



## Singtel Group Human Rights Statement

At the Singtel Group, our purpose is to *Empower Every Generation* to create sustainable value and an equitable future for all. We are therefore committed to upholding and protecting the human rights of all individuals through a culture of respect, trust and inclusion in our organisation and supply chains, regardless of backgrounds, beliefs and abilities.

We are guided by international human rights principles set out in the International Bill of Human Rights and the International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work. We also conduct our business in line with the United Nations (UN) Guiding Principles on Business and Human Rights and The Ten Principles of the UN Global Compact. This applies to how we operate and shape positive sustainable change for our business, stakeholders and the environment.

This Statement provides an overview of our approach to human rights, including child rights, and the standards we set for ourselves. It also spells out our expectations of employees, business partners and any party linked to our company's operations, products and services. Our collective actions of respecting human rights support our commitment to doing no harm to any individual or community.

The scope of this Statement applies to Singtel and our wholly owned subsidiaries like NCS and Optus. It is supported by Optus [Human Rights](#) and [Modern Slavery](#) Statements.

### **OUR COMMITMENTS**

#### **Anti-Discrimination**

We respect the human rights of individuals and do not discriminate based on their backgrounds, beliefs and abilities for reasons including:

- Gender, marital status, pregnancy or family and caregiver responsibility
- Sexual preference, transsexuality or transgender status
- Race, colour, descent, nationality, national origin, ethnicity or religion
- Age or physical feature
- Disability
- Profession, trade union membership or industry activity
- Political belief
- Irrelevant criminal record

In line with our [Singtel Group Code of Conduct](#), we:

- Commit to providing employees with a work environment that is conducive, physically and psychologically safe, and free from discrimination and harassment; and
- Prohibit any form of retaliation against any person for making good faith reports concerning allegation of discrimination, harassment, violation of this Code or any other allegation of improper behavior.

#### **Fair Employment Practices**

We treat our employees fairly and with respect and provide them with equal opportunity based on meritocracy. In Singapore, we abide by the Ministry of Manpower's (MOM) Employment Act and ensure that our practices are aligned with the tripartite guidelines set by MOM, National Trades Union Congress (NTUC) and Singapore National Employers Federation (SNEF). We adopt fair, responsible and progressive employment practices set out by the Tripartite Alliance for Fair & Progressive Employment Practices (TAFEP). In Australia, we adopt the fair employment framework approved by Fair Work Australia and governed by our Employment Partnership Agreement (EPA).



## **Freedom of Association and Collective Bargaining**

We respect the right of employees' freedom of association and collective bargaining according to local laws. We are committed to complying with ILO Conventions concerning freedom of association and trade union rights, as well as recognising the right to organise and the right of unions to represent and negotiate on behalf of unionised workers. Our employees have the right to freely and voluntarily establish as well as join groups or unions without fear of reprisal.

## **Labour Rights and Prohibition of Modern Slavery**

We have zero tolerance for modern slavery, forced labour and human trafficking, and we will ensure our operations are free of such malpractices. No one must be compelled to work through force or intimidation of any form.

We ensure that we are not complicit in human rights abuses in our operations and supply chains. We expect our suppliers to comply with all national laws and international guidelines, including the UN Universal Declaration of Human Rights, UN Guiding Principles on Business and Human Rights, and ILO Conventions with regard to environmental practices as well as labour and human rights, including modern slavery in any form. This includes trafficking in persons, debt bondage, child labour, forced marriage and any other such practices within any of our business operations or supply chains.

We are committed to providing and promoting safe and fair working conditions in countries where we operate, ensuring that they meet national legislation standards and regulations. Where local laws are less stringent, we will comply while acting in accordance with our policies and standards.

## **Health and Safety**

We are committed to providing a healthy, safe and secure work environment for employees, customers, business partners and visitors, and this is set out in our [Health, Safety and Security \(HSS\) Policy](#). We provide a safe work environment for our people and actively promote awareness on workplace occupational health and safety. We commit to elevating the safety standards of our stakeholders including contractors through our work safety and health workplan.

## **Fair Wage**

We are committed to paying a fair wage to our employees that is commensurate with their job role, skills and performance.

Every worker has a right to compensation for job performed. Our business partners must pay at least the minimum or prevailing wage, whichever is higher, to comply with local laws, including fringe benefits if applicable. If the compensation paid does not meet the workers' basic needs and provide discretionary income, our business partners must take remedial actions to realise a satisfactory level of compensation.

## **Responsible Business Practices in Our Supply Chain**

We have a large, diverse and extended supply chain and we collaborate with transparent, ethical and environmentally and socially responsible suppliers. We engage our suppliers to understand and assess their policy, approach and risks related to human and labour rights. We expect them to comply with our [Supplier Code of Conduct](#) and to work with their own suppliers and subcontractors to ensure that everyone meets the principles of this Statement and Code.

## **Customer Privacy**

One of the Singtel Group's core values is *Make Customer First*. Meeting customers' expectations and keeping their trust are our utmost priority.



We respect our customers' right to privacy and free expression which do not put anyone at risk. We take data protection seriously and advocate transparency in how we serve our customers. Our [Data Protection Policy](#) details how we conduct our business in compliance with the Personal Data Protection Act (PDPA) in Singapore and the Privacy Act and Telecommunications Act in Australia. It focuses on areas that include collection, use, disclosure and care of personal data.

### **Children's Rights and Business Principles**

In alignment with Children's Rights and Business Principles (CRBP), we respect and support child rights by preventing harm and actively safeguarding children's interest through our products and services. We do not tolerate the use of child labour and exploitation of children in our operations and supply chains. We follow The United Nations Convention on the Rights of the Child (UNCRC) and will not employ children who fall into the definitions stipulated by the relevant ILO instruments, including the Minimum Age Convention, 1973 (No. 138) and Worst Forms of Child Labour Convention, 1999 (No. 182).

Children are exposed to additional forms of risk and vulnerability that go beyond labour issues. We take child online safety seriously and strongly support collective action to make the digital world a safer place for them. We play a proactive role in mitigating such risks and unintended consequences through promoting [digital citizenship](#) and providing related products and services for their parents and custodians.

We are committed to driving positive and sustainable change for vulnerable children and youth in the markets we operate in. Hence, we are mindful and seek to integrate children's rights in the development of our products and services where relevant. We also invest in programmes for the education and skills development of vulnerable children and youth, whether that vulnerability comes from disability, socio-economic or other situations. We believe knowledge and skills are ultimately key to their subsequent fair employment and economic independence.

We recognise that our employees are also parents and caregivers and the importance of their presence in nurturing, caring and the bringing up of their children. We support employees with flexible working and care arrangements, maternity and paternity leave, and other child-friendly policies and practices inside and outside the workplace.

### **Grievance Mechanisms**

We engage all our stakeholders in open and honest communication. We maintain effective grievance mechanisms to allow them to raise genuine concerns and report any adverse human rights impact that may happen within our business operations and supply chains. Our [Whistleblower](#) hotline and other Grievance Mechanisms allow employees, contractors and their workers, and others to report any grievance or concern through an independent channel. If we cause or contribute to human rights harm, we will ensure due diligence, proper review and prompt implementation of corrective and preventive measures.

### **GOVERNANCE**

Human rights risks relating to labour, safety, well-being and supply chain are reviewed through our Group's sustainable supply chain and vendor risk steering committee, and Optus Modern Slavery Task Force and Work Health and Safety (WHS) committees. These are further reviewed and discussed at the Risk Management Committee and Board Risk Committee. The Singtel Board has oversight of all material issues including such risks, opportunities and targets, and review our performance before they are publicly disclosed in our annual Singtel Group Sustainability Report.



In circumstances where an employee or contractor fails to comply with the Statement, effective remediation processes will be implemented, including dialogue, mediation, counselling and disciplinary action, up to and including termination of employment or business contracts.

### **STAKEHOLDER ENGAGEMENT**

We are committed to treating all our stakeholders fairly and respectfully. We engage and listen to the views of our internal and external stakeholders, including subject matter experts, to continuously improve our approach to human rights, modern slavery and effectiveness of our policies and processes.

Our practices will be updated to take into account of new issues and growing awareness and familiarity within the business of human rights impacts from our decisions. Policies are constantly refreshed to stay relevant and clearly communicated to everyone involved.