

People Performance Indicators	Singtel			Optus			Singtel Group		
	2024	2023	2022	2024	2023	2022	2024	2023	2022
Total employees by gender									
Male	8,817	8,483	7,901	4,525	5,120	4,936	13,342	13,603	12,837
Female	4,411	4,477	4,295	2,191	2,452	2,332	6,602	6,929	6,627
Total Employees	13,228	12,960	12,196	6,716	7,572	7,268	19,944	20,532	19,464
Total employees by employment contract and gender									
Regular employees (Male)	7,667	7,622	7,042	4,480	5,040	4,856	12,147	12,662	11,898
Contract employees (Male)	1,150	861	859	45	80	80	1,195	941	939
Regular employees (Female)	3,896	3,981	3,732	2,149	2,406	2,286	6,045	6,387	6,018
Contract employees (Female)	515	496	563	42	46	46	557	542	609
Total regular employees by employment contract and gender									
Full time (Male)	8,804	8,478	7,896	3,942	4,526	4,420	12,746	13,004	12,316
Part time (Male)	13	5	5	583	594	516	596	599	521
Full time (Female)	4,393	4,462	4,281	1,742	1,965	1,885	6,135	6,427	6,166
Part time (Female)	18	15	14	449	487	447	467	502	461
Casual employees¹									
Total casual employees	110	91	30	379	372	286	489	463	316
Casual employees (Male)	59	58	-	238	228	-	297	286	-
Casual employees (Female)	51	33	-	141	144	-	192	177	-
Total man hours worked	11,691	9,889	7,920	185,734	176,552	122,402	197,425	186,441	130,322
Man hours worked (Male)	6,513	6,398	-	118,648	112,892	-	125,161	119,290	-
Man hours worked (Female)	5,178	3,491	-	67,086	63,660	-	72,264	67,151	-
Total employees by age group									
<30 years old	20%	19%	18%	23%	23%	20%	21%	20%	18%
30-49 years old	59%	60%	61%	54%	55%	58%	57%	58%	60%
≥ 50 years old	21%	21%	21%	23%	23%	22%	22%	22%	21%
Age mix by employee category (Operations and Support)²									
<30 years old	25.4%	-	-	74.1%	-	-	38.1%	-	-
30-49 years old	47.8%	-	-	20.5%	-	-	40.7%	-	-
≥ 50 years old	26.8%	-	-	5.3%	-	-	21.2%	-	-
Age mix by employee category (Professional)²									
<30 years old	19.5%	-	-	11.5%	-	-	16.6%	-	-
30-49 years old	65.4%	-	-	61.7%	-	-	64.0%	-	-
≥ 50 years old	15.1%	-	-	26.9%	-	-	19.3%	-	-
Age mix by employee category (Executive)²									
<30 years old	0.0%	-	-	0.4%	-	-	0.2%	-	-
30-49 years old	57.6%	-	-	66.0%	-	-	61.1%	-	-
≥ 50 years old	42.4%	-	-	33.6%	-	-	38.7%	-	-
Age mix by employee category (Top Executive)²									
<30 years old	0.0%	-	-	0.0%	-	-	0.0%	-	-
30-49 years old	27.7%	-	-	50.7%	-	-	34.9%	-	-
≥ 50 years old	72.3%	-	-	49.3%	-	-	65.1%	-	-
Gender mix by employee category (% female)									
Operations and Support	38%	42%	43%	38%	39%	39%	38%	41%	42%
Professional	31%	32%	32%	32%	31%	30%	31%	31%	31%
Executives and Top Executives	33%	33%	33%	27%	29%	27%	31%	31%	31%
- Executives	33%	32%	33%	28%	30%	28%	31%	31%	31%
- Top Executives	33%	34%	34%	19%	17%	22%	28%	29%	30%
Mean salary ratio (female:male)³									
Operations and Support	1:1	0.99:1	0.99:1	1:0.94	1:0.94	1:0.94	1:0.97	1:0.97	1:0.97
Professional	0.93:1	0.93:1	0.94:1	0.92:1	0.91:1	0.93:1	0.92:1	0.92:1	0.93:1
Executives	0.93:1	0.93:1	0.95:1	1:1	1:1	1:1	0.96:1	0.96:1	0.97:1
Median salary ratio (female:male)³									
Operations and Support	1:1	0.98:1	0.98:1	1:0.92	1:0.96	1:0.98	1:0.95	1:0.98	1:1
Professional	0.91:1	0.91:1	0.91:1	0.90:1	0.89:1	0.91:1	0.90:1	0.90:1	0.91:1
Executives	0.93:1	0.93:1	0.94:1	0.99:1	1:1	1:1	0.96:1	0.97:1	0.97:1
Mean bonus ratio (female:male)³									
Operations and Support	1:0.97	1:0.99	1:1	1:0.85	1:0.76	1:0.81	1:0.92	1:0.88	1:0.92
Professional	0.96:1	0.93:1	0.94:1	0.86:1	0.85:1	0.87:1	0.91:1	0.89:1	0.91:1
Executives	1:0.97	1:0.98	1:0.89	0.97:1	0.93:1	0.96:1	1:0.99	0.97:1	1:0.95
Median bonus ratio (female:male)³									
Operations and Support	1:0.97	1:1	0.99:1	1:0.94	1:0.75	0.99:1	1:0.95	1:0.88	0.99:1
Professional	0.97:1	0.95:1	0.95:1	0.89:1	0.81:1	0.86:1	0.92:1	0.88:1	0.91:1
Executives	1:0.99	1:0.99	1:0.92	0.95:1	0.89:1	1:0.94	0.98:1	0.94:1	1:0.93

People Performance Indicators	Singtel			Optus			Singtel Group		
	2024	2023	2022	2024	2023	2022	2024	2023	2022
New employee hires	15.0%	23.9%	19.9%	15.0%	27.8%	23.0%	15.0%	25.3%	21.1%
New employee hires by age group									
<30 years old	7.3%	10.0%	6.6%	8.6%	15.6%	11.4%	7.7%	12.1%	8.4%
30-49 years old	6.8%	12.3%	11.7%	5.5%	10.5%	10.0%	6.4%	11.6%	11.1%
≥ 50 years old	0.9%	1.6%	1.6%	1.0%	1.7%	1.6%	0.9%	1.7%	1.6%
New employee hires by gender									
Male	10.7%	16.2%	13.5%	9.1%	17.0%	14.5%	10.2%	16.5%	13.8%
Female	4.3%	7.7%	6.4%	5.9%	10.8%	8.5%	4.8%	8.8%	7.2%
Employee voluntary turnover	14.3%	19.1%	19.9%	14.8%	21.9%	22.6%	14.4%	20.0%	20.9%
Employee turnover by age group									
<30 years old									
Voluntary	4.0%	4.7%	4.9%	8.1%	9.5%	9.6%	5.4%	6.5%	6.6%
Involuntary	0.4%	0.3%	0.1%	2.2%	1.7%	2.1%	1.0%	0.8%	0.8%
30-49 years old									
Voluntary	7.9%	11.6%	12.5%	5.4%	10.2%	11.1%	7.0%	11.1%	12.0%
Involuntary	0.6%	0.5%	0.3%	8.0%	2.3%	3.2%	3.1%	1.2%	1.4%
≥ 50 years old									
Voluntary	2.4%	2.8%	2.5%	1.3%	2.2%	1.9%	2.0%	2.6%	2.3%
Involuntary	0.4%	0.2%	0.2%	4.3%	0.8%	1.8%	1.7%	0.4%	0.8%
Employee turnover by gender									
Male									
Voluntary	9.2%	12.9%	13.2%	8.7%	13.3%	14.9%	9.0%	13.1%	13.8%
Involuntary	0.9%	0.6%	0.4%	9.8%	3.1%	5.0%	3.9%	1.5%	2.1%
Female									
Voluntary	5.1%	6.2%	6.7%	6.2%	8.5%	7.7%	5.4%	7.1%	7.1%
Involuntary	0.5%	0.4%	0.2%	4.7%	1.6%	2.1%	1.9%	0.9%	0.9%
Total training investment (\$million)	S\$15.9	S\$15.4	S\$12.5	A\$4.8	A\$6.9	A\$6.7	S\$20.2	S\$21.9	S\$19.2
Average training hours per employee	46.8	47.8	51.8	27.1	32.7	27.0	40.7	42.6	43.1
Average training hours by gender									
Male	51.2	52.6	56.3	26.2	30.9	25.8	43.3	44.8	45.1
Female	37.7	38.7	43.4	29.0	36.8	29.8	35.2	38.1	39.1
Average training hours by employee category⁴									
Operations and Support	28.3	27	27.2	30.4	64.8	34.8	28.5	34.2	28.7
Professional	54.4	56.1	62.7	26.6	28.0	26.8	44.6	46.1	49.3
Executives and above	48.3	45.2	50.3	28.1	30.7	22.2	40	37.6	35.7
Employee health and safety⁵									
Total man hours worked (per million)	29.1	28.5	27.0	11.8	12.6	12.3	40.9	41.0	39.3
Workplace injury incidence rate (per 1,000 employees)	1.2	0.9	0.6	3.9	2.5	1.1	2.1	1.5	0.8
Workplace injury frequency rate (per million hours worked)	0.6	0.4	0.3	2.2	1.5	0.7	1.0	0.8	0.4
Workplace injury frequency rate (Male)	0.5	0.4	0.2	2.2	1.2	0.5	1.0	0.6	0.3
Workplace injury frequency rate (Female)	0.7	0.5	0.3	2.1	2.3	1.1	1.1	1.0	0.5
Workplace injury severity rate	3.4	4.9	6.0	16.1	8.5	11.9	7.1	6.0	7.9
Workplace injury severity rate (Male)	1.7	4.9	0.8	2.1	6.0	9.1	5.6	5.3	3.5
Workplace injury severity rate (Female)	6.9	4.9	15.7	22.6	13.8	18.3	7.8	7.4	16.5
Absenteeism rate	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02
Absenteeism rate (Male)	0.021	0.02	0.017	0.017	0.019	0.015	0.02	0.019	0.016
Absenteeism rate (Female)	0.029	0.026	0.029	0.025	0.026	0.020	0.028	0.026	0.026
High consequence injury rate (per million hours worked)	0	0	0	0	0	0	0	0	0
Fatalities	0	0	0	0	0	0	0	0	0

1. Mainly employed as retail sales consultants in Singapore and Australia.

2. This is the first year we are reporting diversity by age mix per employee category. There is a slight difference from the GRI 405-1 requirements for age group (i.e. <30 years old, 30-50 years old, >50 years old) to allow for comparability and consistency with FY2022 and FY2023 age group by total employees, new hires, turnover. No material impact is expected due to the reporting difference.

3. Restated for Optus and Singtel Group numbers for FY2023 due to classification adjustments.

4. 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.

5. 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.