

SUSTAINABLE VALUE CREATION

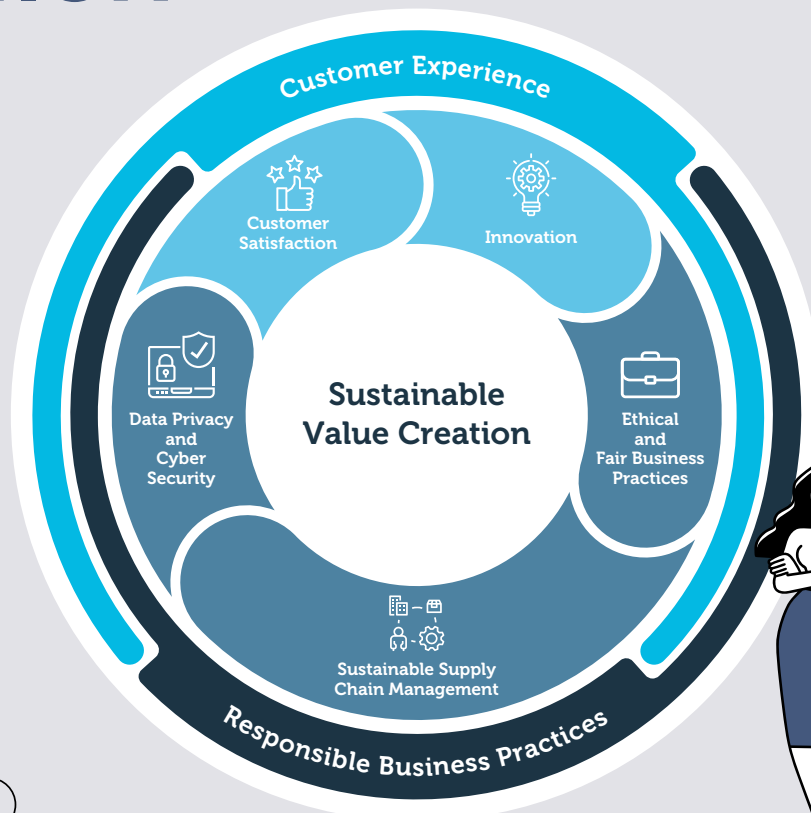


Figure 1

Singtel Group Sustainable Value Creation Framework

The Singtel Group is committed to being a responsible and innovative leader in the markets where we operate. We empower our employees, customers, community and stakeholders of all generations through responsible business practices across our operations and supply chains to drive positive business, environmental and societal impact (see Figure 1).

We want to help address the pressing needs of the environment and society as infocomm technology (ICT) continues to influence the way people connect, work and play. We also recognise stakeholder expectations of us to be a responsible and sustainable company. We look to our purpose to guide us in this and have mapped our value-driven behaviours against our sustainability framework.

RESPONSIBLE BUSINESS PRACTICES

We serve more than 14 million consumer and enterprise customers to meet their daily communication and connectivity needs. Stakeholder trust and confidence is important to us, and we aim to mitigate the unintended negative impact of our products and services for our stakeholders.

Data privacy and cyber security

The Singtel Group upholds the highest standards of customer data privacy and cyber security, as protecting our customer data is paramount. Singtel's Data Protection Policy and Optus' Privacy Policy provide transparency on how we collect, use, share and protect our customers' personal data.

