



Table 2: Number of cases received in FY2022



	Singtel		Optus		Singtel Group	
	Whistleblower channels	Other channels	Whistleblower channels	Other channels	Whistleblower channels	Other channels
Received	23	14	62	105	85	119
Substantiated	4	6	20	37	24	43
Not substantiated	18	5	28	24	46	29
Under investigation	1	3	14	44	15	47



	Singtel		Optus		Singtel Group	
	Whistleblower channels	Other channels	Whistleblower channels	Other channels	Whistleblower channels	Other channels
Number of cases under investigation as at 31 March 2021	5	1	11	16	16	17
Substantiated	2	1	7	12	9	13
Not substantiated	3	0	4	4	7	4

Actions taken for corruption cases during the year:	Singtel*	Optus	Singtel Group
Number of cases where employees were dismissed or disciplined	1	0	1
Number of cases where contracts with business partners were terminated or not renewed due	1	0	1

*Same corruption case resulting in employee dismissal and vendor termination

Singapore Telecom Australia Investments Pty Ltd (STAI) received an unfavourable judgement from the Federal Court of Australia with respect to its action against the Commissioner of Taxation. The court case relates to the amended assessments from the Australian Taxation Office (ATO) received in 2016 and 2017 for STAI's acquisition financing of Optus in 2001.

The amended assessments amounted to A\$393 million, of which STAI has paid A\$134 million. It is estimated that STAI's holding company, Singtel Australia Investment Ltd, would be entitled to a corresponding interest withholding tax refund of approximately A\$89 million. STAI lodged a court appeal on 19 April 2022.

RESPONSIBLE SUPPLY CHAIN MANAGEMENT

Sustainable supply chain management

The Singtel Group has an extensive supply chain ranging from mobile and network equipment, and infrastructure suppliers to content providers, security and managing agents.

During the year, the Singtel Group engaged 5,628 suppliers to procure products and services across our businesses. With a wide footprint spanning multiple countries and the complex nature of our supply chain, we recognise the importance of sourcing responsibly

to minimise negative impact to the environment while contributing positively to the markets we operate in. We continue to execute our sustainable supply chain strategy while adapting to an evolving business environment amid the ongoing impact of COVID-19 and the Ukraine conflict on our supply chain.

We enhanced our sustainability risk assessment framework that was developed in FY2020, based on the strategic importance of suppliers and key factors such as spend, tenure and country and category risks. The enhanced framework now has added focus on greenhouse gas emissions and renewable energy as well as data privacy. We considered the results from our supplier sustainability and life cycle assessments in FY2021. We will be implementing targeted intervention programmes based on the assessment outcome and internal risk mitigation considerations. Our objective is to support our suppliers in integrating sustainable practices into their business processes. Next year, we plan to implement a platform to automate the way we engage suppliers and build on that to include our supplier assessment, intervention and education programme, as well as improve transparency of supplier risks. We also plan to expand our assessment scope by incorporating elements of third-party validation and external risk assessment platforms.

On the climate front, we completed a baseline assessment of our Scope 3 carbon footprint, which is the aggregated indirect GHG emissions from our entire value chain and classified into 15 categories like 'Purchased goods and services' and 'Transportation and distribution' based on the Greenhouse Gas Protocol. This exercise helped us to understand the primary drivers of GHG emissions in our business operations and value chain, and prioritise carbon reduction areas.

In the area of responsible sourcing, we continue to integrate sustainability considerations in our sourcing requirements especially for critical spend areas with significant environmental impact. For example, in building and designing our new data centres, we have

incorporated comprehensive end-to-end sustainability criteria in our infrastructure and technology, as well as operations and maintenance, which are benchmarked against global standards. We have also begun pilot reviews for establishing a framework in the new year to incorporate shadow carbon pricing in our sourcing evaluation and decision-making. All new suppliers are assessed against ESG criteria through our sustainability questionnaire as part of their onboarding tender process. This is applied to tenders above \$200,000 across the Singtel Group. 100% of such new suppliers were assessed against the criteria during the year.

Workplace safety and health

Workplace safety and health (WSH) is our top priority and we strive to inculcate good safety habits and practices among our suppliers and contractors to ensure that all work activities are carried out safely. We engage only qualified contractors who meet our stringent safety requirements during the tender process and ensure that they maintain high WSH standards for all their activities (see Table 3).

We also maintained our ISO 45001 certification, an international ISO standard that provides the framework for organisations to improve workers' health and safety, reduce risks and create safer working conditions.

Fostering partnerships and collaboration

We collaborate with internal and external stakeholders on WSH risks and opportunities. To address fall from height risks of our contractors appointed to install 5G equipment on rooftops, we collaborated with Ericsson to test a new remote monitoring system during the year. A compact camera system was deployed at one of the work sites, with footage streamed live and recorded. This system, which can support multiple locations and users, will be deployed to more sites. Benefits of this technology solution include improvements to remote site surveillance and productivity since our WSH teams do not need to be physically present when contractors are carrying out work.

Table 3: FY2022 WSH indicators of third-party contractors¹

Contractor safety and health	Singtel		Optus		Singtel Group	
	2022	2021	2022	2021	2022	2021
Workplace injury incidence rate (per 1,000 employees)	7.83	13.7	11.80	5.3	9.70	Not available
Workplace injury frequency rate (per million hours worked)	2.71	4.4	18.99	5.9	5.31	
Workplace injury severity rate (per million hours worked)	15.34	61.1	14.24	11.7	15.16	
High consequence injury rate	0	Not available	0	Not available	0	
Fatalities	0	0	0	0	0	

¹ Cleaners and security guards

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](#).