

Key Environmental and Social Performance Indicators

	SINGTEL			OPTUS			SINGTEL GROUP		
	2022	2021	2020	2022	2021	2020	2022	2021	2020
Environmental Performance									
Total energy use (GJ) ¹	995,848	999,254	1,466,802	1,952,477	1,909,806	1,834,722	2,948,325	2,909,060	3,301,524
Total Greenhouse Gas (GHG) emissions (tonnes CO ₂ equivalent) ²	3,630,397	3,613,093	162,566	4,180,961	4,836,897	427,706	7,811,358	8,449,990	590,272
Scope 1	4,743	5,749	3,741	1,579	1,894	2,140	6,322	7,643	5,881
Scope 2 (market-based) ²	95,684	98,654	153,650	392,674	426,564	412,932	488,358	525,218	566,582
Scope 3	3,529,970	3,508,690	5,175	3,786,708	4,408,439	12,634	7,316,678	7,917,129	17,809
GHG emissions intensity (tCO ₂ e/TB) ³	0.0134	0.0165	0.0325	0.0598	0.0778	0.1102	0.0351	0.0450	0.0665
Potable water use (m ³) ⁴	631,230	623,588	683,847	36,234	47,262	57,861	667,464	670,850	741,708
Use of recycled water instead of potable water (m ³)	280,805	225,453	180,799	5,885	13,027	10,876	286,690	238,480	191,675
Total hazardous and non-hazardous waste (tonnes) ⁵	3,325	4,150	7,658	627	771	883	3,952	4,921	8,541
Social Performance: People									
Total employees	12,196	12,391	12,145	7,268	7,687	7,663	19,464	20,078	19,808
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
New employee hires	19.9%	15.5%	14.1%	23.0%	15.2%	23.1%	21.1%	15.3%	17.6%
Employee voluntary turnover	19.9%	13.2%	15.7%	22.6%	12.5%	15.3%	20.9%	12.9%	15.5%
Mean salary ratio (female:male)¹									
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 ²	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
Median salary ratio (female:male)³									
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	-	-
Mean bonus ratio (female:male)⁴									
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
Median bonus ratio (female:male)³									
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	-	-
Total training investment (\$m)	\$512.5	\$511.8	\$514.6	\$56.7	\$55.0	\$57.8	\$519.2	\$516.8	\$521.9
Average training hours per employee	51.8	43.5	40.2	27.0	14.6	19.6	43.1	33.0	32.7
Employee health and safety⁵									
Workplace injury incidence rate (per 1,000 employees)	0.6	0.8	0.8	1.1	2.6	2.3	0.8	1.5	1.4
Workplace injury frequency rate (per million hours worked)	0.3	0.4	0.4	0.7	1.5	1.4	0.4	0.7	0.7
Total occupational disease cases	0	0	-	0	0	0	0	0	-
High consequence injury rate (per million hours worked)	0	0.04	-	0	0	-	0	0.02	-
Fatalities	0	0	0	0	0	0	0	0	0
Social Performance: Community									
Community investment (\$m/\$A\$m) ¹	\$57.9	\$517.7	\$58.6	\$525.6	\$520.3	\$514.7	\$533.4	\$537.6	\$522.3
Total volunteering hours	3,048	2,439	11,487	8,117	8,214	16,739	11,165	10,653	28,226
Digital enablement reach	22,791	18,009	54,776	90,736	76,667	59,189	113,527	94,681	113,965

Environmental

1. Restatement of Singtel and Group (FY2021).
2. Covers Scopes 1, 2 and 3 (FY2021 and FY2022 full Scope 3 15 categories). Restatement of Singtel and Group (FY2021).
3. Covers Scopes 1 and 2 only. Restatement of Singtel and Group (FY2021).
4. Covers Optus Sydney campus and Optus Melbourne office for FY2020 and FY2021. Covers all Optus corporate offices in Australian capital cities with the exception of Perth for FY2022.
5. Data covers waste directly managed by Optus' contracted waste vendor.

Community

1. Includes direct financial support, in-kind charitable sponsorship and staff volunteering hours. This has been verified by the Business for Societal Impact (B4SI).

People

1. Based on average monthly salary of regular employees.
2. Previously known as Middle Management and Top Management. Heads, previously included under Middle Management, are now considered as Top Executives.
3. This is the first year we are reporting on median salary and bonus ratios.
4. Based on average annual bonus of regular employees.
5. Workplace safety and health 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.