

People

People Performance Indicators

People	SINGTEL			OPTUS			SINGTEL GROUP		
	2020	2019	2018	2020	2019	2018	2020	2019	2018
Total employees by gender									
Male	7,842	8,136	8,455	5,307	5,298	6,021	13,149	13,434	14,476
Female	4,303	4,453	4,640	2,356	2,459	2,847	6,659	6,912	7,487
Total employees	12,145	12,589	13,095	7,663	7,757	8,868	19,808	20,346	21,963
Total employees by employment contract and gender									
Regular employees (Male)	6,650	6,630	7,136	5,236	5,224	5,929	11,886	11,854	13,065
Contract employees (Male)	1,192	1,506	1,319	71	74	92	1,263	1,580	1,411
Regular employees (Female)	3,743	3,855	4,148	2,307	2,413	2,799	6,050	6,268	6,947
Contract employees (Female)	560	598	492	49	46	48	609	644	540
Total regular employees by employment type and gender									
Full time (Male)	6,643	8,112	8,449	4,675	4,612	5,307	11,318	12,724	13,756
Part time (Male)	7	24	6	632	686	714	639	710	720
Full time (Female)	3,734	4,432	4,623	1,779	1,788	2,058	5,513	6,220	6,681
Part time (Female)	9	21	17	577	671	789	586	692	806
Total employees by age group									
<30 years old	20%	20%	21%	23%	24%	23%	21%	21%	22%
30-49 years old	61%	61%	59%	59%	59%	60%	60%	60%	59%
≥50 years old	19%	19%	20%	18%	17%	17%	19%	19%	19%
Gender mix by employee category (% female)									
Operations and Support	41%	41%	41%	39%	40%	42%	41%	40%	41%
Professional	32%	32%	31%	29%	29%	29%	30%	31%	30%
Middle and Top Management	34%	34%	33%	22%	22%	21%	28%	27%	26%
• Middle Management	34%	34%	33%	22%	22%	21%	28%	28%	26%
• Top Management	33%	31%	29%	10%	9%	9%	26%	24%	22%
Salary ratio (female:male)¹									
Operations and Support	0.99 : 1	1 : 0.98	1 : 0.99	1 : 0.95	1 : 0.96	1 : 0.96	1 : 0.97	1 : 0.98	1 : 0.97
Professional	0.96 : 1	0.97 : 1	0.98 : 1	0.95 : 1	0.95 : 1	0.96 : 1	0.95 : 1	0.95 : 1	0.97 : 1
Middle Management	0.96 : 1	0.97 : 1	0.98 : 1	0.97 : 1	0.97 : 1	0.94 : 1	0.97 : 1	0.97 : 1	0.98 : 1
Bonus ratio (female:male)²									
Operations and Support	1 : 0.96	1 : 0.98	-	0.99 : 1	0.91 : 1	-	1 : 0.98	0.97 : 1	-
Professional	0.99 : 1	0.99 : 1	-	0.93 : 1	0.91 : 1	-	0.96 : 1	0.95 : 1	-
Middle Management	1 : 0.87	1 : 0.85	-	0.88 : 1	0.90 : 1	-	1 : 0.98	1 : 0.96	-
New employee hires									
	14.1%	15.7%	17.4%	23.1%	18.6%	19.7%	17.6%	16.8%	18.3%
New employee hires by age									
<30 years old	6.2%	7.5%	8.0%	11.5%	10.1%	10.8%	8.3%	8.5%	9.1%
30-49 years old	7.4%	7.6%	8.7%	10.2%	7.3%	7.9%	8.5%	7.5%	8.4%
≥50 years old	0.5%	0.6%	0.7%	1.4%	1.2%	1.0%	0.8%	0.8%	0.8%
New employee hires by gender									
Male	9.5%	10.7%	12.2%	15.5%	11.8%	12.9%	11.8%	11.2%	12.5%
Female	4.6%	5.0%	5.2%	7.6%	6.8%	6.8%	5.8%	5.6%	5.8%

People	SINGTEL			OPTUS			SINGTEL GROUP		
	2020	2019	2018	2020	2019	2018	2020	2019	2018
Employee voluntary turnover	15.7%	18.3%	17.1%	15.3%	17.0%	15.4%	15.5%	17.8%	16.4%
Employee turnover by age									
<i><30 years old</i>									
• Voluntary	4.0%	5.4%	5.5%	8.1%	8.2%	8.1%	5.5%	6.5%	6.6%
• Involuntary	0.6%	0.6%	-	2.8%	3.3%	-	1.4%	1.6%	-
<i>30-49 years old</i>									
• Voluntary	9.5%	10.6%	10.0%	6.3%	7.4%	6.2%	8.3%	9.3%	8.4%
• Involuntary	0.9%	0.6%	-	5.3%	4.2%	-	2.6%	2.0%	-
<i>≥50 years old</i>									
• Voluntary	2.2%	2.3%	1.6%	0.9%	1.4%	1.1%	1.7%	2.0%	1.4%
• Involuntary	0.6%	0.3%	-	2.5%	9.2%	-	1.3%	3.7%	-
Employee turnover by gender									
<i>Male</i>									
• Voluntary	10.6%	12.4%	11.1%	9.4%	10.6%	9.7%	10.1%	11.7%	10.5%
• Involuntary	1.4%	0.9%	-	6.9%	10.9%	-	3.5%	4.7%	-
<i>Female</i>									
• Voluntary	5.1%	5.9%	6.0%	5.9%	6.4%	5.7%	5.4%	6.1%	5.9%
• Involuntary	0.7%	0.6%	-	3.7%	5.8%	-	1.8%	2.6%	-
Total training investment (\$million)	S\$14.6	S\$15.6	S\$17.7	A\$7.8	A\$10.7	A\$12.4	S\$21.9	S\$26.1	S\$30.7
Average training hours per employee	40.2	34.8	30.6	19.6	18.4	20.6	32.7	28.9	26.7
Average training hours by gender									
Male	44.2	37.0	31.6	19.1	17.8	20.2	34.3	29.5	26.8
Female	33.1	31.0	28.9	20.9	19.8	21.6	29.4	27.6	26.5
Average training hours by employee category									
Operations and Support	29.7	31.6	23.3	30.4	27.6	29.3	29.9	30.7	24.7
Professional	47.7	37.2	37.2	17.7	16.1	19.1	35.8	28.7	29.2
Middle Management and above	28.6	32.0	22.0	14.8	17.4	15.7	21.4	24.2	18.5
Employee health and safety³									
Workplace injury incidence rate	0.8	1.5	2.1	2.1	2.2	4.1	1.3	1.8	2.9
Workplace injury frequency rate	0.4	0.7	0.9	1.2	1.3	2.8	0.7	0.9	1.5
• Workplace injury frequency rate (Male)	0.2	0.6	0.6	1.4	1.4	2.3	0.6	0.8	1.1
• Workplace injury frequency rate (Female)	0.6	0.9	1.6	0.8	1.0	4.0	0.7	0.9	2.2
Workplace injury severity rate	7.9	12.9	14.7	8.3	16.7	7.3	8.1	14.1	12.4
• Workplace injury severity rate (Male)	4.6	10.9	6.0	11.1	22.7	9.7	6.8	14.8	7.2
• Workplace injury severity rate (Female)	14.1	16.6	30.6	1.7	2.6	1.6	10.6	12.6	22.8
Absenteeism rate	0.022	0.021	0.018	0.017	0.017	0.015	0.020	0.019	0.017
• Absenteeism rate (Male)	0.019	0.017	0.015	0.014	0.015	0.014	0.017	0.016	0.014
• Absenteeism rate (Female)	0.029	0.028	0.024	0.024	0.021	0.017	0.027	0.026	0.021
Occupational disease rate	0	0	0	0	0.8	0.7	0	0.2	0.2
• Occupational disease rate (Male)	0	0	0	0	0.7	0.5	0	0.2	0.2
• Occupational disease rate (Female)	0	0	0	0	1.0	1.1	0	0.3	0.3
Fatalities	0	0	0	0	0	0	0	0	0

Footnotes:

1. Based on average monthly salary of regular employees.

2. Based on average annual bonus of regular employees.

3. Workplace health and safety metrics are based on the International Labour Organization (ILO) definitions, subject to country definition of lost work shifts e.g. Optus excludes weekends from medical leave when calculating these rates.