

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.