

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
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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
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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**
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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

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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**
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“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