SINGAPORE TELECOMMUNICATIONS LIMITED
Appendix

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**

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

**SASB Accounting Metrics**

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Topic</th>
<th>SASB Code</th>
<th>Account Metric</th>
<th>Unit Measure</th>
<th>Remark</th>
</tr>
</thead>
</table>
| Environmental Footprint of Operations | Environmental | TC-TL-130.a.1 | 1. Total energy consumed  
2. Percentage grid electricity  
3. Percentage renewable | • Gigajoules (GJ)  
• Percentage (%) | 1. 3,512,504  
2. 98.5%  
3. 0.3%  
See Environmental Performance Indicators (page 27) |
| Data Privacy                   | Data Privacy                   | TC-TL-220.a.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-220.a.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-220.a.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-220.a.4 | 1. Number of law enforcement requests for customer information  
2. Number of customers whose information was requested  
3. Percentage resulting in disclosure | Number Percentage (%) | We do not disclose unless required by law |
| Data Security                  | Data Security                  | TC-TL-230.a.1 | 1. Number of data breaches  
2. Percentage involving personally identifiable information (PII)  
3. Number of customers affected | Number Percentage (%) | 1. 135  
2. 95%  
3. About 130,000  
Refer to Sustainable Value Creation chapter (page 48) |
|                                |                                | TC-TL-230.a.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-440.a.1 | 1) Materials recovered through take back programmes, percentage of recovered materials that were (2) reused, (3) recycled, and (4) landfilled | • Metric tons (t)  
• Percentage (%) | 1. 3,428  
2. 0%  
3. 93%  
4. 0%  
See Environmental Performance Indicators (page 27) |
| Leadership & Governance        | Competitive Behavior & Open Internet | TC-TL-520.a.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-520.a.2 | Average actual sustained download speed of 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-520.a.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 | Managing System Risks from Technology Disruption | TC-TL-550.a.1 | 1. System average interruption frequency and  
2. Customer average interruption duration | • Disruptions per customer  
• Hours per customer | Singtel does not have these specified metrics  
Refer to Sustainable Value Creation chapter (page 51) |
|                                |                                | TC-TL-550.a.2 | Discussion of systems to provide unimpeded service during service interruptions | N/A            | Refer to Climate Change and Environment chapter (page 13, 15-26) |