

Sustainability Accounting Standards Board (SASB) Index

This is the first time that the Singtel Group is reporting our ESG performance using the SASB framework. The tables below outline how our existing disclosures align with the recommended metrics under the SASB Telecommunications Services standard.

SASB Activity Metrics

Topic	SASB Code	Activity Metric	Unit Measure	Remark
Number of wireless subscribers	TC-TL-000.A	Number of customers that contract with the entity for mobile services, which include cellular phone service and/or wireless data service	Number	14,102,000
Number of wireline subscribers	TC-TL-000.B	Number customers that contract with the entity for fixed line phone services	Number	>40,000
Number of broadband subscribers	TC-TL-000.C	Number of customers that contract with the entity for fixed line cable and internet services, which include WiFi connections	Number	1,721,000
Network traffic	TC-TL-000.D		Petabytes	11,832

SASB Accounting Metrics

Dimension	Topic	SASB Code	Account Metric	Unit Measure	Remark
Environment	Environmental Footprint of Operations	TC-TL-130a.1	<ol style="list-style-type: none"> Total energy consumed Percentage grid electricity Percentage renewable 	<ul style="list-style-type: none"> Gigajoules (GJ) Percentage (%) 	<ol style="list-style-type: none"> 3,512,504 98.5% 0.3% See Environmental Performance Indicators (page 27)
Social Capital	Data Privacy	TC-TL-220a.1	Description of policies and practices relating to behavioural advertising and customer privacy	N/A	Refer to Singtel Data Protection Policy and Optus Privacy Policy
		TC-TL-220a.2	Number of customers whose information is used for secondary purposes	Number	Singtel does not have these specified metrics. Our Data Protection Policy describes the customer information we collect and how we use it
		TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Reporting currency	Nil Refer to Sustainable Value Creation chapter (page 48)
		TC-TL-220a.4	<ol style="list-style-type: none"> Number of law enforcement requests for customer information Number of customers whose information was requested Percentage resulting in disclosure 	Number Percentage (%)	We do not disclose unless required by law
	Data Security	TC-TL-230a.1	<ol style="list-style-type: none"> Number of data breaches Percentage involving personally identifiable information (PII) Number of customers affected 	Number Percentage (%)	<ol style="list-style-type: none"> 135 90% About 130,000 Refer to Sustainable Value Creation chapter (page 48)
		TC-TL-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cyber security standards	N/A	Refer to Sustainable Value Creation chapter (page 46-49)
Business Model & Innovation	Product End-of-life Management	TC-TL-440a.1	1) Materials recovered through take back programmes, percentage of recovered materials that were (2) reused, (3) recycled, and (4) landfilled	<ul style="list-style-type: none"> Metric tons (t) Percentage (%) 	<ol style="list-style-type: none"> 3,428 0% 93% 0% See Environmental Performance Indicators (page 27)
Leadership & Governance	Competitive Behavior & Open Internet	TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behaviour regulations	Reporting currency	Nil Refer to Sustainable Value Creation chapter (page 51)
		TC-TL-520a.2	Average actual sustained download speed of <ol style="list-style-type: none"> owned and commercially-associated content and non-associated content 	Megabits per second (Mbps)	Singtel does not have these specified metrics. We publish our 4G speed on our website , presented as a range of speed for 'Stationary' state and 'Mobility' state
		TC-TL-520a.3	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	N/A	Singtel complies with IMDA's Net Neutrality Policy
	Managing System Risks from Technology Disruption	TC-TL-550a.1	<ol style="list-style-type: none"> System average interruption frequency and Customer average interruption duration 	<ul style="list-style-type: none"> Disruptions per customer Hours per customer 	Singtel does not have these specified metrics Refer to Sustainable Value Creation chapter (page 51)
		TC-TL-550a.2	Discussion of systems to provide unimpeded service during service interruptions	N/A	Refer to Climate Change and Environment chapter (page 13, 15-26)