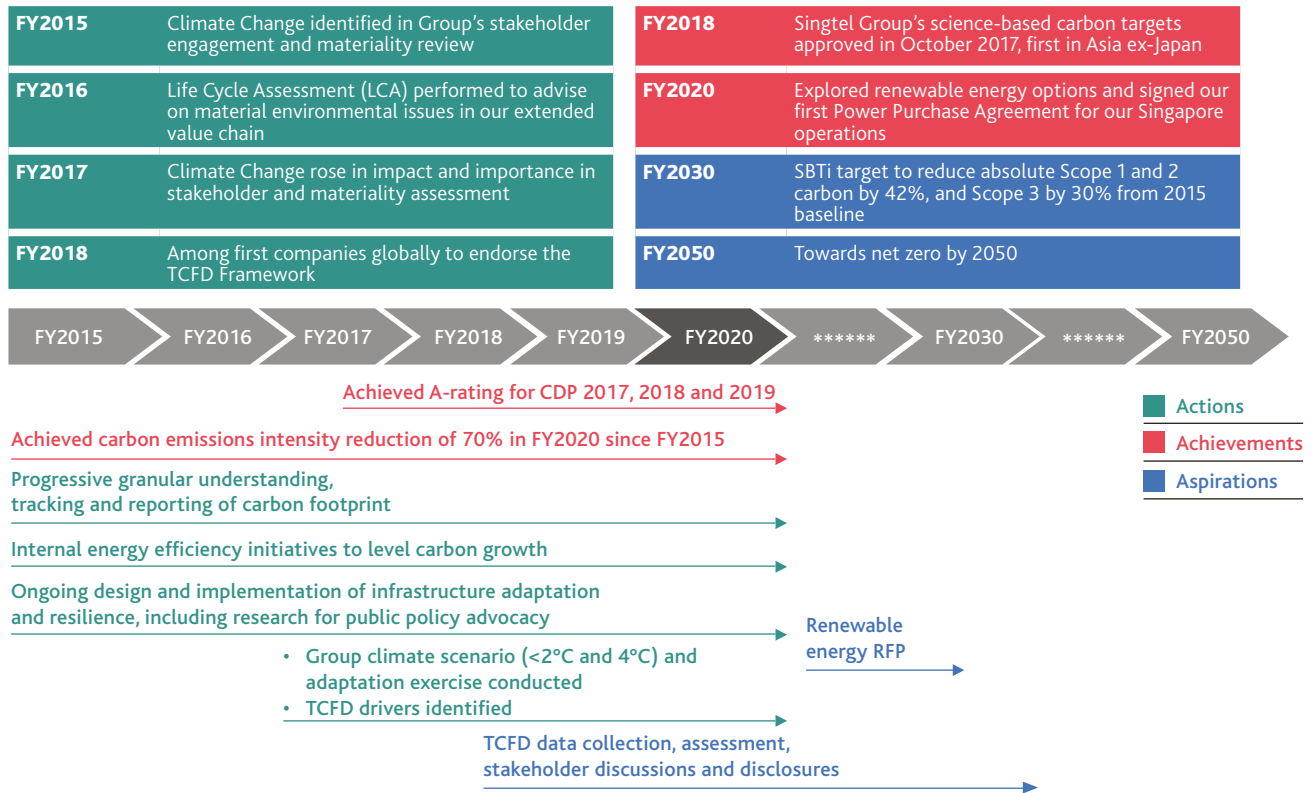


# Environment

## Product Stewardship

Figure 4:  
Singtel Group's Climate Action Journey Towards 2050



### WASTE MANAGEMENT

In May 2019, the Australian government committed A\$3 million to support four new recycling education and resource recovery projects to increase recycling rates and reduce waste to support its 2025 National Packaging Targets.

As part of Singapore's Zero Waste Masterplan, the government passed the Resource Sustainability Act in September 2019. The Mandatory Packaging Reporting and Extended Producer Responsibility (EPR) e-waste frameworks will become effective on 1 January 2021 and 1 July 2021 respectively.

Electronic, packaging and corporate wastes such as paper are key sources of wastes generated across our operations and value chain. Hence we focus on reducing and recycling our waste by collaborating with partners and suppliers and redesigning our product offerings to minimise our impact in this area.

### E-WASTE

The Singapore Government is tackling e-waste with the Extended Producer Responsibility (EPR) scheme to be implemented in July 2021 and Singtel is committed to playing our part and contributing towards this national environmental effort.

E-waste is the most material waste stream in our sector, due to the potential pollutive nature of metal, plastic and battery from mobile phones. Our focus is on increasing the recovery and recycling of mobile phones from our customers.

ReCYCLE, our e-waste recycling programme with SingPost, saw a 580% compounded growth in collection rates since its launch on World Environment Day in 2017. Our effort has recovered over 46,300 kg of mobile phones, batteries and accessories to date.

In Australia, we recycle over 98% of our own e-waste and continue to support the Mobile Muster programme, a national industry-wide collaboration stewardship scheme that allows customers to recycle their old mobile phones at any Optus store. We diverted 3,728 kg of e-waste or 50,182 handsets and batteries from landfills in Australia in 2019, saving 8.3 tonnes of carbon emissions and conserved 42.2 tonnes of mineral resources.

### PAPER WASTE

We encourage our customers in Singapore to go paperless by promoting e-billing services. We have also switched to FSC-certified photocopying paper at our offices in Singapore since September 2012. With our paperless strategy, we reduced paper use by 49% during the year compared to FY2016 usage levels.

# Environment

## Product Stewardship

### SUSTAINABLE PACKAGING

Sustainable packaging has both direct and indirect contributions to our carbon footprint and environmental impact on our value chain, from resource utilisation to product packaging and all the way to their waste streams.



We have been committed to the principles of the Australian Packaging Covenant Organisation (APCO) since 2007. In FY2020, we received an APCO Award for our sustainable packaging achievements and efforts in the telecommunications sector, making significant improvements in the areas of Consumer Engagement, Packaging Design, Packaging Material Efficiency and Business to Business Packaging, improving our points by 17 to 72. This is the third consecutive year we have been awarded by APCO as a high performing member.

### Our commitment to sustainability packaging

In Australia, we updated and consolidated our Sustainable Packaging Strategy into ten targets for 2019-2021 and aligned to the National Packaging Waste targets to make all packaging 100% reusable, recyclable or compostable by 2025. As part of this journey, all foils, celloglaze, spot UV and finishes that make packaging unrecyclable, have been removed from our products. We have also included the FSC and recycling logos on the reverse side of our prepaid SIM packaging.



Optus team receiving the APCO Award for the Telecommunications category last year, receiving the accolade of 'Leading' Australian company for our sustainable packaging efforts and best practices

### Singtel and Optus Celebrate World Environment Day with Project LESS (Little EcoStepS)

In 2019, we ran Project LESS across Singtel and Optus, which aims to promote a culture of LESS – Little EcoStepS – to engage our staff in playing an active part in environment conservation. By inculcating an environment friendly ethos, we hope to reduce our carbon footprint through little acts that can collectively make a big difference.

2019 was designated as the Year Towards Zero Waste in Singapore. Singtel supported this national campaign with a year-long Project LESS consisting of lunchtime talks, workshops, roadshows and eco-trips for staff. We launched 'The Last Straw' campaign that encouraged our 12,000-plus employees in Singapore to reduce the use of disposables at our staff cafeterias. In celebration of World Environment Day and in support of the Say YES to Waste Less campaign by the National Environment Agency, we gave each employee a special lunchbox and a set of utensils for their takeaway food purchase. Through such initiatives, we hope to empower them in embracing a sustainable lifestyle.

In Australia, we organised a panel session 'Our role as stewards of Planet Earth', consisting of keynote speaker Karina May Reyes-Antonio, National Geographic Explorer 2018, Rebecca Gilling, Deputy CEO of Planet Ark and staff advocates. We also hosted an environment-themed marketplace with participation from eco-friendly retailers and non-profit partners like Mobile Muster.



Reusable lunchbox for every employee in Singapore



Engaging panel discussion on everyone's role as stewards of planet earth