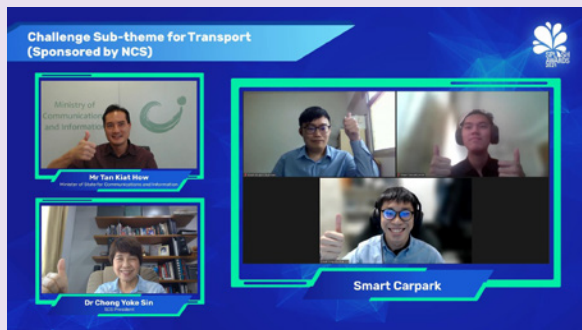




Supporting the next generation for innovative tech solutions

As part of NCS' commitment to nurturing future IT talents, we supported Splash Awards 2021, a national student tech innovation competition organised by the Singapore Computer Society to inspire innovative ICT solutions in a fun and creative way. We adopted a challenge sub-theme where a senior leader served as a judge to assess the proposed solutions. We also organised the NCS Thinkathon where over 80 tertiary students put their heads together to create innovative solutions to tackle challenges faced by our communities.



EQUITY AND INCLUSION

The Singtel Group is dedicated to advancing vulnerable segments of society, including persons with disabilities, disadvantaged youths and Indigenous Australians so that they are empowered to reach their full potential. We continue to engage our people to make positive contributions by getting involved in our community programmes through fundraising, volunteerism and sharing their knowledge and expertise.

In Singapore, our community programmes and approach are aligned with NCSS' Strategic Thrusts where every person is empowered to live with dignity in a caring and inclusive society. In recognition of our support for the sustainable progress in the development and inclusion of vulnerable groups in Singapore, Singtel was presented with the Community Chest Charity Platinum and Volunteer Partner Award 2021. We were also Singapore's sole private sector representative that received recognition at the inaugural ASEAN Outstanding Social Welfare and Development Awards which recognises organisations with noteworthy contributions in the field of social welfare and development.

In Australia, our social impact initiatives focus on improving educational outcomes and employment pathways for disadvantaged and vulnerable youth. Optus has been a founding member company of the ABCN since 2005 and a partner of KARI Foundation.

We also work with a wide range of charities and organisations through our flagship programmes like Donate Your Data, Donate Your Device and Pathways 2 Employment.

Supporting the education of vulnerable groups

Singtel Touching Lives Fund (STLF), our flagship corporate philanthropy programme, supports the education of children and youth with special needs in Singapore.

Our six beneficiary schools are APSN Chaoyang School, APSN Tanglin School, APSN Delta Senior School, Cerebral Palsy Alliance Singapore School, Eden School and MINDS Lee Kong Chian Gardens School. They collectively support more than 3,000 students annually and provide customised curriculum to equip them with the knowledge and skills to integrate into the community and live independently. STLF has raised more than S\$50 million since it was set up in 2002.

We recognise that play is important for children to grow and thrive but are also mindful of their health and safety. Due to safe management measures, we were unable to organise our annual mega Singtel Carnival for all the special education (SPED) schools in the past two years. However, before the year-end school holidays, we brought mini versions of the carnival to four of our STLF beneficiary schools for the younger children. We also made drawstring bags and reusable masks sporting an artwork design by an APSN Tanglin School budding student artist Shannon Kaur, and distributed them to every student in all the SPED schools in Singapore.

We have been supporting NTUC's U Care Fund, since its establishment in 2009, to better the welfare of union members and their families.



For the last few years, it's been difficult for us to get our students to go to a carnival like this. I'd like to say a very big thank you to Singtel for bringing the carnival to us and allowing our students to expend their pent-up carnival excitement and have fun in a safe environment. Thank you for your continued contribution to the school and for serving the needs of all our students."

Gerald Vaz, Principal, MINDS Lee Kong Chian Gardens School



Aileen Tan, Group Chief People and Sustainability Officer, with the students from SPED schools at our decentralised Singtel Carnival 2021

Last year, we contributed S\$100,000 to various assistance programmes like discount vouchers for groceries, back-to-school vouchers, funding support for bursaries and scholarships, and family recreation packages. This brings our total contribution to S\$1.02 million since 2009.

In Australia, we work closely with ABCN and KARI Foundation to support high-needs schools by providing skills and work experience to help students grow their confidence and set career goals. During the year, about 250 Optus staff mentors supported more than 2,000 students across five states. We work within state-based COVID-19 restrictions and pivoted to virtual delivery where necessary to ensure continued reach and rapport with these students. Our ongoing partnership with the KARI Foundation provides scholarships and mentoring support for Indigenous students living in low socio-economic areas, who are entering their final years of high school.

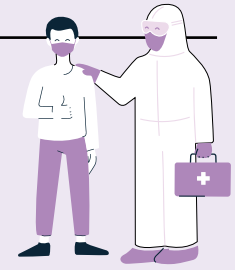
Advancing employability of disadvantaged population

As one of the founding members and current co-chair, Singtel participates actively in the **Singapore Business Network on DisAbility**. The network meets regularly to share expertise, experiences and resources to help advance the equitable inclusion of persons with disabilities in all aspects of business. We also support national disability agency SG Enable's mentorship and internship programmes for tertiary students with

Supporting pandemic recovery efforts

Singtel

40 staff volunteers supported Temasek Foundation's Stay Prepared Programme to assist Singapore households in collecting their free disposal surgical and N95 masks. Singtel was also among a group of corporate donors in the Singapore business community to donate 3,000 oxygen concentrators to Indonesia in July 2021. The oxygen concentrators were used by hospitals to expand their oxygen care and treatment.



NCS

In appreciation for the tireless efforts of our healthcare workers in Singapore during the pandemic, our NCS Healthcare team visited Tan Tock Seng Hospital to distribute 400 care packs to healthcare workers, nurses and doctors.

Optus

We supported CARE Australia to raise funds to set up temporary hospitals in worst affected regions in India. Optus matched all staff donations one-for-one and provided a range of employee support for those personally impacted or have family and friends in India.

disabilities, as well as career fairs and CV clinics. Through our annual Pathways 2 Employment programme in Australia, we support disadvantaged youths in their transition from school to employment and improve their future employment prospects.

This initiative provides disadvantaged and vulnerable high school students with retail and employability skills, and the confidence to find and keep a job, both within Optus and the broader retail sector. During the year, we delivered eight workshops – reaching 300 students and placing 20 students in Optus retail employment opportunities.

Engaging our people

Keeping our people actively engaged in the community is a key driver of our staff engagement and community impact strategy. We recognise our employees possess skills, networks and resources to empower vulnerable segments in the community. Employee volunteerism not only helps our communities but also contributes to the holistic development of our people in terms of empathy, perspective and character building.

During the year, we received the Community Cares Award from the Ministry of Social and Family Development, which recognised the efforts of Singtel and our staff volunteers who spent time during the pandemic to connect with vulnerable groups, checking in on their well-being. Optus was also recognised by Good Company Top 10 Best Workplaces in Australia for giving back to the community.

Fundraising

Our annual flagship STLF event, Singtel Charity Golf, returned after a skip year in 2020 due to the pandemic. Despite a much pared down affair due to safe management measures and restrictions, we raised S\$700,000 for children and youth with special needs, thanks to the generosity of our business partners.

As the title sponsor of Race Against Cancer (RAC) since 2009, employees were encouraged to participate in RAC 2021 virtual race and set up their own fundraising campaign to support Singapore Cancer Society's Help the Children and Youth Programme. Singtel makes an annual S\$250,000 donation to this programme, which provides support and financial assistance to children and youth who are cancer patients or whose family members are cancer patients. Our senior management teams in Singtel and NCS also took part in RAC 2021 and raised an additional S\$200,000-plus.

In Australia, yes4good our online giving and volunteering platform helps our employees support causes close to their hearts through volunteering, donations and fundraising. We match staff donations and fundraising up to \$300 per person per year. During the year, we conducted three fundraising campaigns and supported 288 charities through yes4good, with over A\$300,000 in donations.

Volunteering

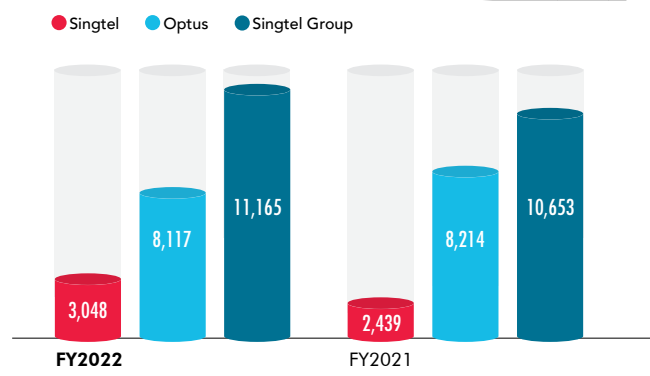
With the transition towards living with COVID-19, our colleagues have gradually resumed their volunteering activities abiding by safe management measures (see Figure 3). This includes conducting a mix of small groups in-person and virtual volunteering activities

mainly through our Singtel Digital Silvers programme in Singapore and ABCN mentoring roles in Australia.

The Singtel Recreational Club mobilised colleagues to support coastal clean-up efforts organised by SportSG. 111 staff volunteers supported the activity to keep our beaches free from trash and safe for marine life.

In Australia, our Agile coaches came together to share their knowledge and skills, and upskilled multiple charities to help them improve their operational and communication strategies. During the year, they worked with ten charity partners to introduce agile ways of working and delivered a major project with Royal Far West, a children health charity, to build the clinical capacity of their supervision programme and ultimately help more children in need.

Figure 3: Staff Volunteering Hours



VolunTeaming at Singtel Digital Silvers

In Singapore, we encourage our people to volunteer individually or as a team by offering paid volunteer leave, and encouraging business units to adopt VolunTeaming, our concept of department teambuilding with a volunteering element.

More than 40 colleagues from our Group Corporate Office participated in the Singtel Digital Silvers Programme to educate 80 seniors on digital literacy.

James Tran, Senior Director of Transformation, together with his Group Procurement colleagues, signed up for a session to connect with seniors at the MacPherson Senior Activity Centre. James was paired with Shirley, a 75-year-old grandmother who lives on her own.

He advised Shirley on how to avoid scams and better connect with her friends through different apps and functions, among others. Through the experience, James was grateful for the opportunity to make a difference to the seniors. It also enabled him and his colleagues to live out Singtel's purpose to Empower Every Generation simply yet meaningfully.



James (far right) with his team at the Macpherson Senior Activity Centre guiding seniors