




Key Environmental and Social Performance Indicators

	SINGTEL			OPTUS			SINGTEL GROUP		
	2021	2020	2019	2021	2020	2019	2021	2020	2019
 Environmental Performance									
Total energy use (GJ)	1,602,698	1,466,802	1,347,094	1,909,806	1,834,722	1,749,622	3,512,504	3,301,524	3,096,716
Total carbon emissions (tonnes CO ₂ equivalent)	165,331	162,566	164,629	442,455	427,706	418,060	607,786	590,272	582,689
Carbon intensity (tCO ₂ e/TB) ¹	0.0260	0.0325	0.0416	0.0778	0.1102	0.1395	0.0501	0.0665	0.0845
Potable water use (m ³) ²	623,588	683,847	620,864	47,262	57,861	63,261	670,850	741,708	684,125
Use of recycled water instead of potable water (m ³)	225,453	180,799	132,374	13,027	10,876	15,514	238,480	191,675	147,887
Total hazardous and non-hazardous waste (tonnes) ³	4,150	7,658	7,538	771	883	2,294	4,921	8,541	9,832
 Social Performance: People									
Total employees	12,391	12,145	12,589	7,687	7,663	7,757	20,078	19,808	20,346
Male	8,003	7,842	8,136	5,287	5,307	5,298	13,290	13,149	13,434
Female	4,388	4,303	4,453	2,400	2,356	2,459	6,788	6,659	6,912
New employee hires	15.5%	14.1%	15.7%	15.2%	23.1%	18.6%	15.3%	17.6%	16.8%
Employee voluntary turnover	13.2%	15.7%	18.3%	12.5%	15.3%	17.0%	12.9%	15.5%	17.8%
Salary ratio (female:male) ¹									
Operations and Support	1 : 1	0.99 : 1	1 : 0.98	1 : 0.94	1 : 0.95	1 : 0.96	1 : 0.97	1 : 0.97	1 : 0.98
Professional	0.96 : 1	0.96 : 1	0.97 : 1	0.94 : 1	0.95 : 1	0.95 : 1	0.95 : 1	0.95 : 1	0.95 : 1
Middle Management	0.95 : 1	0.96 : 1	0.97 : 1	0.99 : 1	0.97 : 1	0.97 : 1	0.97 : 1	0.97 : 1	0.97 : 1
Bonus ratio (female:male) ²									
Operations and Support	1 : 0.99	1 : 0.96	1 : 0.98	1 : 0.94	0.99 : 1	0.91 : 1	1 : 0.97	1 : 0.98	0.97 : 1
Professional	0.98 : 1	0.99 : 1	0.99 : 1	0.89 : 1	0.93 : 1	0.91 : 1	0.95 : 1	0.96 : 1	0.95 : 1
Middle Management	1 : 0.94	1 : 0.87	1 : 0.85	0.95 : 1	0.95 : 1	0.90 : 1	1 : 0.97	1 : 0.98	1 : 0.96
Total training investment (\$ million)	S\$11.8	S\$14.6	S\$15.6	A\$5.0	A\$7.8	A\$10.7	S\$16.8	S\$21.9	S\$26.1
Average training hours per employee	43.5	40.2	34.8	14.6	19.6	18.4	33.0	32.7	28.9
Employee health and safety ³									
Workplace injury incidence rate (per 1,000 employees)	0.8	0.8	1.5	2.6	2.3	2.2	1.5	1.4	1.8
Workplace injury frequency rate (per million hours worked)	0.4	0.4	0.7	1.5	1.4	1.3	0.7	0.7	0.9
Total occupational disease cases	0	-	-	0	0	-	0	-	-
High consequence injury rate (per million hours worked)	0.04	-	-	0	-	-	0.02	-	-
Fatalities	0	0	0	0	0	0	0	0	0
 Social Performance: Community									
Community investment (\$ million) ¹	S\$17.72	S\$8.62	S\$11.68	A\$20.28	A\$14.67	A\$8.72m	S\$37.63m	S\$22.34	S\$20.31
Total volunteering hours	2,439	11,487	13,503	8,214	16,739	13,206	10,653	28,226	26,709
Digital enablement reach	18,009	54,776	27,000	76,667	59,189	58,954	94,681	113,965	85,954

Footnotes:

Environment

- Covers Scope 1 and 2 only.
- Covers Optus Sydney campus and Optus Melbourne offices only (FY2020 and FY2021). Optus Sydney campus (FY2019).
- Data covers waste directly managed by Optus' contracted waste vendor.

People

- Based on average monthly salary of regular employees.
- Based on average annual bonus of regular employees.
- 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.

Community

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