



STARHUB

TRANSFORMATION
FOR A NEW GENERATION

SUSTAINABILITY AT THE HEART OF STARHUB

STARHUB INVESTOR DAY 2021



Forward-Looking Statements

The following presentation may contain forward-looking statements by StarHub Ltd (“StarHub”) relating to financial trends for future periods.

Some of the statements in this presentation which are not historical facts are statements of future expectations with respect to the financial conditions, results of operations and businesses, and related plans and objectives. These forward-looking statements are based on StarHub’s current views, intentions, plans, expectations, assumptions and beliefs about future events and are subject to risks, uncertainties and other factors, many of which are outside StarHub’s control. Important factors that could cause actual results to differ materially from the expectations expressed or implied in the forward-looking statements include known and unknown risks and uncertainties. Because actual results could differ materially from StarHub’s current views, intentions, plans, expectations, assumptions and beliefs about the future, such forward-looking statements are not and should not be construed as a representation, forecast or projection of future performance of StarHub. It should be noted that the actual performance of StarHub may vary significantly from such statements.

KEY THEMES

1



Our Sustainability Journey & Framework

2



StarHub's ESG Commitment

3



Our Sustainable Digital Future



STARHUB

Sustainability At The Heart – For Our Digital Future.

VISION.

To create a better world enabled by digital solutions, while caring for people and our planet.

MISSION.

To accelerate digital adoption to empower and equip less privileged youth and families in their employability and connectivity needs.



OUR SUSTAINABILITY JOURNEY

Key Milestones

2011 Started sustainability reporting in accordance with the Global Reporting Initiative (GRI) Standards



WE SUPPORT



2012 Became a signatory of the United Nations Global Compact

2016 committed to supporting the Sustainable Development Goals (SDGs)



2018 Externally assured Sustainability Report (FY2017)

2019 Became a member of the Carbon Pricing Leadership Coalition (CPLC)



2020 Secured 1st Sustainability-linked Loan of RM270 million

2021 Over 780 tonnes of e-waste collected under StarHub's RENEW Programme

2021 Awarded the LowCarbonSG Mark



TCFD 2021 Embarking on TCFD



Sustainable Business Winner

Singapore Apex Corporate Sustainability Awards
(2016, 2018, 2020)

Corporate Knights' Global 100

80th Most Sustainable Corporations Globally, and
Asia's Most Sustainable Telco

Leadership Score of 'A-'

CDP Climate Change



Rated 'AA'

by MSCI for ESG rating (Since 2017)



40th out of 519 Companies

Singapore Governance and Transparency Index (2021)

Most Transparent Company

SIAS Investors' Choice Awards (6 times including 2021)



9th of 704 SGX ListCos

Singapore Board Diversity Index

Top in Asia Pacific and 5th Globally

Equileap Gender Equality Global Ranking (2018)



Excellence Award for Community Partnership

People's Association (Since 2018)

Charity Platinum

Community Chest Awards (2018, 2020)



RECENT ESG ACCOLADES



DISCLOSURE FRAMEWORKS AND INDICES

We Are Aligned To International Frameworks & Indices

Frameworks



Indices



ESG Leaders Index and
ESG Transparency Index (Since 2016)



FTSE4Good

GLOBAL100
Corporate Knights



OUR SUSTAINABILITY FRAMEWORK



PROTECTING THE ENVIRONMENT

ENERGY AND GHG EMISSIONS REDUCTION

- Increase adoption of renewable energy
- Implementation of energy reduction measures

CLIMATE CHANGE ADAPTATION

- Established climate risk framework
- Annual review of facilities against flood-prone areas
- Application of business continuity management controls

WASTE MANAGEMENT

- Practise e-waste recycling
- Adoption of paperless processes
- “Skip the Bag” initiative
- Implemented paper bill and paper bag charges

WATER USE

- Use of water efficient fittings

Raise **renewable energy adoption** to 6% in 2021 and **10% in 2022.**

Network sharing via Antina JV expected to **reduce carbon footprint by 25%.**



ENABLING A DIGITAL SOCIETY



CYBERSECURITY AND DATA PRIVACY

- Implemented cybersecurity governance framework
- Annual cybersecurity awareness trainings
- Regular cybersecurity exercises
- Data Protection Trustmark certified

PRODUCT AND SERVICE QUALITY

- Launched 5G services
- Fastest 4G and 3G median throughput in IMDA IMconnected H2 Report 2020
- Ranked highest customer satisfaction scores for mobile and broadband services by CSISG 2021

ONLINE SAFETY

- Block spoof numbers that impersonate legitimate sources
- Implemented plus '+' sign prefix to identify overseas spoof calls
- Offer JuniorProtect service

Mobile Broadband For Underprivileged Children for Home-Based Learning

Affordable Mobile Plans for Seniors & PWDs



CARING FOR OUR PEOPLE AND COMMUNITIES



TALENT MANAGEMENT

- Launched the Leadership Accelerator Programme (LEAP)
- Integrated Work Study Programme
- Offer competitive remuneration packages and benefits

WORKPLACE EQUALITY, DIVERSITY AND INCLUSION

- A Tafep and UNGC signatory to promote human rights and fair employment practices

EMPLOYEE HEALTH AND SAFETY

- Implement precautionary measures in line with government Covid-19 advisories
- Certified bizSAFE Level 3 organisation

INVESTING IN LOCAL COMMUNITIES

Supporting:

- Community Chest
- Junior Stars (Nurture) Central Singapore CDC
- Care Corner
- WWF

Bridging digital divide
through our long-standing
partnerships in our CSR
programmes



CARING FOR OUR PEOPLE AND COMMUNITIES



Partnered Food Bank Singapore to expand its food vending machine network



Digital Inclusion Project refurbished 40 used laptops for donation



Supported Community Chest in the Heartstrings Walk



Supported Temasek's #BYOBclean sanitiser distribution



Reduced carbon footprint by donating old uniforms



Planted 50 trees at the Jurong Lake Gardens



Title sponsor of the SEC-StarHub School Green Awards

In FY2020,
We Donated
\$1.7M
Reaching Over
8,000
Beneficiaries



EMBEDDING RESPONSIBLE BUSINESS PRACTICES



BUSINESS CONDUCT AND ETHICS

- Comply with all applicable laws
- Employee Code of Conduct and various policies

SUPPLY CHAIN MANAGEMENT

- Updated Supplier Code of Conduct based on the ten principles of the UN Global Compact
- Implemented Responsible Sourcing Policy
- Implementing Supplier Self-Assessment Questionnaire

PUBLIC HEALTH AND SAFETY

- Comply strictly with RF emissions
- Equipment's RF emissions are well within international guidelines

RESPONSIBLE MARKETING AND SELLING

- Marketing our products and services responsibly, ensuring clarity on pricing and billing.

Adopt **digital processes** to **minimize the use of paper:**


- Annual Reports and EGM Circulars available in digital format since 2009
- Electronic Board Portal and e-bill available since 2013



FY2021 KEY TARGETS / COMMITMENTS


CLEAN ENERGY USE

Increase renewable energy use to 6% by 2021 and 10% by 2022



RESPONSIBLE PROCUREMENT

Implement Supplier Self-Assessment with new suppliers




COMMUNITY INVESTMENT

Support CSR activities with a focus on climate change



EFFICIENT ENERGY USE

Improve the average Power Usage Effectiveness ratio of our technical centres to 1.77



PUBLIC HEALTH & SAFETY

100% compliance with Radio Frequency radiation safety standards





STARHUB

WHAT'S NEXT?



CLIMATE-RELATED STRATEGY

- Embracing TCFD recommendations
- Embedding sustainable practices by design at our Loyang DC



LOW CARBON TRANSITION

- Increasing commit to use renewables
- Explore setting of net-zero targets for some facilities,
- Lowering the PUE of our technical centres



SUPPLY CHAIN MANAGEMENT

- Obtain confirmation from at least 70% of our suppliers that they comply with our Supplier Code through Self-Assessment



GREEN FINANCING

- Consider sustainability-linked loans/bonds when opportunity arises

STARHUB

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