

UN Sustainable Development Goals

We have earlier identified 11 SDGs which we believe we have the most impact as a business through our operations, initiatives and programmes. This year, we are undertaking a SDG prioritisation exercise and will be sharing our results next year.

Singtel Group Programmes and UN SDGs

SDG	SINGTEL GROUP'S POSITION	SINGTEL GROUP'S EFFORTS AND PROGRAMMES
 <p>3 GOOD HEALTH AND WELL-BEING</p>	<p>Goal 3: Good Health and Well-being Ensure healthy lives and promote well-being for all at all ages</p> <p>The Singtel Group views any potential risk to the health and safety of our stakeholders seriously, and we actively promote health, safety and well-being at the workplace and in the broader community.</p>	<p>Workplace health and safety: The safety and security of our employees are our top priority, and we strive to ensure the physical and mental well-being of our people. We provide a safe work environment for our people and actively promote awareness of workplace occupational health and safety. (page 10-11, 25, 44)</p> <p>Digital citizenship: We aim to play a proactive role in mitigating such risks through education and promotion of responsible digital citizenship among vulnerable groups of children, youths and customers alike. This is done through our Singtel Group Digital Thumbprint Programme and partnerships with global and local leading organisations like DQ Institute. (page 33-34)</p> <p>Electromagnetic energy: We monitor research findings on EME, comply with standards set by local regulators, ICNIRP and ARPANSA, participate in GSMA 5G and Health committee and ensure that we stay current on new findings. (page 40)</p>
 <p>4 QUALITY EDUCATION</p>	<p>Goal 4: Quality Education Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</p> <p>The Singtel Group has an important role in enabling the progress, development and inclusion of vulnerable segments of the society through the support of education and skills development opportunities.</p>	<p>Staff training and development: We invest heavily in skills training, education and development of our people to support our Future of Work vision and strategy. (page 20-21, 24-25)</p> <p>Vulnerable children and youth: We support the education of children with special needs, at-risk youth and young people transitioning to the workforce. (page 23, 29-30)</p> <p>Digital citizenship: We are a strategic partner of DQ Institute and its global #DQEveryChild learning programme and Child Online Safety Index (COSI), the world's first real-time analytic platform to help countries better monitor the status of their children's online safety. (page 33-34)</p>
 <p>5 GENDER EQUALITY</p>	<p>Goal 5: Gender Equality Achieve gender equality and empower all women and girls</p> <p>The Singtel Group treats everyone with respect and consideration at all times, regardless of gender, age, ethnicity, language, cultural background, physical ability, religious belief and lifestyle choice.</p>	<p>Gender representation at work: Female employees are well represented across all levels of the organisation. We established Gender Diversity Councils with senior leadership representation to accelerate our progress towards gender balance. In Australia, we recognise that more female representation is needed in senior leadership and technical roles. The Singtel Group has an equitable remuneration structure based on work performance without gender bias. (page 22-23, 26-27)</p>
 <p>7 AFFORDABLE AND CLEAN ENERGY</p>	<p>Goal 7: Affordable and Clean Energy Increase substantially the share of renewable energy in the global energy mix</p> <p>The Singtel Group is committed to adopting cleaner energy to reduce our reliance on fossil fuels.</p>	<p>Sustainable energy sources: We started on our renewable energy journey in Singapore and Australia to support our aspiration to be net zero by 2050. (page 14)</p> <p>Greening our networks: We invest in greening our networks and implement energy efficiency programmes. (page 15)</p>
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>Goal 8: Decent Work and Economic Growth Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p> <p>The Singtel Group is committed to growing with our people and making the company a vibrant workplace across our global operations.</p>	<p>Fair employment: We employ over 24,000 people worldwide and have been a signatory of the UN Global Compact since 2007. We have a sustainable supply chain management programme to promote and uphold human and labour rights practices among our suppliers, aligned to the Modern Slavery Act 2018 in Australia. (page 20, 44)</p> <p>Economic growth: We contribute to economic growth and national GDP by supporting Singapore as a key ICT and innovation hub for businesses, and remain an essential service during the COVID-19 crisis. (page 10-11, 20-26, 36-37, 43)</p>

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 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<p>Goal 9: Industry, Innovation and Infrastructure Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation</p> <p>The Singtel Group innovates continuously to stay at the forefront to bring the latest and the best services to our customers, and works with changemakers to bring creative solutions to solve social problems.</p>	<p>Innovation: We innovate to bring the latest and the best services and experience to our customers. We intend to be at the forefront and bring 5G to life in Singapore and Australia to create even more benefits and opportunities for businesses, society and our industry. Our social innovation programme, the Singtel Group Future Makers, supports charities, social entrepreneurs and social enterprises that believe technological innovation plays a key role in addressing environmental and social causes in the markets where we operate. (page 38-39)</p> <p>Infrastructure: We invest in our fixed and mobile networks to offer a superior customer experience. We also invest in cyber security to protect the ICT infrastructure of our enterprise customers as well as in training cyber security and smart cities professionals. (page 36, 41)</p>
 <p>10 REDUCED INEQUALITIES</p>	<p>Goal 10: Reduced Inequalities Reduce inequality within and among countries</p> <p>The Singtel Group is committed to creating equal opportunity for both our people and our communities.</p>	<p>Workplace diversity: We create an open and trusting workplace environment characterised by equal opportunity, as well as a diverse, inclusive, collaborative and learning culture. (page 22-23)</p> <p>Equal opportunity: We value the inclusion of persons with differing abilities as we aim to build an inclusive workplace and society. We partner national agency SG Enable and we are one of the eight founding companies of the Singapore Business Network on DisAbility. We work with the Australian Network on Disability and train our people on disability awareness and hiring. (page 23, 35)</p>
 <p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>	<p>Goal 11: Sustainable Cities and Communities Make cities and human settlements inclusive, safe, resilient and sustainable</p> <p>The Singtel Group leverages our ICT competence to develop solutions that improve quality of living, and focuses on building a resilient network infrastructure.</p>	<p>Inclusive smart cities: We actively support Smart City and Smart Nation visions and we are developing a suite of smart home solutions for our customers. We conduct workshops for senior citizens in Singapore on using smartphones and social media apps, as well as online safety tips like protecting their online privacy and against scams and support vulnerable seniors through CareLine. We are also a founding partner of the Australian Business Roundtable for Disaster Resilience and Safer Communities. (page 16, 29-30)</p>
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>Goal 12: Responsible Consumption and Production Ensure sustainable consumption and production patterns</p> <p>The Singtel Group actively monitors our waste management practices as part of our business operations and environmental conservation efforts.</p>	<p>Going green: Electronic, packaging and corporate wastes are key sources of wastes generated across our operations and value chain. We focus on reducing and recycling our waste to minimise our environmental impact. We have a joint e-waste recycling programme in Singapore with SingPost and we continue to support the Mobile Muster programme in Australia. (page 17-18)</p>
 <p>13 CLIMATE ACTION</p>	<p>Goal 13: Climate Action Take urgent action to combat climate change and its impacts</p> <p>The Singtel Group is committed to understanding, managing and minimising our environmental footprint across our value chain, including our business operations, suppliers and customers.</p>	<p>Environmental focus: We set a Science Based Target in 2017 to reduce our Scope 1 and 2 emissions by 42% and our Scope 3 emissions by 30% between 2015 and 2030. We have further deepened our commitment by becoming the only Southeast Asian company among a pioneer group of 28 global companies to commit to keeping global temperature increase within 1.5°C and net zero emissions by 2050. We supported GSMA's landmark science-based, sector-specific decarbonisation pathway to reduce greenhouse gas emissions across the ICT sector to reach net zero emissions. (page 12-17)</p>
 <p>17 PARTNERSHIPS FOR THE GOALS</p>	<p>Goal 17: Partnerships for the Goals Revitalise the global partnership for sustainable development</p> <p>The Singtel Group is committed to establishing partnerships and collaborations to solve some of the most pressing social or sustainability needs, whether locally or globally.</p>	<p>Key partnerships: We have formed strong relationships with key partners for our strategic programmes targeted at meeting our sustainability and community needs as well as environmental commitments. These partners include: ABCN, ABR, APCO, Carbon Management Institute, DQ Institute, Global Compact Network Singapore and Australia, GSMA, IMDA, Kari Foundation, National Council of Social Service, Mobile Muster, NVPC, raISE, SG Enable, Singapore Business Network on DisAbility, Telco Together Foundation and The Smith Family. (page 16-18, 28-35)</p>