

# 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.

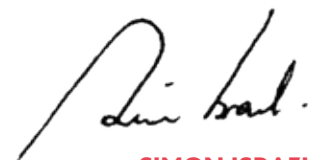
### THE JOURNEY AHEAD

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.



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