

Singtel Safe Contractor Accreditation (SCA) Scheme

We introduced SCA scheme in 2016, a set of Singtel WSH standards for contractors who perform high-risk technical or physical work to mitigate safety risks. During the year, 81 accredited contractors successfully maintained the validity of their accreditation. Those who failed were barred from future contracts with Singtel.



FY	2017	2018	2019	2020	2021	2022
Number of contractors accredited	48	62	68	98	77	81

We received continued certification of the Australian Standard for Safety Management AS4801 for our operations in Australia to meet a high standard of safety management system. We have established a Workplace Health and Safety Critical Incident Hotline to report critical incidents immediately. During the year, five incidents were reported.

CUSTOMER EXPERIENCE

Making customers first remains our top priority. We are committed to delivering unparalleled customer experience with our innovative service offerings, reliable networks and quality customer care.

Customer satisfaction

Building on our market leadership in customer experience, we innovate constantly to improve the quality of our products and services and apply new technology to enhance customer care. We were leading the market with our Net Promoter Score in Singapore as of March 2022.

We are committed to enhancing the reach, reliability and quality of our networks in Singapore and Australia. Our 5G network now covers over two-thirds of Singapore, with over 1,000 sites both indoors and outdoors. Our mobile network speed has also been named the fastest in the country by **Ookla**, which provides data-backed insights and analysis on mobile and fixed broadband networks.

With our customer insights drawn from constant research and customer feedback, we innovate continuously to engage customers and enhance our retail experience, operations and customer service while improving productivity.

There was no fine, non-monetary sanction or legal action regarding anti-competitive behaviour or violation



WSH team and contractors installed new remote monitoring system on a rooftop which houses our 5G equipment

of anti-trust legislation, against Singtel during the year. We did not receive any fines from either the Australian Competition and Consumer Commission (ACCC) or the Australian Communications and Media Authority (ACMA). However, ACMA issued three non-monetary sanctions: a formal warning to conduct identify verification prior to porting mobile services; a direction to comply with billing accuracy obligations under the Telecommunications Consumer Protection Code; and a remedial direction to undertake line capability testing on NBN lines.

DRIVING INNOVATION

Innovating for a digital era

The Singtel Group harnesses the latest technology to provide unparalleled service and experiences that meet the changing needs of consumers and enterprises in today's digital economy.

Together with strategic partners, we expanded our financial services portfolio and introduced a robo-advisory investment option with sustainable investing solutions. We also launched new Unified Communications services for enterprises to help them better connect with employees and customers as remote working continues during the pandemic.

Through Singtel Innov8, our corporate venture capital fund, we are making strategic investments in companies with technologies and solutions that have the potential to enhance our capabilities to deliver impactful solutions to customers. With our experience and strong industry network, Singtel Innov8 helps companies at every stage of their growth, from early product development to eventual commercialisation in the various markets. Find out more about our portfolio [here](#).