

Climate Change and Environment

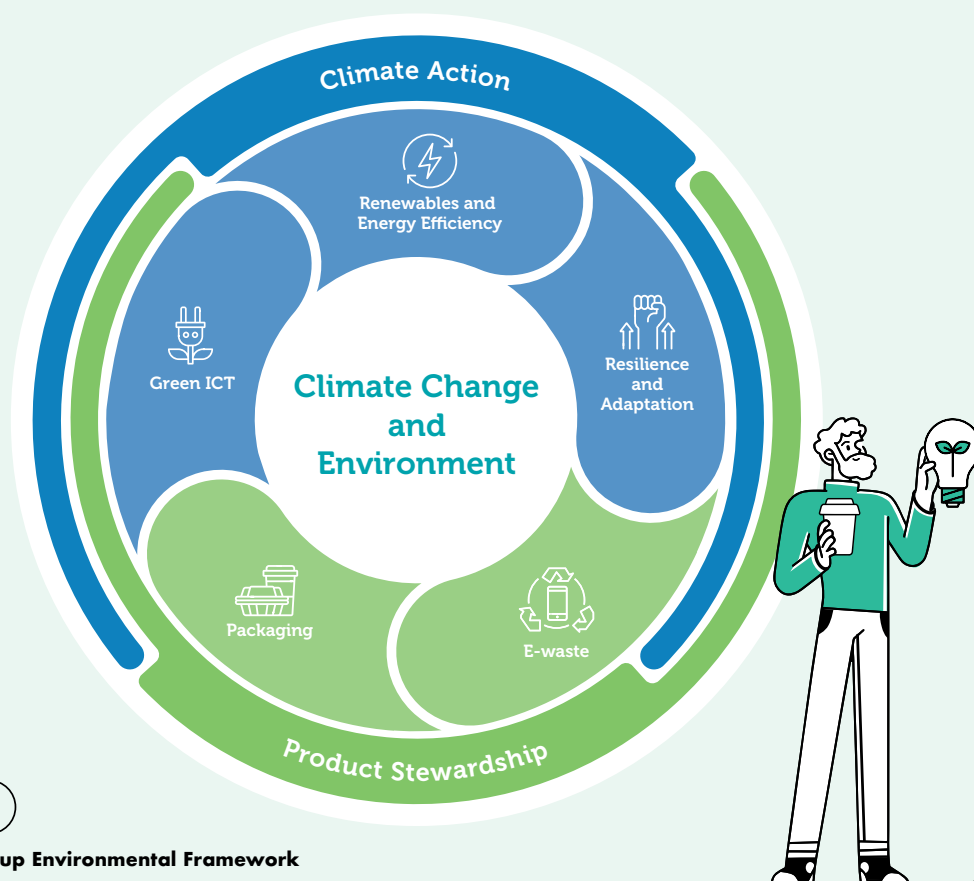


Figure 1

Singtel Group Environmental Framework

The Singtel Group is committed to minimising our environmental impact and building operational resilience to deliver long-term value to our business, stakeholders and communities. Figure 1 outlines the Singtel Group Environmental Framework. We are also guided by our Environmental Management System and Environment Policy to manage and minimise our impact. Please refer to our [website](#) for more information.

During the year, we also aligned our approach with our Group purpose and mapped the values and behaviours against our sustainability framework. We want to empower the present generation to accelerate climate action and safeguard the planet to chart a sustainable future for generations to come. We aim to achieve the smallest environmental

footprint and support communities adversely affected by climate-related disasters, collaborating with our partners and stakeholders in the ecosystem.

The world continues to witness the effects of climate change in the form of frequent extreme weather events like droughts, floods and heatwaves. Concerned with the reliability and resilience of our network infrastructure, our stakeholders are interested in our network adaptation measures for mitigating these risks.

This is particularly relevant in Australia which is prone to natural disasters. We are committed to ensuring that our network infrastructure remains resilient before and during a severe weather event. We also provide additional support to affected customers and communities.

Maximising value creation with Singtel Group core values

Values		Climate Change and Environment
C	Cultivate a Growth Mindset	We learn, unlearn and relearn in an everchanging environment brought about by climate change, which poses increasing complexities and uncertainties.
O	Operate with Integrity	We operate sustainably and with integrity, as we have a moral obligation to meet the needs of the present generation without jeopardising the ability of future generations to meet their own needs.
M	Make Customers First	We empower our customers to engage in positive environmental actions, and build resilience into our networks and operations to keep people connected and safe during times of natural disasters.
M	Maximise Teamwork	We collaborate among our business units and work closely with partners in our ecosystem to minimise our environmental impact.
I	Innovate with a Challenger Spirit	We recognise that innovation is critical for the transition to net-zero and the importance of evaluating our business model, value proposition and operational practices to manage climate risks and opportunities through our decarbonisation and adaptation strategy.
T	Take Ownership	We are committed to minimising our environmental footprint and building operational resilience for the long-term benefit of our business, communities and customers.

For example, during the year, we responded promptly to the extensive floods that affected New South Wales and Queensland to maintain the availability of our network. Where our mobile sites were affected, we worked swiftly to restore services and deployed our portable infrastructure to boost mobile coverage at areas such as evacuation centres. We also provided additional free mobile data to customers in affected areas, set up a dedicated support hotline and contributed to flood relief efforts.

We recognise stakeholders' concern with our greenhouse gas (GHG) emissions from powering communication and connectivity through our telecommunications network and data centres. Hence we are putting a strong focus on reducing emissions through energy efficiency initiatives and are actively sourcing electricity that is backed by renewable energy sources and attributes.

We pay strong attention to how we manage our waste. For our business, the biggest waste stream is e-waste given the increased use of digital devices driven by ICT, IoT solutions and the pandemic. With heightened expectations from stakeholders on resource optimisation, companies are increasingly required to ensure product stewardship from 'cradle to cradle', that is, upstream resource to end-of-life management and/or beginning of new life with the aim of improving circularity.

The subsequent sections describe how we intend to meet these expectations and ambitions.

CLIMATE ACTION

The topic of climate change and environment is an important agenda for the Singtel Group. We have been refining our approach in tackling both risks and opportunities of climate change over the years.

Since 2017, our climate strategy and targets have been developed and aligned with internationally recognised frameworks such as Task Force on Climate-related Financial Disclosures (TCFD) and the Science-based Targets initiative (SBTi). The various studies, analyses and exercises that we have conducted have been key to guiding our strategy in managing these risks and opportunities as the global climate agenda evolves (see Figure 2 on the next page).

We recognise the importance of communicating how we manage our climate-related risks and opportunities to maintain stakeholder trust and confidence. In 2017, we endorsed the TCFD framework which aims to help financial institutions and investors understand the financial implications of climate risks on businesses. We recently completed our climate scenario analysis as part of our TCFD efforts and have published our inaugural standalone TCFD Report 2022.

In this section, we articulate our efforts to support our vision to drive long-term business environmental sustainability through our climate action plan (see Figure 3 on the next page).