

## People Performance Indicators

PEOPLE	SINGTEL			OPTUS			SINGTEL GROUP		
	2022	2021	2020	2022	2021	2020	2022	2021	2020
<b>Total employees by gender</b>									
Male	7,901	8,003	7,842	4,936	5,287	5,307	12,837	13,290	13,149
Female	4,295	4,388	4,303	2,332	2,400	2,356	6,627	6,788	6,659
<b>Total employees</b>	<b>12,196</b>	<b>12,391</b>	<b>12,145</b>	<b>7,268</b>	<b>7,687</b>	<b>7,663</b>	<b>19,464</b>	<b>20,078</b>	<b>19,808</b>
<b>Total employees by employment contract and gender</b>									
Regular employees (Male)	7,042	6,937	6,650	4,856	5,172	5,236	11,898	12,109	11,886
Contract employees (Male)	859	1,066	1,192	80	115	71	939	1,181	1,263
Regular employees (Female)	3,732	3,726	3,743	2,286	2,333	2,307	6,018	6,059	6,050
Contract employees (Female)	563	662	560	46	67	49	609	729	609
<b>Total regular employees by employment type and gender</b>									
Full time (Male)	7,896	7,995	6,643	4,420	4,740	4,675	12,316	12,735	11,318
Part time (Male)	5	8	7	516	547	632	521	555	639
Full time (Female)	4,281	4,377	3,734	1,885	1,893	1,779	6,166	6,270	5,513
Part time (Female)	14	11	9	447	507	577	461	518	586
<b>Casual employees<sup>1</sup></b>									
Total number of casual employees	30	-	-	286	-	-	316	-	-
Total man hours worked	7,920	-	-	122,402	-	-	130,322	-	-
<b>Total employees by age group</b>									
<30 years old	18%	19%	20%	20%	20%	23%	18%	19%	21%
30-49 years old	61%	62%	61%	58%	60%	59%	60%	61%	60%
≥ 50 years old	21%	20%	19%	22%	20%	18%	21%	20%	19%
<b>Gender mix by employee category (% female)</b>									
Operations and Support	43%	43%	41%	39%	40%	39%	42%	42%	41%
Professional	32%	31%	32%	32%	30%	29%	32%	31%	30%
Executives and Top Executives <sup>2</sup>	33%	34%	34%	23%	22%	22%	28%	28%	28%
- Executives	33%	34%	34%	23%	23%	22%	28%	28%	28%
- Top Executives	34%	34%	33%	22%	17%	10%	32%	28%	26%
<b>Mean salary ratio (female:male)<sup>3</sup></b>									
Operations and Support	0.99 : 1	1 : 1	0.99 : 1	1 : 0.94	1 : 0.94	1 : 0.95	1 : 0.97	1 : 0.97	1 : 0.97
Professional	0.94 : 1	0.96 : 1	0.96 : 1	0.93 : 1	0.94 : 1	0.95 : 1	0.93 : 1	0.95 : 1	0.95 : 1
Executives	0.95 : 1	0.95 : 1	0.96 : 1	1 : 1	0.99 : 1	0.97 : 1	0.97 : 1	0.97 : 1	0.97 : 1
<b>Median salary ratio (female:male)<sup>4</sup></b>									
Operations and Support	0.98 : 1	-	-	1 : 0.98	-	-	1 : 1	-	-
Professional	0.91 : 1	-	-	0.91 : 1	-	-	0.91 : 1	-	-
Executives	0.94 : 1	-	-	1 : 1	-	-	0.97 : 1	-	-
<b>Mean bonus ratio (female:male)<sup>5</sup></b>									
Operations and Support	1 : 1	1 : 0.99	1 : 0.96	1 : 0.81	1 : 0.94	0.99 : 1	1 : 0.92	1 : 0.97	1 : 0.98
Professional	0.94 : 1	0.98 : 1	0.99 : 1	0.87 : 1	0.89 : 1	0.93 : 1	0.91 : 1	0.95 : 1	0.96 : 1
Executives	1 : 0.89	1 : 0.94	1 : 0.87	0.96 : 1	0.95 : 1	0.95 : 1	1 : 0.95	1 : 0.97	1 : 0.98
<b>Median bonus ratio (female:male)<sup>4</sup></b>									
Operations and Support	0.99 : 1	-	-	0.99 : 1	-	-	0.99 : 1	-	-
Professional	0.95 : 1	-	-	0.86 : 1	-	-	0.91 : 1	-	-
Executives	1 : 0.92	-	-	1 : 0.94	-	-	1 : 0.93	-	-
<b>New employee hires</b>	<b>19.9%</b>	<b>15.5%</b>	<b>14.1%</b>	<b>23.0%</b>	<b>15.2%</b>	<b>23.1%</b>	<b>21.1%</b>	<b>15.3%</b>	<b>17.6%</b>
<b>New employee hires by age group</b>									
<30 years old	6.6%	6.4%	6.2%	11.4%	6.0%	11.5%	8.4%	6.2%	8.3%
30-49 years old	11.7%	7.9%	7.4%	10.0%	7.7%	10.2%	11.1%	7.8%	8.5%
≥ 50 years old	1.6%	1.2%	0.5%	1.6%	1.6%	1.4%	1.6%	1.3%	0.8%
<b>New employee hires by gender</b>									
Male	13.5%	5.0%	9.5%	14.5%	9.5%	15.5%	13.8%	10.1%	11.8%
Female	6.4%	10.5%	4.6%	8.5%	5.7%	7.6%	7.2%	5.2%	5.8%
<b>Employee voluntary turnover</b>	<b>19.9%</b>	<b>13.2%</b>	<b>15.7%</b>	<b>22.6%</b>	<b>12.5%</b>	<b>15.3%</b>	<b>20.9%</b>	<b>12.9%</b>	<b>15.5%</b>

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	2022	2021	2020	2022	2021	2020	2022	2021	2020
<b>Employee turnover by age group</b>									
<b>&lt;30 years old</b>									
Voluntary	4.9%	3.8%	4.0%	9.6%	6.0%	8.1%	6.6%	4.6%	5.5%
Involuntary	0.1%	0.04%	0.6%	2.1%	0.8%	2.8%	0.8%	0.3%	1.4%
<b>30-49 years old</b>									
Voluntary	12.5%	7.8%	9.5%	11.1%	5.5%	6.3%	12.0%	6.9%	8.3%
Involuntary	0.3%	0.2%	0.9%	3.2%	2.0%	5.3%	1.4%	0.9%	2.6%
<b>≥ 50 years old</b>									
Voluntary	2.5%	1.6%	2.2%	1.9%	1.0%	0.9%	2.3%	1.4%	1.7%
Involuntary	0.2%	0.1%	0.6%	1.8%	0.9%	2.5%	0.8%	0.4%	1.3%
<b>Employee turnover by gender</b>									
<b>Male</b>									
Voluntary	13.2%	9.0%	10.6%	14.9%	8.0%	9.4%	13.8%	8.6%	10.1%
Involuntary	0.4%	0.2%	1.4%	5.0%	2.5%	6.9%	2.1%	1.1%	3.5%
<b>Female</b>									
Voluntary	6.7%	4.2%	5.1%	7.7%	4.5%	5.9%	7.1%	4.3%	5.4%
Involuntary	0.2%	0.1%	0.7%	2.1%	1.3%	3.7%	0.9%	0.6%	1.8%
<b>Total training investment (\$million)</b>	<b>S\$12.5</b>	<b>S\$11.8</b>	<b>S\$14.6</b>	<b>A\$6.7</b>	<b>A\$5.0</b>	<b>A\$7.8</b>	<b>S\$19.2</b>	<b>S\$16.8</b>	<b>S\$21.9</b>
<b>Average training hours per employee</b>	<b>51.8</b>	<b>43.5</b>	<b>40.2</b>	<b>27.0</b>	<b>14.6</b>	<b>19.6</b>	<b>43.1</b>	<b>33.0</b>	<b>32.7</b>
<b>Average training hours by gender</b>									
Male	56.3	48.3	44.2	25.8	13.7	19.1	45.1	34.8	34.3
Female	43.4	34.8	33.1	29.8	17.0	20.9	39.1	29.1	29.4
<b>Average training hours by employee category<sup>6</sup></b>									
Operations and Support	27.2	20.9	29.7	34.8	28.6	30.4	28.7	22.7	29.9
Professional	62.7	55.3	47.7	26.8	12.2	17.7	49.3	38.5	35.8
Executives and above	50.3	39.6	28.6	22.2	10.9	14.8	35.7	24.4	21.4
<b>Employee health and safety<sup>7</sup></b>									
<b>Total man hours worked (per million)</b>	<b>27.0</b>	<b>27.6</b>	<b>-</b>	<b>12.3</b>	<b>13.1</b>	<b>-</b>	<b>39.3</b>	<b>40.7</b>	<b>-</b>
<b>Workplace injury incidence rate (per 1,000 employees)</b>	<b>0.6</b>	<b>0.8</b>	<b>0.8</b>	<b>1.1</b>	<b>2.6</b>	<b>2.3</b>	<b>0.8</b>	<b>1.5</b>	<b>1.4</b>
<b>Workplace injury frequency rate (per million hours worked)</b>	<b>0.3</b>	<b>0.4</b>	<b>0.4</b>	<b>0.7</b>	<b>1.5</b>	<b>1.4</b>	<b>0.4</b>	<b>0.7</b>	<b>0.7</b>
Workplace injury frequency rate (Male)	0.2	0.4	0.2	0.5	1.6	1.6	0.3	0.8	0.7
Workplace injury frequency rate (Female)	0.3	0.3	0.6	1.1	1.3	0.8	0.5	0.6	0.7
<b>Workplace injury severity rate</b>	<b>6.0</b>	<b>10.0</b>	<b>7.9</b>	<b>11.9</b>	<b>19.0</b>	<b>8.9</b>	<b>7.9</b>	<b>12.9</b>	<b>8.2</b>
Workplace injury severity rate (Male)	0.8	13.0	4.6	9.1	23.7	11.9	3.5	16.6	7.1
Workplace injury severity rate (Female)	15.7	4.5	14.1	18.3	8.0	1.7	16.5	5.5	10.6
<b>Absenteeism rate</b>	<b>0.02</b>	<b>0.014</b>	<b>0.022</b>	<b>0.02</b>	<b>0.013</b>	<b>0.017</b>	<b>0.02</b>	<b>0.014</b>	<b>0.020</b>
Absenteeism rate (Male)	0.017	0.011	0.019	0.015	0.012	0.014	0.016	0.011	0.017
Absenteeism rate (Female)	0.029	0.019	0.029	0.020	0.017	0.024	0.026	0.019	0.027
<b>Total occupational disease cases</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>
Total occupational disease cases (Male)	0	0	-	0	0	0	0	0	-
Total occupational disease cases (Female)	0	0	-	0	0	0	0	0	-
<b>High consequence injury rate (per million hours worked)</b>	<b>0</b>	<b>0.04</b>	<b>-</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>0.02</b>	<b>-</b>
<b>Fatalities</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

1. This is the first year we are reporting on casual workers, who are mainly employed as retail sales consultants in Singapore and Australia.

2. Previously known as Middle Management and Top Management. Heads, previously included under Middle Management, are now considered as Top Executives.

3. Based on average monthly salary of regular employees.

4. This is the first year we are reporting on median salary and bonus ratios.

5. Based on average annual bonus of regular employees.

6. Singtel excludes contract staff who have a tenure of less than one year, while Optus excludes all contract staff and casual workers in their data.

7. Workplace health and safety metrics are based on the International Labour Organization (ILO) definitions, subject to country definition of lost work shifts e.g. Optus excludes weekends from medical leave when calculating these rates.