



Inaugural  
Sustainability  
Report 2021

Sparking an Ecosystem  
of Inclusive and  
Sustainable Growth



## The Painting

Commissioned in 2019 to mark ST Telemedia's 25<sup>th</sup> anniversary, the painting draws its inspiration from the company's ethos of building sustainable, trusting ecosystems to create enduring value for all stakeholders.

Standing strong at the centre is the Tree which symbolises the stability of ST Telemedia. The vibrant biodiversity displayed in the painting represents our robust network of stakeholders connected in a symbiotic relationship. The bold rays from the Tree extend to a new horizon of endless possibilities as a community of people look to the future while remembering their heritage.



#### Our Purpose

## Ignite Enduring Change

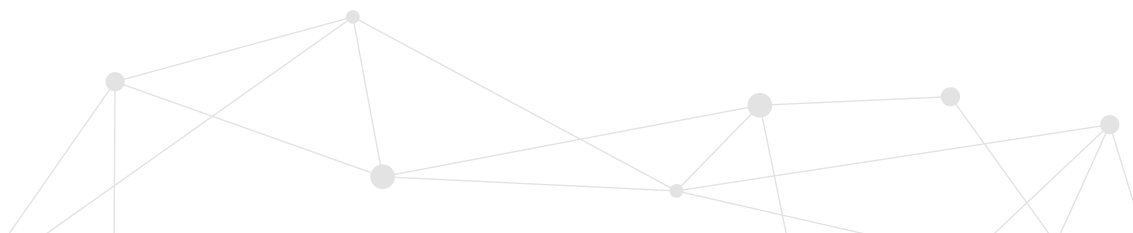
Beyond our business, we strive to bring lasting positive impact by igniting change that unlocks potential and creates enduring value for all our stakeholders.

#### Our Vision

## Build Leading Platforms and Asia-Pacific Champions that Facilitate Business Growth and Help Societies Advance

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## Message from President & Group CEO

# Sparking an Ecosystem of Inclusive and Sustainable Growth



### Dear Stakeholders,

For much of 2020 and 2021, societies across the world were forced to adapt and adjust to the challenges posed by the Covid-19 pandemic. Millions of lives, and livelihoods, have been directly disrupted, and no one has been spared from the wider effects of the outbreak.

In that changing environment, ST Telemedia found itself driving and facilitating the necessary adjustments to ensure the safety of our employees, the continuity of customer operations, and our ability to remain financially sound for our stakeholders. Our Communications companies continued to deliver exceptional customer experience with relevant solutions and enhanced connectivity in an environment where mobile roaming was virtually nil. Our Data Centre companies supported their customers' requirements for existing and new capabilities with relentless determination despite headwinds, especially in construction. Our InfraTech companies accelerated their efforts to partner their customers in digital transformation journeys with

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Businesses have a responsibility to lead change in improving the environment for all stakeholders. We must grasp this opportunity for improved Environmental, Societal, and Governance impact.

cloud-first product innovation and world-class managed cloud services and security platform rollouts. Digital solutions are fast becoming the foundation on which economies and societies are being built and re-built, and ST Telemedia is well placed, as a trusted and reliable partner, to support the creation of responsible business models and to contribute enriched social experiences.

While we may never know the true costs of the pandemic, we can draw from the lessons of our current situation and that of other ongoing crises happening around us. As economies gradually re-open and travel restrictions ease, it is very clear that businesses have a responsibility to lead change in improving the environment for all stakeholders.

We must grasp this opportunity for improved Environmental, Societal, and Governance impact:

- **Environmental** – businesses have a fundamental obligation to improve the environmental outcomes of their business, as well as contribute to growth in a sustainable way both directly and indirectly
- **Societal** – create and support an ecosystem that enables employees to fulfil their potential and promotes inclusive growth in the communities in which we operate
- **Governance** – maintain focus to strengthen the foundation for long-term value creation through transparent and appropriate governance parameters



In the third and final section of the Intergovernmental Panel on Climate Change (IPCC) report released in early April, we are reminded about how the pandemic is in many ways an unfortunate interlude to an underlying crisis of far greater proportions. In essence, the report was a final warning for us to change our course before the world is irrevocably set on a path towards climate breakdown.

To further emphasise the severity of this warning, the report stated how nothing less than immediate and sizeable reductions in emissions across all sectors were needed to limit the

permanent effect of global warming; the timeline given – a peak in greenhouse gas emissions by the year 2025.

All of these crises – not limited to Covid-19, climate change, and geopolitical tensions – have clearly demonstrated the need for collective change and action across all institutions, and the irreplaceable role of trust in these unprecedented and rapidly changing times.

At ST Telemedia, trust is both a key corporate value and a strategic priority in our purpose and business proposition, which we call the

ST Telemedia Advantage. We are grateful for the foundation of trust built with our portfolio companies, business partners, employees, and other esteemed stakeholders. We do not take this trust for granted and seek to proactively build trust with stakeholders through greater transparency and accountability.

Our inaugural Sustainability Report comes at a critical and opportune moment. Stakeholders rightly want to understand how ST Telemedia is responding to the climate crisis, how we are continuing to grow inclusively, and how our governance structures contribute to the achievement of these goals. The publication of this report fulfils the promise made in October 2021 when we introduced our Sustainability Framework, and shows how we have progressed in addressing some of the world's most pressing issues.

As an individual company, we have pledged to be net-zero carbon by 2022, and we are on course for achieving that goal. We are beginning to reduce electricity use directly and

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All of these crises have clearly demonstrated the need for collective change and action across all institutions, and the irreplaceable role of trust in these unprecedented and rapidly changing times.

are purchasing high quality Renewable Energy Certificates for remaining Scope 2 emissions. We are also supporting our portfolio companies as they halve their carbon emissions by 2030<sup>1</sup>. We are a pioneering supporter of Climate Impact X, a global carbon credit exchange and marketplace, and were proud to see one of our portfolio companies, STT Global Data Centres, participate in the pilot auction. We are equally proud of StarHub's significant strides in enhancing its strategy and practices across Environmental, Social, Governance (ESG) pillars – earning the company international and national recognition and awards such as the



1 Compared to 2020

## Message from President & Group CEO

world's most sustainable wireless telecommunications service provider in 2022 Corporate Knights Global 100.

In addition to our carbon-related goals, ST Telemedia continues to support a wide range of community-related programmes. In 2021, we contributed over S\$900,000 to the local community, of which over S\$660,000 went to assisting over 800 families and close to 600 children and vulnerable elders. We welcomed eight more students to our higher education award and scholarship programmes, and provided six of them with internship opportunities within the ST Telemedia group.

On the employee volunteerism front, employees of ST Telemedia and selected portfolio companies lent strength to programmes such as Temasek Foundation's nationwide mask distribution exercise. Our employees also helped pack and distribute grocery bags to beneficiaries of Yong-en Care Centre, and assisted with the replenishment of The Food Bank Singapore's vending machines under StarHub's food support CSR initiative for the disadvantaged communities. These efforts, along with others detailed in the report, continue a rich tradition of community work that has been a part of our culture since inception.

Whilst helping to build resilience at a societal level, we are glad to also support these changes within ST Telemedia. In 2021, we introduced two new policies as part of our ongoing investment in the welfare of our own employees: our New Ways of Working (NWoW) policy grants employees more flexibility in choosing whether they work from home or from the office in a structured manner; and our Employee Wellness Programme provides practical support to encourage employees to embrace active living and mental wellbeing.

After a wide-ranging review of our IT policies and operations, we are pleased

to report that we have achieved the HITRUST Common Security Framework certification — a reaffirmation of our goal to maintain high levels of security protection and operational resilience across our internal IT environment. We are also assisting in the adoption of the HITRUST Framework across our portfolio companies.

As we embark on our formal sustainability journey, we have translated our ambitions into a multi-year sustainability roadmap that underpins our approach to managing environmental, social and governance risks and opportunities across our businesses. This sits within a broader

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**We will continually monitor our progress, evaluate our approach, and revise our targets as part of our commitment to build an ecosystem that enables a more sustainable and equitable world.**

commitment and history of ESG principles. We will continually monitor our progress, evaluate our approach, and revise our targets as part of our commitment to build an ecosystem that enables a more sustainable and equitable world.

I am pleased to share with you this clear set of commitments and course of action in our inaugural Sustainability Report.

Yours sincerely,



**Stephen Miller**  
President & Group CEO



ST Telemedia employees packed and distributed grocery bags to Yong-En Care Centre's beneficiaries

## Board Statement

We are pleased to present the first Sustainability Report of ST Telemedia.

As a Board, we maintain oversight of the governance framework of ST Telemedia, including oversight of our material topics relating to sustainability. These material topics, including details of our management processes in each area and the targets we have set for ourselves, are shared in this report.

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**Sustainability is at the core of everything we do and is embedded in our purpose and mission. Through engagement with our stakeholders, we strive to contribute to long-term, sustainable growth that benefits our people, our businesses, and the communities in which we operate.**

Sustainability is at the core of everything we do and is embedded in our purpose and mission. Through engagement with our stakeholders, we strive to contribute to long-term, sustainable growth that benefits our people, our businesses, and the communities in which we operate. We recognise the variety of perspectives a diverse and inclusive culture can provide, and endeavour to be a valued and trusted part of a caring and cohesive society.

As a reliable and dependable partner, we enable our businesses to pursue market-leading innovation while continuing to develop operational resilience. In this environment, anchored by the stable presence of ST Telemedia, the interests of all stakeholders are safeguarded, and our portfolio companies are able to conduct their business activities in a principled and conscientious manner to realise their true business value.

We are committed to pursuing responsible environmental stewardship and have set ourselves the goal of being net-zero carbon in 2022.



Further targets set by companies in the Group can be found in their respective sustainability reports.

As we progress, we continue to assess the risks and opportunities relating to our ESG activities and impacts. ST Telemedia will continue to steer this development, and influence our

portfolio companies, to achieve a clear, concerted, and confident approach to sustainability. Together we are working towards a low carbon future, and towards building resilience in our businesses and societies. Together we can enable an ecosystem of inclusive and sustainable growth.

## 2021 Highlights

### Environmental Stewardship



Pledged to be  
**Net-zero carbon**  
by 2022



Defined Scope 1 and 2  
**Carbon baseline**  
emissions



Supported a global marketplace for  
**Quality voluntary carbon**  
credits

### Social Responsibility



Introduced  
**New Ways of Working**  
policy for flexible working  
arrangements



Enhanced  
**Employee Wellness**  
Programme to encourage healthy living  
and mental wellbeing



Contributed  
**Over S\$900,000**  
to the local community



Involved  
**38**  
employees\* over four employee  
volunteerism activities

\* 28 unique volunteers

### Good Governance



Trained  
**100%**  
of employees on cybersecurity and the  
Personal Data Protection Act



Achieved the  
**HITRUST Common**  
**Security Framework**  
certification



## About ST Telemedia

ST Telemedia<sup>2</sup> is a Singapore-headquartered company focused on investing in and managing Communications & Media, Data Centres and Infrastructure Technology businesses globally.

Our goal is to build leading digital services and infrastructure platforms, and create Asia-Pacific champions that facilitate business growth and help societies advance.

Today, ST Telemedia is represented in 15 countries<sup>3</sup> across Asia Pacific, the US and Europe. At present, we have close to 70 employees within ST Telemedia and over 5,000 employees group-wide.

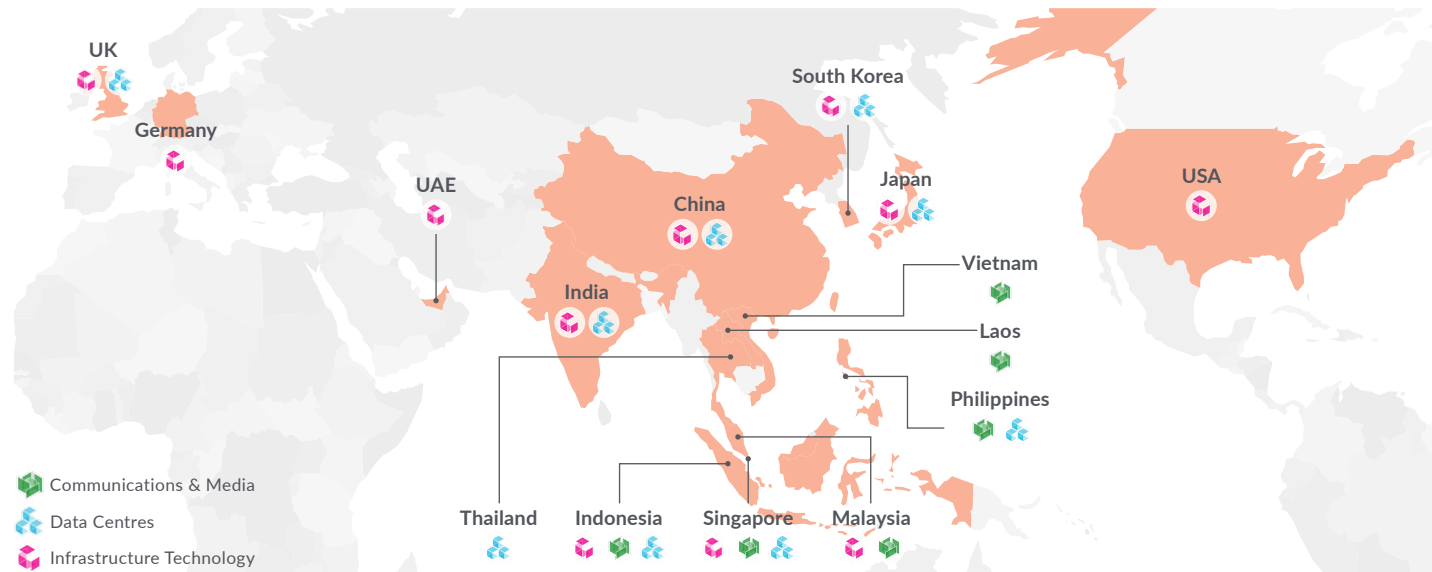
### Our Purpose and Mission

Since our founding in 1994, we have embraced a simple ethos: to spark change that unlocks potential

and creates lasting value for all our stakeholders. We see this as our purpose – to Ignite Enduring Change.

We achieve this by taking a long-term view of everything we do. Guided by our mission – Invest. Build. Grow. and Contribute – we are committed to creating enduring outcomes and impacts for our businesses, stakeholders and communities.

### Our Global Presence



### ST Telemedia In Numbers



Investing since  
**1994**



Longest Holding since  
**1995**  
Singapore Cable Vision  
(Merged into StarHub in 2002)



Consolidated Group Revenue  
for FY2021  
**S\$4.20b**



Group-wide Employees\*  
**>5,000**



Market Capitalisation\*  
of listed portfolio companies  
**S\$14.31b**



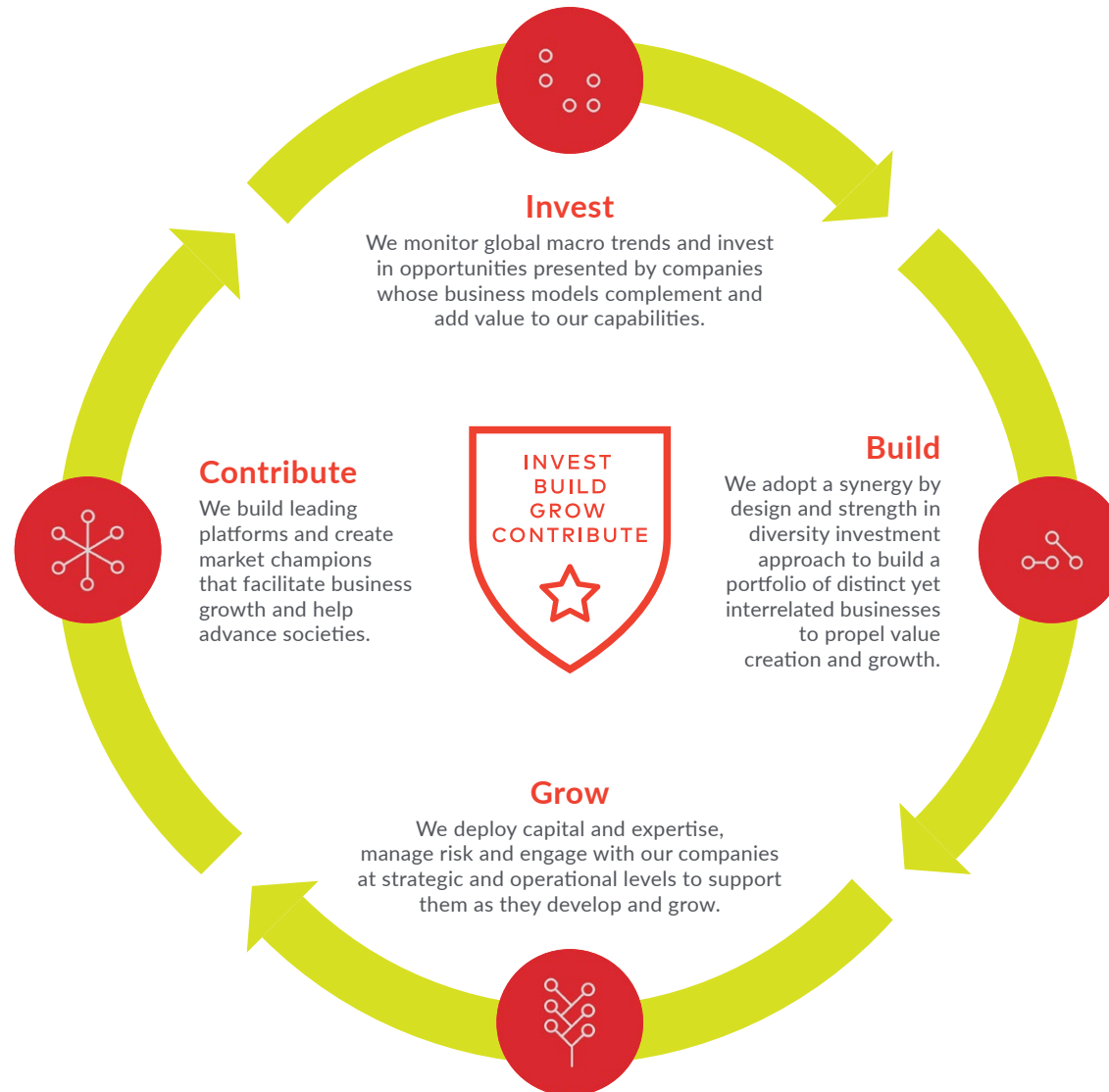
Present in  
**15 Countries**  
3 Continents<sup>3</sup>

\* as at 31 December 2021

<sup>2</sup> ST Telemedia is the public-facing name of 100% owned holding company and operating entity, STT Communications Ltd, which this report covers.

<sup>3</sup> Direct and through our portfolio companies

## ST Telemedia's Mission



## Our Values



### Forward-looking

We keep a close watch on emerging trends to stay ahead of the curve. We maintain a grounded assessment of opportunities and risk to position ourselves for future growth.



### Enterprising

We empower our people to develop brave thinking and act with flexibility to promote an entrepreneurial spirit.



### Collaborative

We believe in the power of teamwork and collaboration. We actively facilitate collaborative partnerships amongst colleagues, portfolio companies and with our business partners.



### Tenacious

Energised by our purpose to create sustainable long-term value, we adopt a can-do and never-give-up attitude as we strive for excellence and drive ourselves towards our goals.

## About ST Telemedia

### Our Investment Approach

ST Telemedia's investment strategy is centred on synergy by design and strength in diversity. We invest in, operate and manage a dynamic ecosystem of differentiated companies and investments that are distinct yet complementary in capabilities and technologies. The symbiotic relationships of our businesses enable us to drive greater value than the sum of their individual parts.

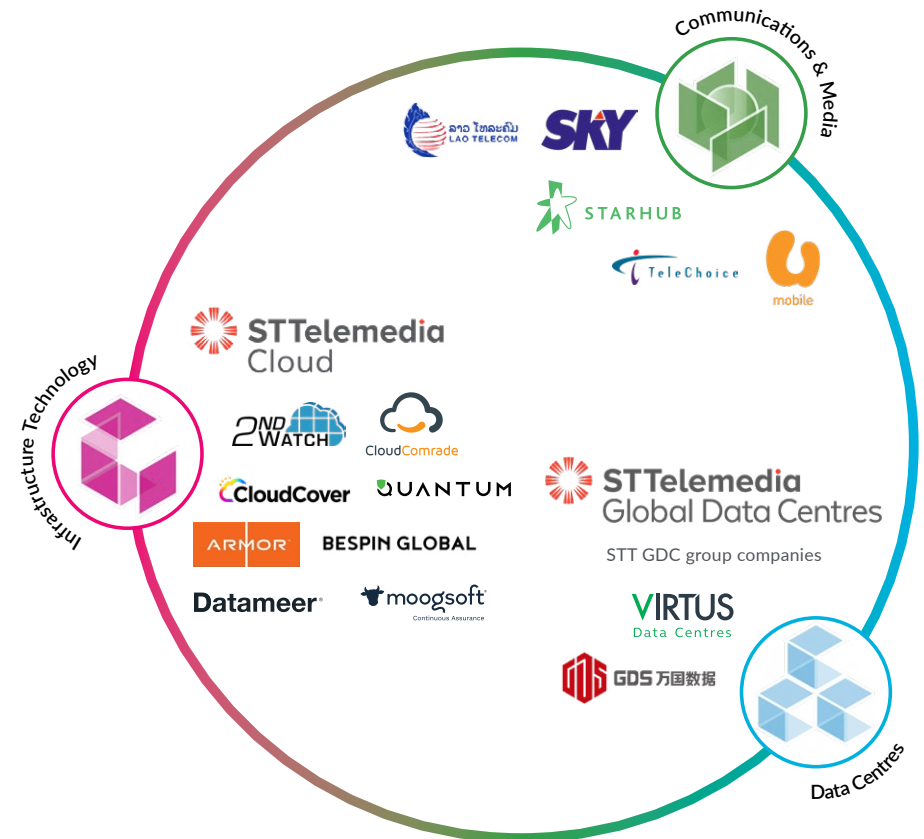
Through a disciplined and consistent investment approach, we have demonstrated a strong track record of building and growing our businesses into market leaders. We adopt a unique investor-operator mindset and work closely with our portfolio companies and business partners at strategic and operational levels to support the businesses through cycles and help them unlock their true business and societal value.

### ST Telemedia Advantage for Long-Term Success

As a strategic investor, we bring Capabilities, Collaborative Innovation, and Continuity to our investments. As part of the ST Telemedia Group, our portfolio companies have access to not only capital, but also expertise, knowledge, proprietary opportunities and strategic networks to help strengthen their competitive position, augment performance, spark innovation and unlock business potential.

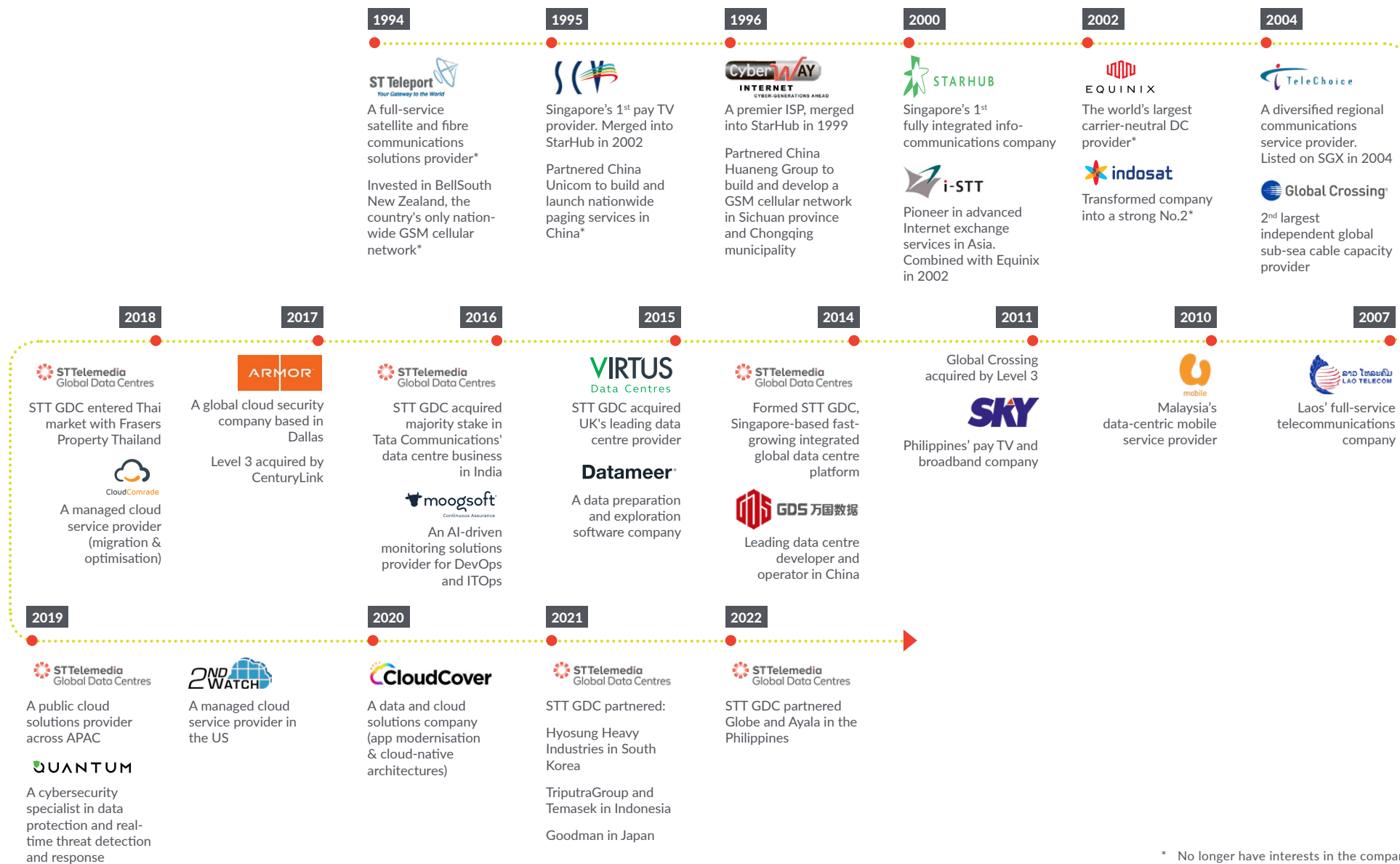
This combination of supportive capabilities, which we call the ST Telemedia Advantage, has proven to be successful in forging rewarding business relationships, capturing synergies and creating long-term value.

### Building Leading Platforms with Our Dynamic Ecosystem of Portfolio Companies





## ST Telemedia is an active investor with a strong track record of value creation



\* No longer have interests in the company

## About This Report

### Scope

As our business grows and expands, we are cognisant of our increased responsibility towards the resources and human capital available to us. In October 2021, we formalised a coordinated approach to sustainability by establishing the ST Telemedia Sustainability Framework.

This inaugural sustainability report communicates the progress made in implementing the Sustainability Framework and covers the period from 1 January to 31 December 2021. It focuses on ST Telemedia's sustainability performance and initiatives implemented for our own operations, with summary information from our portfolio companies. Additional details on our portfolio companies can be found in their respective sustainability, and year-end financial reports.

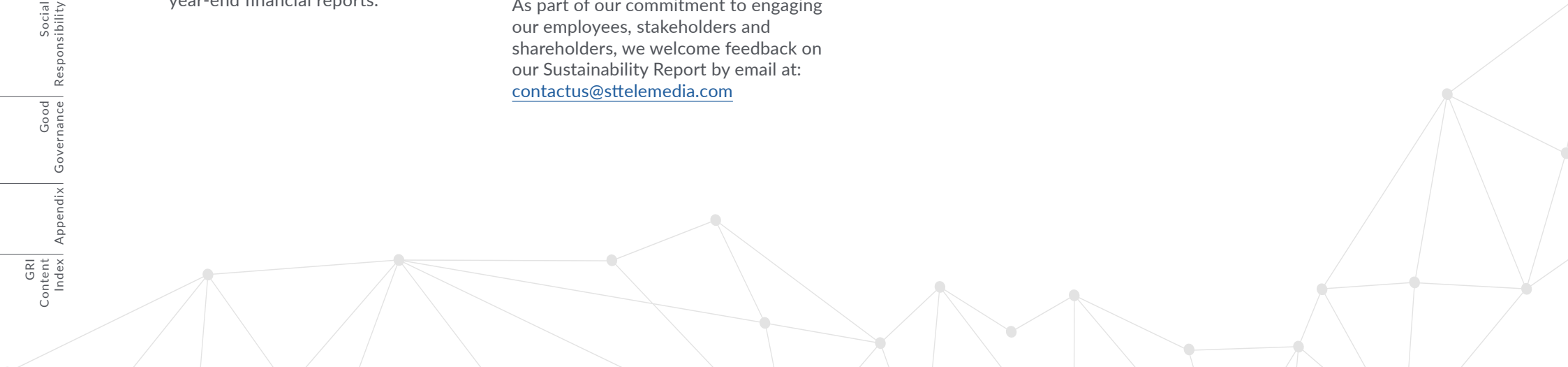
### Reporting Framework

We are disclosing our material topics referenced to: GRI Standards and the United Nations Sustainable Development Goals (UN SDGs).

In keeping with the concept of 'dynamic materiality', introduced by the World Economic Forum in 2020, we understand the need to assess emerging sustainability issues and anticipate possible stakeholder reactions. We will also remain apprised of the continually evolving nature of global sustainability reporting standards and will endeavour to issue future reports in line with new requirements, where appropriate.

### Feedback Process

As part of our commitment to engaging our employees, stakeholders and shareholders, we welcome feedback on our Sustainability Report by email at: [contactus@sttelemedia.com](mailto:contactus@sttelemedia.com)



# The ST Telemedia Sustainability Framework

## Our Objectives

The ST Telemedia Sustainability Framework focuses on the environmental sustainability of our planet, the social wellbeing of our people and community, and the exemplary governance of our business and portfolio. These ESG objectives form an integral part of our value creation goals, and help direct our contribution towards a more sustainable and resilient future.

## Our Materiality Assessment

The material topics (see diagram) included in our Sustainability Framework, and upon which we focus in this report, were identified through a process involving peer benchmarking, consideration of industry practices, and by means of board and management discussion. Through the implementation of our Sustainability Framework, we are contributing to both our measurable commitments and to the UN SDGs.

These commitments and targets form the basis for the continual

assessment of the impact of our Sustainability Framework on our business and stakeholders.

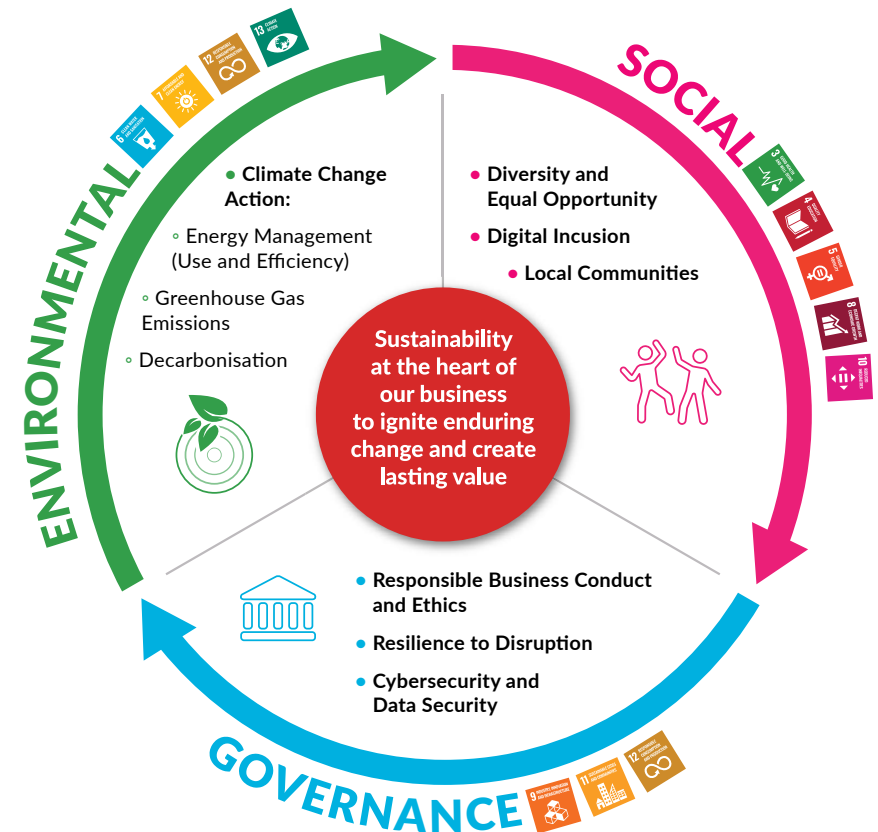
The diagram presents the relationship and links between our core sustainability goal, the UN SDGs, and our material topics within each of the environmental, social and governance pillars.

## Presentation of Material and Emerging Topics

The following sections of the report include material topics that we will fully manage, account for, and track via metrics and performance against targets.

As we evolve and progress in line with our sustainability roadmap, the impact of emerging topics on both our business and those of our portfolio companies will be re-assessed. These topics are also presented in the following sections.

In this inaugural sustainability report, we are setting a clear and committed direction for the coming years.





## The ESG Pillars

The ST Telemedia Sustainability Framework is structured across three pillars, covering the environment, society and corporate governance. These pillars guide the efforts and initiatives employed by ST Telemedia at a company and Group level.

### Environmental Stewardship

ST Telemedia is committed to contributing to a low carbon future by decarbonising our operations and by supporting our portfolio companies to reduce their carbon emissions.

We also encourage the adoption of a 'zero-waste' mindset; advocate innovation in safeguarding our precious finite resources; and promote improvement in the operational efficiency of our infrastructure and buildings.

We are convinced that our proactive role in driving collective action across the ST Telemedia group is a significant and key step towards achieving a low carbon economy and mitigating the climate crisis in our region.

### Social Responsibility

People are ST Telemedia's greatest source of competitive advantage. We are committed to enabling inclusive, safe and supportive environments both within ST Telemedia and across the Group – environments that are built on a culture of empowerment, collaboration and continual learning with meaningful opportunities for our people to grow and thrive. We support diversity and inclusivity and regard these qualities as key drivers for long-term value creation.

We recognise our success is linked to the success of the local communities in which we operate. As part of our longstanding commitment to corporate social responsibility, we support projects and programmes that are focused on environmental, social and economic sustainability to create thriving and healthy economies.

### Good Governance

Sound governance is fundamental to the long-term progress of organisations. Our success stems from an approach that enables us and our portfolio companies to operate responsibly and innovatively.

ST Telemedia has managed disruption in times of adversity and exercised prudent risk management to safeguard the interests of our stakeholders. We work closely with our co-investors and business partners to ensure the maintenance of high corporate governance standards across our portfolio companies.

Adherence to the Group's governance framework is overseen by the ST Telemedia Board of Directors, supported by our Audit Committee, our Risk Management and Operations Committee, and the boards and relevant risk functions of our portfolio companies. This system has been implemented and continually strengthened since inception.

## Environmental Stewardship

ST Telemedia recognises the urgency of the climate crisis. We have set targets to decarbonise our own operations and support our portfolio companies to do the same. We recognise that our influence is through our role as a shareholder, an employer and a corporate citizen.

We are committed to investing in companies that are environmentally responsible, and in addition to our desire to enable a low carbon future, we practise environmental stewardship by encouraging the adoption of a 'zero-waste' mindset across our portfolio.

### Tier 1 Topics

#### Climate Change Action:

- Decarbonisation
- Energy Management
- Greenhouse Gas Emissions

### Emerging Topics

Waste; Water; Green Buildings and Asset Certification

### SDGs



## Climate Change Action: Energy Management, Greenhouse Gas Emissions, and Decarbonisation

The climate crisis presents an immediate and apparent threat to businesses and societies. ST Telemedia is acutely aware of the imperative for all stakeholders to urgently come together and work collectively. Critical and decisive action is required in order to limit global warming to well below two degrees Celsius compared

to pre-industrial levels in line with the UNFCCC's 2015 Paris Agreement, and reaffirmed as part of the Glasgow Climate Pact in November 2021.

The businesses in which we invest across our focus sectors each have the capacity to contribute to our Group sustainability goals:

### Communications & Media

Our Communications & Media portfolio companies seek to reduce carbon emissions by implementing energy- and water-efficient measures,

adopting climate change solutions such as procurement of renewable energy certificates (RECs), participating in e-waste recycling, and promoting sustainable procurement practices.

### Data Centres

Our Data Centre group has committed to carbon neutrality by 2030 by leveraging renewable energy, and through implementing energy efficiency programmes, and recognised power and water usage. The Data Centre group also requires that 100% of newly constructed buildings are

LEED Gold certified (or the equivalent local standard) as a minimum and has committed to adopting technologies and solutions in line with other green building requirements.

### Infrastructure Technology

Our Infrastructure Technology companies provide access to cloud-native service capabilities that enable businesses to operate digitally and, in the process, help them to reduce their carbon footprint.

## Portfolio Companies' Contributions in 2021



- Increased renewable energy use to 6% through procurement of RECs
- Lowered average power usage effectiveness ratio of technical centres to 1.76, from 2.08 in 2020



- Reduced energy consumption by raising air-conditioning temperatures by 2°C at switch and data centres



- Grew carbon-free electricity consumption to 44%, from 43% in 2020
- Deployed a 2,000m<sup>2</sup> rooftop solar photovoltaic system in Singapore, feeding approximately 400MWH/ year of renewable zero-carbon energy



- Reduced power usage effectiveness by 7%, compared to 2020
- Increasing renewable energy penetration in India from 32% to 51% in the coming few years through additional Power Purchase Agreements



## Environmental Stewardship

### Emissions Reduction Strategies

From a group perspective, and as an investment company, ST Telemedia has two components of emissions and energy use to consider: those arising from our own operations and related activities, and those from our portfolio companies.

As an entity, ST Telemedia intends to fully decarbonise our own operations and we commit to achieving net-zero carbon in 2022. We are identifying opportunities to directly reduce carbon emissions and are establishing a carbon data monitoring framework to increase the maturity of collection and analysis processes for emissions data.

High quality RECs are being purchased for remaining Scope 2 emissions (those arising from energy use). These RECs are being obtained through the International REC (I-REC) Standard Foundation and are being redeemed with electricity generated from solar panels in Singapore.

ST Telemedia has negligible Scope 1 direct carbon emitting activities, but these are being tracked. We are also collecting data with respect to some of our Scope 3 emissions, such as those emanating from business travel and employee commuting.

As we progress with and evolve our sustainability strategy, we will enhance our policies and processes by embedding sustainability concepts within them. Initial efforts are focusing on updating our procurement policy, making ESG a core investment thesis, and the consideration of a green financing framework.

We are continuing our efforts to strongly encourage our portfolio companies to reduce their carbon emissions by 50% by 2030, compared to 2020. We will provide support for the policies they implement, and activities they undertake, to achieve this goal.

### ST Telemedia Energy Consumption 2021

#### Energy Consumption

Electricity (GJ)	408 (113,351kWh)
Vehicle petrol (GJ)	94.3 (2,347 litres)

### ST Telemedia Greenhouse Gas Emissions 2021

#### Scope 1 - Fuel

Litres	2,347
Emission factor (kg CO <sub>2</sub> /liter)	2.272
Scope 1 GHG emissions (kgCO <sub>2</sub> e)	5,332

#### Scope 2 - Electricity

Energy (kWh)	113,351
Emission factor (kg CO <sub>2</sub> /kwh)	0.408
Scope 2 GHG emissions (kgCO <sub>2</sub> e)	46,247

#### Total Emissions (kgCO<sub>2</sub>e)

Scope 1	5,332
Scope 2	46,247

## Group-Level Implementation of the Framework

In relation to our portfolio companies, we are taking some key steps to facilitate the implementation of the ST Telemedia Sustainability Framework.

We are reviewing and strengthening the Group governance structure; a means by which clear roles, responsibilities and targets can be defined and through which progress can be monitored. We intend that our majority-owned and listed companies will have completed a realistic, documented sustainability roadmap by the end of 2023.

Looking forward, we will be including emissions levels and other ESG parameters in the policies and mechanisms we use to evaluate future investment opportunities.

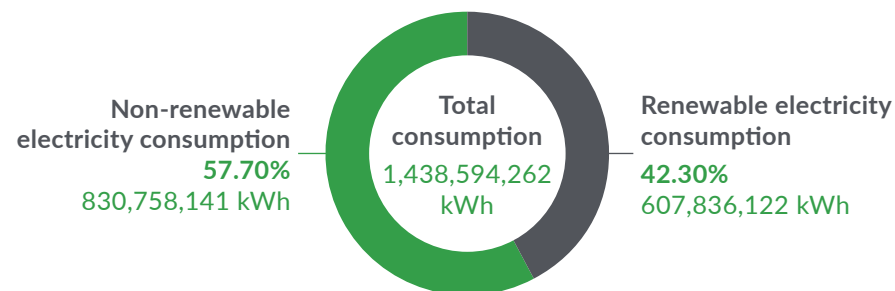
## Group-Level Greenhouse Gas Emissions

We have also been tracking greenhouse gas emissions data from our major portfolio companies in line with the environmental objectives of our different portfolio areas. As a group, we have been implementing renewable energy solutions where feasible. Electricity from renewable sources comprised 42% of total group electricity used in 2021.

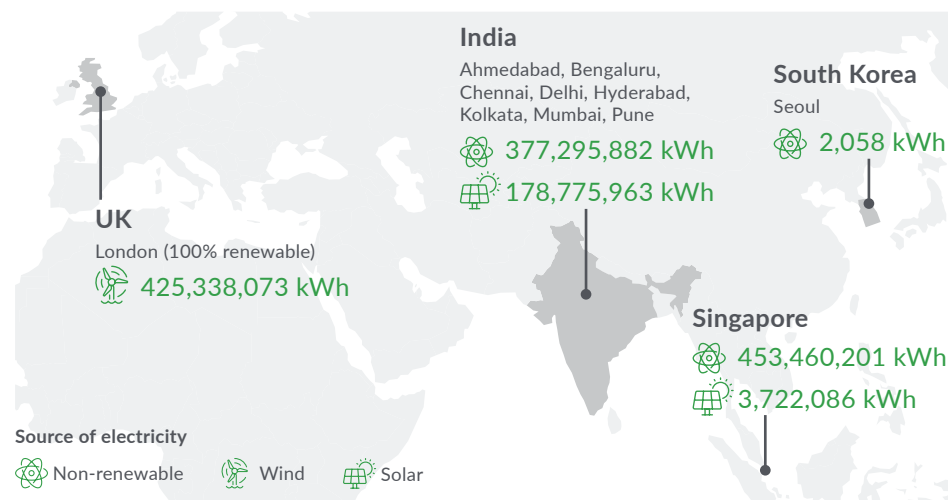
## Participation in Global Voluntary Carbon Credit Marketplace

As part of our Group's decarbonisation efforts, in 2021, ST Telemedia joined a coalition of pioneering supporters of Climate Impact X (CIX), a global carbon credit exchange and marketplace headquartered in Singapore. STT GDC participated in CIX's pilot auction and through its purchase has retired 25,000 tonnes of carbon credits, representing about 15% of its Singapore emissions.

## ST Telemedia Group Electricity Consumption



## Total Electricity Purchased for Consumption in the Country of Operation



More details about our portfolio companies' environmental goals and performance can be found in their respective sustainability reports, where applicable.

## Environmental Stewardship

### Emerging Topics

Our emerging topics will be closely managed and monitored as our sustainability strategy matures in the coming years.

Here we provide examples of the efforts being pursued by our portfolio companies.

### Waste

ST Telemedia promotes a 'zero-waste' culture and the responsible procurement of renewable and non-renewable materials across its portfolio.

The ST Telemedia group is tackling e-waste through reduction, recycling, and reuse. The objective is to continuously promote and support the safeguarding of natural resources and the protection of people and nature.

### Water

ST Telemedia invests and operates in water-stressed regions and understands the need to source and reuse water responsibly.

Water scarcity is an increasingly global concern that is expected to affect half of the world's population by 2030, according to the International Resource Panel (IRP).

### Green Buildings and Asset Certification

By adopting the use of innovative solutions, the operational performance of buildings and infrastructures can be improved while mitigating the environmental impacts that contribute to climate change.

### Portfolio Companies' Efforts



- Launched a fully-managed Device Lifecycle Management service where customers' used devices are collected through StarHub's buy-back partners and traded in with device manufacturers at the end of the customer contract term
- Collected 75 tonnes of e-waste in 2021 through its RENEW (Recycling the Nation's Electronic Waste) initiative and Singapore government's national e-waste management programme. RENEW ended its run in June 2021, and was replaced with a new national e-waste management initiative



- Reduced water consumption by at least 11% annually from 2018 to 2020 through the introduction of a regular monitoring and inspection process



- Transitioned to non-chemical treatment of cooling tower water for its Tai Seng data centre and intends to institute this technology across additional sites by 2022



- Aiming for all newly constructed and acquired buildings to be LEED Gold certified (or the equivalent local standard) as a minimum
- Ensures data centres meet recognised global standards in relation to energy, water, raw materials, waste, and atmospheric emissions



## Social Responsibility

ST Telemedia is committed to creating value that delivers lasting positive outcomes for all stakeholders including our employees and those in our communities. Our programmes support employee health and welfare and help improve the quality of life in the community, particularly among disadvantaged and vulnerable people.

ST Telemedia actively supports our portfolio companies to live up to commitments made in the area of Social Responsibility and seeks to invest in companies that promote social inclusion and cohesion.

### Tier 1 Topics

- Diversity and Equal Opportunity
- Digital Inclusion
- Local Communities

### Emerging Topics

Employee Training and Development; Health, Safety and Wellbeing; Talent Management

### SDGs



## Diversity and Equal Opportunity

Promoting diversity and providing equal opportunities are imperative to the way we do business. Bringing together different perspectives empowers us to build innovative strategies, solutions and services.

We proactively create inclusive and supportive workplaces to foster

collaboration, an entrepreneurial mindset and continuous learning.

We also aim to maintain zero reported incidents of discrimination and promote gender equality and racial diversity, taking necessary action when concerns are raised by employees.

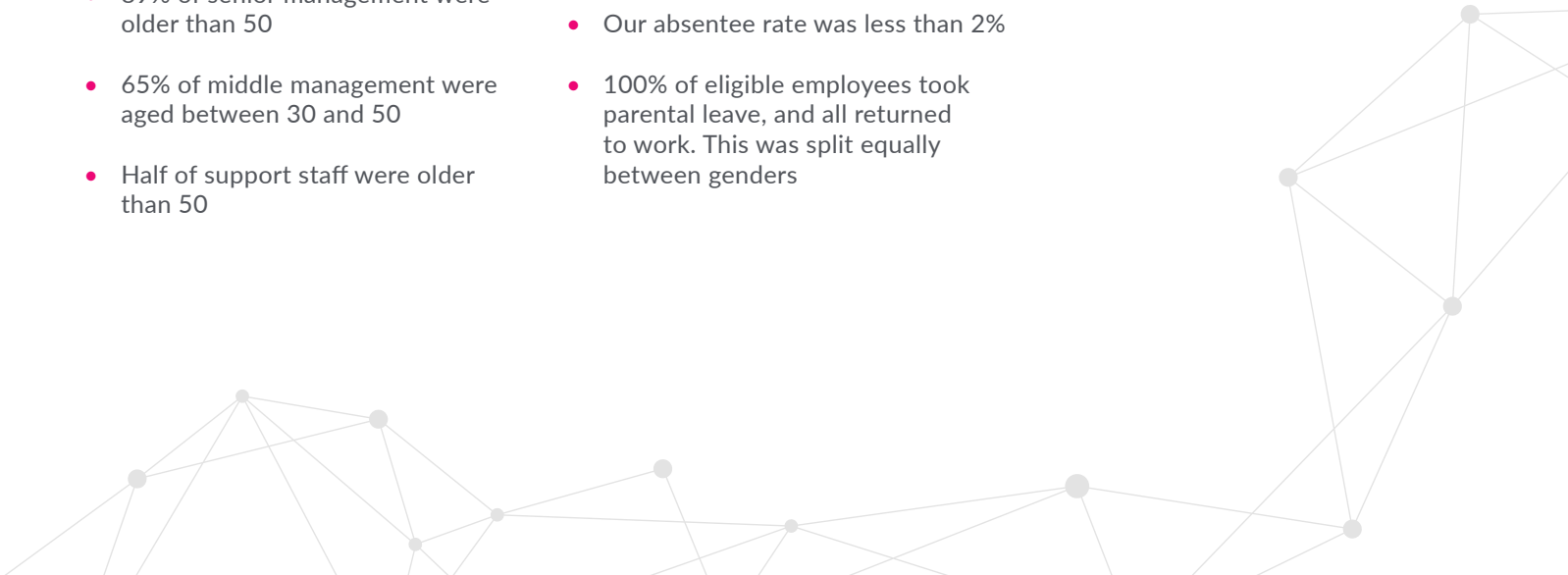
We appreciate the variety of perspectives afforded to us by embracing diversity and inclusivity across our portfolio. Our companies operate across different geographical regions, and these global perspectives are critical to our long-term sustainable growth.

We promote anti-discrimination and fair employment practices across our portfolio companies. Our Ethics Committee oversees our corporate governance activities and our zero-tolerance approach to corruption and bribery.



### ST Telemedia Employee Demographics, Movement and Benefits in 2021

- 100% of employees were on permanent, full-time contracts
- Employee gender ratio was 58% female, 42% male
- 78% of senior management were male, while 53% of middle management were female
- Two out of the last three promotions to senior management were female
- 89% of senior management were older than 50
- 65% of middle management were aged between 30 and 50
- Half of support staff were older than 50
- There was zero employee attrition
- We had a 3% new hire rate
- Our absentee rate was less than 2%
- 100% of eligible employees took parental leave, and all returned to work. This was split equally between genders



## Social Responsibility

### Digital Inclusion

As an investor in information and communications technology (ICT) businesses, ST Telemedia encourages greater access to connectivity and communication technologies to create social and economic opportunities and reduce digital inequality.

As more information and services move online, digital inclusion brings quality

of life to a wider spectrum of our communities. ST Telemedia promotes this inclusion by enabling access to ICT, facilitating an increase in digital literacy and enabling disadvantaged groups to benefit from the confidence and respect that comes with being active members of a modern society.

We also steer our portfolio companies to support digital access and literacy for all.



### Portfolio Companies' Efforts

#### Communications & Media

Our Communications & Media portfolio companies are committed to supporting disadvantaged and underprivileged groups, particularly in the area of digital inclusion.



In 2021, U Mobile donated mobile devices and provided sponsorship of

data plans to assist with online teaching and learning for underprivileged teachers and students in rural Sabah.



StarHub refurbished 40 laptops for donation to underprivileged youths through the Care Corner and continues to offer lower-income seniors affordable mobile data plans and smartphones.

#### Data Centres

Our Data Centre group invests in communities through initiatives such as capacity-building projects for farmers in India.



STT GDC India also introduced an Innovation Lab and is providing cybersecurity training opportunities for young people to increase talent and knowledge across the industry.

#### Infrastructure Technology

As information is stored on cloud services and processed via cloud computing, portfolio companies in our Infrastructure Technology focus area facilitate access to digital services and information.





## Local Communities

ST Telemedia understands that healthy communities form the heart of thriving economies. It is a belief so integral to our principles that the goal of supporting the communities in which we operate is embraced in our mission: Invest. Build. Grow. Contribute. We help these societies to flourish through our contribution to community wellbeing, social cohesion and economic mobility.

In accordance with IFC PS1 - Assessment and Management of Environmental and Social Risks and Impacts<sup>4</sup>, ST Telemedia appreciates that stakeholder engagement is the structure on which robust, productive and valuable relationships are built, and on which the successful operation of our business, and those of our portfolio companies, depend.

ST Telemedia has always supported local communities through both financial assistance and employee volunteerism. The importance of this support has been magnified during the Covid-19 pandemic.

## The Three Pillars of Our Community Programmes:

- Enriching Communities**  
 We support projects with causes varying from social cohesion and environmental sustainability to better quality of life and emergency relief
- Nurturing Future Generations**  
 We sponsor initiatives that encourage young people to raise their aspirations and fulfil their potential
- Sustaining Industries**  
 We support efforts that help build capacity and foster awareness across stakeholders



ST Telemedia Group employees took part in Temasek Foundation's #StayPrepared initiative and distributed bottles of free hand sanitiser to the public over two days

4 The International Finance Corporation (part of the World Bank Group), has published a library of Sustainability policies and standards. PS1 covers the integration of environmental and social risks into the core operations of a company.

# Social Responsibility

From 2022, ST Telemedia will grant each employee two volunteerism days per year — time that can be used to support local projects and increase the level of community engagement. As part of ensuring the relevance and effectiveness of our community support, we conduct annual reviews of our outreach efforts and regularly monitor the social landscape to align with our ESG targets and if need be, respond to urgent needs.

On a wider scale, we are encouraging our portfolio companies to play an active role in improving the quality of life and standard of living of communities both in and outside of Singapore. The ST Telemedia representatives who sit on the boards of our portfolio companies have already been advocating the introduction of formal internal structures to help manage local community giving and employee volunteerism.

Details about our portfolio companies' initiatives and targets can be found in their respective sustainability reports, where applicable.

## ST Telemedia Community Support Initiatives in 2021

### Over S\$900,000

contributed to the local community:



over S\$660,000 directly assisting over 800 families and almost 600 children and the elderly



8 students received study awards or scholarships; and 6 were provided with internship opportunities at ST Telemedia and our portfolio companies



supported a **thought leadership platform** to promote awareness and understanding of developing local and regional issues

### 38

volunteers\* from ST Telemedia and our portfolio companies participated in four volunteerism activities:



joined StarHub in **replenishing The Food Bank Singapore's vending machines** in support of their food support initiative for the needy

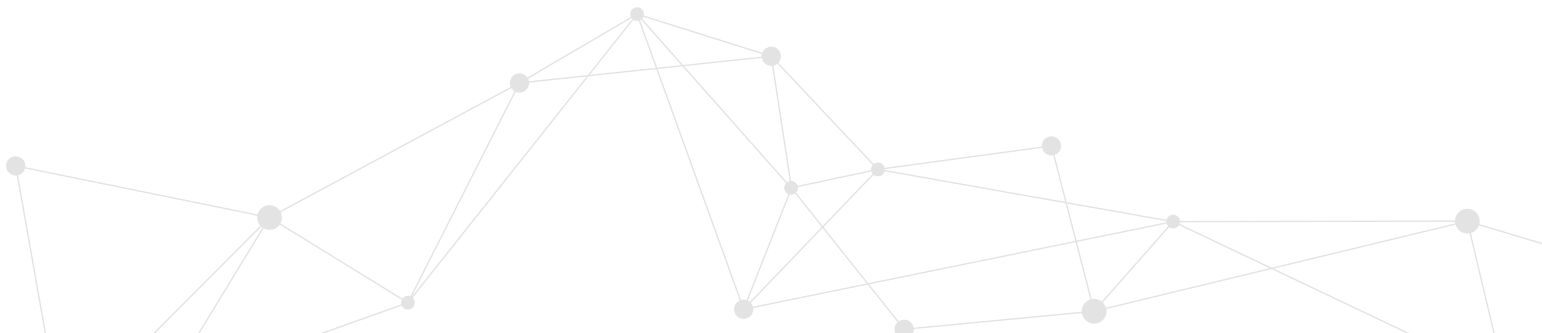


assisted with management of a mask distribution centre during Temasek Foundation's **nationwide mask distribution exercise**



**packed and distributed groceries** to disadvantaged households of Yong-en Care Centre's food distribution programme

\* 28 unique volunteers



# ST Telemedia's Education Support

Access to education is a key driver in enabling social mobility and sustainable development of a country. It is with this strong belief that ST Telemedia initiates and supports programmes which enable promising students from disadvantaged backgrounds to achieve their full potential and make positive contributions to society.

## Examples of ST Telemedia's Education Support

### ST Telemedia University Scholarships

In 2019, to mark ST Telemedia's 25<sup>th</sup> anniversary, we partnered leading educational institutions – the Lee Kuan Yew School of Public Policy; Fitzwilliam College, Cambridge; and Somerville College, Oxford – to establish three bond-free scholarships focused on helping high-achieving Singaporean students from disadvantaged

backgrounds pursue their academic dreams. The [scholarships](#) are valued at an aggregate of approximately S\$4 million over a period of seven years. To date, three scholarships have been awarded to qualifying students including two in 2021 at the Lee Kuan Yew School of Public Policy and Somerville College.



A virtual meet-up with ST Telemedia scholars



### ST Telemedia Catalyst Award

Launched in 2017 in partnership with Temasek Polytechnic, the [ST Telemedia Catalyst Award](#) seeks to help promising final-year Singaporean students who require financial help. Through the programme, we support up to 10 students each year by covering a full year of tuition fees and a one-time allowance. Award

recipients will also gain practical and industry-relevant working experience through paid internships with ST Telemedia and our portfolio companies. As of 2021, 30 final-year students have benefited from the Award, with the majority progressing on to university or entering the workforce.



ST Telemedia Catalyst Award recipients with President & Group CEO Stephen Miller (fifth from left) at a 2019 tea reception



## Social Responsibility

### Emerging Topics

Our emerging topics will be closely managed and monitored as our sustainability strategy matures in the coming years. Here we provide examples of the activities we are performing in these areas.

#### Health, Safety and Wellbeing

We consider the health, safety and wellbeing of all employees in ST Telemedia, and across the Group a key priority. We ensure that employees have access to a safe and healthy working environment, and design programmes that enhance their wellbeing. We conduct regular workplace risk assessments and act on any findings.

In 2021, as part of our continuing employee support throughout the Covid-19 pandemic, we gave them a S\$1,000 work-from-home allowance (on top of a S\$500 allowance in 2020) to assist in home office set up and provided care packs including Covid-19 Antigen Self-Test kits, protective face masks, sanitisers, oximeter, portable air purifier and vitamin supplements, among others.

In the same year, we also introduced an Employee Wellness Programme with practical support to encourage our people to embrace mental wellbeing and active healthy living.

#### Employee Training and Development

ST Telemedia ensures that all employees have the opportunity to undertake training and pursue other career advancement opportunities.

Within ST Telemedia, employees received an average of 10 hours training during 2021.

Average hours of training per year			
	Male	Female	Total
Senior Management	6.14	32.50	12.00
Middle Management	3.38	13.90	8.99
Support Staff	N.A.	16.79	16.79
Non-executives	0	3.00	2.00

#### Talent Management

The difficulty of replacing knowledgeable and experienced employees means that developing, motivating, and retaining talented individuals is an important activity; the value of which is clear to ST Telemedia.

In 2022, we will be completing an Executive Succession Planning exercise. The aim of the exercise is to identify the criteria for successful performance of key roles, assess the relative strengths of potential internal successors against these benchmarks, and tailor a challenging and rewarding career development path for the candidates. We have also implemented a New Ways of Working policy that allows employees the flexibility to work from home for some days of the week. The policy was formulated following our company-wide employee survey to find out employees' views and preferences on hybrid working. Through these means, ST Telemedia benefits from the capacity to attract and retain experienced employees who might otherwise not consider, or leave, employment with the company.





## Good Governance

ST Telemedia believes that enabling responsible business practices and sound governance establishes the foundation for long-term sustainable value creation. We hold ourselves and our portfolio companies to high standards of ethics and conduct. We exercise prudent risk management practices to build resilience against disruption and cybersecurity threats.

Our Board of Directors, supported by our Audit Committee and Risk Management and Operations Committee, and the boards and relevant risk functions of our portfolio companies ensure strict adherence and compliance with the Group's governance framework.

### Tier 1 Topics

- Responsible Business Conduct and Ethics
- Resilience to Disruption
- Cybersecurity and Data Security

### Emerging Topic

Technological Innovation

### SDGs



## Responsible Business Conduct and Ethics

ST Telemedia understands that a robust corporate governance culture forms the cornerstone of a successful organisation. Our suite of policies covering business conduct, whistle-blowing and anti-corruption provide the legal and ethical structure which guides our business and upon which we build our pursuit of strong governance.

Our internal Ethics Committee, comprising the CEO, CFO, Head of HR and General Counsel, guides the approach ST Telemedia takes towards corporate governance and oversees our zero-tolerance approach to any form of corruption and bribery. We expect all of our directors, officers and employees to act in accordance with applicable anti-corruption laws and regulations where we have business activities (such as the Singapore Prevention of Corruption Act, the U.K. Bribery Act 2010 and the U.S. Foreign Corrupt

Practices Act), and further expect personnel at our portfolio companies, business partners and consultants to hold themselves to similarly high standards. In 2021, ST Telemedia experienced no incidents relating to corruption.

### We adopt a zero-tolerance policy towards any form of corruption and bribery

#### Expectations and Training

The expectations we have of our employees in terms of code of conduct and business ethics are published on our intranet site, with employees being informed of these expectations during the onboarding process. These requirements are reviewed annually and updated if needed. Looking forward, we will be including a reminder of these expectations in our

business ethics refreshment training, which will become a mandatory annual requirement for all employees and will commence in 2022.

Training relating to data protection is included as part of the annual Cybersecurity Awareness programme – more details are provided in the Cybersecurity and Data Security section of this report.

#### Whistle-Blowing Policy

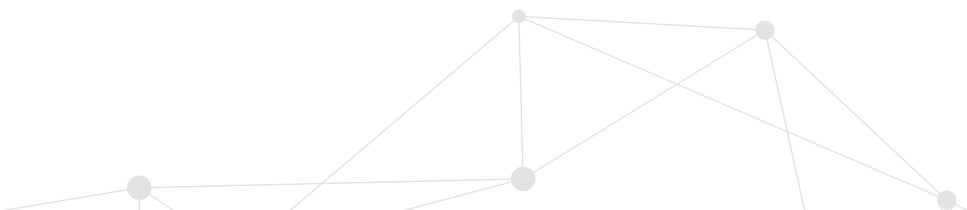
A whistle-blowing policy, supported by an independent service provider, exists for employees to confidentially raise grievances or report issues relating to compliance and business ethics without fear of retaliation. Our Ethics Committee is responsible for administration of the whistle-blowing process and of any investigations which may arise. Ultimate oversight is provided by our Audit Committee, which reports directly to our Board.

There was no incidence of whistleblowing in 2021.

#### Governance Policies

ST Telemedia's code of ethics and governance policies will be annually reviewed and, if required, updated. From 2022, reporting of ESG performance will be provided to our senior management and the Board as standard practice, and from 2023, as our governance framework evolves and our ESG target indicators mature, we will begin to link performance bonuses to an ESG balanced scorecard.

In addition to strengthening the governance framework of ST Telemedia, we are working with our portfolio companies to help them understand and apply enhanced governance structures. This is being achieved through ST Telemedia representation and influence at both the board and shareholder level as well as within the audit, risk and executive committees of our portfolio companies.



# Good Governance

## Resilience to Disruption

ST Telemedia has not been immune to the effects of Covid-19 and included commitments to achieve increased Resilience to Disruption in our group Sustainability Framework, released in October 2021.

### Planning for Disruption

ST Telemedia understands that there is no alternative to planning and investing in anticipation of disruption. By continually engaging in these activities, we will be better able to respond, adapt and rebound, while at the same time benefit from an opportunity to identify new ways to strengthen our performance. As part of our Sustainability Framework, we have committed to enhancing our resilience against events that could impact our operations adversely, including non-diversifiable climate risks. As part of our journey, we are also aligning our approach with the Task Force on Climate-Related Financial Disclosures (TCFD) framework and future needs.

## Pandemic Resilience Initiatives

In terms of operational changes during 2021, ST Telemedia responded to government home-working regulations enacted as a result of the Covid-19 pandemic; employees were informed of changing requirements through town hall meetings and regular updates from HR. Not only has our Business Continuity Plan (BCP) been subject to changes resulting from the pandemic, it has also been independently reviewed and assessed as part of the HITRUST certification project. The BCP has been devised and implemented using a risk management framework and has helped us build resiliency, reduce disruption, and enhance operational efficiencies. In addition to risks relevant to the ongoing pandemic, our BCP also accounts for risks relating to disruption of operations as a result of other means, including unavailability of IT systems.

### IT Resilience

ST Telemedia records any technology-related disruption, including any

significant performance issue or service interruption, in accordance with our Incident Management policies. During 2021 we experienced no technology incidents. This was essentially due to our use of mature and stable systems, our company-wide cybersecurity training programme, and our coherent IT management policies. Furthermore, no data breaches or issues relating to employee privacy were recorded during 2021 (note that as a holding company, ST Telemedia does not host end customer data).

## Our IT Disaster Recovery processes and BCP have been independently reviewed as part of the HITRUST certification project

Our IT Disaster Recovery processes act as a key control to minimise

the consequences of technology disruptions and exist predominantly in the form of system and data backups. We use a tier 1 global provider for data storage, including HR and management information system data. To provide assurances against unavailability of systems, a rigorous preventive maintenance schedule is in place for server room infrastructure, including for the Uninterruptable Power Supply which provides emergency backup power in the event of loss of mains power.

### Resilience Activities across Our Portfolio

As part of our Sustainability Roadmap, ST Telemedia will continue to build on our resiliency framework. During 2022 we will be encouraging our portfolio companies to ensure the relevancy of existing crisis management plans through simulation of disruption scenarios. We will also be supporting our portfolio companies as they develop robust business continuity plans that exceed minimum regulatory compliance standards and include awareness of climate risks.



## Cybersecurity and Data Security

ST Telemedia understands that in a hyper-connected world, we can only be as strong as our weakest link. As our three business focus areas – Communications and Media, Data Centres, and Infrastructure Technology – are intrinsically centred around, and rely wholly upon, the confidentiality, integrity and availability of systems and data, our commitment to cybersecurity, data protection and data privacy is built on forward-looking policies and procedures that are updated continuously in accordance with international best practices. Observing Singapore’s Personal Data Protection Act (PDPA) requirements, ST Telemedia respects consumer privacy and takes measures to ensure the security of any personal data that we collect, store, process or disseminate.

### ST Telemedia Security Committee

The Security Committee at ST Telemedia comprises the CEO, Chief of Corporate Services, Head of Risk Management, and Director

of IT Services. The committee meets yearly and is responsible for providing oversight, coordination and direction in relation to IT security, including data privacy and protection, regulatory compliance, and information security. The performance of the Security Committee, and the adequacy of its charter, are reviewed annually by the Risk Management and Operations Committee, which recommends changes to the Board as necessary.

## 100% employees trained on cybersecurity and Personal Data Protection Act

### Incident Management Policy

ST Telemedia has a documented Incident Management policy which prescribes the means through which all incidents, including those relating to security and data, are recorded and addressed. If an event reported by an end user or appearing as an exception

alert from the ST Telemedia IT systems is judged to have significant potential impact or have had significant actual impact to classified information, business operations or business reputation, the Incident Response Team will be convened to respond appropriately. No major security incidents, data breaches or issues relating to employee privacy were recorded during 2021.

### Cybersecurity Training

To ensure the consistent and rigorous application of best practice cybersecurity and data security controls, ST Telemedia conducts an annual end user Cybersecurity Awareness training programme and encourages further specialised training for IT employees. In addition to guidance relating to good password management, information on potential phishing attack techniques, and a reminder on the risks associated with using removable media, the sessions also include Data Protection training. This aspect of the programme covers the appropriate procedures for the management of both personal and corporate data, and encompasses the requirements included in Singapore’s

Personal Data Protection Act. All employees are expected to complete the Cybersecurity Awareness training and evidence of participation is recorded and retained.

In 2021, short training sessions were offered throughout the year, covering topics such as security awareness and ST Telemedia’s Clean Desk policy. Each session was attended by more than 90% of the target audience. Simulated social engineering attacks, to determine susceptibility to phishing and vishing were also regularly performed. Additionally, a Security Awareness Proficiency Assessment (SAPA) was performed with assistance from a third-party security provider. The assessment will be repeated annually, thus providing a baseline from which ST Telemedia can gauge the effectiveness of our company-wide security awareness efforts.

In 2021, IT executives took an average of 18 hours additional training each. This included application-specific training, administrator training and HITRUST certification awareness sessions.



## Good Governance

### HITRUST Common Security Framework

In 2021, ST Telemedia underwent the Readiness and Remediation phases of the HITRUST Common Security Framework (CSF), and subsequently obtained the formal HITRUST certification; an overarching security and privacy certificate that provides a risk-based approach to information protection and compliance.

The HITRUST CSF provides our stakeholders with assurance that ST Telemedia has implemented effective security and privacy controls across 19 domains throughout the organisation, from vulnerability management and network protection to physical security, data protection and risk management (see page 30 for further information).

### Cybersecurity across Our Portfolio

ST Telemedia expects our portfolio companies to meet applicable national and international industry security standards. We are also assisting the adoption of the HITRUST Framework across the Group.

In the longer term, as part of our Sustainability Roadmap, we will be encouraging our portfolio companies to adhere to the ST Telemedia Group cybersecurity and data protection privacy standards, at a minimum. We will also be promoting audit activities across the Group to support compliance.

### ST Telemedia expects our portfolio companies to meet applicable national and international industry security standards

### Communications & Media

Our Communications and Media portfolio is highly regulated. It operates critical infrastructure and must have operating resilience at the heart of its design and operations — electronic, but also physical and climate-related.

Cyber and data security threats are recognised as key operational risks, and robust and comprehensive programmes have been employed for cyber threat management.

### Data Centres

Successfully maintaining operations through climate-related events and pandemic-induced consequences, while simultaneously managing the increasingly pervasive nature of cybersecurity risks is critical to our Data Centre business clients. In turn, they are able to offer robust and uninterrupted services to the public in a digitally transforming world.

### Infrastructure Technology

Our Infrastructure Technology portfolio companies are at the forefront of the constantly evolving cybersecurity landscape. They deliver risk and compliance frameworks that allow organisations to identify and remediate cyber and reputational risks in real time.

### Emerging Topic

Our emerging topics will be closely managed and monitored as our sustainability strategy matures in the coming years. Here we provide examples of the activities we are performing in these areas.

### Technological Innovation

As an investment company seeking opportunities to further grow our core business areas of Communications & Media, Data Centres, and, particularly, Infrastructure Technology, ST Telemedia is in a unique position to support, and affect, the nature and direction of future technological development.

Beyond the influence we exert through our investment philosophy, we see our portfolio companies introducing technological solutions in an innovative manner, and in a variety of contexts. STT GDC, for example, is implementing biometric access and time-keeping systems at data centre construction sites to ensure workers are not on site more than the contractually agreed number of hours per week. At sites in India, STT GDC is also using reverse osmosis technology in its cooling systems, saving thousands of litres of water per day.



ST Telemedia Achieves the HITRUST Common Security Framework certification in 2021

The HITRUST CSF is a globally recognised certifiable framework that provides organisations with an approach to managing regulatory compliance and risk management. The scope of the certification involves many areas of IT control, such as wireless security, configuration management and audit logging, but also extends to the management of risk, third party assurance, education and training, and business continuity. And within the framework, international standards such as ISO, NIST, PCI, HIPAA, and COBIT have been considered, resulting in a comprehensive set of security and privacy controls.

Readiness and Review Programme

During the early part of 2021, with the assistance of an external consultancy, ST Telemedia implemented a HITRUST readiness and review programme to determine any gaps in our existing approach to security and privacy. This assessment provided us with a deeper understanding of our position and resulted in a foundation on which we were able to build over the ensuing months.

Security Enhancements

One specific security enhancement we made involved the introduction

of multi-factor authentication, further augmenting our cybersecurity protection mechanisms. Making updates across a range of policy and procedure documentation is easily achieved, but implementing those changes operationally, within a short space of time throughout an organisation, cannot be realised without careful planning, regular communication, and the support of senior management.

CEO Support

At ST Telemedia the importance of the undertaking was recognised across the company and was

championed by the CEO — support which helped us embed the remediation requirements within the organisation without significant complication. This led to a smooth validation assessment procedure by the third-party consultants and ultimately the achievement of the HITRUST certification.

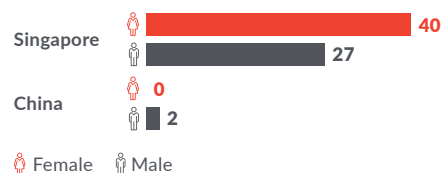


## Appendix

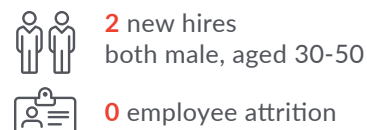
### ST Telemedia Employees in 2021

Our workforce is comprised entirely of permanent, full-time employees.

#### By Location And Gender



#### New Hires and Attrition



#### Absentee Rate

**1.7%**

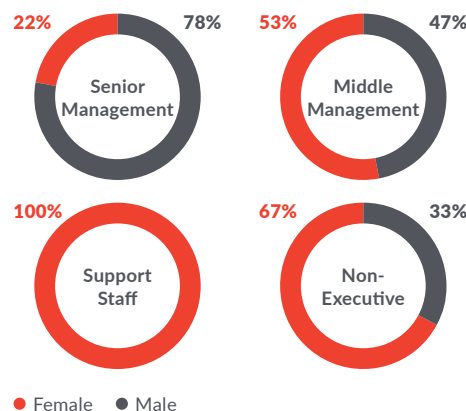
#### Performance Reviews

**100%** received regular performance and career development reviews

#### Governance Body

**100%** of governance body representatives are male, >50 years

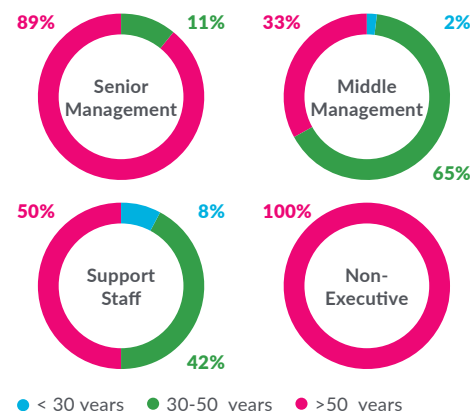
#### By Employment Category And Gender



#### Programmes for Skills Management and Lifelong Learning

Training courses related to Communications; Conflict Management; Emotional Quotient; Leadership; Negotiation; Project Management; Team Management; Embracing the Human Side of Change; Stress and Time Management; Assertiveness Achieving Win-Win; The 7 Habits of Highly Effective People; Redesign Business Models Towards Sustainability; Reimagining Your Cyber Security Strategy; Singapore Institute of Directors (SID) Conferences; Asian Outlook

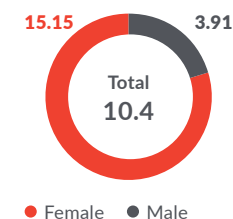
#### By Employment Category And Age Group



#### Benefits Provided

Outpatient Medical; Flexible Benefits Allowance; Health screening; Group Hospital & Surgery Insurance; Group Supplementary Major Medical Insurance; Dental Insurance; Group Term Life Insurance; Group Critical Illness Insurance; Group Personal Accident Insurance; Group Business Travel Insurance & Top-Up; Work Injury Compensation Insurance; International SOS; and Employee Long-Term Incentive Plans

#### Average Hours Of Training Per Year Per Employee, By Gender



#### Parental Leave By Gender

Entitled to paternity/maternity leave in reporting period



Took paternity/maternity leave



Returned to work (in the reporting period) after parental leave ended



Still employed 12 months after their return to work after parental leave



Female Male

# GRI Content Index

<b>Statement of Use</b>	ST Telemedia has reported the information cited in this GRI content index for the period of 1 January 2021 - 31 December 2021 with reference to the GRI Standards.		
<b>GRI 1 Used</b>	GRI 1: Foundation 2021		
<b>GRI Standard</b>	<b>Disclosure</b>	<b>Location</b>	<b>Page</b>
GRI 2: General Disclosures 2021	2-1 Organisational details	About ST Telemedia	6
	2-2 Entities included in the organisation's sustainability reporting	About This Report	10
	2-3 Reporting period, frequency and contact point	About This Report	10
	2-6 Activities, value chain and other business relationships	About ST Telemedia	6-8
	2-7 Employees	Appendix	31
	2-9 Governance structure and composition	Good Governance Introduction	25
	2-22 Statement on sustainable development strategy	Message from President and CEO Board Statement	1-3 4
	2-25 Processes to remediate negative impacts	Responsible Business Conduct and Ethics	26
GRI 3: Material Topics 2021	3-1 Process to determine material topics	The ST Telemedia Sustainability Framework	11
	3-2 List of material topics	The ST Telemedia Sustainability Framework	11
<b>Topic Specific Disclosures</b>			
<b>Category: Environmental Stewardship</b>			
<b>Energy Management</b>			
GRI 3: Material Topics 2021	3-3 Management of material topics	Environmental Stewardship Introduction Climate Change Action	13 14-16
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	Climate Change Action	15
<b>Greenhouse Gas (GHG) Emissions</b>			
GRI 3: Material Topics 2021	3-3 Management of material topics	Environmental Stewardship Introduction Climate Change Action	13 14-16
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Climate Change Action	15
	305-2 Energy indirect (Scope 2) GHG emissions	Climate Change Action	15
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<b>Category: Social Responsibility</b>			
<b>Diversity and Equal Opportunity</b>			
GRI 3: Material Topics 2021	3-3 Management of material topics	Social Responsibility Introduction Diversity and Equal Opportunity	18 19
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Diversity and Equal Opportunity Appendix	19 31
<b>Local Communities and Digital Inclusion</b>			
GRI 3: Material Topics 2021	3-3 Management of material topics	Social Responsibility Introduction Digital Inclusion Local Communities	18 20 21-23
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Digital Inclusion Local Communities	20 21-23



Topic Specific Disclosures			
Category: Good Governance			
Responsible Business Conduct and Ethics			
GRI 3: Material Topics 2021	3-3 Management of material topics	Good Governance Introduction	25
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GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	Responsible Business Conduct and Ethics	26
Resilience to Disruption			
GRI 3: Material Topics 2021	3-3 Management of material topics	Good Governance Introduction	25
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Cybersecurity and Data Security			
GRI 3: Material Topics 2021	3-3 Management of material topics	Good Governance Introduction	25
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