

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