





2025 SUSTAINABILITY GOALS AND PROGRESS

We have set five-year 2025 sustainability targets for these ten most material topics for the Singtel Group and we report our plans, achievements and progress towards these targets in our annual sustainability reports. We also disclose our efforts for the remaining nine material topics in the reports.

Material Topic	2025 Targets	FY2022 Progress
Climate Change and Environment		
 Climate Change and Carbon	Reduce absolute Greenhouse Gas (GHG) emissions by 25% for Scope 1 and 2 by 2025, using 2015 as baseline, in line with our 2030 SBTi targets and 2050 net-zero ambitions	494,680 tCO ₂ e GHG emissions in FY2022 (page 25) or 3.3% reduction from 2015 (page 14). Reduced emissions intensity (tCO ₂ e/TB) by 22% from the prior year. Maintained A- in CDP 2021.
 Climate and Infrastructure Resilience	Continue to invest in network adaptation and resilience, while disclosing long-term climate change risks and mitigation in line with the TCFD framework	Total capital investment of S\$2.2 billion in our networks. Completed nationwide TCFD analysis for Singapore and Australia, with a standalone TCFD report published.
People and Future of Work		
 Talent Attraction and Retention	Attrition of high performers at no more than 60% of normal attrition	58.9% of normal attrition rate in FY2022.
 Talent Development and Future Skills	Training investment of S\$90 million from 2021 to 2025	Training investment of S\$19.2 million (page 35). Cumulative S\$36 million of training investment since 2021.
 Employee Safety and Well-being	Zero fatality Well-being score above 80%	Zero fatality in FY2022 (page 38). Well-being score of 82% as measured in annual Your Voice Survey (page 29).
Sustainable Value Creation		
 Data Privacy and Cyber Security	Uphold the highest standards of customer data privacy protection and cyber security measures in adherence to data protection laws – Personal Data Protection Act (PDPA) in Singapore and the Privacy Act and Telecommunications Act in Australia – with zero major incident	We conduct our business in strict adherence to data protection laws in Singapore and Australia. There have been minor lapses due to IT, process or human errors. We continue to educate our employees, and improve practices and processes to reduce the recurrence of data breaches (page 49-51).
 Ethical and Fair Business Practices	Uphold the highest standards of responsible business practices with no major controversies that result in regulatory fines, sanctions and/or doubled monthly customer churn rate	We strive to uphold the highest standards of responsible business practices. We did not have any major controversy during the year (page 52-54).
 Innovation	Continue to develop new digital business and services to meet customers' changing needs	We continue to drive and embed innovation in our consumer, enterprise and digital businesses and operations, with 5G as an enabler for our customers, community and the environment (page 56-58).
 Customer Satisfaction	Continue to uplift customer experience and remain as service provider of choice	We continue to lead in customer experience and maintain our market leadership position. As of March 2022, we were leading the market with our Net Promoter Score in Singapore (page 56).
 Sustainable Supply Chain Management	No major human rights incident in our supply chain	We published the Singtel Group Human Rights Statement during the year, reaffirming our commitment to upholding and protecting the human rights of all individuals, including those in our supply chain. There were no human rights incidents in FY2022 (page 54-56).